

# Lerryn Area Minibus Association (LAMA)

Minutes of a LAMA Committee meeting held at the Lerryn Memorial Hall  
on 14th June 2021

<b>Those Present</b>	<b>Initials</b>	<b>Posts</b>
Richard Halliday	RH	Chair, Training Officer
Pat Spencer	PS	Treasurer
Andy Reid	AR	Maintenance Officer, Timetabling and Booking Clerk
David Platt	DP	Publicity Officer
Ann Henderson	AH	Fundraising Officer
Nick Warrick	NW	Secretary

<u>Item</u>	<u>Discussion</u>	<u>Action</u>															
1.	<b>Apologies for Absence</b> Apologies were received from Sue Giles (SG) and Duncan Elliot (DE).																
2.	<b>Committee Officer Appointment</b> The appointment of Nick Warrick as LAMA Secretary was approved. As the current agenda was full, it was thought that a review of committee job descriptions should be deferred. It was agreed that: a. The Secretary was to include the review of committee job descriptions in the agenda for the next meeting.	NW															
3.	<b>Minutes of Last Committee Meeting</b> The minutes of the meeting held on 10th May 2021 were approved.																
4.	<b>Outstanding Actions and Matters Arising</b> There were no matters arising that were not included in the agenda.																
5.	<b>Correspondence</b> The items of correspondence listed below were received by committee members: a. The Chair had received an email from Annie Singer introducing two new potential minibus drivers: Debbie Smith and John Walker. Their induction would be considered in the Training Officer's report. b. The Chair had received details from Cornwall Council of additional COVID-19 grants that might be available to LAMA. It was agreed, however, that this would not be pursued as the level of pandemic funding already received by LAMA had been generous.																
6.	<b>Treasurer's Report</b> The Treasurer reported the following balances as at 9th June 2021:																
	<table border="1"><thead><tr><th>Account</th><th>Old Balance</th><th>Money In</th><th>Money Out</th><th>New Balance</th></tr></thead><tbody><tr><td>Current A/c</td><td>£3315.55</td><td>£175.00<sup>1</sup></td><td>£209.80<sup>2</sup></td><td>£3280.75</td></tr><tr><td>60 Day A/c</td><td>£58662.06</td><td>£44.64<sup>3</sup></td><td>£</td><td>£58706.70</td></tr></tbody></table>	Account	Old Balance	Money In	Money Out	New Balance	Current A/c	£3315.55	£175.00 <sup>1</sup>	£209.80 <sup>2</sup>	£3280.75	60 Day A/c	£58662.06	£44.64 <sup>3</sup>	£	£58706.70	
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	It was noted that: a. The claim for the Bus Service Operators Grant (BSOG) for October 2020 to March 2021 had been submitted.																

<sup>1</sup> McDonnell donation for damaged caused to minibus whilst parked in Lerryn car park.

<sup>2</sup> Marie Doe retainer £40, Memorial Hall £45, InfectProtect Spray £124.80.

<sup>3</sup> Interest for May 2021.

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	<ul style="list-style-type: none"> <li>b. The claim for a waiver of the current Community Transport Association (CTA) membership fee had been accepted.</li> <li>c. The insurers had been informed that LAMA operations would recommence from July 2021.</li> </ul>	
7.	<p><b>Maintenance Officer's Report</b></p> <p>The Maintenance Officer reported that the minibus was continuing to suffer from battery problems because it was not being used regularly, but this situation should improve once the minibus recommenced operations in July. He explained that the battery was not easy to access and that a voltmeter would be useful. NW offered to donate a campervan 12v socket outlet battery tester which he no longer used. It was agreed that:</p> <ul style="list-style-type: none"> <li>a. The Maintenance Officer would evaluate the campervan 12v socket outlet battery tester.</li> </ul>	AR
8.	<p><b>Adoption of Revised Documents</b></p> <p>A working group set up to consider the detailed changes needed to resume minibus operations in July had circulated a number of revised documents to committee members for review and comment. It was agreed that:</p> <ul style="list-style-type: none"> <li>a. <b>Configuration Control.</b> The Secretary was to take each document adopted by the committee under configuration control and reissue it in standardised format with version numbering based on the committee adoption date.</li> <li>b. <b>Risk Assessment.</b> The sixth draft of the Risk Assessment was adopted by the committee with the Amber Risk Level diagram being amended to remove the driver screen and front passenger restriction.</li> <li>c. <b>General Data Protection Regulation (GDPR) Form.</b> The GDPR Form, comprising a 13<sup>th</sup> May draft of the data capture sheet and a 30<sup>th</sup> May draft of the privacy policy statement, was adopted by the committee with minor punctuation changes to the data capture sheet. It was further agreed that: <ul style="list-style-type: none"> <li>(1) All completed forms were to be passed to the Secretary for "in Confidence" storage.</li> <li>(2) The Secretary was to maintain an "in Confidence" database of captured personal data, with updates being sent to the Booking Clerk immediately changes occur.</li> </ul> </li> <li>d. <b>Driver Pack.</b> The five component documents of the Driver Pack which were drafted on 22<sup>nd</sup> May (comprising welcome, timetable, journey/check sheet, log book and driver licence/health sheets) were adopted by the committee, but it was thought that further information was needed about what to do in the event of an accident or breakdown. It was agreed that: <ul style="list-style-type: none"> <li>(1) The Training Officer was to draft an accident/breakdown sheet.</li> <li>(2) The Treasurer was to provide insurance details to RH and NW, together with particulars of what breakdown cover was included within the policy.</li> </ul> </li> <li>e. <b>Driver Check Sheet.</b> The second draft of the Driver Check Sheet, together with its associated Minibus Damage diagram, was adopted by the committee.</li> </ul>	<p>NW</p> <p>Policy</p> <p>Policy</p> <p>NW</p> <p>NW</p> <p>Policy</p> <p>RH</p> <p>PS</p> <p>Policy</p>

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9.	<p><b>Publicity Officer's Report</b></p> <p>The Publicity Officer had contacted a number of passengers (Rosemary Philp, Pat Bolt, Olive Knapman and Margaret Sleep) to try to gauge how minibus users might react to the operational changes being introduced to help safeguard against spreading COVID-19. He also asked them for their thoughts about potential fare increases and collecting personal data. The feedback received was that, although their confidence levels were increasing, they remained anxious about the pandemic and they welcomed the cautious approach being adopted. They also accepted that fares would need to increase and that it was in their interest that LAMA held emergency contact details. The Publicity Officer reported that it had taken him many frustrating attempts to contact the four passengers and he offered a number of suggestions for maintaining and improving future customer relations. It was agreed that:</p> <p>a. <b>Advertising Copy.</b> The “Minibus is Coming” and “Minibus is Here” messaging was adopted by the committee for newsletter, internet and poster advertising.</p> <p>b. <b>Passenger Flyer.</b> It was agreed that posting flyers through letterboxes would be a more effective method for informing passengers of minibus operational changes than trying to phone everyone individually.</p> <p>(1) The Publicity Officer would produce a suitable flyer and manage their distribution.</p> <p>(2) RH would help to distribute flyers in Lostwithiel.</p> <p>(3) AH would help to distribute flyers in Lerryn.</p> <p>c. <b>Business Cards.</b> To assist passengers and hirers in making bookings and to enable passengers to contact the driver should they encounter problems at a destination, the committee agreed that business cards should be kept in the minibus and handed out by the driver. The Publicity Officer agreed to arrange for their production.</p> <p>d. <b>Passenger Contact Script.</b> The Publicity Officer had developed a script for his contact with passengers to help ensure that his enquiries were complete and unbiased. He thought that it could also be used for explaining our COVID-19 precautions and data protection requirements to new passengers. The committee agreed that the Publicity Officer and Booking Clerks should together refine the document into an “Initial Contact with Passengers” script.</p>	<p>DP</p> <p>RH AH</p> <p>DP</p> <p>DP AR</p>
10.	<p><b>Driver COVID-19 Safe Operation Training</b></p> <p>Drivers would need to be trained in the new procedures that were incorporated within the newly adopted revised documents. It was thought that this training could best be led by the three members of the working group who had drafted those revisions. Drivers would require appropriate PPE to fulfil their obligations, but it was noted that hand gel should not be kept in the minibus as it is known to ignite in very hot weather. It was agreed that:</p> <p>a. RH should train Annie Singer, DP should train AR, and NW should train PS.</p> <p>b. The training should include the following:</p> <p>(1) Risk Assessment, GDPR, driver pack, checklist and MiDAS manual.</p>	<p>RH DP NW</p>

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	(2) COVID-19 precautions, including boarding, seating, luggage and cleaning.	
	(3) Services to be operated and fares.	
	(4) Accidents, breakdowns, first aid and damage reporting.	
	c. NW would purchase antibacterial wipes for the cleaning of handrails.	NW
	d. Committee members holding stocks of disposable masks and gloves should now put them in the minibus for drivers to use.	All
	e. RH was to arrange for the personal issue of face visors and hand gel to individual drivers.	RH
11.	<b>Minibus Cleaning</b> The Chair had been in contact with Marie Doe, the minibus cleaner, to confirm that Mondays would be the best day for cleaning the minibus and to inform her that minibus operations would recommence in July. An antimicrobial coating system had been purchased from InfectProtect for the minibus and the cleaner needed to be trained in its use. NW had collated relevant product information about the system and had researched its use. It was agreed that:	
	a. Regular weekly minibus cleaning should recommence from 28 <sup>th</sup> June 2021.	
	b. NW would train Marie Doe in the use of the InfectProtect antimicrobial coating system.	NW
12.	<b>Service/Trips Schedule</b> The Chair had circulated a preliminary trip schedule to drivers to gauge whether we could offer a service in July. The response was very favourable with all normal shopping trips being covered. It was agreed that:	
	a. <b>July Service/Trips Schedule.</b> The Service/Trips Schedule for July would be as follows:	
	Tuesday 6 <sup>th</sup> July      Bodmin      Andy Reid	
	Tuesday 13 <sup>th</sup> July      Bodmin      Pat Spencer	
	Friday 16 <sup>th</sup> July      St Austell      Nick Warrick	AR
	Tuesday 20 <sup>th</sup> July      Bodmin      Nick Warrick	
	Tuesday 27 <sup>th</sup> July      Bodmin      Richard Halliday	
	Friday 30 <sup>th</sup> July      Truro      David Platt	
	b. <b>St Austell Route.</b> It was agreed that the drop-offs and parking for the St Austell route should be included as an agenda item for review by the committee at its next meeting.	NW
	c. <b>Truro Route.</b> The Chair reported that the Community Bus Permit for parking the minibus in the Fairmantle Street Coach Park in Truro had expired on 31 <sup>st</sup> March 2020. He had emailed the Cornwall Council Parking Permit Team, but noted that the Truro trip might not be able to go ahead if the parking permit was not renewed in time.	RH
	d. <b>August Service/Trips Schedule.</b> The Chair would circulate the driver list for the Service/Trips Schedule for August, which for now would be similar to that for July.	RH
13.	<b>LAMA COVID Risk Level for July</b> The committee noted that Government COVID-19 restrictions were likely to remain in place until at least 19 <sup>th</sup> July and that people were still	

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	required to maintain 1m Plus social distancing when inside. It was agreed that:	
	a. The LAMA COVID Risk Level for July 2021 was set at "Red", as described in the newly adopted Risk Assessment.	Policy
	b. The Maintenance Officer was to install the driver screen to separate the drivers cab from the passenger compartment.	AR
14.	<b>Fare Prices</b> The committee recognised that LAMA operated a community service and that fares did not need to be set at commercial levels, although they should still take account of operating costs. It was agreed that:	
	a. The adult return fares for Bodmin and St Austell were both set at £4 and the child fares at £2.	Policy
	b. The adult return fare for Truro was set at £6 and the child fare at £3.	Policy
	c. The fares should be reviewed again in January 2022.	NW
15.	<b>Payment Methods</b> The committee noted that cash and ticket floats might be required for carnet ticket sales and recognised that reconciling these sales with ticket usage and cash transactions might not be particularly straightforward for drivers. It was also recognised that COVID-19 infections were largely airborne and that handling cash was not as great a risk as was once thought. It was agreed that:	
	a. The introduction of a carnet system would be suspended for the time being and cash would continue to be used for the payment of fares.	Policy
	b. The Booking Clerk was to ask passengers when they booked to bring the right money.	AR
16.	<b>Journey Sheet</b> The committee reviewed the most recent draft of the Journey Sheet and considered whether the number of pickup points in Lostwithiel could be reduced. It was noted that some of the points had been added to meet the specific needs of individuals who were no longer living in the town. Instead, it was suggested that the Booking Clerk could be given discretion to add ad hoc pick up points to meet the compassionate requirements of specific passengers when particular circumstances arose. It was also noted that double yellow lines were due to be painted at various locations around the town. It was agreed that:	
	a. The Secretary would redraft the Journey Sheet to remove Brunel Quays, Best Western Hotel and Tanhouse Road, to add two empty discretionary rows, and to reflect the standardised nomenclature used in the other newly adopted documents.	NW
	b. Adoption of the redrafted Journey Sheet would be conducted ex-committee.	NW
	c. The Booking Clerk was given discretion to add ad hoc pickup points for particular journeys where passengers had genuine need.	AR
17.	<b>Training Officer's Report</b> The Training Officer reported that MiDAS training certificate extensions until 1 <sup>st</sup> July 2021 had been obtained for Glenn Carwithen, Annie Singer, David Platt and Flynn Pearce. He had therefore arranged training with	

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	them at his house for 19 <sup>th</sup> and 26 <sup>th</sup> June <sup>4</sup> . He also hoped to be able to recommence induction training in September.	
18.	<p><b>Special Trips and Hire to Other Organisations</b></p> <p>The committee felt that it needed to gain some experience of operating the minibus with COVID-19 protocols before considering undertaking special trips or offering the minibus for hire to other organisations. It was agreed that:</p> <p>a. The Secretary would include Special Trips and Hire to Other Organisations in the agenda for the next meeting.</p>	NW
19.	<p><b>Fundraising Officer's Report</b></p> <p>The Fundraising Officer reported that there were problems with the printing of the Photographic Competition sheets. In particular, some of the return address details were incorrect and identification letters were missing for some of the photographs. Palace Printers had apologised for their mistakes and they were unlikely to charge for the work already undertaken. The Fundraising Officer had taken steps to mitigate the effects of the printing errors and she hoped that people would not be put off from entering the competition.</p>	
20.	<p><b>Any Other Business</b></p> <p>There was no other business.</p>	
21.	<p><b>Date of Next Meeting</b></p> <p>The next meeting will be held in the Lerryn Memorial Hall Meeting Room on 2nd August 2021 at 7:30pm. The Chair agreed to book the room.</p>	RH

NICK WARRICK  
Secretary

RICHARD HALLIDAY  
Chair

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<sup>4</sup> Secretary's Note: To accommodate changed circumstances, Annie Singer will now be refresher trained on 19<sup>th</sup> June 2021 and David Platt, Flynn Pearce and Glenn Carwithen will be refresher trained on 27<sup>th</sup> June 2021.