

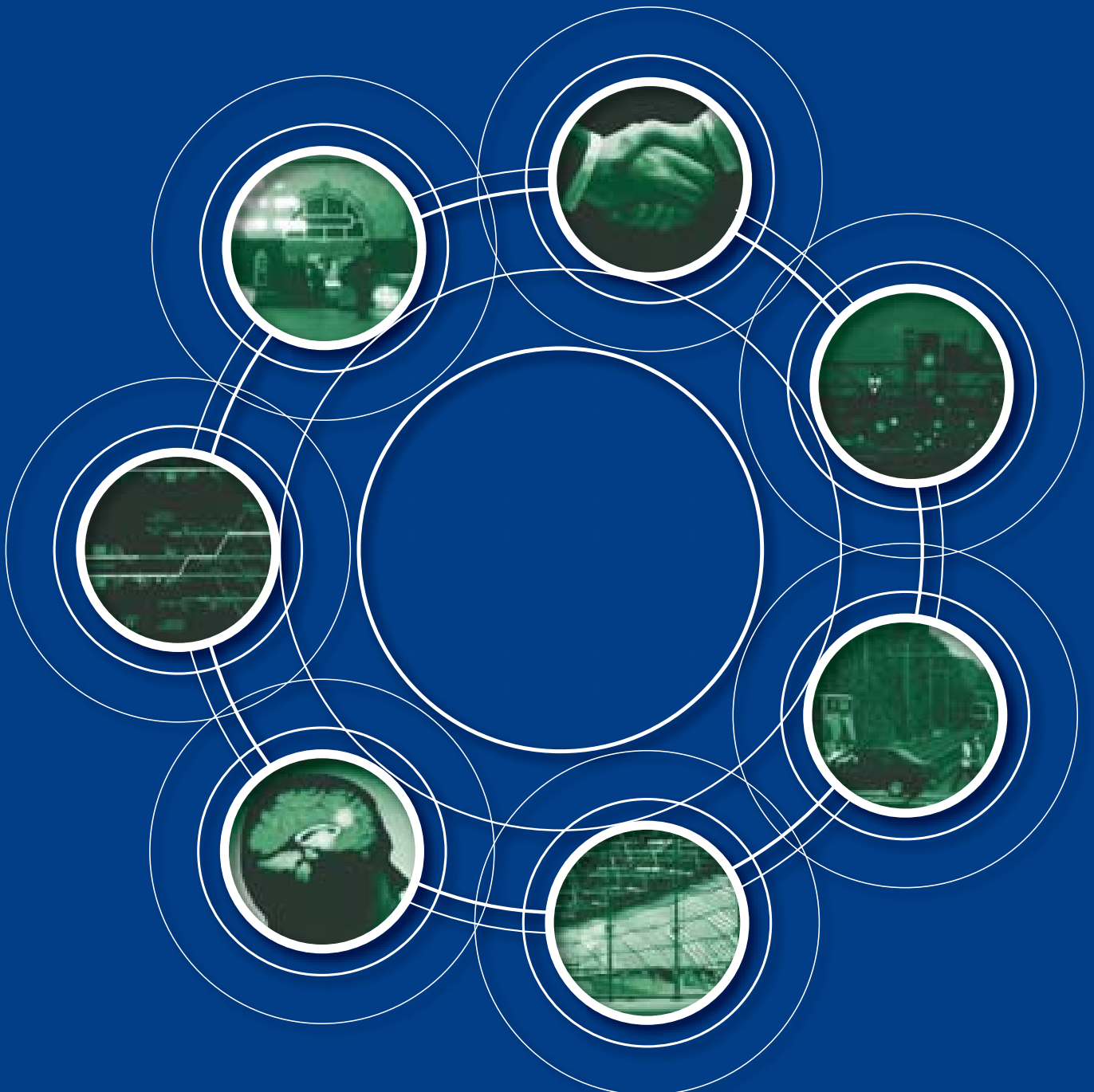


Rail Safety & Standards Board

Research Programme

# Operations

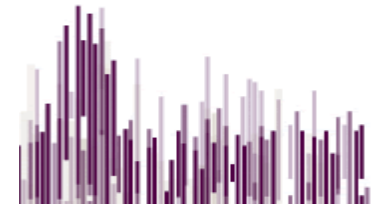
T681 Understanding the problems that train horn noise causes to neighbours - Lingfield survey



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Faulkland Associates  
Management Consultants

# R03

C2054 R03-6

## Impact of Train Horn Noise – Results from Lingfield Survey

A Project for the Rail Safety & Standards Board

## QA information

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Reviewed by: Carol Durrant

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# 1. Introduction

## Background

This report summarises the results of a survey into the impact of train horn noise at Lingfield.

The Rail Safety and Standards Board (RSSB) together with its colleagues in the railway industry are aware that the noise made by train horns, which are an essential safety device, can cause a nuisance. They regret this impact on their neighbours and are working together to try and find a better balance between the safety benefit and the noise nuisance in order to give some relief to their neighbours.

New trains introduced onto the mainline railway network in the last three or four years have horns that comply with the industry standard (Railway Group Standard). However, they are louder than the horns on the old trains and their use has led to a significant number of complaints from residents living in the vicinity of crossings with 'whistle boards', where horns have to be sounded at all times for safety reasons. Over the same period the number of whistle boards has increased. Although steps were taken two years ago to reduce the level of noise and the number of locations at which horns are sounded, there are many locations at which significant numbers of complaints are made, and the problem has clearly not been resolved.

As part of the cross industry work to address these problems, RSSB is undertaking a study to assess the impact of train horn noise on a sample of trackside residents in three different locations: Lingfield, Horsham and Canterbury. These three locations were chosen as examples where there is evidence of significant impact on neighbours.

The results of this work, when combined with the research into the safety impact of train horns at footpath crossings, will enable the consideration and justification of proposed changes to the current arrangements for the sounding of train horns. Options that are being considered include:

- Reducing the level of noise to that which was made by the old trains;
- Introduction of broadband horn technology, which is more directional;
- A ban on using horns at night;
- A reduction in the number of whistle boards;
- The case for alternative controls at particular footpath crossings.

The aim of the work within local communities is to understand the impact on neighbours that are affected by train horns. Combining this information with noise mapping data will inform RSSB's estimate of the undesired impact caused to residents by train horns. It will also help determine which changes to train horn characteristics and usage would create the greatest improvements for residents.

RSSB commissioned Faulkland Associates to carry out the public opinion survey work, which was carried out between July and September 2006. The RSSB's website address is <http://www.rssb.co.uk>. The overall RSSB Project Director is Anson Jack, Director of Standards, who can be contacted at [anson.jack@rssb.co.uk](mailto:anson.jack@rssb.co.uk). More information is available on Faulkland Associates at [www.faulkland-associates.co.uk](http://www.faulkland-associates.co.uk). Faulkland Associates project manager is David Collier who can be contacted at [david.collier@faulkland-associates.co.uk](mailto:david.collier@faulkland-associates.co.uk).

## Research Programme Overview

A preliminary study of 8 interviews was carried out at Bentley in Hampshire but, as noted above, the main purpose of the research was to assess the impact of train horn noise on a sample of trackside residents in three different locations: Lingfield, Horsham and Canterbury. Separate reports summarise the results of the research in each these locations. This one covers Lingfield, Surrey.

The main research programme comprised a combination of face-to-face interviews and hand delivered questionnaires with free-post return envelopes in the three survey locations. The focus was on those postcodes judged most likely to be seriously affected and surrounding streets. The results show this to have been a reasonable assumption. Taken together, the interviews and questionnaires were intended to give at least 50% of households in these postcodes the chance to participate.

The impact of train horn noise will not of course be limited to those areas included in the study. Horns will be audible at greater distances from the whistle boards and may have an adverse impact. In particular, local conditions may result in 'hot spots'. However, the main aim is to improve understanding of the nature of the impact rather than to try and differentiate between those who were affected and those that were not, though the results do give a general indication of the worst affected areas. In each survey area, the researchers:

- Interviewed as many of the people as practicable who had written complaining about the impact of train horn noise (Contact Interviews). Those complainants who could not be interviewed were sent a questionnaire (Contact Questionnaires).
- Interviewed, to the extent practicable, a comparable or greater number of people in the same postcodes who had not complained (Door-to-door Interviews).
- Hand-delivered questionnaires to a cross-section of households in the postcodes likely to be most affected. To reach the 50% target mentioned above required at least 450 questionnaires. Additionally, hand-delivered questionnaires to households up to 1km distant in one direction from a whistle board. (Door-to-door Questionnaires).

One of the main pressure groups campaigning on train horn noise issues, along with the Noise Abatement Society, is Residents Against Train Horns (RATH). RATH assisted with distribution in Canterbury and other areas in Kent but not at Lingfield

Although some inferences can be drawn, the aim of this work was to gain insight into the nature of the impacts rather than to gather rigorous statistical data. The sample and survey design was determined accordingly. Although a good spread of participants was achieved, the results have not been normalised or corrected for demographic factors, leisure/work pattern, or in any other way.

## 2. Lingfield Survey

### Survey Area

Depending on local conditions, 'whistle boards' are generally positioned 300 yards either side of un-gated foot crossings. Drivers sound their horns as they pass the whistle boards to warn people who may be using the crossings of the train's approach.

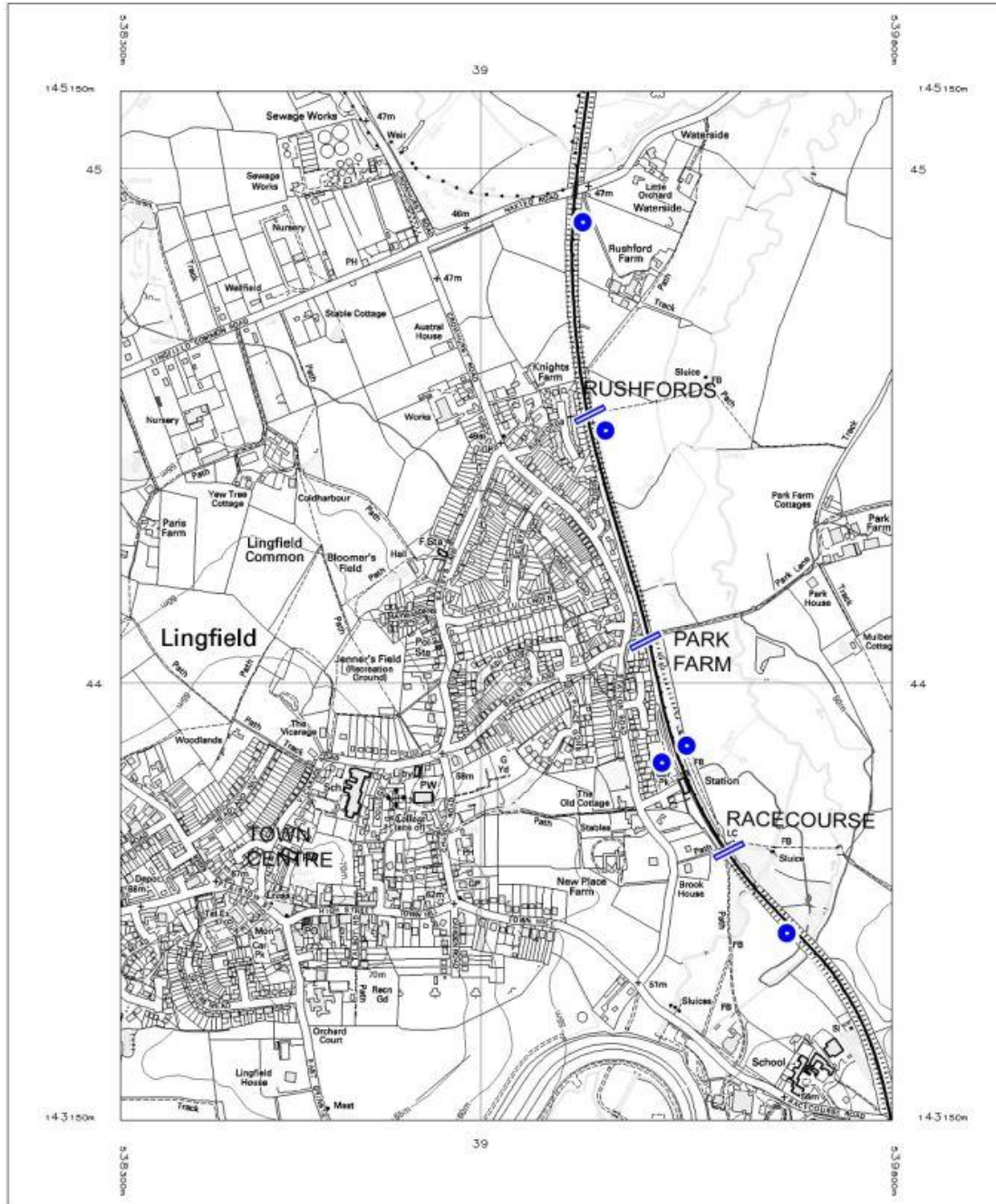
Lingfield has three crossings and associated whistle boards relatively close together – Rushfords, Park Farm and Racecourse – as shown on the map below, which also gives an indication of the focus of the study. There are pictures in Appendix B of the Rushfords crossing and one of the Park Farm whistle boards.

Questionnaires were distributed by hand to households situated close to whistle boards. Questionnaires were also distributed to households situated up to 1km away from the railway in order to ascertain how the impact of train horn noise alters with distance. Faulkland Associates did not attempt to contact every house in the postcode areas.

We have not included a description of Lingfield in this report but it may help interpreting some of the responses to note that:

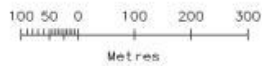
- The village lies to one side of the railway. The other side is mainly farmland and open country.
- Lingfield is a large village with a busy high street. The B2028 is a busy road that follows Town Hill up through the centre of town in the High Street. Residents along this road are more likely to complain of traffic as a noise nuisance. Parts of Station Road are also relatively busy.
- Respondents in streets with no through traffic appear to be affected more by train horn noise than those that live on through roads. Bakers Close, Ash Close, New Place Gardens, Gray Close, Pauls Mead, Camden Road and Rushfords are all closes/cul-de-sacs.
- Lingfield lies under a Gatwick flight-path and aircraft noise is very noticeable in parts of the town, particularly by those respondents living further up the hill away from the railway line.

### Lingfield Overview



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**KEY:**

- Whistle board
- Foot crossing

## Results Presentation

The results from interviews and questionnaires appear comparable, so they have generally been amalgamated for the purposes of this report. The results are presented by 'Zone'.

Average results for the sample as a whole are not meaningful for many of the questions because, for instance, they do not fairly represent the impact on those most affected. For key questions, we have therefore grouped postcodes into the four zones on the map below.

The main aim of this work is to understand the nature of the impact of train horn noise. We therefore constructed the zones depending on the percentage of respondents that said they found train horn noise very annoying or annoying in their homes in answer to question 2.6 (see Appendix A).

**Noise "annoying or very annoying"**

<b>Zone 1</b>	80-100%
<b>Zone 2</b>	60-79%
<b>Zone 3</b>	40-59%
<b>Zone 4</b>	0-39% (or no returns were received in the survey area)

The specific post codes targeted are shown on the maps below. As many respondents replied anonymously (ie without house number), it is not possible to present data on a resolution below postcode level. Where house numbers were included, to maintain confidentiality they have been deleted from any data passed to RSSB. Responses to all questions were checked and anonymised as necessary.

Postcode areas are irregularly sized and shaped and therefore the impact of train horn noise can only be mapped approximately. Where the postcode area forms a long-thin shape at right-angles to the railway, the impact on residents at one end may be diluted by the impact on residents at the further end, eg, Bakers Lane. This effect may also apply to postcodes that form a long thin shape parallel to the railway - eg, Station Road - that may be differentially affected by whistle boards at points along the railway.

When plotted on a map, zones give an indication of where the most affected houses are. Impact does not simply correlate with distance from the whistle board, even when horn directionality is taken into account, although it is obviously a major factor. The response of residents even within a small area varies hugely. Personal circumstances and sensitivity to noise pollution play a part, but local acoustic effects, building type, and local internal and external noise levels mean that the impact on any specific household cannot simply be inferred from a location on the map or zone allocation.

## Survey Details

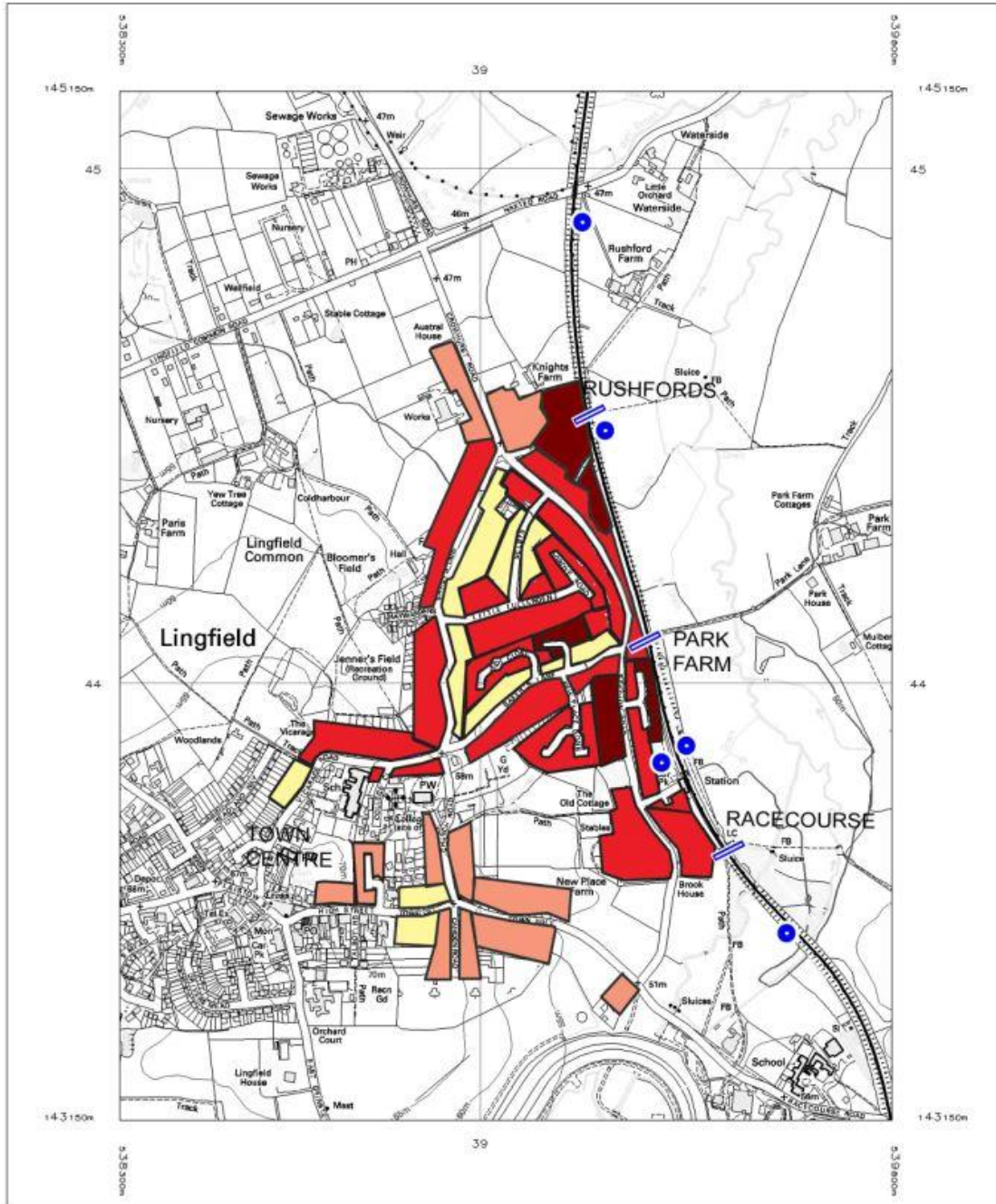
Based on Royal Mail publications, there are 838 houses in the Lingfield postcodes we targeted. We either interviewed people at or delivered questionnaires to 538 of them (64%).

- We conducted 18 Contact Interviews in July and August 2006. 22 additional Door-to-door Interviews were conducted at the same time.
- We distributed 474 Door-to-door Questionnaires, of which 131 have been returned (28%). A further 24 Contact Questionnaires were returned.

	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>	<b>Zone 4*</b>	<b>All zones</b>
<b>Total houses in postcode area</b>	112	383	166	177	838
<b>Door-to-door Questionnaires distributed</b>	72	275	50	77	474
<b>Door-to-door Questionnaires returned</b>	22	79	16	14	131
<b>Contact Questionnaires Returned</b>	12	9	1	2	24
<b>Door-to-door Interviews</b>	1	10	6	5	22
<b>Contact Interviews</b>	10	2	6	0	18
<b>Total response (Questionnaires + Interviews)</b>	45	100	29	21	195

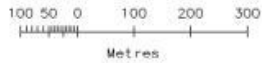
Note: 3 households included in Zone 4 results are not indicated on the Lingfield Zones map below.

Lingfield Zones



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**KEY:**

- Whistle board
- Foot crossing
- Zone 4
- Zone 3
- Zone 2
- Zone 1

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### 3. Results

The results are presented below for the three zones, generally in the order that the corresponding questions appear in the report.

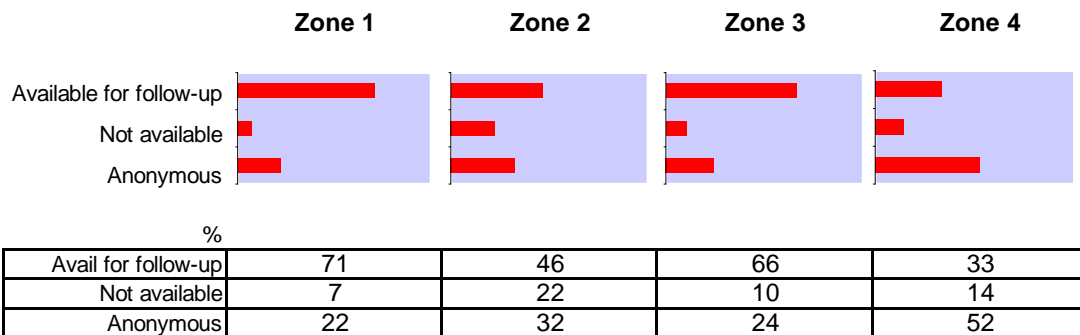
The data tables and graphs should generally be self-explanatory, but the following notes apply.

- Where a graphic is useful in illustrating the data, it is provided for the tabulated results.
- Results are expressed as a percentage of respondents.
- The percentage that did not answer (DNA) the question is given where appropriate.

### Contact

Section 1 of the questionnaire asked for postcode, residents' contact details and availability for follow-up work.

#### Q1.2 Are you willing to participate in any potential follow-up work?



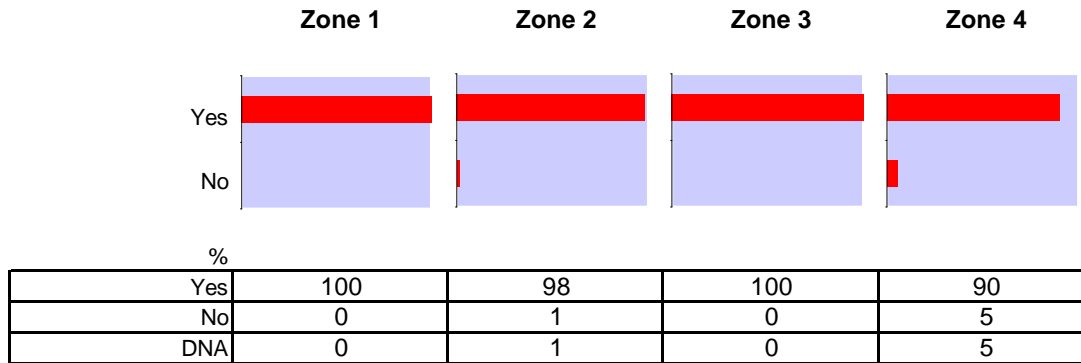
#### Notes

- Where a respondent replied anonymously, it is assumed they do not wish to participate in follow-up work.
- Where a named respondent did not answer the follow-up question, it is assumed they do not wish to participate in follow-up work.

## Questions on Train Horn Noise

Section 2 of the questionnaire covered the extent to which residents heard and were annoyed by train horns.

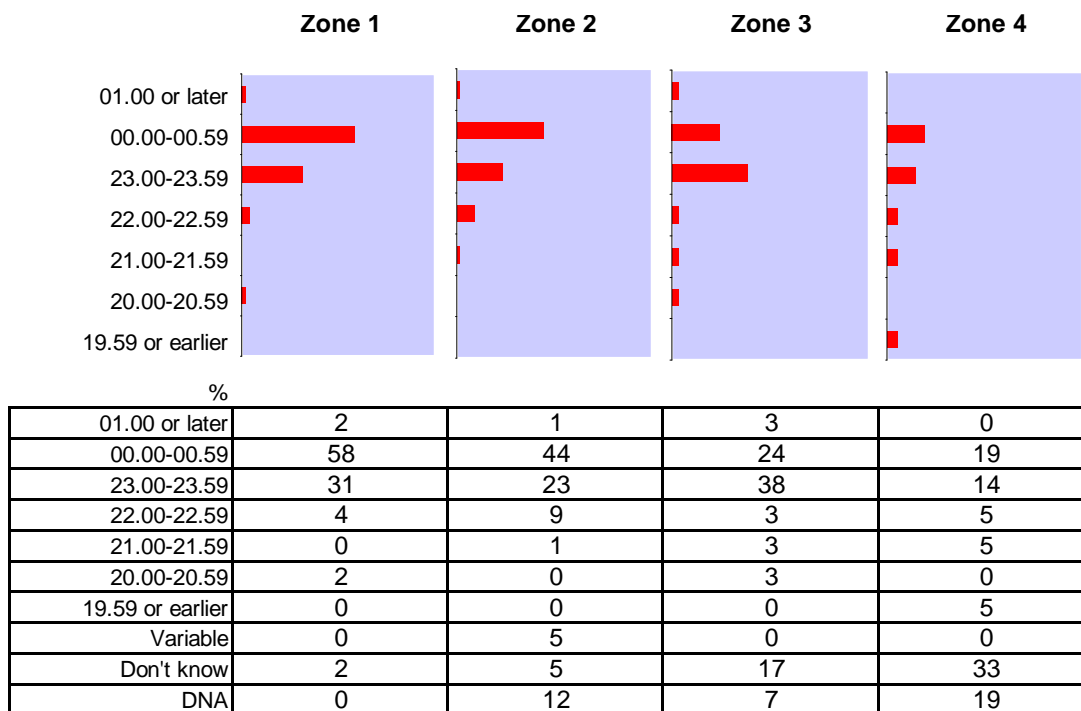
### Q2.1 Can train horn noise be heard from your home?



#### Notes

- The vast majority of houses surveyed were situated within 1km of a whistle board. The positive response to this question is therefore extremely high.

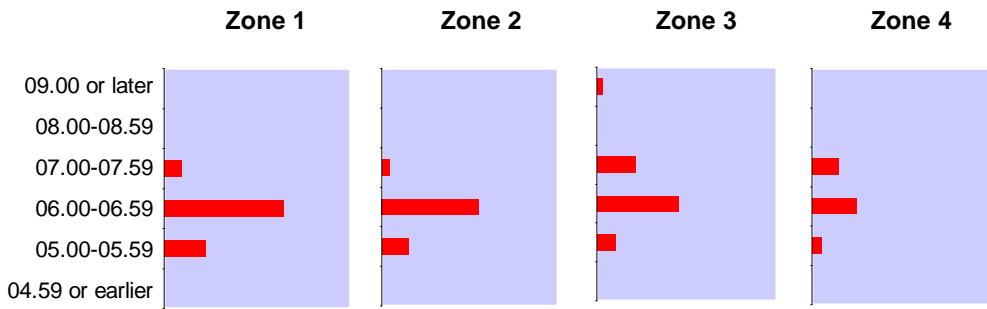
### Q2.2 At what time do you hear the last train horn noise of the night?



#### Notes

- Respondents provided a free-text answer to this question.
- Where the respondent provided a time range, the latest time is used.
- Variable – this category includes answers such as “Varies”, “When in garden”, “When I fall asleep”.

**Q2.3 At what time do you hear the first morning train horn noise?**

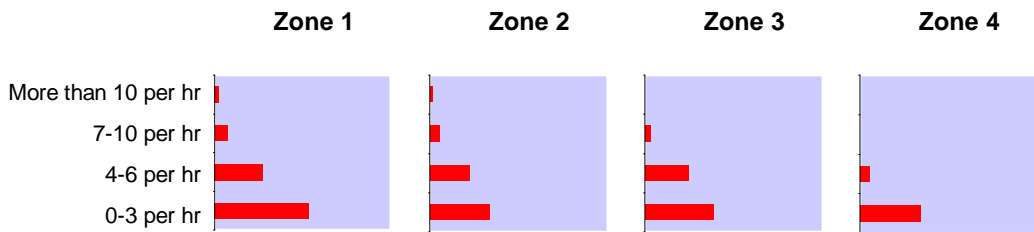


	Zone 1	Zone 2	Zone 3	Zone 4
09.00 or later	0	0	3	0
08.00-08.59	0	0	0	0
07.00-07.59	9	4	21	14
06.00-06.59	64	55	45	24
05.00-05.59	22	15	10	5
04.59 or earlier	0	0	0	0
Variable	0	6	0	0
Don't know	2	5	14	38
DNA	2	15	7	19

**Notes**

- Respondents provided a free-text answer to this question.
- Where the respondent provided a time range, the earliest time is used.
- Variable – this category includes answers such as “Varies”, “When outside”, “When I wake up”.

**Q2.4 How often do you hear train noise during the daytime?**



	Zone 1	Zone 2	Zone 3	Zone 4
more than 10 per hr	2	1	0	0
7-10 per hr	7	5	3	0
4-6 per hr	27	22	24	5
0-3 per hr	53	33	38	33
Other	7	14	10	14
Don't know	2	16	17	29
DNA	2	9	7	19

**Notes**

- Respondents provided a free-text answer to this question.
- Where respondent provided a range of frequencies, maximum frequency is used.
- Don't know - includes a variety of answers ranging from 'Don't know - at work all day', to 'Don't know - we've got used to it'
- Other - includes answers such as “Varies”, “Most trains”, “When in garden”.

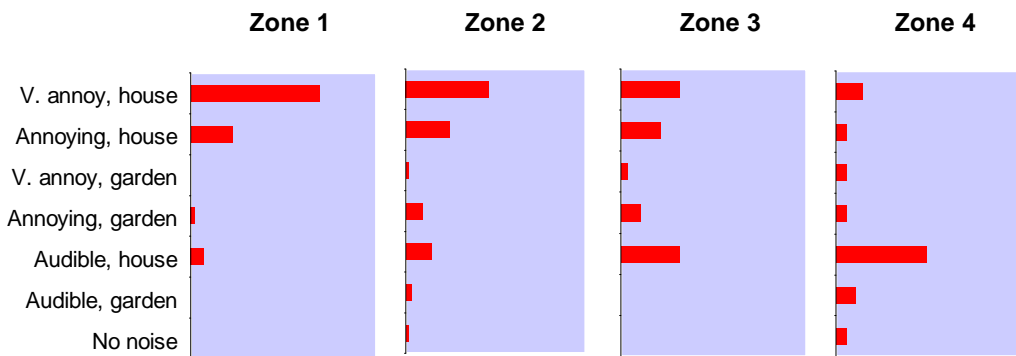
**Q2.5 During which periods of the day/days of the week is train horn noise most noticeable?**

	Zone 1	Zone 2	Zone 3	Zone 4
%				
All the time	20	22	24	5
Weekends	24	15	10	10
Weekdays	11	7	7	0
Rush hour	7	4	3	0
Night	47	35	21	14
Evening	20	31	28	14
Afternoon	2	2	3	14
Morning	49	38	31	29
Garden/outside	13	9	14	5
Does not bother	0	1	0	5
Other	4	5	10	5
Don't know	0	1	3	10
DNA	4	8	3	24

**Notes**

- Respondents provided free-text answers to this question - multiple answers are possible.
- Other – includes non-specific responses such as “No pattern”.

**Q2.6 Which areas of your home or garden are affected by train horn noise?**



	Zone 1	Zone 2	Zone 3	Zone 4
%				
V. annoying, house	69	46	31	14
Annoying, house	22	24	21	5
V. annoying, garden	0	1	3	5
Annoying, garden	2	9	10	5
Audible, house	7	14	31	48
Audible, garden	0	3	0	10
No noise	0	1	0	5
DNA	0	2	3	10

**Notes**

- Where the respondent provided multiple answers per area of house, eg, Annoying-Very Annoying, the most affected answer is used.
- The categories represent the most severe of the impacts reported (as ranked above).
- Zones 1 to 4 are defined against the results for this question and not by distance. This chart therefore illustrates the variation within a zone.

**Q2.7 Please describe the train horn noise (eg, volume, tone, duration):**

	Zone 1	Zone 2	Zone 3	Zone 4
%				
Quiet/not annoying	4	5	14	29
Short	2	16	3	0
Variable length/volume	27	16	21	5
Two-tone	22	20	17	10
Long	9	14	10	10
Loud/annoying	60	62	41	29
Other	9	7	7	24
Don't know	0	2	0	0
DNA	7	9	10	19

**Notes**

- Respondents provided free-text answers to this question - multiple answers are possible.
- Other – includes non-specific answers such as “Sounds like a train horn”, 'In the distance'.

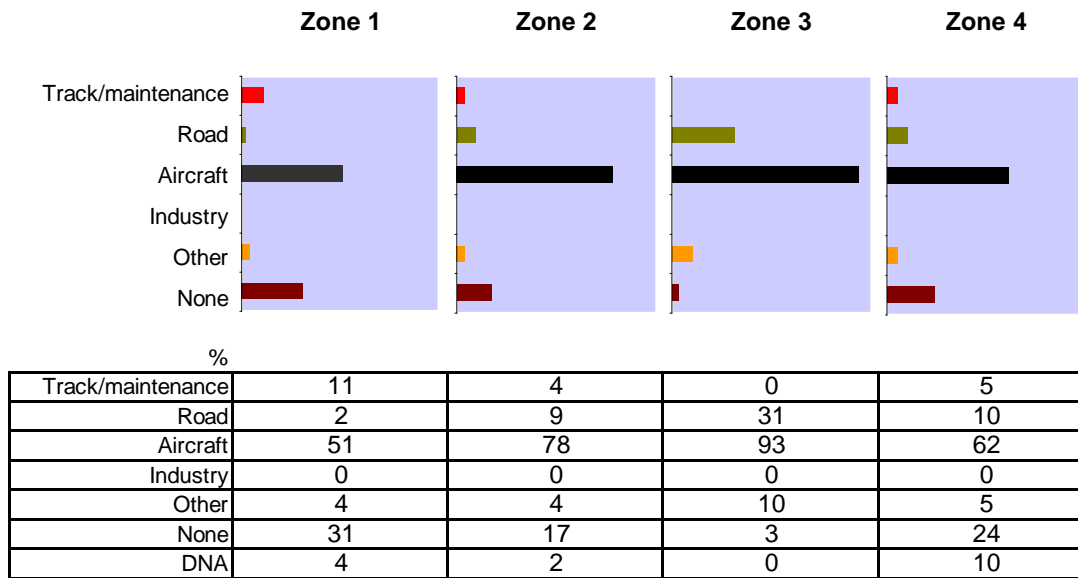
**Q2.8 Please describe how the train horn noise varies (eg, driver use of horn, train types, direction of travel, wind direction):**

	Zone 1	Zone 2	Zone 3	Zone 4
%				
Train type	0	1	0	0
Driver variation	62	39	17	10
Wind direction	2	24	28	24
Atmos. conditions	0	4	3	0
Travel direction	2	6	3	0
Variation (unspec)	4	5	0	0
No variation	7	12	10	5
Don't know	0	2	3	10
DNA	27	25	48	57

**Notes**

- Respondents provided free-text answers to this question - multiple answers are possible.
- Variation (unspecified) – includes answers such as “Varies but not sure why”

**Q2.9 Do you experience any other noise nuisance in your home?**



**Notes**

- Respondents provided free-text answers to this question - multiple answers are possible.
- Other – includes localised noise pollution, eg, shooting ranges, pubs, neighbours and other noise sources not otherwise categorized.

Respondents were invited to comment on these noise sources relative to train horns, ie, whether they were more or less significant. Relatively few did so, but the results are tabulated below.

	Zone 1	Zone 2	Zone 3	Zone 4
Track/maint - same	0	0	0	0
Track/maint - more	0	0	0	0
Track/maint - less	4	1	0	0
Road - same	0	0	0	0
Road - more	0	2	10	5
Road - less	0	4	7	0
Aircraft - same	2	4	3	5
Aircraft - more	0	17	28	19
Aircraft - less	33	32	45	24
Industry - same	0	0	0	0
Industry - more	0	0	0	0
Industry - less	0	0	0	0

## Questions on History

Section 3 explored people's perception of changes to the volume and use of train horns. It also gave an opportunity for feedback on the industry's complaints handling.

### Q3.1 How many years have you lived in your current home?

### Q3.2 Has the pattern of train noise changed with time?

	Zone 1	Zone 2	Zone 3	Zone 4
%				
Yes - Res >3 years	73	74	83	67
Yes - Res <=3 years	13	14	3	5
No - Res >3 years	0	2	7	5
No - Res <=3 years	13	6	3	5
Don't know	0	0	0	0
DNA	0	4	3	19

#### Notes

- Respondents provided a free-text answer to Q3.2
- The answers to these questions are combined to identify over what time frame the respondent may have been aware of train horn noise.
- Most respondents in Lingfield who had noticed change in horn noise suggested that train horn noise has increased, however 2 suggested a decrease.
- Most respondents were unsure of the time-frame and cause but were just aware that they heard louder horns more often. Many associated the change with the introduction of new trains.

### Q3.3 Have you complained about train horn noise?

	Zone 1	Zone 2	Zone 3	Zone 4
%				
Media	0	2	0	0
Local petition	27	3	7	0
NAS	2	2	3	5
RATH	0	0	0	0
MP	33	10	17	0
Council (various)	4	9	3	5
RSSB	7	6	10	10
Network Rail	4	6	7	5
Operators	16	10	7	10
Station staff	0	1	3	0
Yes (Other)	4	11	3	0
No	31	59	62	81
DNA	4	2	0	5

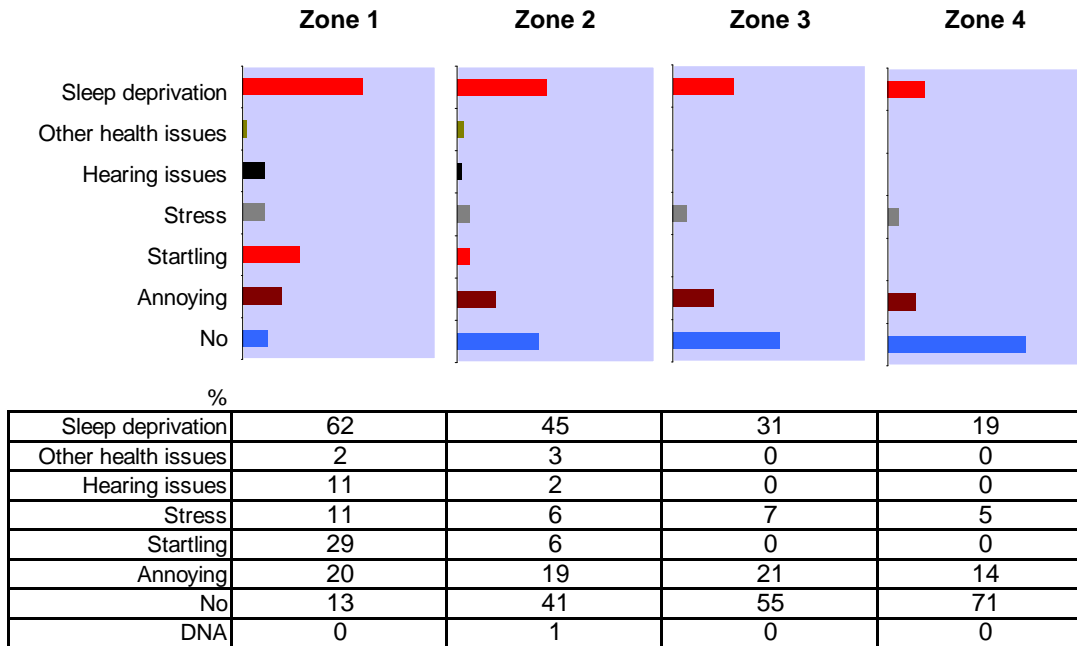
#### Notes

- Respondents provided free-text answers to this question - multiple answers are possible.
- Some respondents provided copy correspondence of complaint history.

## Questions on Impact

Section 4 of the questionnaire explored people's perception of the impact of train horn noise on them.

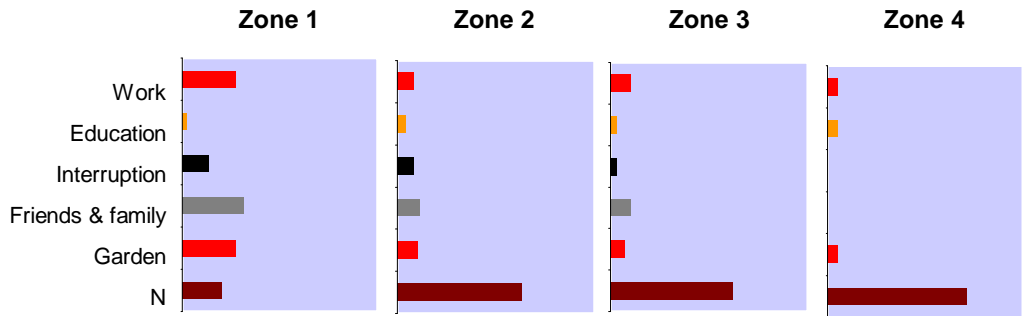
### Q4.1 Do you believe train horn noise affects the health and well being of members of your household?



#### Notes

- Respondents provided free-text answers to this question - multiple answers are possible.
- Where the respondent ticked No to health impact, but nevertheless listed health effects, these health effects are included in the results.
- Hearing issues – includes respondents who attribute the onset of hearing problems to train horn noise and also respondents where a pre-existing hearing problem is exacerbated by train horn noise.
- Other health issues - includes health impacts not categorised separately and respondents who ticked yes to health impact but provided no further details.
- Some respondents provided copy correspondence from medical consultants.

**Q4.2 Do you believe train horn noise affects the work, education or social life of members of your household?**



	Zone 1	Zone 2	Zone 3	Zone 4
Work	27	8	10	5
Education	2	4	3	5
Interruption	13	8	3	0
Friends & family	31	11	10	0
Garden	27	10	7	5
No	20	63	62	71
Yes (Other)	16	12	3	14
Don't know	0	1	0	0
DNA	4	1	7	0

**Notes**

- Respondents provided free-text answers to this question - multiple answers are possible.
- Where the respondent ticked No, but nevertheless listed work/education/social effects, these effects are included in the results.
- Many respondents made the point that the sleep deprivation highlighted by question 4.1 has a knock-on affect in all areas of life.
- Work impact – this includes those respondents who indicated they suffer tiredness at work, they work at home and are interrupted by train horn noise, or those who work shifts and suffer particularly from trying to sleep at times of loud and frequent train horn noise.
- Education impact – this includes those respondents who indicated they suffer tiredness at school or college, or those that find it difficult to study at home.
- Interruption – includes interruptions to phone calls, TV and radio.
- Yes/Other – includes those respondents who ticked Yes to work etc impact, but provided no further details.

**Q4.3 Please describe if / how different members of the household are affected differently**

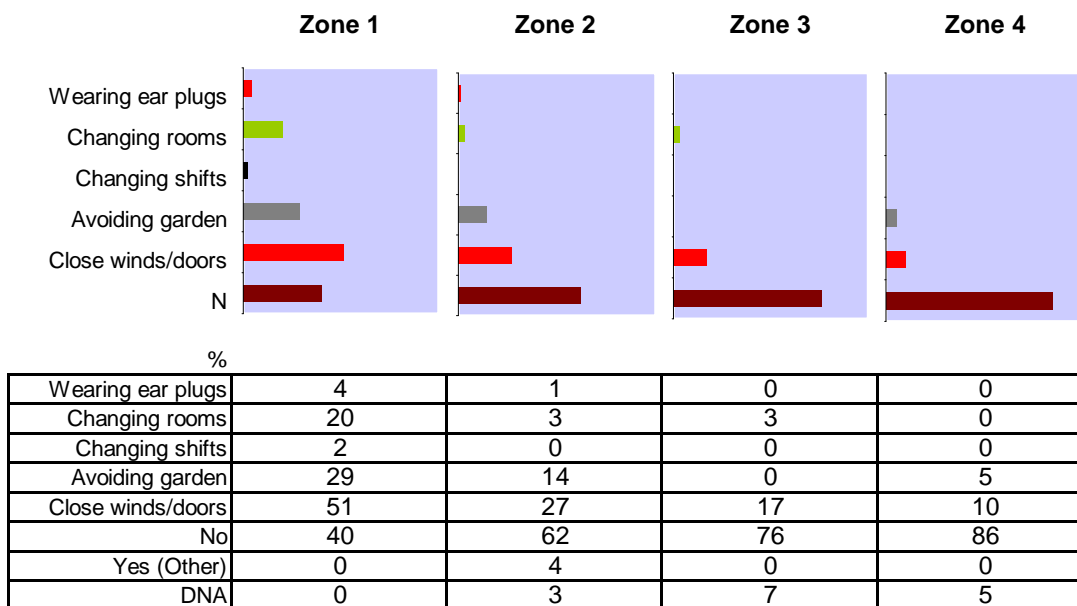
The answers to this question are not presented separately. The answers were combined into questions 4.1 (health), 4.2 (work/education/social life) and 4.3 (lifestyle). The question was designed to ensure that

- (a) the individual completing the questionnaire included effect of train horn noise on all the members of the household
- (b) a good demographic mix of respondents was obtained.

Note:

- All results are presented by household not by resident. For instance, if the wife and the husband both suffer sleep deprivation and stress, the household is deemed to suffer both sleep deprivation and stress. If the wife suffers sleep deprivation and the husband suffers stress, the household is categorised identically.

**Q4.4 Have you or your household changed your lifestyle to limit the impact of train horn noise? (eg, utilising other rooms, altering work shifts, changing sleep patterns, closing windows, avoiding the garden):**



**Notes**

- Respondents provided free-text answers to this question - multiple answers are possible.
- Where the respondent ticked No, but nevertheless listed lifestyle impacts, these impacts are included in the results.
- Yes/Other – includes those respondents who ticked Yes to lifestyle impact, but provided no further details.
- No – includes respondents who feel that lifestyle changes are not effective in limiting the impact of train horn noise.

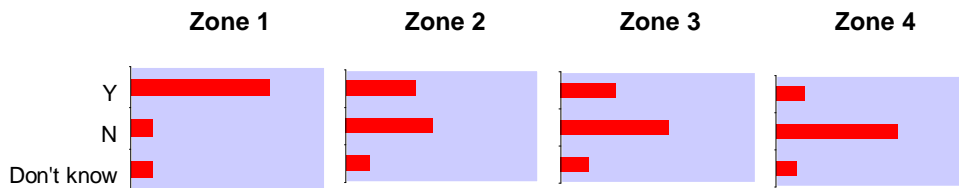
**Q4.5 Have you (or previous occupants) altered the structure of the house in a way that reduces the impact of train horn noise? (eg, double-glazing, landscaping, walls, roof):**

	Zone 1	Zone 2	Zone 3	Zone 4
%				
Already d-glazed	2	4	3	5
Double-glazing	11	7	3	5
Secondary-glazing	2	0	0	0
Triple-glazing	4	0	0	0
Garden struct/plant	9	0	0	0
No	69	84	83	81
Yes (Other)	4	1	0	0
DNA	0	4	10	10

**Notes**

- Respondents provided free-text answers to this question - multiple answers are possible.
- Changing the structure of the property in a way that reduces the impact does not necessarily mean that this was the main or only driver for that change.
- Yes/Other – includes those respondents who ticked Yes to property alteration, but provided no further details.
- Of the respondents who answered No:
  - (a) some stated that properties had been built from new with double-glazing but that this had little effect in reducing the impact of train horn noise
  - (b) other respondents would like to install double-glazing, but are unable to for some reason: listed properties, cost etc.
- DNA – includes among others respondents who were renting and were unable to answer the question.

**Q4.6 Do you believe train horn noise affects your property value? If yes, indicate the impact.**



	Zone 1	Zone 2	Zone 3	Zone 4
%				
Yes	71	36	28	14
No	11	45	55	62
Don't know	11	12	14	10
DNA	7	7	3	14

**Notes**

- DNA – includes among others respondents who were renting and were unable to answer the question.
- Some residents provided estimates of financial impact.

## Questions on Crossings

The reason for whistle boards is to provide people using foot crossings with warning of approaching trains. Section 5 of the questionnaire was included to obtain information to help with risk analysis.

### Q5.1 Do you use the foot paths that cross the railway line nearby?

	Zone 1	Zone 2	Zone 3	Zone 4
%				
Y	71	73	66	48
N	29	26	34	48
DNA	0	1	0	5

If yes, indicate which crossing(s) and how often?

#### Foot Crossings

	Zone 1	Zone 2	Zone 3	Zone 4
%				
Racecourse-Yearly	22	24	21	5
Racecourse-Never	22	10	17	10
Racecourse-Monthly	9	23	24	5
Racecourse-Daily	4	6	0	0
Park Farm-Yearly	20	19	17	19
Park Farm-Never	22	15	24	5
Park Farm-Monthly	9	22	3	10
Park Farm - Daily	9	6	0	10
Rushfords-Yearly	33	21	24	0
Rushfords-Never	9	14	21	14
Rushfords-Monthly	18	9	7	0
Rushfords-Daily	7	2	0	0

#### Key

Never – (almost) never  
 Yearly – several times a year  
 Monthly – several times a month  
 Daily – (almost) daily

#### Notes

- Respondents provided free-text answers to the subsidiary parts of this question - multiple answers are possible.
- In some locations, respondents included pedestrian use of level crossings as well as use of foot crossings. This information is included for completeness.

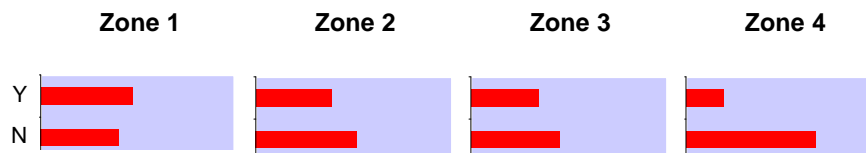
If yes, please describe how you decide whether it is safe to cross the line?

	Zone 1	Zone 2	Zone 3	Zone 4
%				
Train horns	7	12	17	10
Train times	7	5	14	5
Train noise/vibrate	51	37	31	29
Visual/watch for train	67	65	59	38
Signals/barriers	7	4	10	5
Horns <u>NOT</u> useful	13	2	21	10

## Questions on Future Options

The final section of the questionnaire seeks residents' opinion on the best option for resolving problems with train horn noise.

**Q6.1a Do you believe it is safe to stop the use of train horns in the vicinity of local crossings without changes to pedestrian controls?**



	Zone 1	Zone 2	Zone 3	Zone 4
%				
Y	47	38	34	19
N	40	51	45	67
Don't know	9	5	10	10
DNA	4	6	10	5

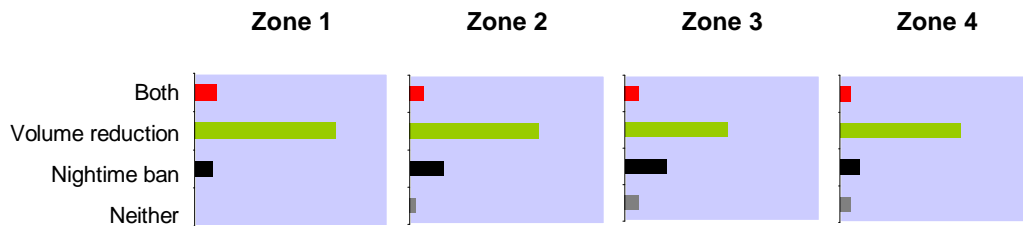
If No, are there any pedestrian controls that would make it safe?

	Zone 1	Zone 2	Zone 3	Zone 4
%				
Horns necessary	7	11	10	14
Audible	9	3	7	5
Lights	16	14	17	19
Auto-gates	4	4	3	14
Bridge/tunnel	9	3	3	0
Close crossing	2	0	0	0
No (Other)	11	22	17	24

### Notes

- Respondents provided free-text answers to this question - multiple answers are possible.
- No/other answer – includes respondents who feel train horns are needed, and were unable to suggest alternative pedestrian controls to make the crossings safe without train horns.
- Horns necessary – includes respondents who feel that train horns are needed. However, many felt that a lower volume horn would provide equally as good warning.

**Q6.2 Other solutions are being considered. Which of these is more important to you: night time ban or reduction in horn volume?**



	Zone 1	Zone 2	Zone 3	Zone 4
Both	11	7	7	5
Volume reduction	73	66	52	62
Nighttime ban	9	17	21	10
Neither	0	3	7	5
Don't know	4	0	10	5
DNA	2	7	3	14

**Notes**

- Both – some respondents were unable to decide between the two options.
- Neither – some respondents were adamant that no changes to train horn noise were required.

**Q6.3 Are there any other changes to train horn noise that would benefit you?**

**Q7.1 Further information / comments?**

	Zone 1	Zone 2	Zone 3	Zone 4
Comments	73	65	90	62
DNA	27	35	10	38

**Notes**

- These anonymised free-text answers are included in Appendix C.

## **Appendix A:**

**RSSB Covering Letters and  
Questionnaire**

**RATH Newsletter and Log Form**



**Rail Safety & Standards Board**

Our Ref      aj/210706/thsurvey

21 July 2006

Dear Sir or Madam

**Understanding the problems that train horn noise causes to neighbours**

The Rail Safety and Standards Board together with its colleagues in the railway industry are aware that the noise made by train horns, which are an essential safety device, can cause a nuisance. We regret this impact on our neighbours and are working together to try and find a better balance between the safety benefit and the noise nuisance in order to give some relief to our neighbours.

New trains introduced onto the mainline railway network in the last three or four years have horns that comply with the industry standard (Railway Group Standard). However, they are louder than the horns on the old trains and their use has led to a significant number of complaints from residents living in the vicinity of crossings with 'whistle boards', where horns have to be sounded at all times for safety reasons. Over the same period the number of whistle boards has increased. Although steps were taken two years ago to reduce the level of noise and the number of locations at which horns are sounded, there are many locations at which significant number of complaints are made, and the problem has clearly not been resolved.

As part of the cross industry work to address these problems the RSSB is undertaking a study to assess the impact of train horn noise on a sample of trackside residents in three different locations: Lingfield, Horsham and Canterbury. We have chosen these three locations as examples where there is evidence of significant impact on neighbours. We believe that the data we collect from this work will enable us to generate the justification for changes in the national rules for train horns that emerge from this review.

RSSB has commissioned Faulkland Associates to carry out this work. We hope that you are able to complete the enclosed questionnaire and return it in the pre-paid envelope.

**Carol Durrant** of Faulkland Associates would also like to interview residents, particularly in Lingfield, Horsham and Canterbury. If you would like to be interviewed, or if you have any queries about the questionnaire, please contact Carol on telephone **01865 487159** or via e-mail on **[carol.durrant@faulkland-associates.co.uk](mailto:carol.durrant@faulkland-associates.co.uk)**.

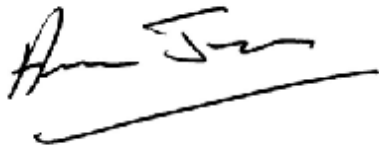
The results of this work, when combined with the research into the safety impact of train horns at footpath crossings, will enable the consideration of proposed changes to the current arrangements for the sounding of train horns. Options that are being considered include:

- Reducing the level of noise to that which was made by the old trains
- Introduction of broadband horn technology, which is more directional
- A ban on using horns at night
- A reduction in the number of whistle boards
- The case for alternative controls at particular footpath crossings

The aim of the work within local communities is to understand the impact on neighbours that are affected by train horns. Combining this information with noise mapping data will inform RSSB's estimate of the undesired impact caused to residents by train horns. It will also help determine which changes to train horn characteristics and usage would create the greatest improvements for residents.

Please accept my thanks, in advance, for your co-operation and assistance. If you have any questions or concerns about the project or have any other issue relating to train horns, please contact me ([anson.jack@rssb.co.uk](mailto:anson.jack@rssb.co.uk)) directly.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Anson Jack', with a long horizontal line underneath it.

Anson Jack  
**Director Standards**

Dear Resident

1 August 2006

**Survey on the impact of train horn noise**

Faulkland Associates is an independent research organisation. It has been commissioned by the Rail Safety & Standards Board to carry out a survey on the impact of noise from train horns in your area. The attached letter from the Rail Safety & Standards Board outlines the aims of the survey.

In this questionnaire we are asking how train horn noise affects you and other members of your household. We would be grateful to receive a completed questionnaire from you, whatever your experiences and opinions of train horns.

All information will be kept confidential - no names or addresses will be linked to any information you provide. Your participation in the survey is voluntary. If you complete the questionnaire please return it to us by the end of August 2006 in the pre-paid envelope provided.

If you have any questions, please do not hesitate to call our office. You can reach us on **01865 487159** Mondays to Fridays between 9.00am and 6.00pm.

Thank you for completing the form and contributing to the accuracy of the survey.

Carol Durrant  
[carol.durrant@faulkland-associates.co.uk](mailto:carol.durrant@faulkland-associates.co.uk)

**Section 1: Contact Details**

1.1 Your postcode:

*Postcode is used ONLY to map the impact of train horn noise on residents.*

1.2 Are you willing to participate in any potential follow-up work?

If YES, please include your address below:

YES  NO

*We are keen to receive your response even if you prefer to remain anonymous.*

1.3 Name:

Address:

Telephone:

E-mail:

**Section 2: Train Horns**

2.1 Can train horn noise be heard from your home?

YES  NO

If you have never heard train horn noise from your home, please go to Section 5.

2.2 At what time do you hear the last train horn noise of the night?

2.3 At what time do you hear the first morning train horn noise?

2.4 How often per hour do you hear train horn noise during the daytime? Please describe any variation during periods of the day / days of the week:

2.5 During which periods of the day / days of the week is train horn noise most noticeable?

2.6 Please specify which areas of your home or garden are affected by train horn noise:

	No noise	Audible	Annoying	Very Annoying
Lounge /Reception				
Kitchen				
Master bedroom				
Other bedrooms				
Garden				
Other (please specify)				

2.7 Please describe the train horn noise (eg, volume, tone, duration):

2.8 Please describe how the train horn noise you hear varies (eg, driver use of horn, train types, direction of travel, wind direction):

2.9 Do you experience any other noise nuisance in your home? YES  NO

If YES, please describe the source and its relative significance in relation to train horns:

### **Section 3: History**

---

3.1 How many years have you lived in your current home?

Years

3.2 Has the pattern of train horn noise changed in this time? YES  NO

If YES, please give brief details and approximate dates:

3.3 Have you complained about train horn noise? YES  NO

IF YES, when and to whom did you complain? Did you feel they responded adequately?

**Section 4: Impact**

---

- 4.1 Do you believe train horn noise affects the health or well-being of members of your household? YES  NO

If YES, please describe its effect:

- 4.2 Do you believe train horn noise impacts on the work, education or social life of members of your household? YES  NO

If YES, please describe its effect:

- 4.3 Please describe if / how members of the household are affected differently:

Person	Age	Sex	Effect on individual:
1		F <input type="checkbox"/> M <input type="checkbox"/>	
2		F <input type="checkbox"/> M <input type="checkbox"/>	
3		F <input type="checkbox"/> M <input type="checkbox"/>	
4 & others		F <input type="checkbox"/> M <input type="checkbox"/>	

- 4.4 Have you or other members of your household changed your lifestyle to limit the impact of train horn noise? YES  NO

If YES, please specify how (eg, utilising other rooms, altering work shifts, changing sleep patterns, closing windows, avoiding the garden):

- 4.5 Have you (or previous occupants) altered the structure of your property in a way that reduces the impact of train horn noise? YES  NO

IF YES, please specify how (eg, double-glazing, landscaping, walls, roof):

- 4.6 Do you believe train horn noise affects your property value? YES  NO

If YES, please indicate the impact (eg, you wish to move house because of train horn noise, you are prevented from moving because of difficulty in selling):

### Section 5: Crossings

---

- 5.1 Do you use the footpaths that cross the railway line nearby? YES  NO   
If YES, please indicate which crossing(s) and how often?

Name/Description of Crossing	(Almost) daily	Several times a month	Several times a year	(Almost) never

If YES, please describe how you decide whether it is safe to cross the line (eg, visual check for trains, listen for track vibration, check of rail signals, listen for train horns):

### Section 6: Future Options

---

- 6.1 Do you believe it is safe to stop the use of train horns in the vicinity of local footpath crossings without changes to pedestrian controls? YES  NO

If NO, are there any pedestrian controls that would make it safe to stop the use of train horns?

- 6.2 Other solutions being evaluated include imposing a night time ban on train horns or reducing the volume of train horns. Which of these options is MORE important to you?

Night time ban:

Reduce horn volume:

- 6.3 Are there any other changes to train horn noise that would benefit you?

### Section 7: Further Information

---

- 7.1 Please provide us with any further information about train horns that you feel is relevant:

Thank you for taking the time to complete the survey. It will help the Rail Safety & Standards Board understand the problems and potential solutions.



## Newsletter July 2006

## Action after 4 years?

Following our public meeting in May, where over 70 local residents got together to press for action to stop the unwanted intrusion of the new train horns, we can report back that some progress has been made. Members of RATH's committee have met with a transport minister and have had a positive response from the Rail Safety and Standards Board.

The RSSB has decided to undertake a selective survey of affected areas, and many of you may be sent a questionnaire. This may be followed up by personal interviews. The committee at RATH back this initiative, but with some reservations. We feel that there has already been enough evidence of noise nuisance and that the remedies are pretty obvious. The Noise Abatement Society has already given them chapter and verse on the depth of the problem and have outlined some very sensible solutions. While at last taking some action, we feel the RSSB is only prevaricating, and by pursuing a course that puts 'value' at the centre of its reasoning can only cloud the issue. It is obvious to all parties that action for change is needed and there is going to be some cost in solving this problem. The sooner positive action is taken the less that cost will be. We really hope that this issue does not have to be solved in the courts. So please respond to their request. Please involve all your neighbours and anyone you know that is anyway affected. We want to nail this unwanted, unnecessary problem for once and all. Please contact us if we can do anything to clarify matters for you.

### MEETING WITH Dr STEPHEN LADYMAN MP

Members of the committee had a meeting with this government transport minister, who expressed his concern and promised to contact the all party group of MPs and to talk with the RSSB. He also promised that a junior minister would attend our next public meeting. We have asked for confirmation in writing and have, so far, received nothing.

### WHAT SOUTHEASTERN TRAINS SAY...

Not very much. They have blocked emails from us, and only repeat the mantra that the issue is one of 'safety'.

### NETWORK RAIL

Following a constructive meeting between RATH, Network Rail, Julian Brazier MP and local Sturry residents, Network Rail agreed to remove some whistleboards. Kent County Councillor Graham Gibbens promised to look into the possibility of closing a little-used foot crossing. The result has been some partial relief for local residents.

### OUR LOCAL COUNCILS

We have had verbal support but no action from our local council. They could easily take the Train Operators to court for their flaunting of health and safety and environmental legislation. So far they have passed motions but taken no action. We feel they are not doing their duty, in law, to protect their citizens. We are looking to take further action.

### TRAIN HORN LOG SHEETS (See reverse of this page)

We have had an excellent response to our campaign to log all the noise nuisances. This is the evidence we need to substantiate our complaints and to ensure that if our complaints are ever taken to court we can fully describe the scale of this health hazard. Please continue to send them in or join our free members' group and fill in the form online. Send an e-mail to

**[info@rath.me.uk](mailto:info@rath.me.uk)**

### THE WIDER PICTURE

There has been a protest meeting in Teynham with the local MP. In Ardleigh they have had success with a court order and removal of many whistle boards. There is a group starting in the Ashford area and we are now receiving more complaints from Whitstable and Herne Bay. The NAS reports new complaints from Windermere to the West Country. It is not a local problem.

### WHO TO CONTACT?

Contact RATH by e-mail: [info@rath.me.uk](mailto:info@rath.me.uk)  
or by writing to RATH, 5 The Hamels, Sturry, CT2 0BL Fax 01227 712161

By phone: 0792 2257100

The Noise Abatement Society: [nas@noiseabatementociety@fsnet.co.uk](mailto:nas@noiseabatementociety@fsnet.co.uk) 01273 682223

Anson Jack, Director, Rail Safety & Standards Board, Evergreen House, 160 Euston Road, London NW1 2DX

Tel: 020 7904 7518 Fax: 020 7557 9072

[anson.jack@rssb.co.uk](mailto:anson.jack@rssb.co.uk)

Sarah Boundy, Head of Customer Services (Complaints); Friars Bridge Court, 41-45 Blackfriars Road,

London SE1 8PG Tel: 020 7620 5080

[Sarah.Boundy@setrains.co.uk](mailto:Sarah.Boundy@setrains.co.uk)

Julian Brazier MP, House of Commons, London. SW1A 0AA Tel: 01227 280277

[canterbury@tory.org](mailto:canterbury@tory.org)

However, there is still NO sign that the horns will be changed and residents WILL continue to be disturbed at all hours

**WE WILL HOLD ANOTHER PUBLIC MEETING IN THE AUTUMN**



# Appendix B: Lingfield Photographs

Rushfords Crossing



Whistle board for Park Farm crossing, seen from Rushfords



# Appendix C: Free Text Comments

Free text answers to questions 6.3 and 7.1	
Zone	Comments
1	3 crossings close, only Park Farm requires horn - if crossing is dangerous why not close it - people could use one of others
1	Feel at times train drivers do the horn louder deliberately.
1	I can understand their use on low visibility days in fog but not when you can see and hear them coming on a clear summers morning!
1	Some drivers discreet, have heard "Noddy" parp horn - are you trialling something quieter?
1	A night time ban devalues the object of train horn - aud warnings are critical in the dark, do not need extra toot for Park Farm after Rushfords too, directional horns required offered, to house swap with Anson Jack for 1 week, values Public Rights Of Way, access to 3rd electric rail is inherently unsafe, needs fencing of line and pedestrian bridges. Necessary to educate children, railway industry has duty of care to ALL.
1	A night time ban is a cop-out, the railway is still unsafe at night even if very few people, only rabbit shooters. Grass is fire hazard on railway bank. NR no longer send flyer to announce maintenance. Currently wrong balance between residents and safety.
1	A total ban of the horn and introduction of a light crossing scheme. It sounds as if some drivers use the horn at their discretion.
1	Alter the pitch having been involved in motorcycle sport we found the high pitch 2 stroke hurt the ear much more than the seemingly noisier 4 stroke but actually was quieter in decibels.
1	Ask drivers not to sound it for longer than the normal short blast unless it is necessary we bought this property knowing that a train runs past the bottom of the garden, therefore we adapted. Train horns are necessary in ensuring crossing safe (especially the kids who drink in the back fields)
1	Both, old train horn noise was adequate for purpose current train horn noise non-directional, heard as far as High Street , 80-90 families affected, 300 people up to 1/2 mile away; old train horn noise adequate, new train themselves quieter which makes noise worse, no WB up before Rushfords due to clear sight why does this not apply other way.
1	But would prefer other controls, stop them so peaceful village can get back to normal. I believe rail authorities want to save costs and not install warning bell/light at each crossing
1	Complete ban unless there is someone on the track visible to driver. Providing a vibration amplifier at each crossing would act as a pedestrian warning without the need for train horn.
1	Don't blast right next to Rushfords, night time ban for at least 8 hours we lived with train horns with no complaint until volume hugely increased, huge effect on our lives and those of our children, at Rushfords crossing blast makes my ears ring.
1	Find the horn sound useful! If you want to watch a train go by I know it will be within 1/2 min. of the horn sound - NOT unpleasant at all.
1	Go back to old style old horns perfectly adequate.
1	Have heard of direction horns, most important to make them standard in noise and duration, just small beep required, take choice away from driver, some abuse system I have taken video to illustrate variance, 30 % drivers abuse horns.
1	If volume reduced would drivers sound longer and more often, why do some sound *5, others *2, is it really necessary, night time ban why do I need to know about train when in Library, horns so loud they ricochet off buildings, used to be lovely village, can we have a Freephone number to monitor disturbing horns?

Zone	Comments
1	Make less strident as well as less loud second blast for Park Farm from down train unnecessary at current volume.
1	No need to sound for Rushfords AND Park Farm, the crossings are only 10 seconds apart It is not practical to build a pedestrian bridge, footpath used by 4 dog-walkers per day, it would be a possible option to close crossings but there would be objections.
1	No, just reduce volume to previous levels. These were acceptable, and there were no problems for pedestrians using crossing. the new trains are quieter which would make the crossing dangerous without a horn. However, the old horns were plenty loud enough.
1	Reduce the volume or focus the sound This loud noise as a warning is an abrogation of responsibility by the railways, especially in the current climate of noise reduction.
1	Reduce to horn noise to the pre new train levels, some driver are heavy handed in the use of the horns particularly in the early mornings
1	Reducing the volume, also the noise seems to come out of the side of the train right into the garden, Some drivers toot one, twice others three times. Some hold the horn for second others play trumpet voluntary. We realise a nervous driver will sound the horn louder if he sees people near the crossing.
1	Shorter burst, much louder volume, current horn is a nightmare! The need for the horn is so outdated if someone is not going to look before they cross the road should we hoot our car horns to notify of approaching cars on the roads.
1	Simply for drivers to use a lighter touch. Undergrowth at Rushfords needs cutting to improve visibility of trains at 85mph, the extra horn sound at Rushfords (for Park Farm) down is superfluous when the sound for Rushfords is clearly audible.
1	Stop soundings at station whilst train is idling. 2 whistle boards close together (Crowhurst & Rushfords) - could be reduced to 1. We can hear the Crowhurst horn easily and that is almost a mile away.
1	Straighten the line. Tell drivers not to be so enthusiastic - current horns can be tolerable
1	Strong preference to stop train horn use altogether; 2nd WB on down route is pointless, moderate driver use would help, long term mental impact, loud blast in garden can make you jump out of your skin; wants to drive past driver's house and toot. NR no longer send courtesy maintenance letter; why is it not illegal to sound horn at night, as per cars? A risk assessment is required at every site; would broadband horns work around bend?
1	Take the crossing away and get villagers to use the bridge in the railway instead, we back onto railway. Drivers - some do it more (three times) because they know they can, what are the rules?
1	When the WB was removed it took 18 months to replace it? Do the rail authorities therefore not believe it is necessary for safety? Park Farm crossing is unused and could be closed. wishes Beeching had gone a bit further, would like railway closed
1	Why so loud? Difficult to answer above question without usage statistics for night time; more directional horn possible; floodlights at night; house is covered with light coating of rust because of trains applying brakes.
1	Yes - reduce horn volume as well as a night time ban the train horns should be banned completely. People who use the crossings are aware that it's a train line, so it is totally unnecessary and it puts a strain on all of us local residents.
1	Yes, stop them altogether why can't there be an electronic gate that locks when a train is approaching (like a barrier)
2	Are the new trains faster, is that the issue?
2	[helpful letter provided] finds horns useful walking dog if sounded well in advance of crossing, sometimes trains do not sound even when bad weather - boards should be repositioned according to new db level - fewer boards needed in Lingfield

Zone	Comments
2	Although we are close to line, horns not a major problem, however we are buffered by houses, unbearable for those nearer to crossing & more noticeable up hill, ie, further away
2	As far as I am aware there have been no accidents on the local crossings in the 14 yrs I have lived in Lingfield. Train horns are a complete overreaction and causes immense distress within the local community.
2	Congratulations on a well thought out questionnaire.
2	Does not disturb me.
2	Have lived here so long I don't notice the horns very much.
2	Horns are unnecessary. As a PTS card holder, trains do not always sound horn to IWA's or even groups on track. Visual contact is best, and there are signs to pedestrians to this effect at every crossing.
2	I do not at all object to the train horns and would far prefer to have them rather than risk pedestrians (eg my sons) who use crossings
2	I know safety is an issue but the noise is really quite intrusive. I think going back to crossing signals would be far better, visual method would benefit the hard of hearing.
2	The noise of the train horns does not bother me, I feel they are necessary because of safety.
2	Ban them. Man the crossing with the people that decided to use train horns at our crossing, nothing personal.
2	Both would be correct solution, night-time ban including early mornings, use whistle at all times except emergencies horns are excessively loud and can be heard 1m from station, no complaints about horns until intro of new trains with excessive horns
2	Both.
2	But not that important [referring to preference for volume reduction].
2	But would prefer both, to be a standard noise not varied by the driver so that noise is quick and not drawn out by some drivers, ideally stop them completely I just think it is disgusting it it has carried on so long. Crossings were safe before. One blast would suffice.
2	Can bridges be built at the crossing that would negate the need for any horn? Please do your best - they really can hurt at times
2	Cessation. Lived in Lingfield for 25 years, never noticed train horns until new trains
2	Change the pitch. Presumably the old trains had to sound their horns but there weren't complaints over that so why not go back to old horns?
2	Change the sound. The set with a 'toot' noise are equally effective and less intrusive. The train horns can be heard 4-5 miles away - that is completely unnecessary. Previous train horns were adequate. Drivers vary their use of horns
2	Common sense - drivers could be encouraged to be more moderate in use
2	Consistency on place, volume and frequency - the train drivers should all sing off the same hymn sheet.
2	Diesel trains not so intrusive so why have we got to be continually bombarded with this noise? People who decided on horns should live close to railway for few weeks - how would they cope?
2	Directional horns and a mellower tone. I witnessed a near miss at Racecourse crossing when down train blocked view of local schoolchildren of up train and horn not sounded.
2	Does hooter need to be blown at every crossing? Horn noise does not affect us too badly, however we have been in homes on line and noise is deafening and we have every sympathy with these folk!
2	Educate train drivers in consistency - there is big variation in their use. Whilst walking on Station Road startled by train horn - thought car approaching and dived out of way, incident was distressing
2	Excessive volume affects too many people

Zone	Comments
2	Great service otherwise.
2	I don't think it is necessary to have train horns at all in Lingfield.
2	I live right next to crossing I would rather there were horn sounds than someone being run down.
2	I simply wish to say that I am completely satisfied with train horns being sounded from 7am onwards to 10pm at night. It is simply the late evening and early morning noise which affects me or my son more particularly.
2	I would be reluctant to horns to be prohibited but i am sympathetic to others who are disturbed we live sufficient distance away that they do not affect, I am also a little deaf. Reduce noise early morning/late evening.
2	I wouldn't know one train from another I certainly wouldn't know if the driver was using the horn or whether it was automatic. Compared to the train which runs through Flagstaff, Arizona at all times of the day & night, these ones are positively peaceful!
2	Is it really necessary to sound horn so often in a short distance? The sound carries for over a mile at a position perpendicular to the railway, eg the horn sounded by a down train on approach to Rushfords crossing can be heard at racecourse, causes potential accidents in garden. I made this point to BR many years ago when the semaphore signals removed. Old signals clearly visible from all crossing points. Luck has prevented serious accident
2	It may be light in early mornings but it is most annoying when it wakes you up.
2	Limit horn to short bursts only.
2	Neither is necessary [referring to night ban/volume reduction]
2	Night time ban if late evening & early morning included.
2	No one uses the crossings in the night time; drivers could be trained to do short toot.
2	Not necessary, users of crossing should be responsible, if not horn has limited effect.
2	Not qualified to decide at this address.
2	Not to use horn ever. I look forward to day we have no train horns - hopefully my hearing may improve.
2	Old horns did the job without causing too much annoyance
2	Old trains had audible horn. Wrong question - reduce decibels to previous, no need to do anything else, single short blast for each crossing. No accidents on crossing to our knowledge so why need to increase volume so much?
2	Old whistle; drivers to use horn more modestly. Hope someone is listening.
2	Only sounding it once at Rushfords instead of 3 times.
2	Reduce noise level and/or discontinue low speed high visibility alerts when both pedestrians and drivers have sufficient time to take evasive action. Train speed at Park Farm is approx 20-30 mph. Racecourse is next to platform, horn sounding can be discretionary to drivers judgement due to slow speed.
2	Reduce noise to level of slam doors which was not intrusive car drivers cannot use horn by law between 23.00 & 07.00 - why train horns? What does RSSB not understand from previous correspondence?
2	Reduce number of WBs, we have 3 within a mile, you hear 1 whistle at each whilst volume of horns is greater than old trains, I do not find them huge nuisance, some drivers sensibly do not sound at all WBs which seems adequate to me.
2	Reduce volume and length.
2	Reduce volume to audible in station vicinity we live 8 min walk from station, do we need to hear train horns, likewise rest of village?
2	Reduce WBs, reduce requirement to sound at station, rather than multiple soundings. horns can be heard in Dormansland 2 miles away, One train has different horn (as a trial?). Engineering horn not as bad

<b>Zone</b>	<b>Comments</b>
2	Return level of horns to that of previous trains and be done with all this nonsense [enclosed long letter, describes survey as ridiculously irrelevant]
2	Short "1 tone" toots
2	Shorter bursts of horn, and fewer soundings, 1 per crossing, some drivers seem to enjoy sounding horn.
2	Softer tone on the warning horn. I believe it is important to recognise and thank Southern Rail for the new rolling stock and the investment that is being made. However a safe compromise must be found which is suitable to all parties concerned.
2	Stop altogether common sense prevails when crossing lines.
2	Switch them off. There has been enough media coverage of this - MP is involved. Just get on with it & sort it out. This should have been sorted before you accepted the trains. Contracts can be changed you know!!
2	The horns are sounded 3-4 times (x2 sounds) as the train comes into station. You can hear the 1st from station, why sound this often? - perhaps one horn noise as well as lower volume may help. Has anyone asked the drivers to be more considerate?
2	There are 3 crossings very close to each other. One blast of horn would suffice for 3 crossings
2	Trains already stop most of the night; train horns not a problem
2	Trains stop at 11 anyway Why do new trains seem to adhere to a rulebook when old ones did not?
2	We want NO train noise like we had 18 months or so ago. Put onus on people crossing lines. The signs we have are adequate. Lingfield has been ruined by train noise. Safety is important but horns not the answer. No accidents or deaths at Lingfield.
2	Why can't we have both.
2	Would be nice if drivers were consistent, some seem to take sadistic pleasure in sounding horn twice instead of once.
3	This is a whole load of rubbish, can't understand the fuss, train horns don't bother me;
3	[Night time ban if night-time ban includes early morning] Go back to old style horns I resent not being able to open bedroom windows, the pitch of horn cuts into you, lasts too long and is repeated.
3	(split vote) In Spain the decibel level is much lower.
3	One time I was leading a group of walkers when an evening non-stop trains saw us and sounded a valuable warning - perhaps they should slow down.
3	Whilst I regularly hear the train horns, I do not let it affect my life in any way (the same applies to planes landing at Gatwick). I accept these as part & parcel of Lingfield.
3	A much lower tone or note or fixed duration would certainly lessen the nuisance
3	Absolutely - I can see the logic in having loud horns but don't use them when they are not needed - how many fatalities have there been at Rushfords over the years? Yes please please remove the whistle boards they are not needed.
3	At night horns are needed more; if you had a barrier people would duck it.
3	Combination of options preferred; single note far less intrusive than double-note; old trains had single note - hardly heard them; preferably a stop to all horn use in area; low to high change in tone is more annoying than high to low.
3	Horn noise doesn't bother us. When steam converted to diesel people soon got used to it. Cars roar along 30mph road & then creep into cul de sac. People in [street deleted] knew of the railway, I wondered how long before they complained [sentence deleted]
3	Horn not needed after 8pm need to cater for people's carelessness, especially kids going to Oxted and Notre Dame - there will be an accident.

Zone	Comments
3	Horns are excessive in volume and use, stop continuous suffering at source do not need double sounding at Rushfords then Park Farm, minimal benefit (ie, footpath users) for maximum impact to Lingfield.
3	Lower different horn noise required.
3	Make the horn noise more melodious!
3	Night time ban = too risky, safety is overriding concern use horn at first gate and not other two, limit the number of blasts, limit the length of blasts
3	Night-time ban - night crossers are in more danger and possibly drunk. Volume and lack of direction are excessive, they are half mile away, 2m away they can be heard in friend's garden, bridge at south of Lingfield platform might save use of that crossing.
3	No! I love to hear the train horns, I must be unusual.
3	None necessary.
3	Not necessary to scare whole village with train horns; removal of WBs in area if safety benefit does not outweigh noise nuisance; case by case; give residents chance to consider closing footpaths, eg, enforce use of footbridge at station. Improve warning signs for electrification; fences and kissing gates vandalised; diagonal preventative walk boards full of dirt.
3	Reduce also duration of blast.
3	Reduce horn volume.
3	Stop it.
3	Stop stupid excessive noise and introduce another noiseless method to alert public why was previous system of alerting pedestrians changed - was there a risk? How many accidents?
3	Trains often pass through Lingfield at same time N&S, so do they both have to sound horns? Added to train timetables are early am and late pm trains being moved to different locations.
3	Very occasionally it would seem drivers make deliberately more noise than required this seems to be unjustified noise pollution, rail authorities should devise more acceptable warnings, would they accept near their homes?
4	Makes a rural village sound like a railway siding unnecessarily.
4	Disturbed in Lingfield Church by horns - thick, stone walls with doors closed - not conducive to quiet contemplation.
4	Does not affect me love, I'm alright with it
4	I don't take much notice of the horns now it is just a way of life
4	Why was the volume & pitch increased on the introduction of the new trains, when prior to this, the sound was deemed adequate for the previous 30 years?
4	Go back to old volume
4	Irritant but necessary, nice if they could be quieter, don't need to hear this far from tracks.
4	Limit drivers to using horn only once - twice at most
4	Make it quieter. It has been a very strong talking point among the villagers for the last 12 months.
4	On the whole, not that bothered.
4	There is one particular driver who plays a tune.
4	Train horns are not present to annoy people but are part of safety measures. As a commuter I prefer the driver to use the horn rather than hit anything. And frankly living near a railway/flight path is a choice so suggest the complainers move out.
4	Train horns don't bother me

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