

James Anderson
request-578851-aad9fa57@whatdotheyknow.com

21 June 2019

Dear Mr. Anderson,

I am writing in response to your Freedom of Information request, dated 25 May 2019, concerning automated announcements on our trains. For ease of reference I have copied each of your questions, and answered subsequently.

Can you please attach the sound files of all of the automated announcements for the new 800 and 801 trains.

Please can you email the FOI team at foi@lner.co.uk with a postal address for us to despatch a CD of the audio files. We have redacted 4 audio files that contain Coded announcements under section 24 (National Security) of the FOI Act. LNER believes the release of security announcements could compromise the operational safety of our trains, and thus employees and passengers.

Please be aware that all LNER Brand Assets remain subject to their rights under the Copyright Designs and Patents Act 1988 (CDPA) and as the receiver of this information under the Freedom of Information Act you are obliged by law to respect the rights of the copyright owner, LNER.

Can you please attach the sound files of all of the automated announcements for the MK4 carriage stock.

Whilst the electric trains we operate (Intercity 225s) do have an automated announcement system, this is only used in a very limited number of cases, such as when the Train Driver requires the Train Manager to contact them or when the 'call for aid' alarm in the accessible toilet is activated. We do not hold an audio file for these announcements, so are unable to provide these for you.

Can you please advise what the names are of the voiceover artists who voice the automated announcements on your 800 and 801 trains/MK4 Carriage stock

Please note that we do not hold this data.

If you are not content with this response, you have the right to ask for a review. In the first instance you should contact me again to request this. If you choose to exercise that right, and are not satisfied with the outcome of the review, you have the right to complain to the Information Commissioner by contacting:

The Information Commissioner's Office,
Wycliffe House,

Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Abigail Coates', written in a cursive style.

Abigail Coates
London North Eastern Railway Limited