

## Background

I am currently researching the issue of yodal alarm volume complaints for Level crossings across the UK - their prevalence and the impact handling these complaints has on both Local Council and Network Rail resources. We are currently developing a solution (OmniLXAWC) that enables remote control of the day / night volume settings at level crossings. The benefit implication to local councils is that noise complaints made by frustrated residents can be addressed quicker with remote configuration of the volume settings of the alarm. Reports of crossings sounding too loudly (in day mode) when they should otherwise be more quiet (night mode) after the clocks have turned from GMT to BST, and vice versa, will be controlled and resolved with our solution.

That said, I'm wondering if you might be able to provide me with information on:

- 1) the general number of nuisance complaints received from local residents relating to Level Crossing yodal alarm volume 0
- 2) the number of local council requests made to Network Rail for adjustments to be made to Audible Warning Control units on Level Crossings 0