

Barry Wilson
request-818800-58bc6359@whatdotheyknow.com

10 January 2022

Dear Mr Wilson

I am writing in response to your Freedom of Information request for the scripts to all our automated announcements, including managed stations and onboard.

I must unfortunately refuse your request under Section 12 of the FOIA which allows a public authority to refuse a request if the cost of fulfilling it would exceed the appropriate limit of £450. This equates to 18 hours work at a set rate of £25 per hour.

To explain why the cost of fulfilling your request is prohibitive, our supplier Worldline, provides and maintains the Customer Information System (CIS) at our managed stations.

Worldline does not hold a script per station detailing each individual announcement that could potentially be required. This would need to be retro-engineered from the announcement engine on a per-station basis. Worldline have established that it would take a significant number of hours to extract this information and have confirmed that the work to fulfil your request would exceed the appropriate limit. As an example there are in excess of 7800 audio files and part of the work would be determining which files form part of a past announcement.

When we refuse a request, we try to provide any information that we might think could be helpful or at least satisfy part of your request. Due to the nature of your request, we cannot advise you how to narrow the scope as the work to identify and retrieve a small amount of files would still exceed the appropriate limit.

It is a similar situation with onboard announcements, a computer works out what should constitute an announcement based on a set of variables. I have previously uploaded the audio files and accompanying excel document with the wording to What Do They Know (see below link), but as with Worldline, we would need to extract the data from the onboard computer and build scripts.

https://www.whatdotheyknow.com/request/diagrams_the_knowledge_automated

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