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## Subject

Service Level agreement for bus service contracts

## Incident Reference # 200504-000083

Member with Interest: **Alan Reid**

Assigned: Alan Reid

Date Created: 04/05/2020 02.26 PM

Date Last Updated: 12/05/2020 10.45 AM

Status: Response Added

Note By (Road and Infrastructure Services) (12/05/2020 10.45 AM)

Dear Councillor Reid,

The transport team have advised they will bring this to the attention of the procurement team for input at such as time as when the SLA is reviewed.

Kind Regards,

Amy Bruce

Note By (Alan Reid) (04/05/2020 02.26 PM)

The Forum has sent emails to West Coast Motors without receiving any reply, so it asks if a provision could be included within future bus contracts for a service level agreement requiring the contractor to respond to queries from the Council within a set period, say 1 month.