

Our ref: HMB/SLF

Mr F Dunlop  
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St Saviours  
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GY7 9XP

28 October 2008

Dear Fergus

**Bus Users Group**

Island Coachways is the operator of the States of Guernsey Bus Service. We have over 3 years left to run under the current bus contract.

As discussed, we are delighted to offer support to the setting up of a Bus Users Group to represent the views of our passengers.

I believe it is vital that the proposed group is independent of the company. However, we would like to facilitate promotion of the group onboard our vehicles and in the kiosk on the terminus.

I would be keen to hear the opinions of our passengers, particularly in those areas that fall directly within our control (staffing, presentation of the fleet, day to day operational issues). I also commit to assisting in forwarding requests to the Environment Department for those items that we do not have control (fares, bus routes, location of bus stops etc).

Though I expect that there may be occasions where the company does not necessarily share the views of the Bus Users Group, I am keen that our passengers have a "voice". I would hope that the Bus Users Group is able to champion our passengers and is able to lobby for the quality of service that they deserve. I wish you all the very best in setting up this group.

Kind regards

Yours sincerely



Hannah M Beacom ACA (Mrs)  
Managing Director

**ISLAND COACHWAYS**

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