LONDON UNDERGROUND & NCP
Date: 23rd September 2014
Time: 10:30-11:30, LUL Offices

Attendees:

LONDON UNDERGROUND (LU):
Nicholas Arnott

NCP:
[redacted]

Contract Manager ([redacted]
Cluster Manager ([redacted]

Apologies:

None

		ACTION
1	**Bookings**	
1.1	Short notice period given on recent bookings, causes operational issues. Notice to be aligned with Station Access team, communicate policy to bookers.	NA
1.2	Track Partnership not communicating closures effectively with customers, not delivering on what was promised. Arrange meeting with [redacted] to agree future comms plan.	NA
1.3	Lack of coordination between external comms plans of Track Partnership and TfL External Comms. Arrange meeting with [redacted] to agree future comms plan.	NA
1.4	NCP website has no LU specific closure information. Confirm the status of the CIS (Customer Information System).	[redacted]
1.5	NCP website has no LU specific page. Investigate workshop to allow LU customer communications on NCP website.	[redacted]
2	**Harrow-on-the-Hill**	
2.1	Issue with traffic flow through car park. Arrange site visit to review problem.	[redacted]
2.2	Council didn't resurface as initially advised. Speak with [redacted] to confirm previous agreements.	NA
3	**Guaranteed Revenue Payments**	
3.1	7 bays taken for staff parking at Harrow-on-the-Hill. Confirm with [redacted] regarding any agreements for bays.	NA
3.2	~117 bays taken for Click and Collect. Confirm with [redacted] regarding any agreements for bays.	NA
4	**Hounslow West**	
4.1	[redacted]	[redacted]
5	**Whitelist**	
5.1	Clarify authorisation process within TfL. Speak to [redacted] and TOMs at Stratford to agree process.	NA
5.2	Clarify process after submission to NCP. Add to agenda for next NCP meeting, Paypoint to be invited.	NA
6	**Maintenance**	
6.1	Issues raised around lack of planned preventative maintenance. Arrange workshop on process for maintenance.	NA
6.2	Confirm plan for closing out maintenance issues in current contract. Develop plan to be discussed in next monthly meeting.	NA
7	**Meeting schedule**	

7.1	Agree regular monthly meeting schedule	NA
7.2	Agree date of next quarterly meeting	NA