



## Transport Delivery Committee

Monday 14 December 2020 at 2.30 pm

### Minutes

#### Present

Councillor Kath Hartley (Chair)	Birmingham City Council
Councillor Richard Worrall (Vice-Chair)	Walsall Metropolitan Borough Council
Councillor Timothy Huxtable (Vice-Chair)	Birmingham City Council
Councillor Pervez Akhtar	Coventry City Council
Councillor Robert Alden	Birmingham City Council
Councillor Linda Bigham	Coventry City Council
Councillor Mary Locke	Birmingham City Council
Councillor Celia Hibbert	City of Wolverhampton Council
Councillor Diana Holl-Allen	Solihull Metropolitan Borough Council
Councillor Chaman Lal	Birmingham City Council
Councillor Roger Lawrence	City of Wolverhampton Council
Councillor Alan Taylor	Dudley Metropolitan Borough Council

#### Item Title

#### No.

#### 64. Apologies for absence

Apologies for absence were received from Councillor Richards.

#### 65. Exclusion of the press and public

Resolved : That in accordance with Section 100A4 of the Local Government Act 1972, the press and public be excluded from the meeting during the consideration of the following items of business as they involve the likely disclosure of exempt information relating to the business affairs of any particular person (including the authority holding that information).

#### 66. Ring and Ride Customer Contact Transformation

The committee considered a report of the Director of Integrated Network Services that sought approval to transfer customer service staff and functions supporting Ring and Ride from the current supplier National Express Accessible Transport (NEAT) to WMCA as a first step towards wider service transformation.

The Head of Network Transformation, Steve Hayes, presented the report along with the Customer Relations Manager, Lee Eteo.

Resolved:

1. That the appended outline business case for moving Ring and Ride customer contact activity from National Express Accessible Transport (NEAT) and instead the service be provided directly (by the WMCA) be agreed, subject to the approval of the WMCA Board;
2. That a recommendation be made to the WMCA Board to approve this change and instruct officers to commence work to transfer activities and associated staff from NEAT to the WMCA to facilitate a seamless transition in the Spring and
3. That feedback be provided to the committee meeting in March with an overview of the process and implementation and how the service is bedding in following the transition.

The meeting ended at 3.00 pm.