

## Attachment 1

Initiative	Definition of Done	Status	Priority	Value	Ease
<b>Arrange contingency to boost capacity during March Madness</b>	1. Appropriate mitigation planned for all routes with capacity concerns.	Done	1	H	H
<b>Complete bus driver recruitment</b>	1. Reach and maintain full requirement of active bus drivers across all operators.	Done	2	H	L
<b>Ensure we capture special patronage</b>	1. All uncounted patronage identified and appropriate method in place to capture boarding counts for each one.	Done	1	H	H
<b>Establish bus driver forum to gain actionable insight about journeys.</b>	1. Established a channel where all bus drivers can continuously submit opportunities and problems. 2. Promoted use of the forum. 3. Established system to raise actionable insight with the relevant teams.	Done	1	H	H
<b>Implement 'not tracked' predictions and status in AT Mobile</b>	1. Functionality is live in AT Mobile.	Done	3	L	H
<b>Implement attrition reporting</b>	1. Regular attrition and absenteeism reporting in place from all PT operators, and to key stakeholders.	Done	1	H	H
<b>Increase notice period for ferry cancellations</b>	1. Process for Fullers to give minimum two hours notice of delays and cancellations.	Done	2	H	L

Initiative	Definition of Done	Status	Priority	Value	Ease
<b>Introduce 'bus booster' to prioritise late-running buses through intersections</b>	1. Bus Booster operating at all agreed intersections.	Done	1	H	H
<b>Investigate priority lanes at new locations</b>	1. Investigations complete for at least four locations in priority order.	Done	1	H	H
<b>Promote service reliability and any journey time improvements</b>	1. Good News campaign for overall improvements delivered. 2. Good News campaign on routes that have had significant improvement delivered. 3. Bus is Back campaign delivered. 4. Measure customer perceptions of bus network performance.	Done	1	H	H
<b>Scope opportunities to install more peak time tidal lanes to respond to traffic flow</b>		Done	3	L	H
<b>Support maritime industry to train new skippers and deckhands through the accelerated training programme</b>	1. Reach and maintain full requirement of qualified skippers and deckhands across all operators. 2. Ferry services reinstated as planned.	Done	2	H	L

<b>Initiative</b>	<b>Definition of Done</b>	<b>Status</b>	<b>Priority</b>	<b>Value</b>	<b>Ease</b>
<b>Facilitating a regular chairs and leaders meeting</b>	1. Meeting rhythm agreed and in place.	Done	1	H	H
<b>Introduce customer messaging to move along bus when over seated capacity</b>	1. Messaging live on all applicable vehicles.	Done	3	H	L