



EAST BIRMINGHAM DISTRICT ADVISORY GROUP

8th December 2009

Members Present

Mr. W.Kinder chairman
Mrs I.Price
Mr D. Jennings.
Mrs D Jennings
Mr B.Cunningham
Mrs I.Barber
Mrs Innes
Mrs J.Reeves
Ms J.Robinson

W.M.S.N.T

Mr. D.Ashlee Development Manager
Mr. K.Drew Depot Manager East
Mrs J.Ford Depot Admin Controller

APOLOGIES

Mr P.Maggs Chief Executive
Mr D.Rogers Operations Manager
Mrs Sheriden
Mrs Holstom.

AGENDA.

Minutes of last meeting.

Matters Arising.

WMSNT

A.O.B.

MINUTES LAST MEETING

The minutes of the last meeting 22nd September were accepted as correct

MATTERS ARISING

Development Manager Report

The new scheduling system is well into development, phase 1 is complete, which is the administration side of the system, and stage 2 which is the scheduling / booking, is also close to completion.

We can then start the trial on the system; this will be operated out of South Birmingham's depot. The passenger's database is being upgraded and all depots have been asked to check all passengers' postcodes, as the new system will operate mainly on this system.

The 3rd phase is for the buses to be fitted with satellite navigation / tracking systems, but this will not be available for some time yet.

The news letter is being printed, there is a form in the news letter for you to complete so that we can check the information we have on your is correct for the new scheduling system.

The charity is undergoing a re-branding, and the logo will be wmsnt.

The contracts division has undertaken a large number of outside contracts / journeys over the last few month's, and the feedback to this side of the operation, is very good, the charity will continue to offer users this facility.

Contract drivers are undergoing nvq qualifications, and our training department is controlling this.

Best value report because of the credit crunch this has caused several problems, so we have gone from a five-year plan to a three-year business plan.

We have now re-introduced the cross boundary service back in to all the charities depots.

The trial of the new ford transit buses at our Wolverhampton depot has gone very well, the fuel consumption per vehicle is less than a VW, therefore a saving is being made.

North Birmingham depot has now settled in to the new site in park road in Aston and head office will also be moving in the new year to the same venue.

District Manager Report

Good afternoon I hope everyone is well, and thank you for coming to the dag today

This is the last DAG of 2009 and I have some changes to the depot to announce to you.

Duncan has now re-designed the web site, and will constantly update the site with news items, with the help of Gina, the chief executives pa.

It is felt that we need to increase the dag, by inviting new members, therefore can I ask that if you know of someone who would be willing to join us and contribute towards the dag please let me know.

I have recently been to shop mobility in Solihull to speak to them about sending some of their literature to new passengers when registering with ring and ride, along with our information packs.

I have also left ring and ride leaflets in their shop.

It costs £10 to register with shop mobility and a further 50pence every time you use their facilities.

We are looking to invite user group organizations, i.e.: Age Concern, Mencap, Shop Mobility, The Blind association, The Stroke association, local councilors etc.

We were hoping to arrange a new venue for the next Dag meeting, but unfortunately there was not a meeting room available at Anne Marie Howse, but in 2010 all meeting will be held at the new venue.

East has over the last 6 months been covering a project for a company named Works Directive, their aim is to place people who have some disability, help in finding them interviews, with respective employer's. They are based at the Swan in Yardley, I have been to their work place and talked to them about how Ring and Ride operates, the main problem we have with them at the moment is that around 80% of the passengers cancel on the doorstep, which is unacceptable.

Driver / Non driver

The competition for the staff is now coming to a close, there will be a presentation and we will look to invite registered passengers, to the venue, we hope to invite more staff this year, again it will be held at the Claridon Suite and is on Tuesday 24th November.

We have raised donations from companies who supply ring and ride, either with repair work or other options.

East is back to a full compliment of staff, and depot managers now have a new title, which is district manager, it is felt that we manage a district not just a depot.

Trips out of the West Midland boundary are now available, but they need to be booked through the contracts diversion, and a charge is required, if you send the details to the depot we will forward your requests, and they will contact you with a price, it would be slightly cheaper than passengers hiring a coach.

During the school holidays contract drivers would be available for you to use.

Brays Road school, a special needs school based in Sheldon which has around 18 buses, to take the children from home to school, the contract is up for re-newal in November, and ring and ride contracts will be applying to operate the buses for this school, we have at present 9 buses covering this role at present.

Also we have taken on 6 new school contracts at Beufort School in Hodge Hill.

We have been successful therefore we will have to find 12 more buses, and recruit 12 more part time staff, the contract will not commence until April 2010.

East Birmingham will then have a total of 94 staff. 18 of which will be office based the rest are operational drivers, covering Ring and Ride/ Education and Taxi bus.

Because of the new contracts it has become very important to find a new depot as we have outgrown the present location, I have for the last six months been looking within East Birmingham" operating area, for a location to fill our requirements, I'm very pleased to inform you that East will be re-locating to Elmdon Trading Estate, by Birmingham airport in the new year, we hope to be in this location by April, for the new contracts to commence.

Once we have re-located it is hoped that we will have an open day, where you and other user groups will be invited to attend the depot.

ADVISORY GROUP QUESTIONS/COMMENTS

Mrs. Holstom has informed me that she will no longer be attending the dag, because of ill health, I have thanked her for her co-operation in attending and being a member of our dag group.

Some drivers when collecting passengers are blowing the horn on the bus, to let people know when they arrive.

We operate a door to door service and the staff will be reminded of this.

J.Robinson asked about booking trips on the web site

Duncan explained that this has stopped due to on going problems with depot emails, also if the district manager is on holiday, then the email could be missed, therefore no trip produced.

June informed J.Robinson if she emailed her booking she would transfer that booking to an advanced booking form as per the agreed policy.

Ms J.Robinson Ms J.Robinson

Chief Executive Report

Apologies sent

A.O.B.

The depot Controller's completes wheelchair assessments and Co-Ordinators as soon as possible, two passengers registration numbers were given to June to look into with regards to a risk assessment.

Some passengers on shopping trips are bringing too many bags/trolleys to the bus, this is blocking the aisle what are passengers told when they register.

Passengers on shopping trips are asked to keep bags and trolleys to a minimum, and to bring the amount that they themselves can carry only.

Next meeting dates and venue yet to be arranged for 2010, details will be sent out when arrangements have been made.

From the staff at East Birmingham depot may we wish you a Merry Christmas and a Happy New Year.

Meeting closed .