



By email: request-515979-1d0f2ad4@whatdotheyknow.com

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13th September 2018

Dear Natnael Binyam

Information request
Reference number: FOI2018/01155

Thank you for your email of 31st August 2018, in which you requested the following information:

I would like to write a request if you have a CD for London Euston, London Waterloo, Birmingham New Street, Reading and London Bridge Station Announcements. I've read another request where you couldn't accept all of the stations.

linked here

https://www.whatdotheyknow.com/request/station_announcements_3#incoming-713821

If you can't with mine please send the ones that are possible

I have reviewed your request and consulted with our experts within the business, but we need you to provide more detail regarding the type of station announcement you are looking for in order to move forwards with this.

The first thing to say is that there are two different types of announcements:

1. The official recorded announcements (RA) that are regularly played through our Customer Information Systems (CIS) at these managed stations and include, for example, station names, train running and security announcements;
2. Manually recorded announcements recorded by employees, to service ad-hoc requirements as deemed necessary by the Station Management Team. These are added and deleted constantly; therefore any download would be a snapshot in time and would not be to the quality of the WAV files produced for the official RA.

Could you let me know which of these two types of announcement you are interested in? It is important for us to know precisely what information you are looking for since it will have a significant bearing on the way in which we progress with your request.

I am unable to progress your request without a better understanding of the voice announcements you are seeking, so I will close your case until I receive your response. In accordance with the Freedom of Information Act 2000 the 20 working days I have to respond to your request will commence when I receive your clarification.

If you are looking for the RAs then it is important to note that we have looked into this matter on numerous occasions in the past but have not been able to supply the information. This is because s.43(2) of the Freedom of Information Act 2000 (FOIA) applied. In straightforward terms this meant that we could not provide the information because to do so would have prejudiced the commercial interests of our partner organisations.

If you are looking for the manually recorded, ad-hoc announcements then we would need to assess the cost to download them from the systems and ascertain which ones were recorded by Network Rail employees and therefore the property of this company. For example at Reading, these announcements are likely to have been recorded by GWR employees and therefore we, Network Rail, might not be permitted to issue them

I do not want to discourage you from coming back to us with a refined request. We do always consider each case on its own merits and it would be inappropriate to predetermine the outcome of any request before receiving it. This is simply to give you early warning of a potential obstacle to providing you with information.

If you would like to discuss any of the above please feel free to contact me. Please remember to quote the reference number above in all future correspondence.

I look forward to hearing from you.

Yours sincerely

Emma Meadows
Information Officer