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**From:** [REDACTED]  
**Sent:** 17 February 2022 10:30  
**To:** [REDACTED]  
**Subject:** Summary points from Industry Customer Information Group call - 09:45, 17.02

OFFICIAL

Morning [REDACTED],

As discussed, some bullets from this morning's RDG call below;

- NRCC have created a grid detailing communications arrangements by Operator (including do not travel advice). The grid will be shared with the RDG Customer Information Group (CDG) once completed.
- The Group agreed to travel easements for Thursday 17<sup>th</sup> and Saturday 19<sup>th</sup> being communicated at a national level, in lieu of travel on Friday 18<sup>th</sup> (for travel with the same Operator that was initially booked with). A final decision TBC subject to conversations with those Operators not on the call (Grand Central, Northern, LNER).
- At a local level, it is expected that easements will be extended to Operators other than that initially booked with. This will only be communicated on the day however and will not form part of the national messaging.
- The national Comms message for Friday 18<sup>th</sup> remains 'check before you travel', rather than 'do not travel' as the advice varies across Operators. This may change as today progresses.
- In spite of the above, the industry plans to push a 'doom and gloom' message around travel tomorrow – for instance pushing that if your journey is disrupted, it is unlikely you'll be able to find alternative forms of transport (a number of bus operators have already stated they will not be able to provide bus replacement services) and you may be left stranded.
- Passengers will additionally be asked to consider if their journey is really essential, again in an attempt to discourage travel.
- Volumes of traffic to the NRE website is up a third on yesterday, so it is clear that messaging around 'checking before you travel' is getting through to passengers.

Cheers,

[REDACTED]



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