

Alan Wood

[request-1044142-742acf3c@whatdotheyknow.com](mailto:request-1044142-742acf3c@whatdotheyknow.com)

SRT 596

**29/11/2023**

Dear Mr Wood

I am writing in response to your Freedom of Information request which was received by ScotRail Trains Limited on 05/11/2023. As we are a Scottish Public Authority, your request is subject to the terms of the Freedom of Information (Scotland) Act 2002 (FOISA).

### **Your request**

You have previously released your Ketch station automated announcements sound files on your website.

However since then the following stations have opened or are opening soon or have been renamed.

Therefore i would like to ask if you have the following new sound files for your Ketch system:

- Dunfermline City - Downwards Inflection • Dunfermline City - Upwards Inflection • East Linton - Downwards Inflection • East Linton - Upwards Inflection • Inverness Airport - Downwards Inflection • Inverness Airport - Upwards Inflection • Reston - Downwards Inflection • Reston - Upwards Inflection

If so could you please kindly attach these new sound files.

Also if there are any other newer sound files too that have been recorded since you first released the files then i would like to please request those too.

### **Response to your request**

Please find attached new recordings for the Ketch system.

- Dunfermline City
- Inverness Airport
- Kintore

The other stations requested are not on the Ketch system.

ScotRail Trains does not hold the information that you have requested and is not aware of any other public authority that could respond to your request. Section 17 of FOISA states that where public authorities receive requests for information that they do not hold, they must issue a notice advising that they do not hold the requested information. This letter should be treated as formal notice.

## Your right to request a review

Should you be dissatisfied with the way in which the ScotRail has dealt with your request, you have the right to require us to review our actions and decisions. If you wish to request a review, please contact FOI, ScotRail Trains Limited, Atrium Court, 50 Waterloo Street, Glasgow, G2 6HQ or e-mail: [foi@scotrail.co.uk](mailto:foi@scotrail.co.uk) within 40 working days. Your request must be in a recordable format (letter, email, etc). You will receive a full response to your request for review within 20 working days of its receipt.

If you are unhappy with the outcome of that review, you have the right to appeal to the Scottish Information Commissioner about our decision within 6 months of receiving our response letter / email. Information on how to make an appeal, along with an application form, is available on the Commissioner's website at:

Online Appeal Service: Website: [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal)

By post:

The Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Telephone: 01334 464610  
Fax: 01334 464611  
E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

An appeal, on a point of law, to the Court of Session may be made against a decision by the Commissioner.

Yours sincerely,

FOI Team