**Date issued:** 13February 2023

**Freedom of Information Request** **15/23**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**You asked for the following information:**

1) Who announces at each station?

2) If they have an announcement system or not?

3) When the station will have one?

**RESPONSE**

**Question 1**

There may be a couple of people who would make manual announcements. It would either be a customer service advisor or, in some cases, a duty manager.

**Question 2**

Please see the below list of stations which have a Public Address (PA) system.

|  |  |
| --- | --- |
| Abergavenny | Llanelli |
| Aberystwyth | Ludlow |
| Bangor | Machynlleth |
| Barmouth | Neath |
| Bridgend | Newport |
| Cardiff Central | Newtown |
| Cardiff Queen Street | Pontypridd |
| Chester | Port Talbot Parkway |
| Cwmbran | Prestatyn |
| Flint | Pwllheli |
| Gobowen | Rhyl |
| Harlech | Shrewsbury |
| Haverfordwest | Swansea |
| Hereford | Treforest |
| Holyhead | Tywyn |
| Llandudno | Wrexham Central |
| Llandudno Junction |  |

**Question 3**

It was agreed with Amey Infrastructure Wales and Transport for Wales a number of years ago that to install PA at every station would not be practical as PA requires a human resource to utilise and as most of the Core Valley Line (CVL) stations are unstaffed, this wouldn’t be reasonably practical. PA is also complex to maintain when it breaks.

To mitigate this, and to ensure we meet our commitment to providing real time and relevant information – including key safety messaging at all stations – as part of the CVL transformation agenda, all CVL stations will be fitted with Customer Information Systems (CIS) and Text to Speech (TTS) capability. Where stations currently have no audible information being provided, in the medium term, TTS will be installed which will then plug that gap. TTS and CIS displays can be updated and controlled from the Integrated Control Centre presenting us with real time audible and relevant information.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".