



**Transport Delivery Committee**

**Monday 24 June 2019 at 1.00 pm**

**Minutes**

**Present**

Councillor Kath Hartley (Chair)	Birmingham City Council
Councillor Timothy Huxtable (Vice-Chair)	Birmingham City Council
Councillor Pervez Akhtar	Coventry City Council
Councillor Keith Allcock	Sandwell Metropolitan Borough Council
Councillor Robert Alden	Birmingham City Council
Councillor Phil Davis	Birmingham City Council
Councillor Mohammed Fazal	Birmingham City Council
Councillor Mohammed Hanif	Dudley Metropolitan Borough Council
Councillor Celia Hibbert	City of Wolverhampton Council
Councillor Diana Holl-Allen	Solihull Metropolitan Borough Council
Councillor Les Jones	Dudley Metropolitan Borough Council
Councillor Chaman Lal	Birmingham City Council
Councillor Keith Linnecor	Birmingham City Council
Councillor Ted Richards	Solihull Metropolitan Borough Council
Councillor David Welsh	Coventry City Council

**In Attendance**

Councillor Shaheen Akhtar	Sandwell Metropolitan Borough Council
Councillor Angus Lees	WMCA's Overview and Scrutiny Committee
Councillor Mary Locke	Birmingham City Council
Councillor Alan Taylor	Dudley Metropolitan Borough Council
Councillor Richard Worrall	Walsall Metropolitan Borough Council

**Item Title**  
**No.**

**116. Apologies for absence**

Apologies for absence were received from Councillors Andrew and Rowley.

**117. Chair's Remarks**

(i) Welcome and Farewell

The Chair welcomed Councillors Shaheen Akhtar, Mary Locke, Alan Taylor and Richard Worrall who were attending today's meeting as observers and would be joining the committee next month at the start of the new municipal year. The Chair also conveyed her thanks and best wishes to Councillors Keith Allcock, Phil Davis and Mohammed Hanif who would not be returning to the committee for 2019/20.

(ii) Catch the Bus Week – 1 -7 July 2019.

The Chair outlined various activities that were taking place for Catch the Bus Week commencing on 1 July.

(iii) TDC Visit to Nottingham

The Chair along with Councillors Davis, Holl-Allen and Hibbert reported that the visit to Nottingham to look at their approach to integrated transport had been a very useful and instructive visit.

**118. Minutes of the last meeting**

The minutes of the last meeting held on 20 May 2019 were agreed as a correct record.

**119. Matters Arising**

*Minute No.106, Capital Programme Aligned to 2022 Commonwealth Games Update*

In relation to an enquiry from Councillor Huxtable as to when the committee could expect to receive a presentation on the Commonwealth Games, the Chair reported that officers were liaising with Birmingham City Council with regards to the scheduling of the presentation for a future meeting.

**120. Correspondence/ Petitions**

None submitted.

**121. Minutes of the Bus Shelter Appeals Decision Group - 12 June 2019**

The minutes of the Bus Shelter Appeals Decision Group held on 12 June 2019 were submitted for information.

Resolved: That the minutes of the Bus Shelter Appeals Decision Group held on 12 June 2019 be noted.

**122. Presentation : Swift Update**

The committee received a presentation from the Head of Swift, Matt Lewis, that provided an update on the usage and enhancements to Swift, the smart ticketing solution for the West Midlands.

The presentation outlined a case study with regards to the 16-18 concessionary take-up problem, progress with regards to Swift on rail, best value capping, EMV contactless payments and account based ticketing.

The Chair thanked Matt Lewis for his informative presentation and asked for the copy of the slide presentation to be circulated to committee members.

Resolved: That the presentation be noted.

**123. Customer Services Performance Update Report**

The committee considered a report of the Head of Customer Services that updated the committee on the performance of the Customer Services Team.

The Head of Customer Services, Sarah Jones, outlined the key highlights of the report which set out telephone performance, Customer Relations case performance, Ticketing Services email performance, customer demand, social media performance, quality, customer satisfaction, travel shops and new and future developments.

Councillor Huxtable reported that he was very impressed by the dedicated Member Enquiries email service and asked for the details to be circulated to new committee members.

The Chair and Lead Member for Putting Passengers First conveyed her thanks to the Head of Customer Services for another impressive report.

The Head of Customer Services reported that following the installation of the new cloud based omni-channel system later in the year, committee members would be welcome visit Customer Services to look at how the system provides for an improved customer experience.

Resolved: That the contents of the report be noted.

#### **124. Cycling Charter Progress Update**

The committee considered a report of the Cycling and Walking Development Manager that updated the committee on matters relating to the performance, operation and delivery of TfWM led initiatives within the West Midlands Cycling Charter Action Plan.

Councillor Holl-Allen, Lead Member for Safe and Sustainable Travel outlined the report and Hannah Dayan, Cycling Charter Coordinator, provided an update on progress with regards to the Cycling Charter Action Plan.

In relation to the Walking to School Challenge being delivered by Living Streets in conjunction with TfWM, Councillor Huxtable enquired whether the programme could be linked to local authorities' safer route to school schemes and no idling zones.

The committee noted that idling problems whereby car drivers leave their cars running in streets near to schools and residential areas was a difficult issue to tackle without police enforcement.

The Cycling Charter Coordinator undertook to include messages about car idling in future promotions.

In relation to a comment from Councillor Hibbert regarding the need to engage more with diverse groups, the Cycling and Charter Coordinator reported that an active approach is undertaken, working with the Equalities and Diversity Manager but would welcome any suggestions to encourage wider participation in cycling.

Resolved: That progress to date of the TfWM led initiatives of the West Midlands Cycling Charter Action Plan be noted.

**125. Bus Alliance Update**

The committee considered a report of the Network Development Manager that provided an update on matters relating to the governance, operation, delivery and performance of the West Midlands Bus Alliance.

The Chair and Lead Member for Putting Passengers First outlined the report.

The Network Development Manager, Edmund Salt, reported on key highlights set out in the report which included an update on West Midlands Bus Alliance governance, passenger satisfaction results (autumn 2018), work being undertaken to tackle congestion, improve bus emission standards, improve bus journeys and improve value for money for customers.

Resolved:

1. That the contents of the report and the current status of the West Midlands Bus Alliance be noted and
2. That the report be submitted to the West Midlands Combined Authority Board for information.

**126. WMCA Board Transport Reports (For Information Only)**

The committee received a report entitled 'Vision for Bus Next Steps – Part A: Delivery Options and Air Quality' that would be considered by the WMCA Board on 28 June 2019.

The Director of Integrated Network Development, Pete Bond outlined the report.

Resolved: That the report be noted.

**127. Notices of Motion**

None submitted.

**128. Questions**

None submitted.

The meeting ended at 2.15 pm.