

WEST MIDLANDS SPECIAL NEEDS TRANSPORT LTD

RING AND RIDE WEDNESBURY

**MINUTES OF THE SANDWELL DISTRICT ADVISORY GROUP
MEETING**

Held at: Oldbury Council House – Annexe 2

Date: Tuesday 13th April 2010

Present: Ray Alsop - User/Chair
Evelyn Warren - User/Vice-Chair
Cllr. M Hughes - Councillor
Cllr. R Horton - Councillor
Margaret Davies - User
Norah Ward - User
Beryl Plowman - User
Graham Forsyth - User
Iris Hollis - User
Ray White - User
Alice Bishton - User

In attendance: Martin Powell - Admin Controller Wednesbury
Michael Rolinson - District Manager Wednesbury
Cheryl Roberts - Administration Wednesbury
Cindy Wakefield - Administration Wednesbury
Des Rogers - Operations Manager WMSNT
Peter Maggs - Chief Executive WMSNT

1. INTRODUCTION

Ray Alsop chaired the meeting. Everyone introduced themselves.

2. APOLOGIES

D.Ashley

3. CONFIRMATION OF PREVIOUS MINUTES

- The minutes of the Sandwell District Advisory Group meeting held at Oldbury Council House on 15th December 2009 were accepted as a true record.

4. MATTERS ARISING

- None

5. DEPOT MANAGERS REPORT

- MR discussed trip figures and noted they had decreased by just over 11,000. Partly due to the lack of there being any Walsall Illuminations this year and the bad weather we have been experiencing.
- MR also advised registrations had increased by 111 new passengers. The depot is now registering passengers without the need of a first trip.
- MR advised cancellations show a decrease of 1,283.
- MR stated on average we are receiving one serious complaint in every 15,000 trips.
- The Driver/Non Driver of the year competition is coming back in May.
- MR advised that the Co-ordinators job title has changed and they will now be known as Supervisors.

6. CHARITY DEVELOPMENT UPDATES

- PM advised the recent press release was an incorrect statement.
- PM advised the new scheduling system is working well. A Sat Nav system will be being installed on all of the buses in due course.
- Cllr.Horton wanted to congratulate all who were involved in the Acorns fun day.

7. OPERATIONAL ISSUES

- DR said having the resources such as our home to school contract meaning extra vehicles we were able to do the trips for the Acorns fun day. He stated "all our staff were absolutely amazing".
- DR advised our Birmingham contract has been increased by another seven years.
- DR advised we are looking at a Ring and Go service for young people and their parents to book standard Ring and Ride trips using the contracts fleet.
- DR advised we are opening new depots in East Birmingham. A new depot is being built in Wolverhampton and services are expanding in Coventry.

8. DEVELOPMENT ISSUES

- DR advised the newsletter would be sent out soon.
- DR advised we are currently trying to get younger people to use the service.
- DR informed everyone that we have changed how we record cancellations and advised members that you may get asked a few more questions such as the reason for cancelling.

9. ANY OTHER BUSINESS/MEMBERS ISSUES

- Evelyn asked if there was any news on using the rear of Shopmobility in West Bromwich Bus Station. Cllr Hughes said she would put forward an official complaint from Evelyn as vice-chair of the committee to Highways and Centro. Des advised we had been told we couldn't use it due to Health & Safety and until we're told otherwise we will not park there. He added that our own H & S do not see a risk, but was being led by Cllr. Badham who had said R & R could not use the area due to H & S. Des also stated the area was being used by Taxis and no one had moved them from the area, also a Birmingham bus was ticketed for parking in the vicinity, but the taxis weren't. He also defended the bus station saying their staff were very professional and helpful.
- IH wanted to pass on her thanks for the service she received when she asked for a later pick up than usual.

10. ITEMS FOR NEXT MEETING

- None

11. DATE OF NEXT MEETING

- Tuesday 17th August, 2010