

Date issued: 7 March 2022

## Freedom of Information Request Update

We are writing in response to your Freedom of Information request for the scripts of our on-train and on-station announcements.

Thank you for your patience as we continue working to provide the information requested. We can now provide the following update:

### On-Station Announcements

We have requested the scripts for our English station announcements from our supplier Worldline and we will advise when the scripts have been received by TfW.

Welsh language scripts are not currently available to share as they are currently under review to ensure they are grammatically accurate, following feedback from customers and stakeholders.

### On-Train Announcements

Announcements onboard trains are English-only at present. Please find the scripts for our new MKIV trains attached, and note that the same scripts will be used for the new fleet.

High-level detail of the announcements onboard our existing fleet is as follows:

Service announcement: *This service is for <station name>*

Calling Pattern: *This service will call at <station name>, <station name>, <station name>, <station name> etc*

Arrived at: *We have now arrived at <station name>*

This meets the requirements of PRM-TSI (persons with reduced mobility standard - technical specification for interoperability standard).

Public Health Wales Travel Safer announcements are also still in place onboard our services as follows:

*"Please follow our Travel Safer advice, You must wear a face covering unless you're exempt. Plan ahead to avoid busy periods. Keep your distance and wash or sanitise your hands regularly. And remember, don't travel if you're unwell."*

Thank you once again for your patience, we will be in touch in due course as and when the remaining information is returned to us by Worldline (pending any exemptions).

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".