

Wellington City Transport Limited  
2-12 Allen Street  
PO Box 14 070, Wellington  
New Zealand  
Tel 64-4-8024 100  
Fax 64-4-802 4259  
stagecoach@clear.net.nz

Attachment 1  
to Report 01-45.

9 January 2001

Cr Terry McDavitt  
Chair, Regional Transport Committee  
Wellington Regional Council  
P.O. Box 11-646  
WELLINGTON

Dear Terry

**Hutt Valley Christmas Bus Services**

I understand that you have expressed concern and displeasure at the reduced bus services which were operated by Cityline Hutt Valley over the three weekdays between Christmas and New Year, and the lack of publicity given to this reduced service.

I understand the reasons for your concerns, and I have to say that I share those concerns fully.

Please accept my apologies, on behalf of Cityline and the wider Stagecoach organisation, for the problems which we caused both to the Regional Council and to the travelling public. Please be assured that we will not let anything like this happen again.

The problems arose essentially because of poor communication within our organisation and between us and the Council's officers. Unfortunately, my fellow directors and I were unaware of the situation which was developing until it was too late to rectify matters. Had we been better informed, we would not have allowed such a severely cut back service to be put in place and we would have ensured that adequate publicity was given to the revised services. I know that your people have a similar view.

We will be apologising in writing to all those people who complained about the reduced service and lack of publicity, and providing complimentary tickets as another way of saying sorry.

We are truly sorry that these problems have arisen. I hope you can accept our apology and our assurance that this will not happen again.

Please call me if you wish to discuss this further.

Yours sincerely



Ian Turner  
COMMERCIAL DIRECTOR

---

*Buses mean business*