



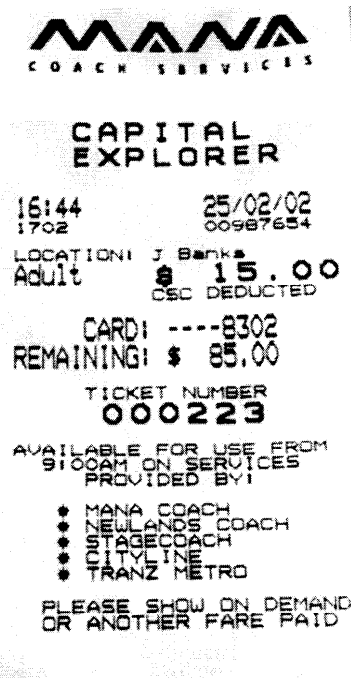
March 2002

Report to Wellington Regional Council

Welcome to the first monthly report on issues involving Mana and Newlands Coach Service Ltd in delivering public transport services to the Wellington Region.

Introduction of the "Capital Explorer"

Monday, 4 March 2002, saw the introduction of a new integrated bus/rail day pass for travel throughout the Wellington Region. This "off-peak" ticket is targeted at visitors to the Region and gives the opportunity for them to explore the region using public transport.



Service Developments & Activities NZ Golf Open

Mana Coach Service provided the bus services in conjunction with Tranz Metro services to take spectators to and from this International event.

At times there were twenty vehicles operating and this seamless integrated provision of public transport proved popular with the public in spite of the inclement weather.

"Haywards Connection"

A review of this new service has taken place and has resulted in the expansion of the service from 8 trips per day for Porirua customers, to a service for both Porirua and Upper Hutt customers offering 13 trips per day in both directions, with some extending to Whitireia Polytech.

Modification of the route and rationalisation of departure times have allowed these enhancements to be provided within the current level of resources.

Porirua – Johnsonville Route 59

Initial service changes to this route see the removal of the Keneperu Hospital circuit from the route. This will vastly improve trip time reliability for this growing service. Customers wishing to access the hospital can do so by transferring at Porirua Rail to the "Citylink" service departing every 15 minutes.

Kapiti School Services

In August last year we commercially registered a number of Kapiti school services for 2002. The balance of students travel on contracted urban routes already operating.

Fleet

The company continues to release new fleet into service on a monthly basis. In the past 18 months 40 new vehicles have been introduced across the Mana and Newlands fleets. 60% of these vehicles are SLF with the balance being low floor.

Mana set about a re-branding of its urban fleet some 15 months ago with the end result being the apple green livery. This along with the introduction of increasing numbers of new fleet at higher frequency has significantly benefited patronage growth in our operating area.

Bus Priority in the Wellington CBD

Following a joint initiative with Mana and Stagecoach, a report on Bus Priority measures for the Wellington CBD has been tabled. This report recommends a range of initiatives to assist with service reliability and trip times particularly in the evening peak.

Over the next two months this report and its recommendations will be high on our priority list for discussion with the WCC. We are seeking assistance from our industry association and EECA as we work towards implementation of the first of the low cost measures. Improvements are vital if we are to be able to further advance improved levels of peak commuter service.

Industry Issues

In the past six months all vehicles in NZ have had to be recertified under new LTSA regulations. Our fleet is going through this process as part of the monthly CoF cycle with some concerning outcomes in terms of reduction in allowable standee capacity.

Staff Training

All driving staff are currently being registered with the Commercial Road Transport ITO to work towards a National Certificate in Local Route Service and Long Distance Driving.

The company assisted with the production of a recently released video, "Ticket to Success", promoting the bus & coach industry and public transport. This is an ITO initiative in conjunction with EECA, our industry and the LTSA to assist with training and recruiting staff.

Mana has developed an association with Employment Plus, an industry training organisation, to assist with the provision of unit standard training. Courses are now in place on a monthly basis for driving staff.

The company now has four staff qualified as assessors to conduct internal training for unit standards.

Electronic Ticketing

All Mana and Newlands services now operate on the TP4000 electronic ticketing system with contactless smartcards.

This allows customers travelling on urban services operated by these two companies to be fully integrated.

Recent developments have seen the ability to provide an alternative to the 20% concession fare with the introduction of a monthly pass or lo-trip ticket option using the smartcard.

This function is currently available on the "Haywards Connection" and "Kapiti Commuter" services.

Kerry Waddell
Managing Director

07 March 2002