

**From:** [REDACTED]  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** Results from PAVA witnessing visit with MTR.  
**Date:** 03 May 2023 17:37:10

---

Following a visit to 4 stations today, the results from today's inspection are very good. Subjective listening showed that audio levels were all acceptable with the concerns previously raised by MTR having been resolved.

CIS next train announcements were intermittent and there were identified CIS anomalies. but where the announcements did play, the audio levels were good.

We can also confirm that levels at Custom House were not too loud despite having received further customer complaints.

Thanks to [REDACTED] and the rest of the team for helping to finally put this line item to rest .

Full results below:

#### ABX

Local announcement - ticket hall OK. Platform OK.

Next train. None (CRL confirmed that these were enabled, may need checking with telent/NR)

Long line live announcement- OK

Long line Recorded coronation message - OK.

Local Live announcement - OK.

#### CUH

Local announcement - ticket hall OK.

Local announcement Platform - OK.

Next train announcement - OK

Long line live announcement - fault (SR41862)

Long line coronation message - OK

Local live announcement ticket hall - OK

#### PAD

Local SMS announcement - ok

Next train - disabled

Long line live platform - OK

Long line recorded platform - new recording and coronation message OK, but older recordings were soft. *audio levels on the existing recordings need to be reviewed.*

Long line live ticket hall - OK  
Long line recorded ticket hall - OK

BOS

Next train - intermittent due to CIS issues. When announced OK

Long line live - OK

Long line recorded - OK (did not witness any breaking up or missing words)

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]@crossrail.tfl.gov.uk  
[REDACTED]