

| Agenda item      | Notes   | Actions/ completion date   |
|------------------|---|--|
| Safety           | <p>SPI scores are very low in P13 at 63.5 (network average at 81.7). Top contributor was DQM scores (96% of SPI score), followed by MLM and EQM.</p> <p>NIMIs are still outstanding.</p> <p>Medical Fitness Management in Buses audit - actions have been outstanding since August 2023. Previously Felicity has agreed to send required documents via recorded delivery and to share tracking number. This action is still outstanding.</p>  | <p>Neringa to email P13 DQM assessment spreadsheet to [REDACTED] as she does not have access to the AA site – action completed on 24/04/24</p> <p>[REDACTED] to send information to Jack via email and recorded delivery by 10 May 24.</p> |
| Service measures | <p>All routes except for 389, 399, 549 failed their MPS.</p> <p>Route 217 – failed due to combination of high SLM and MLM. Also, there are ongoing issues with traffic lights on M25. This has been reported to SDMs.</p> <p>Routes 298 and 299 - failed due to combination of high SLM and MLM.</p> <p>Route 327 – issues with vehicles. There is no early running issue on this route but will keep an eye on it.</p> <p>Route W9 - failed due to combination of high SLM and MLM. Struggling to get drivers on this route. There are 8 open lines currently.</p> |  |
| Driver measures  | <p>Staff of establishment - 82. Full time drivers on books – 69. [REDACTED]</p> <p>13 agency drivers are on commercial routes.</p> <p>BCES – overall scores are better than network however driver presentation scores are worse than network.</p> <p>Drivers who get commendations receive bonuses.</p>  | <p>[REDACTED] to email staff improvement plan for the next 6 months.</p>   |
| Vehicle measures | <p>Single deck buses are particularly problematic. Currently out of 6 out of 7</p>  | <p>[REDACTED] to link up with [REDACTED] and copy the</p>  |

|     |  |  |
|-----|--|--|
|     | <p>SDs are off the road. This is as a result of ongoing issues with acquiring parts. 10 DDs are off the road.</p> <p>Route W9 - suspension issues due to speed humps.</p> <p>1 additional staff recruited on a late shift.<br/>1 member of engineering team short.</p> | <p>performance team in the email.</p> <p>██████ to email engineering improvement plan for the next 6 months.</p> |
| AOB | <p>Compliance audit - response from ██████ was due on 23 April 24 but hasn't been received.</p>  | <p>██████ to speak to ██████ ASAP.</p>   |