



STATES OF ALDERNEY

P.O. Box 1001, Alderney, Channel Islands GY9 3AA

20th July 2016

Deputy G A St Pier
President of the Policy & Resources Committee
Sir Charles Frossard House
La Charroterie
St Peter Port, Guernsey
GY1 1FH

Dear Gavin,

Aurigny Air Services to Alderney

I am writing this letter as this an open letter on behalf of the States of Alderney, the Policy & Finance Committee and with its full support.

Alderney is reaching the height of the holiday and visitor season, the chapter of operational and logistics mishaps do not improve. The recurrence of operational and logistical problems arising from the transition from Trislanders to Dornier aircraft are rising rather than falling. Some of the failures would rank as pure comedy if they did not impact passengers people's lives, business, pockets and valuable time, aside from the economic damage to Alderney. Complaints clog States Members in boxes in Alderney. The responses to complaints are at best apologetic explanation about what went wrong. In no instance do they demonstrate how the issues, which gave rise to the complaints, can be resolved. Should the chapter of logistical and operational failures continue over August, I can confidently predict that the matter will receive media focus from the UK, which will be damaging reputationally for Guernsey.

The failures in operation management are unacceptable. There is no evidence that the Board is engaged in resolving the issues. The Policy and Resources Board has ultimate responsibility. The Policy & Resources needs to come out from it bunker and provide leadership in addressing the issues if the Operational management and Board are unable to do so. The issue requires tactical resolution as well as strategic resolution.

Yours sincerely

Robert McDowall
Chairman, Policy & Finance Committee