

Annex A – Details of Correspondence with Stagecoach

04/07/2018 – from Glynis Brown (Transport Scotland) to Stagecoach

We have received complaints regarding the bus service to John O’Groats and Gills Harbour (at Keiss) being terminated this August.

May I have some background to this and a contribution from the Stagecoach’s perspective please? I understand you attended the Caithness Bus Users meeting recently.

Kind regards,
Glynis

04/07/2018 – from Stagecoach to Glynis Brown (Transport Scotland)

Glynis,

Can you please let me know who you have received complaints from? We are in an ongoing dialogue with several stakeholders on this matter and I want to ensure we are consistent in our communications.

We held a consultation process for a proposal to change a number of services across the Caithness and Sutherland areas, including a curtailment to service 77, to which you refer. The public consultation period provided some useful feedback and we are currently in the process of preparing final registrations to submit to the Traffic Commissioner. After this point, we will be able to communicate the confirmed changes to customers and stakeholders.

The background to the proposal is the need to make the local network more sustainable by focusing our resources on key journeys and destinations, whilst improving links in the region where possible as a result of customer feedback.

I hope this is helpful, but please let me know if you need anything else.

05/07/2018 – from Glynis Brown (Transport Scotland) to Stagecoach

Of course ...Carole Whittaker and <REDACTED> are the two I have. If they are two of the stakeholders you’re talking/writing to I can add this into my reply. Happy to take a form of words from you?

Thanks for the background.

Cheers, Glynis

Note: no response was received from Stagecoach to the email of 05 July.