

SOUND QUESTIONS



This report into the announcements on London Underground - their relevance, volume and frequency - throws up many questions for Transport for London.

*On average there was an
announcement on the trains every
42 seconds*

*On an 18 minute journey on the
Victoria Line there was a total of
22 announcements*

*On a 24 minute journey on the
District Line there was a total of
37 announcements*

*Platform announcements
reached 98 decibels, louder than
a plane landing at Heathrow*

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Executive Summary

This investigation provides a snapshot into the relevance, volume and frequency of announcements made on the London Underground network. It has looked at announcements at stations, on platforms and in the trains. It throws up many questions for Transport for London to answer.

The overwhelming sensation was of the sheer number of announcements which are made. It is far in excess of the requirements of the disability legislation. On average there was an announcement on the trains every 42 seconds. We travelled on all lines except the Waterloo and City.

The report questions if this amount of information is necessary and, indeed, suggests it may be counter-productive. Important announcements may get lost amongst the barrage of information that is being put across.

Some of the announcements, particularly on platforms, were very loud. A few reached 98 decibels which is louder than a plane landing at Heathrow. However there were announcements that were a lot quieter, which suggests that their volume can be regulated. On most platforms they tended to be 20 – 30 decibels higher than the background levels. This is a considerable difference. A 10 decibel increase is a doubling in noise as humans hear it.

The intention of the report was not to compare one line with another. However, the noisiest, by some distance, is the Victoria Line both in terms of the amount of information given and the volume of the announcements. This is worrying as it was one of the lines refurbished fairly recently.

Many of the announcements are very wordy. The report makes suggestions on how the language can be made more concise. But it questions whether many of the announcements are necessary in the first place. Transport for London will argue that some of them are there to improve passenger safety. It will be interesting whether it can produce statistics which show a correlation between the announcements and a reduction in casualties on the system.

There were times when there were delays but no platforms announcements to explain them.

The report concludes that Transport for London and the operators should take a long, hard look at whether the current system of announcements is fit for purpose and makes recommendations on how to improve it.

How the research was carried out



Time was spent at stations, on platforms and in trains noting down the announcements: how often they were made; their general content (the exact wording of every announcement has not been captured); and their 'loudness' on platforms and in the trains. The noise was measured by a hand-held, fully calibrated sound meter.

While all lines, except the Waterloo and City, were covered and at least one station on each line, the intention was not to provide a league table of lines and stations. It was to provide an overall picture of the situation across the network.

We deliberately didn't discard results because they were not 'typical'. Given the potential for disruptions and other non-routine events, we don't believe there is such a thing as a typical day on the Underground.

What emerged were similarities but also some noticeable differences between the different lines and stations. The report suggests lessons which can be learnt from that.

A look at decibels

Table 1: Sound Levels and Human Response

COMMON SOUNDS	NOISE LEVEL (dB)	EFFECT
Boom Cars	145	Beyond threshold of pain (125 dB)
Jet Engines (Near)	140	
Shotgun Firing	130	
Jet Takeoff (100-200 ft)	130	
Rock Concerts (Varies)	110-140	
Oxygen Torch	121	
Symphony Orchestra	110	Threshold of sensation (120 dB)
Discotheque/Boom Box	120	
Thunderclap (Near)	120	
Stereos (Over 100 watts)	110-125	Regular exposure of more than 1 min. risks permanent hearing loss (over 100 dB)
Power Saw (Chain Saw)	110	
Pneumatic Drill/Jackhammer	110	
Snowmobile	105	
Jet Flyover (1000 Feet)	103	
Electric Furnace Area	100	No more than 15 min. unprotected exposure recommended (90-100 dB)
Garbage Truck/Cement Mixer	100	
Farm Tractor	98	
Newspaper Press	97	
Subway, Motorcycle (25 ft)	90	Very annoying 85 – level at which hearing damage (8 hrs.) begins
Lawnmower, Food Blender	85-90	
Recreational Vehicles, TV	70-90	
Diesel Truck (40 mph, 30 ft)	84	
Washing Machine	78	
Dishwasher	75	
Average City Traffic Noise	80	
Garbage Disposal	80	Annoying, interferes with conversation, constant exposure may cause damage
Vacuum Cleaner, Hair Dryer	70	
Inside a Car (Load Engine)	70	
Garbage Disposals	50-60	Intrusive, interferes with telephone use
Normal Conversation	50-65	
Quiet Office	50-60	Comfortable (under 60 dB)
Refrigerator Humming	40	
Living Room, Bedroom	40	
Whisper	30	Very Quiet
Broadcasting Studio	30	
Rustling Leaves	20	Just Audible
Normal Breathing	10	
	0	Threshold of normal hearing (1000-1000 Hz)

Source: Adapted from "Health Effects from Environmental Noise Exposure" by Evelyn Talbot and Shirley Jean Thompson. Lewis Publishers, New York, 1995.

An increase of 10 decibels represents a doubling in perceived noise levels.

The frequency, or pitch, of noise is often neglected. Yet it has a real impact on whether or not we find a noise disturbing. **Low-frequencies** can be particularly disturbing. It is present in the underground announcements. The World Health Organisation recommends that, if the low-frequency content increases the noise by about 10 decibels, 'C' weighting should be used to measure it. We found 'C' weighted readings were about 5 decibels higher than 'A' weighted readings so stuck with the more usual 'A' weighting in making the measurements.

Announcements on the Trains

Summary

On average there was an announcement on the trains every 42 seconds. This is far in excess of the requirements of the disability legislation – see box.

On an **18 minute** journey on the Victoria Line there were **22 announcements**.

On a **24 minute journey** on the District Line there were **37 announcements**.

On a **12 minute journey** on the Northern Line there were **17 announcements**.

On a **10 minute journey** on the Northern Line (Bank branch), **12 announcements**.

On a **7 minute journey** on the Central Line there were **11 announcements**.

On a **16 minute journey** on the Jubilee Line there were **25 announcements**.

On a **14 minute journey** on the Bakerloo Line there were **16 announcements**.

On a **16 minute journey** on the Piccadilly Line there were **16 announcements**.

On a **4 minute journey** on the Circle Line there were **9 announcements**.

On a **13 minute journey**, Hammersmith & City Line there were **22 announcements**.

On a **14 minute journey** on the Metropolitan Line there were **31 announcements**.

The Rail Vehicle Accessibility Regulations 1998

- (a) to announce the next station, or tram stop, at which the vehicle will be stopping. Not less than once during the period beginning five minutes before the vehicle is expected by the operator's staff to stop at that station or tram stop;
- (b) to announce any delay to the scheduled timing for that journey
- (c) to announce any diversions from the route shown in the published timetable for that journey; and
- (d) to make emergency announcements.

The frequency of announcements

There is a lot of scope to reduce the frequency.
Below are some examples.

1. Passengers are told three times within the space of 2/3 minutes that the next station is Aldgate East.

This is Tower Hill.

The next station is Aldgate East. This is a District Line service to Upminster.

The next station is Aldgate East. Exit for the Whitechapel Gallery.

This is Aldgate East. The next station is Whitechapel. This is a District Line service to Upminster.

The next station is Whitechapel.....

Recommendation: As the train leaves the previous station – in this case Tower Hill – one announcement is made: *Next station, Aldgate East*. It is consistent with the accessibility regulations. It gives people due warning of the next station. This is all that is needed.

2. *Mind the Gap* is an important message but it does it need to be repeated?

This is Cannon St. Next station Monument. This is a District Line service to Upminster.

The next station is Monument. Change for....

Mind the Gap between the train and the platform.

Mind the Gap between the train and the platform.

This is Monument.

Recommendation: At relevant stations, *Mind the Gap between the train and the platform* is only announced as the train enters the station and, barring emergencies or disruptions, is the only announcement made at that time in order to give it emphasis.

3. The announcement about disruptions is made twice between stations which are barely 2 minutes apart.

This is Victoria. There are severe delays on the Hammersmith and City lines. This is a Victoria Line service to Walthamstow. Stand clear of the closing doors.

The next station is Green Park. Doors open.... Change for Jubilee & Piccadilly line. Alight here for Buckingham Palace. This station has step-free access. There are severe delays on the Hammersmith and City lines.

This is Green Park.

Recommendation: It is clearly important to let people know about disruptions but the current frequency seems unnecessary. It should be reviewed.

Use Concise Language

The language is very wordy. It looks as if there is a policy to speak in sentences. No need!

This is Vauxhall. Change here for National Rail Services. This station has step-free access. This is a Victoria Line service to Walthamstow.

Recommendation: If all of the above announcements are needed, which is questionable, they can be shortened by cutting out the unnecessary words.

~~This is Vauxhall. Change here for National Rail Services. This station is step-free. This is a Victoria Line service to Walthamstow.~~

And don't be over-polite! For example, *Mind the Gap Please, please* merely adds an unnecessary word.

Move away from information overload

Hard questions need to be asked about how much of the information given is necessary.

1. Most passengers know:

- which line they are on
- where to interchange

And yet they are told this incessantly:

This is Baker St.

This is a Hammersmith & City Line to Hammersmith. The next station is Edgware Rd.

The next station is Edgware Rd. Change for...

Mind the gap between the train and the platform.

Mind the gap between the train and the platform.

This is Edgware Rd.

Recommendation: No need to give out information about the line people are on, the final destination of the train or the interchanging services except for mainline stations and stations like Camden Town or Kennington where trains on the same Line go to different destinations.

2. Most passengers will have done their homework on the station to use when visiting famous places. This will include visitors to London.

The next station is Green Park. Doors open.... Change for Jubilee & Piccadilly line. Alight here for Buckingham Palace. This station has step-free access. There are severe delays on the Hammersmith and City lines.

The next station is Warren St. Change here forAlight here for University College Hospital. There are severe delays on the Hammersmith and City lines.

Recommendation: No need to mention key places of interest.

Our recommended announcement

We suggest announcements could be fewer and shorter without passengers losing out.

From this:

This is Victoria. There are severe delays on the Hammersmith and City lines. This is a Victoria Line service to Walthamstow. Stand clear of the closing doors.

The next station is Green Park. Doors open.... Change for Jubilee & Piccadilly line. Alight here for Buckingham Palace. This station has step-free access. There are severe delays on the Hammersmith and City lines.

This is Green Park.

To this:

Stand clear of the closing doors. Next station Green Park. It is step-free. Doors open on....

Severe delays on the Hammersmith and City lines.

Announcements on the Platforms

Summary

Over a **20 minute period** on a Victoria Line platform at Victoria there were **35 announcements**. Their loudness ranged from **85 – 98 decibels**.

Over a **10 minute period** on a Jubilee Line platform at Green Park there were **14 announcements**. Their loudness ranged from **79-90 decibels**.

Over a **10 minute period** on a Piccadilly Line platform at Green Park there were **11 announcements**. Their loudness ranged from **78-82 decibels**.

Over a **10 minute period** on a Northern Line platform at Tottenham Court Road there were **10 announcements**. Their loudness ranged from **78-82 decibels**.

Over a **10 minute period** on a platform at Euston Square there were **5 announcements**. Their loudness ranged from **68-70 decibels**.

Over a **10 minute** on a Central Line platform at Tottenham Court Road there were **0 announcements**. **Yet, there were clearly delays**. No next train on the indicator board. Two members of staff were on the platform but they were there to help a wheelchair user of the first train; then left the platform. 12.32 first train arrives. Still no announcements. 12.37 second train arrives. No announcements of any sort were made.

Commentary

- a. **There is a big difference between the loudness of the announcements on the different platforms.** Some announcements on the **Victoria Line platform** were 30 decibels louder than those on the **Euston Square platform**.
- b. **There are similarities but also differences in the frequency and type the announcements given on different platforms - see boxes on next page for detail.** TfL may well have reasons for this. It may have a policy that at busy stations and at busy times there should be more announcements. Compare in particular the boxes for the **Victoria Line platform** where a stream of information was given about Covid; CCTV and other safety matters (including advice to take extra care because it was raining); advance notice of the next train; and service alterations with the **Euston Square platform** where none of this was provided.

20mins Victoria, Victoria Line Platform*

1. Wet weather. Take extra care in and around the station.
2. Mind the Gap Please
3. Covid hand wash announcement
4. The next train will arrive in 4 minutes. It will be a Victoria Line service to Walthamstow.
5. Covid keep your distance announcement
6. Covid face covering announcement
7. Covid hand sanitizer announcement
8. Wet weather. Take extra care in and around the station.
9. There is no circle or district line from this station today
10. Face covering
11. The Piccadilly Line is not stopping at South Kensington until Spring 2022
12. Wet weather. Take extra care in and around the station.
13. Face covering
14. There is no circle or district line from this station today
15. Face covering
16. The Piccadilly Line is not stopping at South Kensington until Spring 2022
17. Wet weather. Take extra care in and around the station.
18. Face covering
19. There is no circle or district line from this station today
20. Wet weather. Take extra care in and around the station.
21. Face covering [train arrives]
22. Mind the Gap Please
23. Mind the Gap Please
24. Mind the Gap Please
25. Wash hands announcement
26. Welcome to Victoria Station...feel free to ask for help
27. The next train will arrive in 4 minutes. It will be a Victoria Line service to Walthamstow.
28. This station has CCTV. Announcement to report anything suspicious. 'See it, say it, sort it.'
29. There is no circle or district line from this station today. Alternative route...
30. Wet weather. Take extra care in and around the station.
31. There is no circle or district line from this station today
32. The Piccadilly Line is not stopping at South Kensington....
33. Face covering
34. Hand sanitizer dispenser: 'the little things we do help protect the little things we love'
35. Wet weather. Take extra care in and around the station.

10 mins Tottenham Court Road, Northern Line Platform

1. Inaudible announcement
2. Northern Line. The next train to Edgware will arrive in 2 minutes.
3. For High Barnet, take the first available train and change at Camden Town
4. Northern Line. The train now approaching is for Edgware. Please stand from the platform edge. (train arrives)
5. Northern Line. The next train to Edgware will arrive in 2 minutes.
6. An announcement about planned engineering works.
7. For High Barnet, take the first available train and change at Camden Town
8. Wet weather announcement – to take extra care
9. For High Barnet, take the first available train and change at Camden Town
10. Facemask announcement

10 minutes, Euston Square Platform

1. This is Euston Square. This is an all-stations Metropolitan Line train to...The next station is Gt Portland St.
2. This is Euston Square. This is an all-stations Metropolitan Line train to Uxbridge. The next station is Gt Portland St.
3. This is Euston Square. The next station is Gt Portland St. This is a Hammersmith & City Line train to Hammersmith.
4. This is Euston Square. The next station is Gt Portland St. This is a Hammersmith & City Line train to Hammersmith.
5. This is Euston Square. This is a fast Metropolitan Line train to Amersham.

* There were some delays in the service (though not explained in any announcement) so only one train came in over the 20 minute period.

Questions to be asked

- Presumably, the constant repetition of the Covid announcements is to ensure that, consciously or unconsciously, the message sinks in, along the lines of the announcements about Oyster when it was first introduced. Two questions arise: is the approach justified given the extra noise it creates? Would the occasional Covid announcement not be more effective, since it would not get lost in the current constant blur of announcements?
- What is the rationale for announcing *Northern Line. The next train to Edgware will arrive in 2 minutes* and then less than 2 minutes later announce *Northern Line. The train now approaching is for Edgware*? On some Victoria Line platforms, these announcements are less than 1 minute apart. And yet at Euston Square an announcement is only made as the train comes into the platform.
- Is it really necessary to ask people to take extra care in wet weather or to carry a bottle of water in hot weather? It is just possible people have worked this out for themselves!
- We assume phrases like *see it, say it, sort it* or *the little things we do help protect the little things we love* are intended to put across a message in a memorable way. We think what is happening is that they are getting lost in the torrent of information which is being put out; and they could be getting in the way of the basic information passengers are looking for.

Station and Platform Announcements

The research also looked at some station and platform announcement during the course of a trip, i.e. what the passenger hears on their journey.

Here are some examples:

1. Journey: Euston to Kennington

Departing station: Euston

Time at station: 6 minutes

Number of announcements: 5

- a. The next train will arrive in 2 minutes
- b. Inaudible
- c. Announcement about working from home if you can; also walk and cycle; and to wash your hands before travelling.
- d. CCTV at the station for your protection; if you see anything suspicious report it to a member of staff; 'see, say it, sort it'.
- e. The train now approaching is...

2. Journey: Oval to Bank

Departing station: Oval

Time at station: 7 minutes

Number of announcements 8

- a. Music in the concourse
- b. Covid announcement
- c. The train approaching is for Edgware via Charing Cross
- d. Announcement encouraging us to stay alert and social distance
- e. The next train will arrive in 2 minutes. Next station Kennington
- f. Stand behind the yellow line
- g. The train approaching is for....Stand back from the platform edge
- f. An announcement about Covid and face masks.

3. Journey: Bank to Tottenham Court Road**Departing station: Bank****Time at station: 3 minutes****Number of announcements: 0****4. Journey: Interchanging between Jubilee and Bakerloo lines****Interchange Station: Waterloo****Time at station: 9 minutes****Number of announcements: 8****On Jubilee Line Platform**

- a. An announcement about the train we had just got off approaching the platform, and stand back from the platform edge, after the train has arrived.
- b. An announcement on the lines which were closed that day

On the Bakerloo Line platform

- c. Don't run or rush
- d. An update on the current state of the Bakerloo Line (partly closed that day) and other closures
- e. The next train to Queens Park will arrive in 2 minutes
- f. Stand back behind the yellow line, keep your personal belongings with you and stand clear from the platform edge.
- g. The train now approaching is for
- h. Mind the Gap please. Stand back.

Commentary

TfL may or may not have done this exercise but it would do well at count the total number of announcements a passenger is exposed to on typical journeys made. It will be considerable, akin at times to a wall of sound. Are passengers tuning out this wall of sound? Is it adding to the stress of their journey? How many passengers are annoyed, or even disturbed, by it? What we can be sure of is that nobody, bar this researcher, is listening to every one of them! So why are they being made?

Recommendations

1. **Transport for London, in conjunction with the operators, reassesses what it is trying to achieve with its announcements.**
2. **The frequency of announcements is reduced.** This is very feasible as many of them are repeated far too frequently – sometimes the same announcement is repeated within a minute. It is also hard to argue that all the announcements are essential. Indeed, a case can be made out that most of them are unnecessary in that they are telling the passengers nothing the vast majority didn't already know or hadn't worked out for themselves.
3. **Move away from information overload.** Passengers are not expecting it. Many just switch off. Concentrate on providing clear basic information and sound advice when there is a problem.
4. **The loudness of the typical announcement is cut.** Platform announcements of 90 decibels and more serve no purpose other than to startle and annoy and, over time, to damage hearing. There should be a consistency in volume across the system.
5. **The announcements become much more concise.** Single words often hit home better than fully-fledged sentences. No need to worry about being ultra-polite! For years nobody took offence at *Mind the Gap* – why add *Please*?
6. **The next researcher must be proficient in short-hand!**

Appendix 1

Announcements on the trains

Victoria Line, Stockwell to Kings Cross, 15.43, Saturday 15.5.21

Summary:

Time on train 18 minutes

Number of announcements 22

1. This is Stockwell. This is a Victoria Line service to Walthamstow.
2. The next station is Vauxhall. Change here for National Rail Services. This station has step-free access. Doors open on the right-hand side.
3. This is Vauxhall. Change here for National Rail Services. This station has step-free access. This is a Victoria Line service to Walthamstow.
4. The next station is Pimlico. Doors open on...
5. This is Pimlico. This is a
6. The next station is Victoria. Doors open...
7. This is Victoria. There are severe delays on the Hammersmith and City lines. This is a Victoria Line service to Walthamstow. Stand clear of the closing doors.
8. The next station is Green Park. Doors open.... Change for Jubilee & Piccadilly line. Alight here for Buckingham Palace. This station has step-free access. There are severe delays on the Hammersmith and City lines.
9. This Green Park. This is aStand clear of the closing doors.
10. The next station is Oxford Circus. Change here for...There are severe delays on the Hammersmith and City lines.
11. This Oxford Circus. Change here for....
12. This train is being held here to regulate the service.
13. Stand clear of the closing doors.
14. The next station is Warren St. Change here forAlight here for University College Hospital. There are severe delays on the Hammersmith and City lines.

15. This Warren St. There are severe delays on the Hammersmith and City Lines. This is a ...

16. Stand clear of the closing doors.

17. The next station is Euston. Doors will open....Change here for... There are severe delays on the Hammersmith and City Lines

18. This is Euston. Doors will open....Change here for...This is a

19. The next station is Kings Cross.

20. There are severe delays on the Hammersmith and City Lines

21. There are severe delays on the Hammersmith and City Lines

22. Go to the TfL [for alternatives]

Ends 16.01

Northern Line (Charing Cross Branch), Euston to Kennington, 16.16, Saturday 15.5.21

Summary:

Time at station 6 minutes

Number of announcements 5

Time on train 12 minutes

Number of announcements 17

Time at departing station 3 minutes

Number of announcements 4

At station (16.16 – 16.22)

a. The next train will arrive in 2 minutes

b. Inaudible

c. Announcement about working from home if you can; also walk and cycle; and to wash your hands before travelling.

d. CCTV at the station for your protection; if you see anything suspicious report it to a member of staff; 'see, say it, sort it'.

e. The train now approaching is...

On train (16.22 – 16.34)

1. This is Euston. Change here for.... The next station is Warren St. This is a Northern Line service via Charing Cross, terminating at Kennington.

2. The next station is Warren St. Change for the Victoria Line.

3. This station is Warren St. Change for the Victoria Line. This is a Northern Line service via Charing Cross, terminating at Kennington.

4. The next station is Goodge St.

5. This station is Goodge St. This is a Northern Line service via Charing Cross, terminating at Kennington.

6. The next station is Tottenham Court Rd. Change here for..... This is a Northern Line service via Charing Cross, terminating at Kennington.

7. This is Tottenham Court Rd. Change here for.... This is a Northern Line service via Charing Cross, terminating at Kennington.

8. The next station is Leicester Square. Change for the...

9. This is Leicester Square. Change for.... This is a Northern Line service via Charing Cross, terminating at Kennington.

10. The next station is Charing Cross. Change here for...The last set of doors will not open...

11. This is Charing Cross. This is a Northern Line service via Charing Cross, terminating at Kennington.

12. The next station is Embankment. Change for... Exit for Riverboat services at Embankment Pier.

13. This is Embankment. Change for... Exit for Riverboat services at Embankment Pier. This is a Northern Line service via Charing Cross, terminating at Kennington.

14. The next station is Waterloo. Change for.....Exit for Riverboat services at Waterloo pier.

15. This is Waterloo. Change for.....Exit for Riverboat services at Waterloo pier. This is a Northern Line service via Charing Cross, terminating at Kennington.

16. The next station is Kennington where this service terminates. Change her for...[includes a platform number for people continuing south on the Northern Line to Morden].

17. The driver then makes an announcement that the train terminates here and we should all leave the train.

At terminating station (16.34 – 16.37)

- a. Lift 1 is the next lift.
- b. Doors closing
- c. Stand clear doors closing
- d. Stand clear doors closing
- e. Ticket hall level. Please have your tickets ready

End 16.37

Northern Line (Bank Branch), Oval to Bank, 16.48, Saturday 15.5.21

Summary:

Time at station 7 minutes

Number of announcements 7

Time on train 10 minutes

Number of announcements 12

Time at departing station 3 minutes

Number of announcements 0

At station (16.48 – 16.55)

- a. Music in the concourse
- b. Covid announcement
- c. The train approaching is for Edgware via Charing Cross
- d. Announcement encouraging us to stay alert and social distance
- e. The next train will arrive in 2 minutes. Next station Kennington

- d. Stand behind the yellow line
- e. The train approaching is for....Stand back from the platform edge
- d. An announcement about Covid and face masks.

On the train (16.55 – 17.05)

1. This is a Northern Line train via Bank terminating at High Barnet
2. The next station is Kennington. Change for Charing Cross services from platform 1.
3. This station is Kennington. Change for Charing Cross services from platform 1.
4. The next station is Elephant & Castle. This is a Northern Line train via Bank terminating at High Barnet.
5. This is Elephant & Castle. Change here for.... Please mind the gap between the train and the platform.
6. This is a Northern Line train via Bank terminating at High Barnet.
7. The next station is Borough.
8. This station is Borough. This is a Northern Line train via Bank terminating at High Barnet.
9. The next station is London Bridge. Change for...Exit for ferry services from London Pier.
10. This station is London Bridge. Change for...Exit for ferry services from London Pier. This is a Northern Line train via Bank terminating at High Barnet.
11. The next station is Bank. Change for.
12. This station is Bank...

Ends 17.05

Central Line, Bank to Tottenham Court Road 17.05, Saturday 15.5.21

Summary:

Time at station 3 minutes (interchanging between Northern and Central lines)

Number of announcements 0

Time on train 7 minutes

Number of announcements 11

Time at departing station 3 minutes

Number of announcements 0

Time at arriving station 3 minutes

Number of announcements 0

At the station (interchanging) 17.05 – 17.08

No announcements

On the train (17.08 – 17.15)

1. This is Bank. Mind the gap between the train and the platform. Change for...
2. Driver: Mind the doors. Stand clear of the closing doors.
3. The next station is St Paul's. This is a Central Line train to Ealing Broadway (repeated).
4. This is St Pauls. This is a Central Line train to Ealing Broadway
5. The next station is Chancery Lane.
6. This is Chancery Lane. This is a Central Line train to Ealing Broadway.
7. The next station is Holborn. Change here for the Piccadilly Line.
8. This is Holborn (repeated).
9. This is a Central Line train to Ealing Broadway.
10. The next station is Tottenham Court Road.
11. This is Tottenham Court Rd. Change here for,,,

Ends 17.15

District Line, Embankment to West Ham, 10.22, Sunday 16.5.21

Summary:

Time at station 3 minutes (interchanging from Northern to District Line)

Number of announcements 5

Time on train 24 minutes

Number of announcements 37

Time at departing station 5 minutes

Number of announcements 0

At the station 10.22 – 10.25

- a. Mind the Gap
 - b. This train is ready to depart
- (Those two announcements on the Northern Line platform)
- c. Use platform 1 to travel eastbound.
 - d. A Covid announcement
 - e. There are no Westbound district line services from this station today.

On the train (10.25 – 10.49)

1. Mind the gap between the train and the platform. This is Temple.
2. The next station is Blackfriars. This is a District Line service to Upminster.
3. The next station is Blackfriars. Change for And river boat services from Blackfriars Pier.
4. This is Blackfriars. The next station is Mansion House. This is a District Line service to Upminster.
5. The next station is Mansion House. Mind the Gap between the train and the platform.
6. Mind the Gap between the train and the platform. This Mansion House. The next station is Cannon St. This is a District Line service to Upminster.
7. The next station is Cannon St. Change for....
8. Mind the Gap between the train and the platform.
9. Mind the Gap between the train and the platform.
10. This is Cannon St. Next station Monument. This is a District Line service to Upminster.

11. The next station is Monument. Change for....
12. Mind the Gap between the train and the platform.
13. Mind the Gap between the train and the platform.
14. This is Monument.
15. The next station is Tower Hill. This is a District Line service to Upminster.
16. The next station is Tower Hill. Change for....Exit for the Tower of London....
17. Mind the Gap between the train and the platform.
18. Mind the Gap between the train and the platform.
19. This is Tower Hill.
20. The next station is Aldgate East. This is a District Line service to Upminster.
21. The next station is Aldgate East. Exit for the Whitechapel Gallery.
22. This is Aldgate East. The next station is Whitechapel. This is a District Line service to Upminster.
23. The next station is Whitechapel. Change for...
24. This Whitechapel. The next station is Stepney Green. This is a District Line service to Upminster.
25. The next station is Stepney Green.
26. This is Stepney Green.
27. The next station is Mile End. This is a District Line service to Upminster.
28. The next station is Mile End. Change for...
29. This Mile End. The next station is Bow Rd. This is a District Line service to Upminster.
30. The next station is Bow Rd. Change for....
31. Mind the Gap.
32. Mind the Gap.
33. This is Bow Rd.
34. The next station is Bromley-by-Bow. This is a District Line service to Upminster.

35. The next station is Bromley-by-Bow

36. This is Bromley-by-Bow. The next station is West Ham. This is a District Line service to Upminster.

37. The next station is West Ham. Change for.....

Ends 10.49

Jubilee Line, West Ham to Waterloo 10.49, Sunday 16.5.21

Summary:

Time at station 5 minutes (interchanging from District to Jubilee Line)

Number of announcements 0

Time on train 16 minutes

Number of announcements 25

Time at departing station 9 minutes

Number of announcements 8 announcements

At the station 10.49 – 10.54

No announcements

On the train (10.54 – 11.10)

1. This station is West Ham. Change for...

2. This train terminates at Stanmore.

3. The next station is Canning Town. Doors will open in the right-hand side. Change for...including services to Excel and London City Airport.

4. This station is Canning Town. Change for...including services to Excel and London City Airport.

5. This train terminates at Stanmore.

6. The next station is North Greenwich. Change for... Exit for O2 and Emirates Airline.

7. This station is North Greenwich. Exit for O2 and Emirates Airline.

8. This train terminates at Stanmore.
9. Next station...
10. This station is Canary Wharf. Change for...
11. This train terminates at Stanmore.
12. The next station is Canada Water. The doors will open...Change for...
- 13 This station is Canada Water. Change for...
14. This train terminates at Stanmore.
15. The next station is Bermondsey. Doors will open...
16. This station is Bermondsey.
17. This train terminates at Stanmore.
18. The next station is London Bridge. Doors will open...Change for....
19. This station is London Bridge. Change for...
20. This train terminates at Stanmore.
21. The next station is Southwark. Doors. Change for...
22. This station is Southwark. Change for...
23. This train terminates at Stanmore.
24. The next station is Waterloo. Doors. Change...
25. This station is Waterloo. Change...

At the station (11.10 – 11.19), interchanging between Jubilee and Bakerloo lines

On Jubilee Line Platform

- a. An announcement about the train I had just got off approaching the platform, and stand back from the platform edge, after the train has arrived.
- b. An announcement on the lines which were closed that day

On the Bakerloo Line platform

- c. Don't run or rush
 - d. An update on the current state of the Bakerloo Line (partly closed that day) and other closures
 - e. The next train to Queens Park will arrive in two minutes
 - f. Stand back behind the yellow line, keep your personal belongings with you and stand clear from the platform edge.
 - g. The train now approaching is for
 - h. Mind the Gap please. Stand back.
-

Bakerloo Line, Waterloo to Paddington, 11.19, Sunday 16.5.21

Summary:

Time on train 14 minutes

Number of announcements 16

Time at arriving station 3 minutes

Number of announcements 0 announcements

On train (11.19 – 11.33)

1. The next station is Embankment
2. Mind the Gap please
3. The station is Charing Cross. Change for.....Exit for Trafalgar Square...
4. This is Charing Cross. Change for...
5. The next station is Piccadilly Circus. Mind the Gap. Change here for.....
6. Mind the Gap. Change here for...This is a Bakerloo Line to Queens Park.
7. This is Oxford Circus. Change here for....This is a Bakerloo Line to Queens Park.
8. The next station is Regents Park. Exit/Alight here for local buses to ZFM, London Zoo.
9. This is Regents Park. Exit/Alight here for local buses to ZFM, London Zoo. This is a Bakerloo Line to Queens Park.

10. An inaudible announcement.

11. This is Baker St. Change for....

12. The next station is Marylebone. Change here for...

13. This is Marylebone. Change for.... This is a Bakerloo Line to Queens Park.

14. The next station is Edgware Rd.

15. This Edgware Rd. This is a Bakerloo Line to Queens Park.

16. The next station is Paddington. Change here for...

At the arriving station

No announcements.

Ends 11.36

(Some Bakerloo Line trains include Stand Clear of the Doors)

Piccadilly Line, Leicester Square to Finsbury Park, 12.04, Sunday 16.5.21

Summary:

Time at station 5 minutes

Number of announcements 2

Time on train 16 minutes

Number of announcements 16

At station:

- a. The next train to Cockfosters will arrive in two minutes.
- b. The Piccadilly Line train now approaching is for Cockfosters. Please stand back from the platform edge.

On the train (12.09 – 12.25)

1. This is Leicester Square. This is a Piccadilly Line service to Cockfosters.
2. The next station is Covent Garden. Alight for the London Transport Museum.

3. This is Covent Garden. Alight for the London Transport Museum. This is a Piccadilly Line service to Cockfosters.
 4. The next station is Holborn. Please mind the gap between the train and the platform. Change here for...
 5. Please mind the gap between the train and the platform. This is Holborn. Change.... This is a Piccadilly Line service to Cockfosters.
 6. The next station is Russell Square. Alight for the British Museum.
 7. This is Russell Square. Alight for the British Museum. This is a Piccadilly Line service to Cockfosters.
 8. The next station Kings Cross St Pancras. Change for...Alight for the Royal National Institute of Blind People.
 9. This is Kings Cross Station. Change for...Alight for the Royal National Institute of Blind People. This is a Piccadilly Line service to Cockfosters.
 10. The next station is Caledonian Road.
 11. This is Caledonian Rd. This is a Piccadilly Line service to Cockfosters.
 12. The next station is Holloway Rd.
 13. This is Holloway Rd. This is a Piccadilly Line service to Cockfosters.
 14. The next station is Arsenal.
 15. This is Arsenal. This is a Piccadilly Line service to Cockfosters.
 16. The next station is Finsbury Park. Change here for...
- Ends 12.25

Circle Line, Victoria to Embankment, 17.24, Monday 18.5.21

Summary:

Time at station 6 minutes

Number of announcements 6

Time on train 4 minutes

Number of announcements 9

At Station

- a. Announcement about face coverings
- b. Announcement about hand sanitizer, “The little things.....”
- c. Announcement about taking care because of the wet weather
- d. Mind the Gap Please
- e. Mind the Gap Please
- f. Mind the Gap Please

On the train (17.30-17.34)

1. This is a Circle Line via Tower Hill and Liverpool St. The next station is St James’s Park.
2. The next station is St James’s Park.
3. Mind the Gap between the train and the platform.
4. Mind the Gap between the train and the platform.
5. This is St James’s Park.
6. This is a Circle Line via Tower Hill and Liverpool St. The next station is Westminster.
7. The next station is Westminster. Change for the Jubilee Line.
8. This is Westminster. This is a Circle Line via Tower Hill and Liverpool St. The next station is Embankment.
9. The change is Embankment. Change.....

Hammersmith & City Line, Kings Cross to Paddington, 18.33, Monday 18.5.21
Summary:

Time on train 13 minutes

Number of announcements 22

On train (18.33 – 18.46)

1. This is a Hammersmith & City Line to Hammersmith. The next station is Euston Square.
 2. The next station is Euston Square. Change for...
 3. This is Euston Square
 4. This is a Hammersmith & City Line to Hammersmith. The next station is Gt Portland St.
 5. The next station is Gt Portland St.
 6. Mind the Gap between the train and the platform.
 7. Mind the Gap between the train and the platform.
 8. This is Gt Portland St.
 9. This is a Hammersmith & City Line to Hammersmith. The next station is Baker St.
 10. The next station is Baker St. Change for...
 11. Mind the gap between the train and the platform.
 12. Mind the gap between the train and the platform.
 13. This is Baker St.
 14. This is a Hammersmith & City Line to Hammersmith. The next station is Edgware Rd.
 15. The next station is Edgware Rd. Change for...
 16. Mind the gap between the train and the platform.
 17. Mind the gap between the train and the platform.
 18. This is Edgware Rd.
 19. This is a Hammersmith & City Line to Hammersmith. The next station is Paddington.
 20. This train is being held at a red signal to regulate the service. We should be moving shortly.
 21. The next station is Paddington. Change for....
 22. Mind the gap between the train and the platform.
- Ends 18.46
-

Metropolitan Line, Baker St to Moorgate, 18.58, Monday 18.5.21**Summary:****Time on train 14 minutes****Number of announcements 31**On the train (18.58 – 19.12)

1. Mind the Gap between the train and the platform.
2. This is Baker St.
3. This is an all-station Metropolitan Line service to Aldgate. The next station is Gt Portland St.
4. The next station is Gt Portland St.
5. Please Mind the Gap between the train and the platform.
6. Please Mind the Gap between the train and the platform.
7. This is Gt Portland St.
8. This is an all-station Metropolitan Line service to Aldgate. The next station is Euston Square.
9. The next station is Euston Square. Change for...
10. This is Euston Square.
11. This is an all-station Metropolitan Line service to Aldgate. The next station is Kings Cross St Pancras.. Change for...
12. The next station is Kings Cross St Pancras. Change for
13. Please Mind the Gap between the train and the platform.
14. Please Mind the Gap between the train and the platform.
15. This is Kings Cross St Pancras.
16. This is an all-station Metropolitan Line service to Aldgate. The next station is Farringdon. Change for...
17. The next station is Farringdon. Change for...
18. Please Mind the Gap between the train and the platform.

19. Please Mind the Gap between the train and the platform.

20. This is Farringdon.

21. This is an all-station Metropolitan Line service to Aldgate. The next station is Barbican.

22. The next station is Barbican.

23. This is Barbican.

24. This is an all-station Metropolitan Line service to Aldgate. The next station is Moorgate.

25. The next station is Moorgate. Change for...

26. Please Mind the Gap between the train and the platform.

27. Please Mind the Gap between the train and the platform.

28. This is Moorgate.

29. This is an all-station Metropolitan Line service to Aldgate. The next station is Liverpool St.

30. The next station is Liverpool St. Change for...

31. Please Mind the Gap between the train and the platform.

Ends 19.12

Appendix 2

Announcements on the platforms

Victoria Station, Victoria Line, Northbound Platform, Sunday 16th May

Loudness

Platform (without train)	53-64 decibels
Platform (announcements)	85-98
Platform (train arriving into platform)	around 85 decibels
Platform (train arriving on other platform)	75-78 decibels

Summary

Time on platform	20 mins
Number of announcements	32

Start time 9.38

1. Wet weather. Take extra care in and around the station.
2. Mind the Gap Please
3. Covid hand wash announcement
4. The next train will arrive in 4 minutes. It will be a Victoria Line service to Walthamstow.
5. Covid keep your distance announcement
6. Covid face covering announcement
7. Covid hand sanitizer announcement
8. Wet weather. Take extra care in and around the station.
9. There is no circle or district line from this station today
10. Face covering
11. The Piccadilly Line is not stopping at South Kensington until Spring 2022
12. Wet weather. Take extra care in and around the station.
13. Face covering
14. There is no circle or district line from this station today
15. Face covering
16. The Piccadilly Line is not stopping at South Kensington until Spring 2022
17. Wet weather. Take extra care in and around the station.
18. Face covering
19. There is no circle or district line from this station today
20. Wet weather. Take extra care in and around the station.
21. Face covering
- [train arrives]
22. Mind the Gap Please
23. Mind the Gap Please
24. Mind the Gap Please
25. Wash hands announcement
26. Welcome to Victoria Station...feel free to ask for help
27. The next train will arrive in 4 minutes. It will be a Victoria Line service to Walthamstow.
28. This station has CCTV. Announcement to report anything suspicious. 'See it, say it, sort it.'
29. There is no circle or district line from this station today. Alternative route...
30. Wet weather. Take extra care in and around the station.
31. There is no circle or district line from this station today

- 32. The Piccadilly Line is not stopping at South Kensington until Spring 2022
- 33. Face covering
- 34. Hand sanitizer dispenser: 'the little things we do help protect the little things we love'
- 35. Wet weather. Take extra care in and around the station.

Ends 9.58

Green Park, Jubilee Line, Eastbound, Sunday 16th May

Loudness

Platform (without train)	52-68 decibels
Platform (announcements)	79-90 (mostly around 85)
Platform (train arriving into platform)	83-94
Platform (train arriving on other platform)	68-72 decibels

Summary

Time on platform	10 mins
Number of announcements	14

Start time 10.04

1. Jubilee Line. The next train to Stratford will arrive in 2 minutes. Next station Westminster.
2. Jubilee Line. The train now approaching is for Stratford. Please stand back from the platform edge.
3. Jubilee Line. The next train to Stratford will arrive in 2 minutes. Next station Westminster.
4. Face Covering announcement.
5. Jubilee Line. The train now approaching is for Stratford. Please stand back from the platform edge.
6. This station has CCTV. Announcement to report anything suspicious. 'See it, say it , sort it.'
7. An announcement that there may be reduced services on some lines because of staff shortages.
8. Jubilee Line. The next train to Stratford will arrive in 2 minutes. Next station Westminster.
9. An announcement about washing hands
10. Jubilee Line. The train now approaching is for Stratford. Please stand back from the platform edge.
11. The Piccadilly Line is not stopping at South Kensington until May 2022
12. Jubilee Line. The next train to Stratford will arrive in 2 minutes. Next station Westminster.
13. Face covering
14. Jubilee Line. The train now approaching is for Stratford. Please stand back from the platform edge.

Ends 10.14

Green Park, Piccadilly Line, Eastbound, Sunday 16th May

Loudness

Platform (without train)	52-56 decibels
Platform (announcements)	78-82
Platform (train arriving into platform)	76-87

Summary

Time on platform	10 mins
Number of announcements	9

Start time 10.19

1. From...until Spring 2022 the Piccadilly Line will not be stopping at South Kensington. The District.....
2. An announcement that there may be reduced services on some lines because of staff shortages.
3. Piccadilly Line. The next train to Cockfosters will arrive in 2 minutes
4. Wash hands
5. Piccadilly Line. The train now approaching is now approaching is to Cockfosters. Please stand back from the platform edge.
6. From...until Spring 2022 the Piccadilly Line will not be stopping at South Kensington. The District.....
7. Piccadilly Line. The next train to Cockfosters will arrive in 2 minutes
8. Piccadilly Line. The train now approaching is now approaching is to Cockfosters. Please stand back from the platform edge.
9. Face Covering

End 10.29

Tottenham Court Road, Northern Line, Northbound, Saturday 22nd May**Loudness**

Platform (without train)	52-56 decibels
Platform (announcements)	78-82
Platform (train arriving into platform)	76-87

Summary

Time on platform	10 mins
Number of announcements	10

Start time 12.40

1. Inaudible announcement
2. Northern Line. The next train to Edgware will arrive in 2 minutes.
3. For High Barnet, take the first available train and change at Camden Town
4. Northern Line. The train now approaching is for Edgware. Please stand from the platform edge. (train arrives)
5. Northern Line. The next train to Edgware will arrive in 2 minutes.
6. An announcement about planned engineering works.
7. For High Barnet, take the first available train and change at Camden Town
8. Wet weather announcement – to take extra care
9. For High Barnet, take the first available train and change at Camden Town
10. Facemask announcement (train arrives)

Ends 12.50

Tottenham Court Road, Central Line, Eastbound, Saturday 22nd May

Loudness

No announcements

Summary

Time on platform 10 mins
Number of announcements 0

Start time 12.27pm

There were clearly delays. No next train on the indicator board.

No announcements of any sort were made.

Two members of staff were on the platform but they were there to help a wheelchair user of the first train; then left the platform.

12.32 first train arrives

Still no announcements

12.37 second train arrives.

Ends 12.37

Euston Square, Westbound, Wednesday 26th May

Loudness

Platform (without train) 48-57 decibels
 Platform (announcements) 68-70
 Platform (train arriving into platform) 66-80
 Platform (train arriving on other platform) 82-93 decibels

Summary

Time on platform 10 mins
Number of announcements 5

Start time 18.02

1. This is Euston Square. This is an all-stations Metropolitan Line train to..... The next station is Gt Portland St.
2. This is Euston Square. This is an all-stations Metropolitan Line train to Uxbridge. The next station is Gt Portland St.

3. This is Euston Square. The next station is Gt Portland St. This is a Hammersmith & City Line train to Hammersmith.

4. This is Euston Square. The next station is Gt Portland St. This is a Hammersmith & City Line train to Hammersmith.

5. This is Euston Square. This is a fast Metropolitan Line train to Amersham.

Ends 18.12

