

Date issued: 19 August 2021

Freedom of Information Request

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 information access policy.

You asked for the following information:

“Please can you send me a list of all of your stations that you manage which states whether or not they have automated announcements and which of your two automated announcement system is in use at which stations. I understand that there are currently two automated announcement systems in use at your stations.

- The larger stations have the Atos (Worldline) system voiced by the real human voices of Ruth Mitchell (English) and Eryl Jones (Welsh)

- The smaller stations have a TTS (Text To Speech) system voiced by the fake synthetic voices of Rachael (English) and Geraint (Welsh)

So I would like to know which stations use which system please. Also if any stations still have no automated announcements at all then please state which ones that these are.”

Having reviewed your questions, we are able to provide the following information:

TfW does hold some of the information you require.

Please refer to the attached spreadsheets. The spreadsheets have been shared in a basic comma delimited format, meaning you may need to expand the columns to view the information contained. The information provided is as follows:

Larger PA Capable Stations – List of larger stations where the Atos (Worldline) system voiced by the real human voices of Ruth Mitchell (English) and Eryl Jones (Welsh) is in use.

Smaller TTS Capable Stations – List of smaller stations where the TTS (Text To Speech) system voiced by the fake synthetic voices of Rachael (English) and Geraint (Welsh) is in use.

Please note: though the smaller stations listed are “TTS capable”, this does not mean the system is enabled. To verify this, a member of staff would be required to review over 140 screens manually to establish whether TTS is enabled; and even then, there may be no announcement on the station if the speaker is disabled. This would require further research with our supplier (Infotec) to verify which of the stations with TTS enabled then have an enabled/disabled speaker. We estimate this would take roughly three days to complete. As such, we are unable to complete this work as this exceeds the time and cost limit allowed for processing a request made under Freedom of Information Act (as per the Section 12 exemption outlined to you previously).

TfW does aspire to be helpful when applying this exemption, as you will already be aware in light of our previous correspondence. Whilst we acknowledge this request has already been refined, it is

simply the case that this particular task will always be in breach of the time and cost limit allowed, and we are unable to offer a suggestion for further refinement to mitigate this. We do hope that you find the information we have been able to provide useful.

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. 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".