

**ccFrom:** Owoeye Ademola [REDACTED]  
**Sent:** 15 March 2021 09:50  
**To:** Partington Lucy [REDACTED]  
**Cc:** Phillips Samantha Head of Health and Wellbeing [REDACTED]  
**Subject:** RE : Ventilation - customer communications

Hi Lucy,

Apologies as I thought I'd responded to this email already.

With regards to your query, no we do not have any similar infographics to the below. We can however say that "our tube trains have forced ventilation systems which as a minimum draw in a saloons/carriage worth of fresh air every three minutes. In reality the air exchange within the saloon/carriage is in excess of this figure, given the train doors open at every station. For other TfL rail modes, train doors open at every station, albeit not as frequently as the tube. Note that responsibility for E engineering assessment for the other TfL rail modes lies with the TOC"

Also refer attached previous response on the subject.

Regards,

**Demola Owoeye**

Principal Engineering Leader (E&M Engineering Technical Authority) | TfL Engineering  
Telephone: [REDACTED]  
Transport for London | Zone 7R1, 5 Endeavour Square, Westfield Ave, London E20 1JN |  
Email : [REDACTED]

**From:** Partington Lucy [REDACTED]  
**Sent:** 10 March 2021 15:09  
**To:** Owoeye Ademola [REDACTED]  
**Cc:** Phillips Samantha Head of Health and Wellbeing [REDACTED]  
**Subject:** RE : Ventilation - customer communications

Hi Ademola,

Hope you're well?

Is there anything you can share on ventilation across modes please? RDG have developed some digital content to reassure customers of how they're ensuring a supply of fresh air (their creative below), is there anything we should be saying along these lines?



Many thanks,  
Lucy

**From:** Phillips Samantha Head of Health and Wellbeing [REDACTED]  
**Sent:** 05 March 2021 16:39  
**To:** Partington Lucy [REDACTED]; Owoeye Ademola [REDACTED]  
**Subject:** RE: Ventilation - customer communications

Hi Lucy  
[@Owoeye Ademola](#) has written a whole paper on ventilation and I think he would be best placed to assist.

**Kind regards,  
Sam**

We would appreciate your feedback, please click on the link below to take part in a short survey. [Occupational Health & Wellbeing feedback](#)

**Dr Samantha Phillips**  
**Head of Health and Wellbeing Transport for London**  
Mobile : [REDACTED]  
1st Floor, 200 Buckingham Palace Road, London, SW1W 9TA | Email: [REDACTED]



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**From:** Partington Lucy [REDACTED]  
**Sent:** 05 March 2021 13:50  
**To:** Phillips Samantha Head of Health and Wellbeing [REDACTED]  
**Subject:** Ventilation - customer communications

Hi Sam,

Apologies for the multiple emails, please do pass this on if you're not the right person to reach out to.

We have heard from the DfT that ventilation and ensuring a supply of fresh air is a key message for operators going forward. We already feature this message on buses but we currently don't use that message anywhere else as ventilation varies across modes and because the doors open regularly and, unlike national rail, stops are frequent. However there has been discussions happening in CCT that ventilation is a key theme from a customer perspective and that we should be letting passengers know what to do and reassure them of how we keep the system ventilated.

Do SHE have any guidance on ventilation across modes and what, if anything we should be saying?

Many thanks,  
Lucy

**Lucy Partington** | Customer Marketing and Behaviour Change Manager  
**Transport for London** | 8<sup>th</sup> Floor, 5 Endeavour Square, Stratford, E20 1HZ  
**External:** [REDACTED]



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**From:** Leedham Miranda (Exc) [REDACTED]  
**Sent:** 18 March 2021 10:22  
**To:** Ogbewele Mary [REDACTED]  
**Subject:** RE: 'Fresh air on board' RDG comms assets

TfL UNCLASSIFIED

Hi

It was discussed and agreed that it is going to become more important as we move forward, post 29<sup>th</sup> March and then more still 12<sup>th</sup> April.

Her Majesty's Government have now confirmed the same at a meeting last night with Andy Lord.

So we need to get behind this.

But the first thing to do is establish what it is that we need to say and that is being led by Bola and Donata via the narrative. So please follow up with them and stress the urgency given the flag last night from HMG. This applies to other channel owners so the narrative needs to be updated and shared with everyone.

I've flagged to Chris that it is almost impossible for us to work out what channels to use until we know what it is that we are saying... ..

But if I were you I would put some money aside and show as a TBC message on our channel plan.

We will also then need to feed into a channel plan on this, alongside Julie and Mark's teams. Wider integrated team as well at some point I'm sure.

Chris is has also asked that we pull out a summary of all that we are doing to support cleaning. Cleaning in general and where we are going to mention the Imperial work.

Can someone follow up with Mark and Julie's teams please as Chris has asked the same of them.

Could be one plan covering both ventilation / fresh air and cleaning. Ours will be a placeholder /TBC on the former.

Hope this clarifies. The key next step is to establish what it is that we are going to say, across each of the modes. And for completeness I suppose we better ask about Emirates Airline, taxis and private hire also... ..

Thanks. Do keep me posted.

Miranda

TfL UNCLASSIFIED

**From:** Ogbewele Mary [REDACTED]  
**Sent:** 17 March 2021 10:42  
**To:** Leedham Miranda (Exc) [REDACTED]  
**Subject:** RE: 'Fresh air on board' RDG comms assets

Hi Miranda,

Was there an outcome on this at CCT yesterday? We've discussed with the agencies but given the below I haven't officially briefed this yet.

Thanks,

Mary

**From:** Leedham Miranda (Exc) [REDACTED]  
**Sent:** 15 March 2021 11:47  
**To:** Evers Mark [REDACTED]  
**Cc:** MacLeod Chris [REDACTED]; Dixon Julie [REDACTED]  
Ogbewele Mary [REDACTED]  
**Subject:** RE: 'Fresh air on board' RDG comms assets

TfL UNCLASSIFIED

Hi

Shall we discuss again then at CCT Comms Steering tomorrow?

There is already a sticker in place on buses.

Do we just put the equivalent of that in place for all the other modes? Or is this so much of an issue that it needs to be more.

Also needs to make it's way into the narrative. I've not looked specifically recently but I don't think there is much of a reference to ventilation currently.

Miranda

TfL UNCLASSIFIED

**From:** Evers Mark [REDACTED]  
**Sent:** 15 March 2021 10:46  
**To:** Ogbewele Mary [REDACTED]; Leedham Miranda (Exc)  
[REDACTED]  
**Cc:** MacLeod Chris [REDACTED]; Dixon Julie [REDACTED]  
**Subject:** RE: 'Fresh air on board' RDG comms assets

TfL UNCLASSIFIED

Thanks Mary. In my opinion, we should look to work up something on train ventilation (especially Tube). I worry that it will be inferred that ventilation is an issue for us if the National Rail network is vocal on this topic and we're silent.

Regards  
Mark

TfL UNCLASSIFIED

**From:** Ogbewele Mary [REDACTED]  
**Sent:** 15 March 2021 10:06  
**To:** Leedham Miranda (Exc) [REDACTED]  
**Cc:** MacLeod Chris [REDACTED]; Dixon Julie [REDACTED] Evers  
Mark [REDACTED]  
**Subject:** RE: 'Fresh air on board' RDG comms assets

Hi all,

Previously, we had agreed that it wasn't a message we can support given ventilation varies across the modes and given our services stop so frequently and the doors open, it was less of a concern.

We raised again at CCT last week, Ollie Birtill mentioned that they have included ventilation as a key messages for Schools and we agreed we'd raise with SHE for additional advice/direction.

SHE came back this morning to confirm that although we can not advise customers to open windows as on some modes they can't, the ventilation already provided on LU is deemed sufficient enough to mitigate against the potential airborne spread of the infection.

Similarly to the NR infographic shared below, we could work up a reassurance message to inform customer that despite not being able to open windows the systems we have in place are ventilating trains sufficiently.

Thanks,  
Mary

**From:** Leedham Miranda (Exc) [REDACTED]  
**Sent:** 15 March 2021 09:29  
**To:** Ogbewele Mary [REDACTED]  
**Cc:** MacLeod Chris [REDACTED] Dixon Julie [REDACTED] Evers Mark [REDACTED]  
**Subject:** FW: 'Fresh air on board' RDG comms assets

TfL UNCLASSIFIED

And now a version with Chris included rather than Pippa!!!

TfL UNCLASSIFIED

**From:** Leedham Miranda (Exc)  
**Sent:** 15 March 2021 09:29  
**To:** Ogbewele Mary [REDACTED]  
**Cc:** Dixon Julie [REDACTED] Evers Mark [REDACTED] MacSherry Pippa [REDACTED]  
**Subject:** FW: 'Fresh air on board' RDG comms assets

TfL UNCLASSIFIED

Hi Mary

See the email chain below and the attached.

Can you advise the group here where discussions got to on this please at the integrated team led by Jenna Henshaw.

Thanks  
Miranda



TfL UNCLASSIFIED

**From:** Evers Mark [REDACTED]  
**Sent:** 15 March 2021 09:25  
**To:** MacLeod Chris [REDACTED]; Leedham Miranda (Exc)  
[REDACTED] Dixon Julie [REDACTED]  
**Subject:** FW: 'Fresh air on board' RDG comms assets

TfL UNCLASSIFIED

Morning everyone,

The subject of ventilation came up with LTW during their meeting with Andy Lord on Friday. LTW shared the attached and Andy has again asked colleagues to look at what might be said about our trains.

If the rail industry starts putting out this sort of info, we'll no doubt be asked as well. I'll keep you updated as I hear more.

Regards  
Mark

TfL UNCLASSIFIED

**From:** Lord Andy [REDACTED]  
**Sent:** 12 March 2021 18:51  
**To:** Sharples Esther [REDACTED] McNaught Peter (Director of Operational Readiness) [REDACTED]; Rogan Kerri (Head of Network Command) [REDACTED]; Jones Richard (Head of Network Delivery) [REDACTED]  
**Cc:** Evers Mark [REDACTED]; Tucker John [REDACTED]  
**Subject:** FW: 'Fresh air on board' RDG comms assets

All,

See the attached be great if we could produce something equivalent as part of our reassurance campaign.

Andy

**Andy Lord**  
Managing Director, London Underground & TfL Engineering  
Palestra, 197 Blackfriars Road, London SE1 8NJ  
Email: [REDACTED]  
Telephone: [REDACTED]  
Mobile: [REDACTED]

**Please note – I often work flexible hours and may send emails out of office hours, but I don't expect a reply then.**



**From:** [REDACTED] <[\[REDACTED\]@londontravelwatch.org.uk](mailto:[REDACTED]@londontravelwatch.org.uk)>  
**Sent:** 12 March 2021 13:55  
**To:** Lord Andy [REDACTED]; Evers Mark [REDACTED]; Mcewan Catharine [REDACTED]  
**Cc:** [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>; Saphia Haffejee <[\[REDACTED\]@londontravelwatch.org.uk](mailto:[REDACTED]@londontravelwatch.org.uk)>  
**Subject:** 'Fresh air on board' RDG comms assets

Hi there,  
As mentioned this morning, here are the comms assets about air circulation that the RDG have prepared for Train Companies.  
I think it would be good to communicate to LU passengers about your air circulation research.  
Best wishes  
[REDACTED]

**From:** [REDACTED] <[\[REDACTED\]@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)>  
**Sent:** 10 March 2021 11:00  
**Cc:** [REDACTED] <[\[REDACTED\]@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)>; Seb Gordon <[\[REDACTED\]@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)>; Anna Pandoulas <[\[REDACTED\]@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)>  
**Subject:** For information: 'Fresh air on board' collateral

**To:** rail industry colleagues and partners

Good morning

I hope you're well. We have started using 'fresh air onboard' reassurance content on our digital channels which looks to promote how clean air is brought onto trains through air handling systems. I thought you may find this content of interest, and possibly wish to support on your own channels. Within the attachment you'll find links to graphics and animations in Twitter, Facebook, Instagram and LinkedIn formats, as well as accompanying social copy.

If you have any questions please do let us know. Point of contact on the collateral itself is [REDACTED] (cc'd).

Many thanks  
[REDACTED]





[Redacted]

Deputy Head of News | Rail Delivery Group

[Redacted]

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