

Agenda item	Notes	Actions/completion date
Safety	<p>SPI scores are better than P13.</p> <p>NIMIs are still outstanding.</p> <p>Medical Fitness Management in Buses audit - actions have been outstanding since August 2023. Previously [REDACTED] has agreed to send required documents via recorded delivery and to share tracking number. This action is still outstanding.</p>	<p>[REDACTED] to send response to [REDACTED] (related to NIMIs) by the end of June</p> <p>[REDACTED] - please confirm if this has now been fully actioned and nothing is outstanding?</p>
Service measures	<p>All routes except for 389, 399, 549 failed their MPS (no change from P13)</p> <p>Route 217 – failed due to combination of high SLM and MLM. Also, there are ongoing issues with traffic lights on M25</p> <p>Routes 298 and 299 - failed due to combination of high SLM and MLM. But in P2 performance on both routes has improved as more drivers have been recruited.</p> <p>Route 327 – issues with vehicles</p> <p>Route W9 - failed due to combination of high SLM and MLM.</p>	<p>[REDACTED] - to raise traffic lights issue with the SDM [REDACTED]</p> <p>[REDACTED] – to share performance improvement plan for route W9 at P2 performance review meeting</p>
Driver measures	<p>SLM P1 – 14.97% (network 0.22%)</p> <p>Have been heavily focusing on new driver recruitment. Currently have 77 full time drivers. [REDACTED]</p>	<p>[REDACTED] to email staff improvement plan for the next 6 months – by the end of w/e 31 May 2024. Also, to look into if agency drivers could be recruited to work on TfL routes</p> <p>[REDACTED] to email breakdown of driver numbers and open rota lines per each route</p>

	BCES +2.2 but serving stop - -4.5, driver presentation - - 6).	██████ to provide feedback and what action will be taken to address poor scores related to drivers not serving stop and driver presentation
Vehicle measures	MLM – P1 – 2.2 % (network 0.69%) 22 buses are off road. Will have full engineering team complement w/e 31 May.	██████ to link up with ██████ and copy the performance team in the email. ██████ to email engineering improvement plan for the next 6 months.
AOB	Route W9 and 289 complaints sent to Felicity on 15 May Route 217 – related to incident on 12 December 2023. Route 217 bus crashed into another vehicle. Passenger has been trying get hold of Sullivans since 17 th December 23 to obtain incident number Low operated mileage on route 617 (33%) and 629 (47%) Compliance audit - response from ██████ was due on 23 April 24 but hasn't been received. Roads & Transport policing – ██████ ██████ has been trying to secure evidence. Various emails sent to ██████ but had no response. 15 May – ██████ and ██████ arrived at Sullivans garage but no one was able to assist them	██████ to provide a response. E mail has also been forwarded to ██████ ██████ to respond to ██████ by w/e 31 May ██████ to look into this and get back with findings by w/e 31 May 2024 ██████ to contact ██████ on 22 May 2024