

**COVENTRY RING & RIDE**  
**ADVISORY GROUP MEETING**  
**TUESDAY 11<sup>TH</sup> AUGUST 2009**

<b><u>Present:</u></b>	Peter Maggs	-	Chief Executive W.M.S.N.T
	Mike Barnes	-	Depot Manager
	Jackie Head	-	Admin Controller
	Mr Hiscocks	-	Coventry Council
	Mr Dalton	-	C & W Wheelchair Group
	Mr Smallman	-	C & W Accessible Transport Committee
	Mrs Taplin	-	Speakability
	Mrs Porter	-	Physical & Sensory Impairment Partnership
	Mrs Arnold	-	Midlands Sport Centre
	Mr Kotecha	-	User
	Mrs Harman	-	User
	Mrs Bruce	-	User
	Mrs Budge	-	User
	Mrs Rollason	-	User
	Mrs Perry	-	User
	Mrs Foreman	-	User
	Mrs Perrow	-	User

**Apologies:** Duncan Ashlee; Mrs Costello; Miss Cross; Ms Pendlebury; Mrs Walker; Mrs Hunt; Mrs Harrison; Mrs Kelsall; Mrs Wessen; Ms Sanders

Mike Barnes welcomed all to the meeting and introduced himself and gave his background information. He is hoping to take Coventry Ring & Ride forward, and make improvements over a period of time. His aim is to get further business, and increase the number of buses as a result of contract work.

**Notes of Last Meeting**

Mike went through the notes of the last meeting, which were agreed as accurate.

**Matters Arising**

1. Enid Rollason stated she was pleased with the re-introduction of the Cross Boundary Service. Mike asked for feedback of why people want to go to Solihull rather than Coventry city centre. Sheila Taplin stated that many of Coventry's city centre shops are closed, or closing and gives people a feeling of "doom and gloom".
2. Aubrey Dalton asked the whereabouts of Mike Franklin and Duncan Ashlee. Mike responded by advising that Mike Franklin took early retirement, and Duncan was ill.

3. Enid Rollason requested a leaflet advertising Ring & Ride which she will give to her local Post Office to display.

**ACTION POINT**

**Depot Managers Report**

1. Mike advised that the he would be around, maybe on the buses at times, and also to meet the service users.
2. Clubs are closing and we need to promote the service, Our trip refusals are at popular busy times, and we will be looking at when people go shopping, and try to encourage users to shop at different times, maybe also getting the supermarkets to offer refreshments. We can also look at journeys to for example Garden Nurseries, which are just out of the area, and try to be a little more flexible. However, we are only able to provide trips for people who pay their Council Tax to Coventry.

**Chief Executives Report**

1. We have secured 3 year funding from Centro, and have just submitted a plan for the next 3 years. We have a good working relationship with Centro, who understand our service and its needs. We wish to secure for future operation and expansion of the service.
2. The downturn in the economy has also affected us. VW maintenance and service in Birmingham has gone into liquidation, and some of our Birmingham Depots are now using Listers in Coventry.
3. There was a Board Meeting with the Charity's Trustees 2 weeks ago. They set an objective to provide an increase in trips for each individual. Also, we are looking to service quality, and not just to increase our trip numbers.
4. We are still progressing with the computerised scheduling system, but problems keep creeping up. When we get it right it will be introduced to other units. Coventry will not be getting it until mid 2010.
5. We are working with Travel West Midlands Coventry to tie up with one of the main line bus routes to Bedworth. We will be able to take passengers to a bus stop to meet with a bus going to Bedworth, and the same on the return. It is hoped that this will be in place before Christmas.
6. Our next Newsletter is due to be sent out soon.
7. Last week the Company looked at an electric powered mini-bus. It is 3 times more expensive, so the Company is looking for additional funding to offset the difference in cost. Jim Smallman commented that these vehicles are often quiet and an audible sound is necessary for the visually impaired.

### Service Users Issues

1. Jim Smallman stated that the Ring & Ride Information cards issued at the last meeting were very helpful. Could they also be printed in braille, and maybe also a CD copy.  
**ACTION POINT**
2. Aubrey Dalton asked if it was possible to arrange trips for a group to a single destination. Mike replied by stating that this would be okay if they were all registered users. It may be possible to take a group to Birmingham if it was a full bus.
3. Enid Rollason asked if thanks had been sent to Mike Franklin. Mike replied by stating that a letter would be sent to Mike on behalf of the Advisory Group.  
**ACTION POINT**
4. Mrs Foreman stated that she was unable to book the bus again on Saturday for travelling on Monday to Tile Hill Social Club, but when the bus arrived at Jardine Crescent there was only 3 travelling on it. Jackie stated that this would be mentioned to June Marsh the Senior Scheduler to look into.  
**ACTION POINT**
5. Jim Smallman stated that he had heard drivers make comments concerning not taking passengers who were not booked onto their sheets. Mike said he would look into this.  
**ACTION POINT**
6. Alison Porter stated that she had heard that wheelchair passengers had to reverse their wheelchairs off the tail-lift, whereas it would be better for the passengers to manoeuvre forwards. Advised that most wheelchairs are too large to turn around on the bus, and therefore had to reverse. All drivers are trained on how to help the passengers to reverse their wheelchairs off the bus.
7. Alison Porter stated that when a driver is strapping down a wheelchair they are leaning over the passenger. Mike stated that this should not be the case, and all drivers are trained how to clamp wheelchairs and apply the seat-belts with minimum contact with the passenger. Mike offered to arrange for Alison to visit our Training Centre.  
**ACTION POINT**
8. Jim Smallman asked how the experiment with the Ford was going. Peter responded that the wheel base was shorter, and the seats closer together. They are more economical, but their reliability over 5 years is unknown.

### Any Other Business

1. Enid Rollason welcomed Mike to Coventry Ring & Ride.
2. Could a Shopping List Sheet be sent to all members of the group.  
**ACTION POINT**

Date of next meeting is Tuesday 10<sup>th</sup> November 2009