

## Elizabeth line Communications Delivery Board Actions

Friday 20<sup>th</sup> July 2018

**Attendees:** Vernon Everitt, Matt Brown, Sarah Gasson, Vicky Morley, Jenna Henshaw, Shashi Verma, Anna Bown, Dan Gierhart, Peter MacLennan, Richard Storer, Leon Thorne, Sam Murat, Rob Symonds, Jane Leaker, Brian Woodhead, John Futcher, Iain Farnsworth

**Apologies:** Dave McNeill, Richard Zavitz, Julie Dixon, Chris MacLeod, Simon Adams, Laura Fenimore, Mark Evers, Sarah Cohen, Emma Shannon, James Gray, Harriet McDonald

| Item                                    | Action   | Owner   | Due by   |
|---|--|---|--|
| 1. Reporting delays on TfL Rail         | <p>Dan Gierhart updated on communication plans for when there are delays on TfL Rail in the east and west.</p> <p>Sub-group to be created to continue to look at most effective customer information for delays of this sort.</p>  | Mark Evers supported by Leon Thorne, Dan Gierhart and Brian Woodhead        | 21 September   |
| 2. Active Travel and the Elizabeth line | <p>John Futcher and Iain Farnsworth presented on active travel and the Elizabeth line, particularly focusing around areas such as Abbey Wood and getting customers to walk/cycle their first or last mile. Presentation to be shared with wider comms group.</p> <p>Active travel presentation to go to Mike's Ops Readiness Board</p> <p>Opportunities will be explored to work jointly with the boroughs to encourage more cycling to Elizabeth line stations. Could have jointly branded comms i.e. posters and press releases.</p> | <p>Sarah Gasson</p> <p>John Futcher</p> <p>Jenna Henshaw / John Futcher</p> | <p>Completed</p> <p>Suitable future meeting to be identified</p> <p>Continuing</p> |

|                                |   |                                  |                   |
|--------------------------------|---|----------------------------------|-------------------|
| <p>3. Customer information</p> | <p>Leon Thorne and Sam Murat updated on where any potential gaps with customer information may be and the project plan for providing information.</p> <p>Confirmed the additional budget needed would be found within existing Marketing budgets.</p> <p>Leon Thorne and Sam Murat to continue to share detailed plans as they develop.</p> | <p>Leon Thorne and Sam Murat</p> | <p>Continuing</p> |
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**Suggested agenda 17<sup>th</sup> August:**

- Recap of actions from 20<sup>th</sup> July board – Sarah Gasson
- Update on Stage 3 – Howard Smith
- Upcoming Communications Milestones – Sarah Gasson / Vicky Morley
- Crossrail / TfL Transition plans – Jenna Henshaw
- AOB