

Sustainability & Transport O&S Committee

Session on Buses

Wednesday 15th January 2020
Committee Room 2, Council House, Victoria Square, Birmingham B1 1BB
1000-1200 hours

Purpose: A roundtable discussion with partners on some of the key issues affecting buses users in the city and the wider region including consideration of future ambitions and priorities.

Time (approx.)	
10.05 – 10.10	Welcome, Introduction and Context Cllr Liz Clements, Chair
10.10 – 10.30	Results of the Bus Survey 2018 <ul style="list-style-type: none"><i>Understanding the issues raised as part of the survey and what is being done to understand and address falling bus usage?</i> Cllr Waseem Zaffar, Cabinet Member for Transport & Environment
10.30 – 10.50	Bus Passenger experience – Increasing Bus Usage <ul style="list-style-type: none"><i>What are the key issues that passengers face and what will help increase bus usage?</i><i>What is the customer experience and satisfaction with bus routes, fare and ticketing? What would help improve the passenger experience?</i><i>Views on bus priority measures such as bus lanes, better bus infrastructure and cross-city/region bus services</i> Transport Passenger Groups: - Linda McCord, Senior Stakeholder Manager, Transport Focus Keith McNally, Operations Director, Confederation of Passenger Transport
10:50 – 11.00	Bus Safety <ul style="list-style-type: none"><i>Dealing with safety issues on buses and keeping users and drivers safe</i> Inspector Rachel Crump, West Midlands Police- Safer Travel Policing Team
11.00 – 11.25	Bus Operators – Providing Services <ul style="list-style-type: none"><i>What is being done in partnership with TfWM and others to increase bus usage and improve safety?</i><i>What is the customer experience and satisfaction with bus routes, fare and ticketing? What would help improve the passenger experience?</i><i>Views on bus priority measures such as bus lanes, better bus infrastructure and cross-city/region bus services</i> Bob Baker, Director, and Simon Dunn, Diamond Bus Ali Bell, Head of external communications (UK Bus), NXWM Luke Gottard, Head of Network Management, NXWM Adam Rideout, Head of Customer Experience, NXWM

11.25 – 11.50	Strategic Vision for Bus, Bus Franchising and Enhanced Quality Partnerships – Transport for West Midlands (TfWM) <ul style="list-style-type: none"> <i>Working with partners to increase bus usage and provide better services for passengers in a smart and sustainable way</i> <p>Pete Bond, Director of Integrated Network Services, TfWM</p>
11.50 – 11.55	Closing Statement – Chair, Cllr Liz Clements