

<b>Board Meeting</b>	<b>Date</b>	<b>22/05/24</b>	<b>Time</b>	<b>09.30-13.00</b>	<b>Venue</b>	<b>X+Why, Birmingham</b>
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<b>Time</b>	<b>Item</b>	<b>Subject</b>	<b>Leading</b>
<b>Part A</b>		<b>Public Affairs</b>	
09.30	1	Chair's welcome and opening remarks; apologies and introductions; declarations of conflicts of interest.	<b>Nigel Stevens</b> Chair

### ***Championing the needs of transport users – the strategic context***

09:40	2	<b>Transport Focus Business Plan 2024-27</b>	<b>Alex Robertson</b> Chief executive, Transport Focus
10.00	3	<b>Keynote address: Transport challenges and opportunities in the West Midlands</b>	<b>Anne Shaw OBE</b> Executive director, Transport for West Midlands

## ***Travel disruption and information mangement***

10.20 4 Introduction

**David Sidebottom**

Director, Transport Focus

10.30 5 How can the user experience be improved among those caught up in disruption? How can users be better informed?

**Martin Colmey**

Operations Director, Network Rail

**Jonny Wiseman**

Customer Experience Director, West Midlands Trains

**Tori Lazenby**

Regional Director, National Highways

11.00 6 Questions and discussion

Chair

11.20 Break

## ***Antisocial behaviour and travel safety***

11.35 7 Introduction

**Natasha Grice**

Director, Transport Focus

11.45 8 What are the barriers to the perception and reality of safe travel? How can travel across all modes be made to ensure passengers *feel* safe and *are* safe?

**Craig Stenning**

Station Manager, Network Rail

**Paul Franks**

Security and Policing Manager  
West Midlands Combined Authority

**Adam Rideout**  
National Express Bus

**Anne Grant**  
Station Manager, Avanti West Coast  
Chair

12.15 9 Questions and discussion

## Part B Corporate affairs

12.35	1	Public Board meeting minutes: <b>July 2023</b>	Nigel Stevens	Approval	✓
	2	<b><u>Committee reports</u></b>			
	2.1	Audit and Risk Assurance Committee	Kate Denham	Information	
	2.2	Statistics Governance Group	Rob Wilson	Information	
	2.3	Passenger Contact Group	CLr William Powell	Information	
	3	<b><u>Nations and Regions Updates</u></b>			
	3.1	Transport Focus Scotland	Trisha McAuley OBE	Information	
	3.2	Transport Focus Wales	CLr William Powell	Information	
	3.3	English regions	David Sidebottom	Information	
	3.4	London	Tricia Hayes CB		
	4	<b><u>For noting by the Board</u></b>			
		<i>Items previously discussed and approved in private session:</i>	Nigel Stevens	Ratification	
	4.1	BRD2324-006 (Ticket office closures)			✓
	4.2	BRD2324-008 (Contact Centre retender and contract award)			✓
	4.3	BRD2324-009 (Chair delegated authority)			✓
	4.4	BRD2324-010 (MSUS 2024-26)			✓
	4.5	BRD2324-011 (SRUS 2024-25)			✓
	4.6	BRD2324-012 (Business Plan, Budget and Collaboration Agreement 2024-25)			✓

12.50 5 **Any other (public) business**  
12.55 Closing remarks  
13.00 Close and lunch

Nigel Stevens  
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