

# Super Shuttle Owner-Driver Business Opportunity Information Pack

The Super Shuttle System  
of New Zealand

Auckland  
Christchurch  
Dunedin  
Hamilton  
Hawkes Bay  
Kerikeri / Bay  
of Islands

Nelson  
Palmerston North  
Rotorua  
Queenstown  
Wellington

[supershuttle.co.nz](http://supershuttle.co.nz)



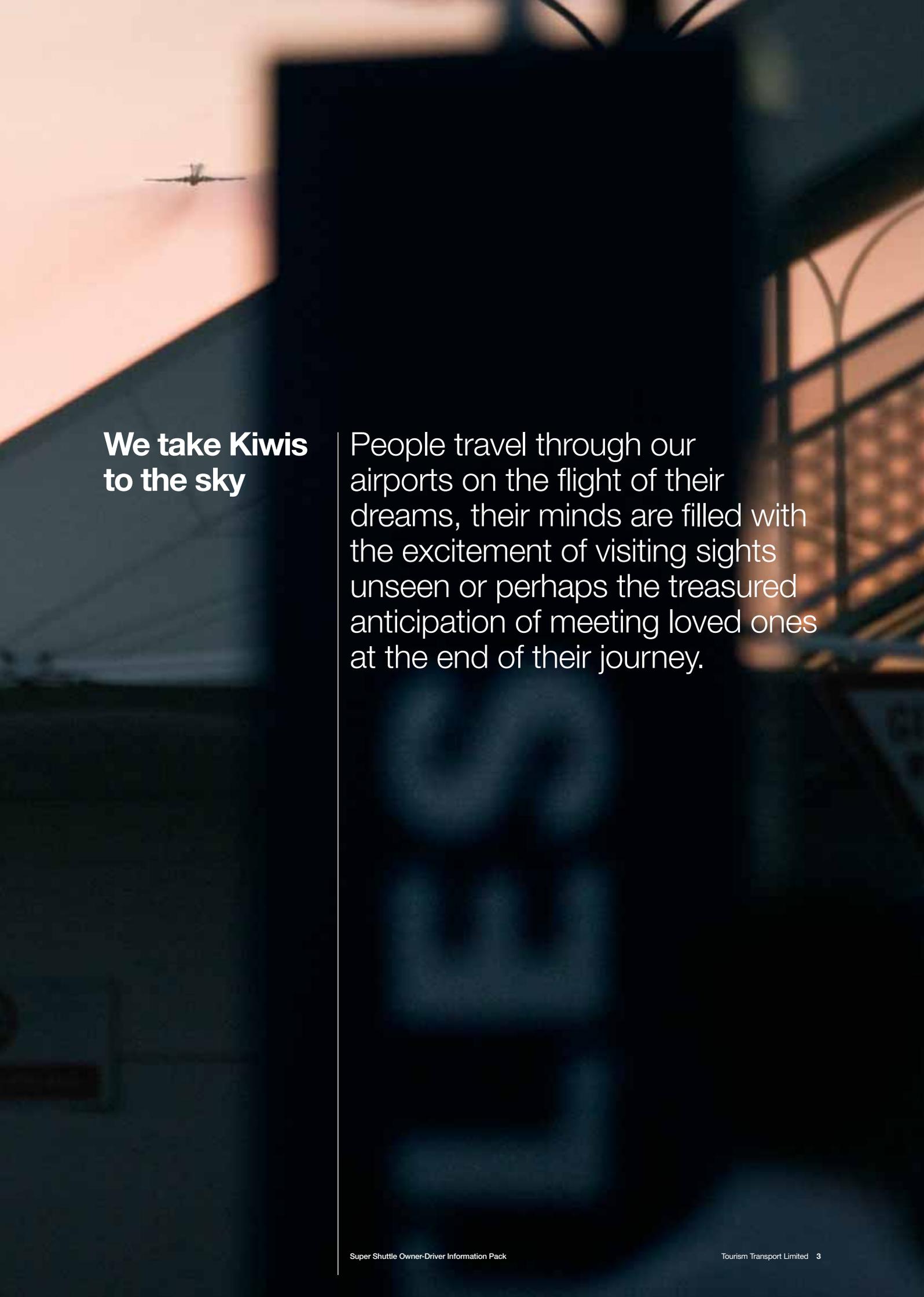
**supershuttle**

**Mission Statement:**

**To lead** the airport passenger transport industry in New Zealand by providing a dynamic, professional, and dependable service with unbeatable value for money.



**supershuttle**



**We take Kiwis  
to the sky**

People travel through our airports on the flight of their dreams, their minds are filled with the excitement of visiting sights unseen or perhaps the treasured anticipation of meeting loved ones at the end of their journey.



**Every Flight,  
Every Day,  
Door to Door.**

Tourism is one of the world's biggest growth industries and New Zealand is no exception. It's our largest earner of foreign exchange, largest employer and produces 10% of New Zealand's GDP. Tourism is achieving unprecedented growth and development.

Super Shuttle has been a corner stone of the tourism industry for millions of travellers since it established the airport shuttle concept here in 1987. The company pioneered "shared-ride" door to door transport in New Zealand and now operates a nationwide network servicing 11 major airports throughout the country.

Super Shuttle is New Zealand's leading airport transfer service carrying well over a million passengers per year including inbound tourists, domestic air travellers and Kiwis travelling overseas. We also provide comprehensive transfer solutions to meet the needs of

business travellers, international conferences and special events.

Super Shuttle is unique in offering a "fixed price", convenient door-to-door service that provides a highly attractive alternative to expensive taxis. This has made us a preferred supplier for airlines, corporates, travel agents and the independent traveller alike.

Today Super Shuttle combines a popular service that enjoys strong customer loyalty, with a modern fleet, a great team of people, state of the art information technology and a sensational brand image.

# Background

## Background to the Super Shuttle product

Tourism Transport Limited owns and operates the Super Shuttle System of New Zealand. The Super Shuttle service was originally established in the Auckland region and its huge popularity meant it quickly expanded throughout the country. We are now the largest airport ground transport operator in New Zealand with no comparable competitor. Super Shuttle is a significant component of New Zealand's travel infrastructure and a major contributor to our country's vibrant tourism industry.

The key features of the Super Shuttle service are:

**Door-to-Door** – convenience at a fraction of the price of a taxi

**Fixed Prices** – know the price before you ride

**Every Flight, Every Day** – 24/7

**Green** – when our customers share the ride and “carpool” we reduce traffic congestion and carbon emissions

**Nationwide** – Auckland, Hamilton, Rotorua, Hawkes Bay, Kerikeri / Bay of Islands, Palmerston North, Wellington, Nelson, Christchurch, Dunedin and Queenstown

Super Shuttle uses company owned vehicles and contracted owner-drivers to supply the demand for its services to the travelling public. Currently there are over 130 Super Shuttles in the national fleet operated by more than 200 owner-drivers and relief drivers.

Our 24 hour, 7 day reservations centre provides booking, enquiry and coordination services to our extensive client base and the general public at large. Travellers can book either online at [super-shuttle.co.nz](http://super-shuttle.co.nz) or by calling 0800 SHUTTLE (0800 748-885) from anywhere, any time.

We have a well-trained and friendly operations team supporting professional, service orientated owner-drivers.

Our major travel industry clients include Air New Zealand and its travel subsidiaries, House of Travel, Flight Centre, Kirra Tours, ANZCRO (Australia & New Zealand Central Reservations Office), Tourism New Zealand and the regional tourism offices. We supply all major retail travel agents for both inbound and outbound travel (e.g. House of Travel, Orbit Corporate Travel, FCm (Flight Centre Travel). Similarly, all major hotels, motels and backpacker hostels utilise Super Shuttle's superior service for their clients' airport transfers throughout the country.

The government sector is a significant and growing market for Super Shuttle. With the government's strong desire to improve efficiencies through shared services initiatives this market will increase in its importance over the coming years. Key current public sector clients include the Ministries of Defence, Health, Customs and Education as well as Crop and Food Research.

We provide our services to numerous corporate organisations with major customers including Telecom, Sky TV, NZRFU, Pricewaterhouse Coopers, New Zealand Cricket and Antarctic Support Centre who run the US Antarctic flights, to name a few.

# Opportunities

## 100% Pure New Zealand on the World Stage

2015 is proving to be another exciting year for New Zealand tourism with both the ICC Cricket World Cup and the FIFA U-20 Football World Cup being hosted here. Over the last decade New Zealand has been involved in a number of major international events including the Rugby World Cup, Americas Cup, World Triathlon, Volvo Ocean Race and the Cricket World Cup. Our dynamic film industry, particularly through “The Lord of the Rings” trilogy, “King Kong” and now “The Hobbit”, has also raised the profile of New Zealand as an international destination.

The Tourism New Zealand global marketing campaign “100% Pure New Zealand” has been running now for over 10 years. The campaign has been hugely successful and has had a profound impact on our international profile. In fact the 100% Pure New Zealand brand is now one of the top ten global brands. These days New Zealand is seen as a safe, friendly, magical destination and is the focus of a truly global audience.

The Rugby World Cup was an enormous success and it was the single largest event ever staged in New Zealand. The Cup showcased New Zealand to the largest global audience possible and this will deliver a huge boom for tourism over the coming years. Super Shuttle owner-drivers will play a big part meeting visitors expectations as ambassadors responsible for their first impressions of New Zealand.

Our burgeoning tourism industry is now accepted as one of New Zealand’s most valuable economic sectors with vast growth potential extending well into the future. This is recognised by Prime Minister, John

Key taking the Tourism portfolio personally.

## Huge growth in New Zealand air travel expected

Tourism growth has been further boosted by the increase in airline capacity into New Zealand. These airlines include Emirates, Air China and China Southern Airways. Low cost carrier Jet Star, Virgin Australia and Air New Zealand’s Express and Tasman Express services, have all contributed to strong growth in air travel over the last decade. Primarily the price sensitive customers, looking for a good deal, are driving the expansion of air travel in New Zealand. Obviously these customers are also Super Shuttle’s customers.

In addition to the growth of air travel driving increasing demand for Super Shuttle, is a growth in those air travellers looking for an alternative to expensive taxis and airport car parking. Super Shuttle continues to revolutionised the way travellers get to and from the airport. The effect of carbon emissions and the recession have really put a spotlight on the benefits of sharing the ride on a Super Shuttle. Travellers get a convenient, efficient and environmentally sustainable transfer service that offers unbeatable value for money. Our customers love knowing the price before they ride and know they won’t be “ripped off”. Sharing the ride is the way of the future.

All of this adds up to unprecedented demand for the Super Shuttle service. As our passenger numbers grow so too does the number of our owner-drivers and vans. We seek self-motivated entrepreneurial people who want to be their own boss and directly reap the benefits of their hard work. Ideally you will be sociable, customer focussed and well-presented.

Tourism New Zealand’s promotion of New Zealand as 100% Pure New Zealand has helped position New Zealand as one of the most sought after and aspirational holiday destinations in the world.

Rob Fyfe

**Great Business  
Great Fun  
Great Future**

Every day Super Shuttle owner-drivers are responsible for the first impressions of visitors to our special country. We seek individuals who take pride in themselves and their country and who have the vision and desire to become ambassadors for New Zealand - our land, our people, our culture.

A Super Shuttle owner-driver business is a low-risk, low-investment and low-stress self-employment opportunity that rewards honest, hardworking Kiwis and requires no previous business experience.

The structure of the operation means all owner-drivers new and experienced – work as a team and have equal access to the customer base – so you won't be stressing out about having to compete for business. You can achieve a strong cash flow and instant profitability from day one because the customers are there waiting for you.

There are two major advantages of the Super Shuttle business over many other small business opportunities. Firstly, the company takes responsibility for all credit work and guarantees payment to its owner-drivers so there is no bad debt risk or any accounts/debtors to manage (i.e. no customer invoicing or debt

collecting). Secondly, there is no stock involved, eliminating all stock control problems.

Bad debts and stock control are the two main difficulties that threaten the viability of small businesses and neither exists for a Super Shuttle owner-driver.

The company looks after all the invoicing and credit management as well as admin, operations, marketing, IT systems, business development and promotion. Under this structure our owner-drivers are insulated from the normal vagaries associated with running a business and they can totally focus on giving great customer service.

Furthermore, there are no staff problems to worry about, no perishable goods and no premises or leases to manage. What's more weather doesn't affect your ability to make money!

International  
check-in

International  
arrivals →

## Join us

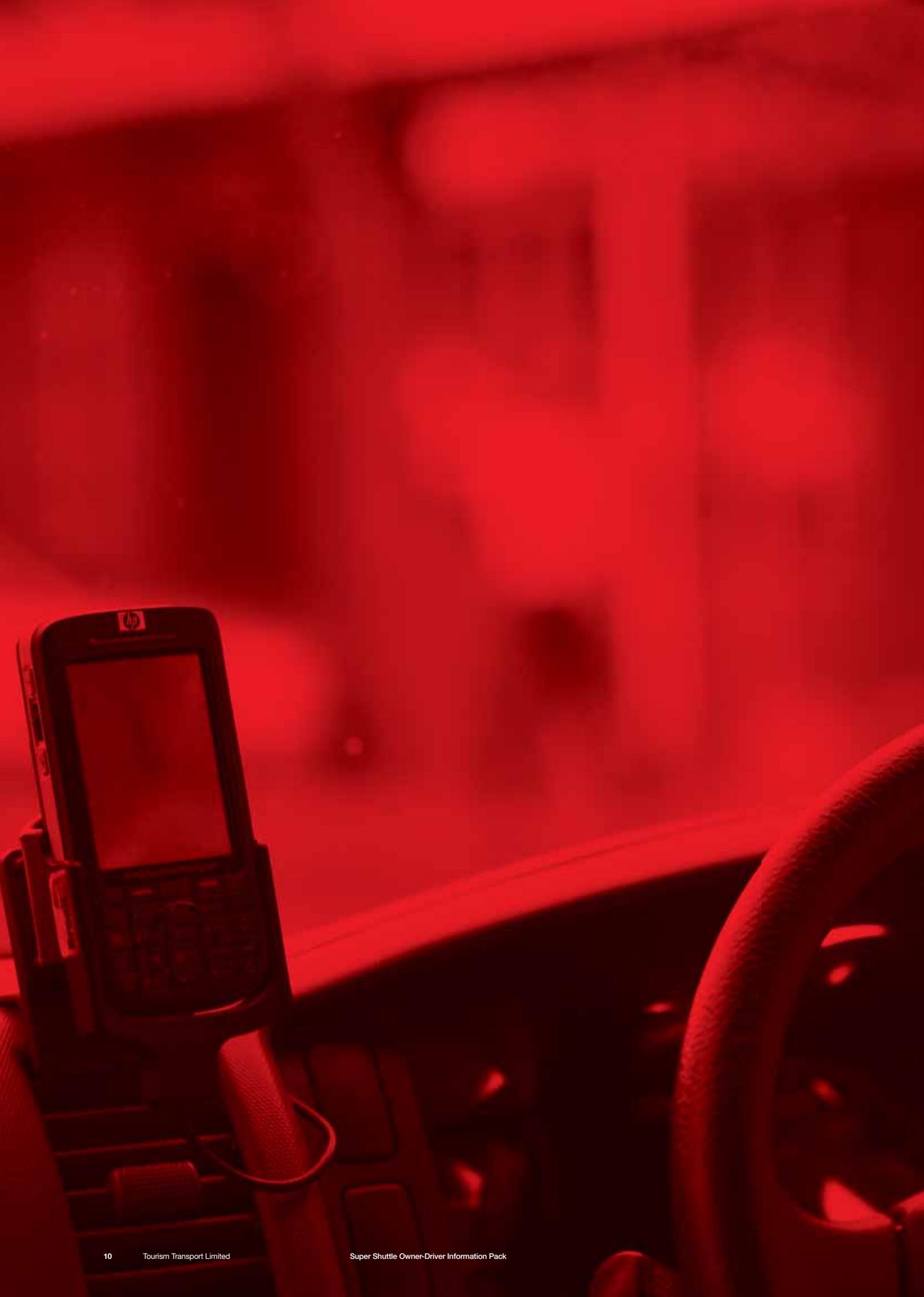
Join the Super Shuttle team today and enjoy independence, variety in your work, strong cashflow, great teamwork, life style, being your own boss as well as excellent growth potential. The Super Shuttle owner-driver contract business is a genuine business opportunity proven over time. Every day is different and our customers are always happy...

That's because they're either happy to be going to the airport to fly away on holiday or happy to be returning home to familiar surroundings after a trip away. Similarly, overseas visitors are excited and happy to arrive in our beautiful country – so no grumpy customers!

Our owner-drivers thoroughly enjoy the daily independence of their "mobile office" – they love the driving, working with happy people and the vibrant atmosphere of the airport. We have a great camaraderie within the Super Shuttle fleet and we're a proud team.

Operating a Super Shuttle is always interesting and it's low stress with lots of variety. We all enjoy meeting new people from all walks of life and of all nationalities. Super Shuttle has carried everyone from All Blacks to international celebrities and of course Kiwis from all over New Zealand and tourists from all parts of the world.

The Super Shuttle business opportunity combines great lifestyle opportunities with all the exciting prospects that the New Zealand tourism industry can offer.





Owner-driver, Owen Fairweather, joined the Super Shuttle team twelve years ago. Today he and his wife operate one vehicle 24/7 employing a third relief driver - he only works part time himself.

“My Super Shuttle business offers flexibility and freedom in my work and provides for excellent lifestyle choices. It’s great being my own boss. I work three to four days a week but my business works 24/7. I thoroughly enjoy the people contact and the social dynamic that develops in the Super Shuttle when you have a group of travellers on board sharing the ride. I love

meeting people from all over New Zealand and the world and we have a lot of fun and great conversation. I have been very pleasantly surprised with the financial results I am achieving and the profitability is particularly satisfying.

I am very happy with Super Shuttle and excited about our future prospects.”

# Shuttle & Trailer Specifications

## Shuttle Vehicle (to COF standard)

- Toyota ZX Hiace high roof, long wheel base with custom interior fitout
- 11 forward facing passenger seats - 3+2+2+3 Suburban cloth covered individual bucket seating with logo in head rest including lap/diagonal seat belts on all seats
- Arm rests on row ends and in between all seats
- Courtesy panel motor housing upstand carpet covered between driver and passenger area
- Base board trim set fitted to each seat base
  - storage area under rear row three seater
- Recover driver and passenger seats and full carpeting in cab area
- Fully certified to NZ safety standards
- Wooden floor under carpet to level floor and provide sound proofing
- Carpeted floor and walls to window height (to compliment seat upholstery)
- Overhead fan blower unit three speed mounted behind driver/passenger seats coupled into van aircon system
- Factory head lining
- Entry handle
- Manual stowable entry step with step light
- Tinted windows
- Two speakers fitted in rear coupled to dash head unit

## Trailer (to WOF standard)

- Super Shuttle custom design by Reid Trailers Limited
- Clamshell lid opening from curb side
- Roof rack
- Interior light
- Spare wheel stowed underneath at rear



**This is the Super Shuttle vehicle and trailer rig. The company specification ensures a minimum standard of presentation, passenger comfort and service for the range of transportation tasks that you will perform as a Super Shuttle owner-driver.**



# The Super Shuttle Owner-driver Contractor Business

Once you are set up with your contract, vehicle and uniform and you have completed all licensing requirements and training you are ready to commence operations as a Super Shuttle owner-driver.

## Contract and Operating Rules

The business relationship between an owner-driver and the company is clearly defined in the Super Shuttle owner-driver contract. We also have standard operating procedures (SOPs) that cover day-to-day operations for the business at large. The SOPs are designed with three key priorities in mind:

1. To ensure we pick our customers up on time
2. To utilise the fleet as efficiently as possible
3. To ensure the transparent and equitable allocation of work to all owner-drivers

## Win-Win Philosophy

The Super Shuttle business relationship is based on a win-win philosophy whereby owner-drivers and company enjoy mutual success. Owner-drivers are free to work their business to whatever level suits subject to the statutory driver hours limitations. As mentioned earlier, the structure of the Super Shuttle business system means all drivers – new and experienced – work as a team and have equal access to the customer base. As such they are not competing with one another for business.

Importantly, the company's profit motivation comes through a margin or commission on all work. This reinforces the "win-win" relationship whereby the company is incentivised to grow the business providing more work and income to the owner-drivers.

## Income

When you join the Super Shuttle System you are buying your own business. You will get out of it what you put in. The high-income earners in the organisation are those owner-drivers who put in the effort and the hours. Income potential therefore is largely a function of an individual's commitment to working their business. Depending on the location and hours the business is operated, the following figures (inclusive of GST) give an indication of the income potential:

1. Single driver working alone full time (five and a half days per week), turnover of up to \$120 - 125,000+ and netting out up to approximately \$70 - 75,000 before tax per year after direct operating expenses.
2. Double shift (utilising a relief driver and operating for two full time shifts), turnover of \$200,000+ and netting out approximately \$90,000+ before tax per year after expenses depending on the centre. This is a guide only and a top double shifted vehicle working 24/7 is turning over \$250,000+ and netting out about \$100,000 before tax depending on the centre.

In addition to carrying passengers that are pre-booked in advance through the reservations centre, walk-up customers are also sourced from the airport on-demand ranks under the company's airport licence. These customers are processed at the van by the drivers who load their transfer details into the Super Shuttle reservations and dispatch system, Carina, utilising a customised app on their smart phone. The Super Shuttle fare schedule includes a customer user pays surcharge in all prices. This sur-

charge revenue is collected by the owner-drivers and passed on to the company to contribute to the costs of airport licensing and operations. The surcharge and commission components of the Super Shuttle fares are not owner-driver income. However owner-drivers benefit from the use of this money as working capital in their business.

## Business Services

Once you commence operating your Super Shuttle ongoing services and support is provided by the company. These services are common to all owner-drivers nationwide and include:

- 24 hour computer reservations and despatch operations centre
- RT connection fees
- accounting services and reports
- core IT reservations and dispatch system infrastructure - including online booking channels
- marketing, advertising and promotion of the business
- office facilities
- administration and centralised accounts for all credit work
- standard business stationery including business cards, brochures, voucher books
- ongoing training and advice
- replacement of uniform shirts and trousers every year free of charge
- industry and professional support and advice

# Business Set Up Costs

Following is an outline of the set-up costs that you will incur to establish your own Super Shuttle business. A cost summary is also provided to assist with your planning. All figures are inclusive of GST.

## Joining Fee

This covers all the one-off costs associated with inducting you into the Super Shuttle business including training, administration, uniform, initial business stationery and the Super Shuttle data dispatch equipment. The Joining Fee is currently \$9,030.

## Licensing – Passenger Service Licence & Passenger Endorsement

Please refer to the licensing information on page 20. You should budget between \$1,500 and \$2,000 for the costs involved to obtain a Passenger Service Licence (which you need to own a Super Shuttle) and a Passenger Endorsement on your driver’s licence (which you need to drive your Super Shuttle).

## Radio Telephone (RT)

All Super Shuttle vehicles are fitted with an RT for voice communications between you and the dispatcher and other drivers on the road. Super Shuttle has relationships in place throughout the country with various communications agents and you will organise the installation of the RT directly with them once you have taken delivery of your van.

You should budget about \$1,100 for this item.

## Van & Trailer Rig

The complete Super Shuttle rig is supplied to you “turn key” ready to go. The total cost of the vehicle plant is approximately \$79,440. This is for a new shuttle van and trailer that complies with the Super Shuttle standard specification.

Cost variation will depend on your personal preference for a manual or automatic model. The vehicle set up cost includes all on-road costs.

## Vehicle Finance

Super Shuttle has a long standing relationship with Driveline Fleet Limited (Driveline) extending over 10 years. Driveline are fleet financing experts and we have negotiated an attractive and flexible shuttle finance option for approved owner-drivers. The scheme covers the basic factory van, complete interior fitout, trailer and the Super Shuttle sign writing all in one simple package.

Under this scheme you own the vehicle and make repayments over four years or less if you wish. You can build in a residual amount to reduce monthly repayments or pay it off in full over the term of the loan. The Hire Purchase (HP) option allows you to claim back the full extent of the GST at the start of the loan agreement returning that cash to you up front.

Driveline will tailor your package to suit your needs. It has proven to be a popular option for new and experienced owner-drivers alike. The minimum deposit is about \$16,000.

If you would like more information about this financing option please contact:

**Paul Tobin**  
 Driveline Fleet Limited  
 Auckland  
**Phone:** (09) 920 5569  
**Mobile:** (021) 272 6828  
**Fax:** (09) 920 5579  
**Email:** paul@driveline.co.nz

## Finance example

The following example reflects the Driveline finance option outlined above with the \$16,000 minimum deposit and repayments over four years. The example refers to a new Super Shuttle rig with automatic transmission. Note that this is for the vehicle and trailer only and does not cover the Joining Fee and other start-up costs.

This information is a guide only so please consult Driveline for a specific quote (all figures include GST).

**Example:** Vehicle Only Costs (all figures include GST and are an estimate only)

a. Vehicle & Trailer Total Cost	\$79,440
b. Less minimum deposit	\$16,000
c. Balance for finance over 48 months with a \$15,000 residual	\$63,440

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**Monthly payments** **\$1450**

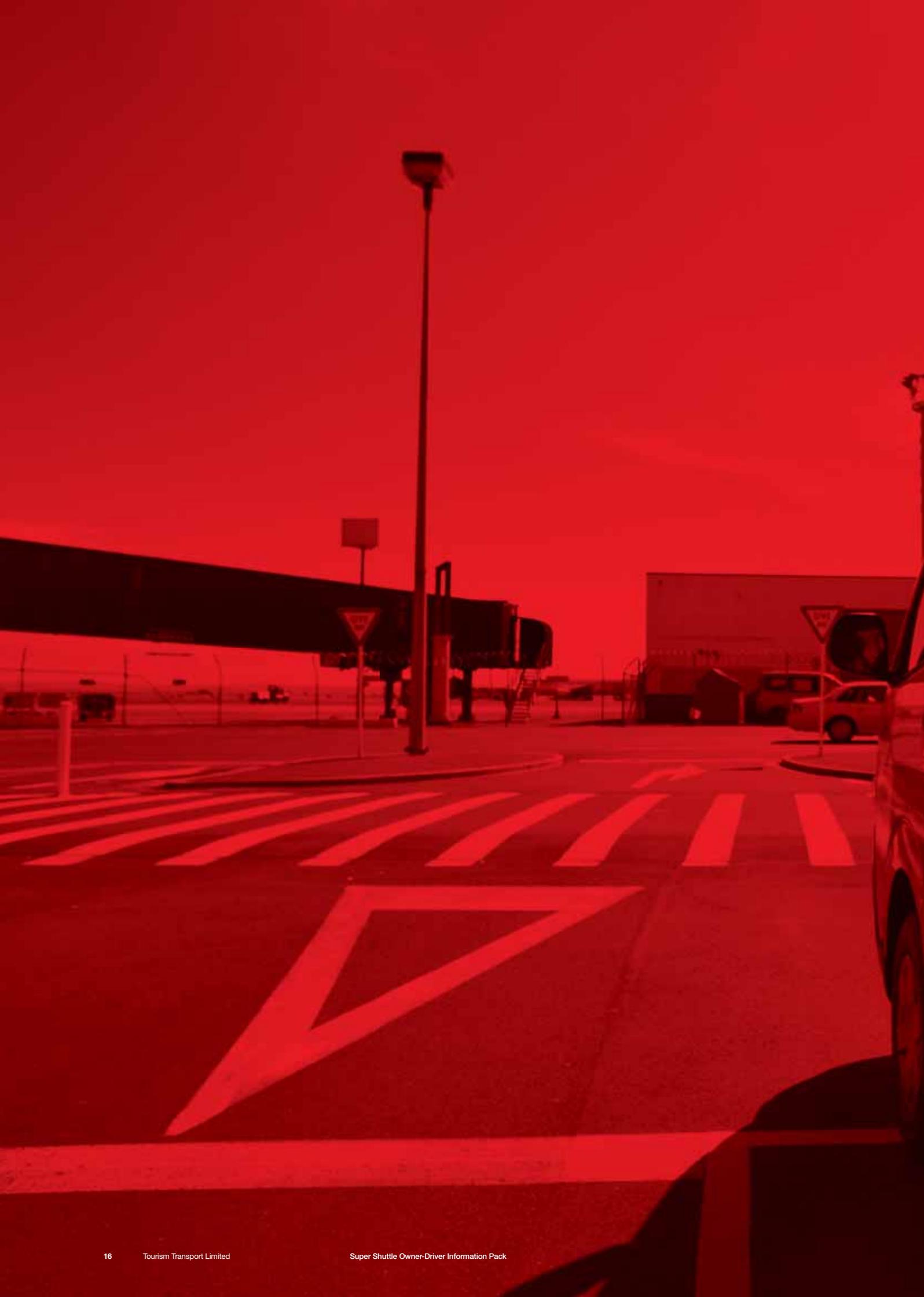
## Business Start Up Costs Summary – All Costs (including GST)

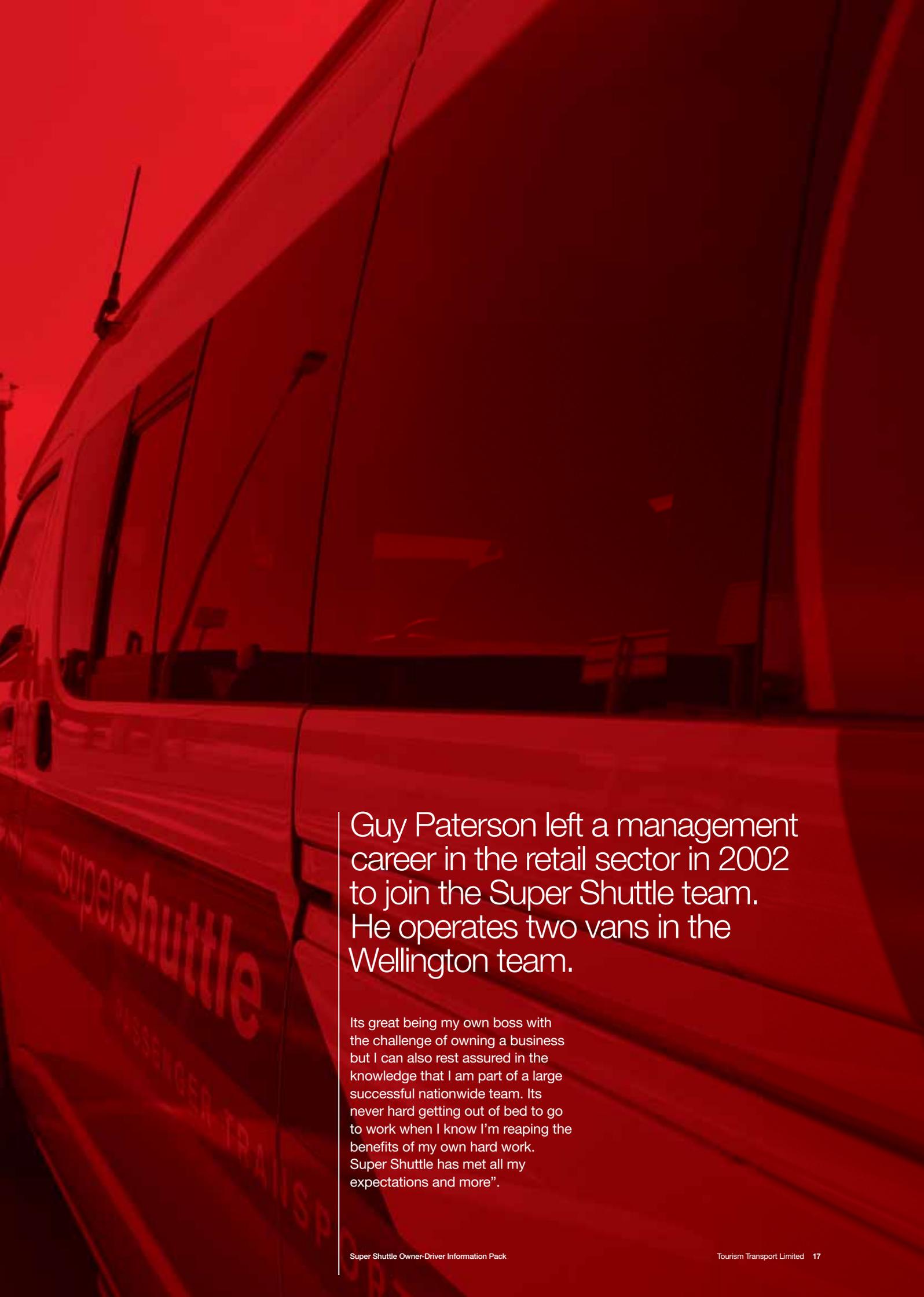
Joining Fee:	\$9,030
Licensing:	\$2,000
Radio Telephone:	\$1,100
Vehicle Plant:	\$79,440

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**TOTAL** **\$91,570**

**Note:** The minimum ingoing deposit for a Super Shuttle business is approximately \$26,450 including GST which consists of the minimum vehicle plant deposit of \$14,350 and the remaining business set up costs of about \$12,100.





Guy Paterson left a management career in the retail sector in 2002 to join the Super Shuttle team. He operates two vans in the Wellington team.

Its great being my own boss with the challenge of owning a business but I can also rest assured in the knowledge that I am part of a large successful nationwide team. Its never hard getting out of bed to go to work when I know I'm reaping the benefits of my own hard work. Super Shuttle has met all my expectations and more".

# Frequently Asked Questions

**Below are a number of common questions raised by prospective Super Shuttle owner-drivers. We hope that the answers will be helpful in the decision making process as you consider the purchase of your own Super Shuttle business.**

## Who is Tourism Transport Limited?

Tourism Transport Limited (TTL) is the private company that owns and operates the Super Shuttle door-to-door airport passenger transport system in New Zealand. It is responsible for the national management, operations, administration, accounting, business development and promotion of the Super Shuttle System. TTL contracts owner-drivers to supply the Super Shuttle service to its customers on the road.

## Who are the key people in the Super Shuttle Head Office?

The company's CEO is Vaughan Underwood and he is supported by executive directors Peter King and Graeme Dobson. Vaughan is assisted in the day-to-day running of the business by Manager, Customer Experience Lili Thompson-Pau, and National Operations Manager, Caroline Rakich. Lili looks after owner-driver liaison and service levels on the road, operating standards and procedures as well as key customer relations particularly in the accommodation sector throughout the country. Caroline is responsible for the performance outcomes in the National Operations Centre providing leadership to the reservations and dispatch team in their routine operational duties. Carol Paton, the company accountant, is responsible for all accounting and financial activities including liaison between the

company and owner-drivers on such matters.

## How will I conduct my business?

You may operate as an individual sole trader, a partnership (e.g. husband and wife team) or a limited liability company. You are an owner-driver under the Super Shuttle System and trade exclusively in this capacity under the common business brand. The benefits of a common trading name are considerable.

## What about GST and how it affects me?

As an enterprise with an annual turnover of more than \$50,000 you must be registered for GST and you will be allocated a GST registration number accordingly. You will file regular returns (normally every two months) with the Inland Revenue Department (IRD) which declares your turnover and output tax collected (15%) as well as your expenses for which you have paid GST to other registered suppliers (your inputs, also 15%). The net difference representing GST collected on behalf of the IRD must be paid to them with the return. In your first return you should receive a refund due to the purchase of your vehicle and business.

## What about paying tax?

Your accountant is the best person to advise you in this area. You will be a provisional taxpayer and liable to make payments of provisional tax to the IRD. Your assessable income and hence your final tax payment will be determined only when your annual accounts are completed, normally by your accountant.

## Do I have an exclusive geographical territory?

No. The Super Shuttle owner-drivers

all work together as a team in one big territory servicing the local population's needs to travel to and from the airport. This is necessary as clearly you cannot be in two places at once! This structure means that there are no good and bad areas and there is no potential for a key customer to relocate outside your territory. All Super Shuttle owner-drivers have an equal opportunity to leverage the full potential of the wider region. Also this arrangement provides flexibility in your work given that you are not tied to servicing a territory on your own.

The contract requires you to have your vehicle sign written according to our company brand, design and marketing specifications. The Super Shuttle brand is very well known and continued promotion of the Super Shuttle System locally, nationally and internationally will provide ever increasing profile and awareness of this already well-known business.

The success of the business system and Super Shuttle brand ensures that all owner-drivers leverage the established goodwill of the business and generate an excellent income from day one.

## Can I sell my van and contract later?

Yes, you can sell your van to a third party approved by the company. Your contract cancels at this point and the new person signs a new contract in their name. The company shall require that the new owner must sign the current form of owner-driver contract and that he/she is a suitable person to act as an owner-driver representing Super Shuttle. The company will interview the prospective purchaser and if approved will sign a conditional sale and purchase agreement for a new business which will be in favour of the retiring owner-driver's van and trailer rig.

The Joining Fee costs are transacted between the company and the purchaser. The price for the vehicle and trailer plant is agreed directly between the seller and the purchaser.

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### **I notice that the term of the contract is three years. What happens at the end of the three year period?**

Virtually all contracts of this type are term orientated. The company will meet with an owner-driver no less than three months prior to his/her contract expiring to discuss renewal and the issuing of a new contract and further term.

Obviously an owner-driver's performance in its first term will be a key factor in the renewal process. The company also reserves the right to inspect the vehicle plant of the owner-driver to ensure that it is up to standard. This of course occurs during the term of the contract anyway.

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### **Do I charge standard rates?**

Yes – Super Shuttle registers all fares with the New Zealand Transport Agency, the local airport company as well as all of its corporate clients and travel agents both in New Zealand and overseas. The Super Shuttle office will also provide quotes for charters and special tasks that fall outside of the normal fare schedules.

The establishment of these prices by the company takes into account market competitiveness and economic factors as well as the owner-driver contract structure to ensure that the net return to an owner-driver provides a sound income and/or return on investment.

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### **If I grow in my operation and wish to buy another vehicle, can I do so?**

Yes you may. Company policy normally dictates a maximum of two

vans per individual if considered suitable. However the company may in its sole discretion consider applications for more than two on a case-by-case basis.

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### **What are the grounds for termination of my contract by the company?**

These terms and conditions are clearly spelled out in the contract. The termination clauses available to the company are reasonable and relate to circumstances where the owner-driver is either insolvent and is not trading or is trading in such a manner that would disadvantage other owner-drivers or bring the good name of the company and the system into disrepute. To have termination provisions in such circumstances is important since it is not reasonable for the main body of owner-drivers to be disadvantaged by one unsatisfactory operator.

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### **Are any finance options available?**

TTL has worked closely with a fleet financing company, Driveline Fleet Limited, to develop a very attractive, flexible and competitive finance package for the vehicle and trailer rig. The finance is generally in the form of a Hire Purchase (HP) contract and can be tailored to your individual needs. Subject to a credit application the minimum deposit for the vehicle and trailer plant is 20% or about \$16,000 including GST and the term would normally be a maximum of four years. With the HP option the full extent of the GST is claimed back at the start. In addition to this deposit you need to fund the Joining Fee and other set-up costs of about \$12,000 including GST so the minimum total deposit you need to buy your business is about \$28,000 including GST.

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### **Do I have to wear a uniform?**

Yes. A driver in a smart uniform and a clean maintained vehicle are key elements of the marketing image of our company. Image and excellent first impressions are vital components of our success. Our uniform ensures that we maximise our profile at all times and that we are always easily identifiable to our customers and industry partners.

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### **To what standard must I maintain my vehicle?**

The vehicle and trailer plant are a key component of our product and competitive advantage. At all times the van and trailer must be kept immaculate inside and out and serviced to the manufacturers standards. Customers appreciate nothing more than a clean smartly presented Super Shuttle. Our brand profile is very recognisable on the road and a good looking vehicle is a great advertisement for our business.

If you have any other questions about Super Shuttle or the business relationship and structure please do not hesitate to ask.

### **Peter King**

Director

**Mobile:** (021) 734 599

**Fax:** (09) 520 0163

**Email:** peter.king@supershuttle.co.nz

# Licensing Requirements for Super Shuttle Owner-drivers

The New Zealand Transport Agency (NZTA) licensing requirements for the small passenger service industry involve a twofold qualification process. To become a Super Shuttle owner-driver you need to gain both a Passenger Service Licence (PSL) and a "P" (for Passenger) Endorsement on your driver's licence. You can expect this process to take about 8 weeks. Contact your local NZTA office for all licensing information and an application pack.

To gain a PSL you need to first obtain a Certificate of Knowledge of Law and Practice (CKLP). This is achieved by sitting an exam (in your local town) and then submitting an application. The exams are administered by Assessment Systems Limited (ASL) based in Lower Hutt - go online to [exams.co.nz](http://exams.co.nz) or contact (04) 913 9812. You can sit the exam in the normal scheduled timeframe or you can pay an additional charge to sit it on-demand thereby reducing the overall time taken to qualify. Any specific questions regarding this examination should be directed to ASL.

The P Endorsement course exam will be completed through an approved driver licensing agency.

Once you have obtained your CKLP and P Endorsement Course certificate, there are two agencies that you will need to deal with to complete the licensing process - the NZTA and New Zealand Automobile Association (AA). Each agency is responsible for specific elements of the licensing process as detailed below. To minimise the time taken to fully qualify it is important that you go through the two licensing requirements concurrently and plan each step to achieve maximum time efficiency. The basic steps that you will need to go through are as follows (please refer to the official information packs for complete details on each step):

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## PSL

1. Enrol for the CKLP exam (you need a CKLP before you can apply for your PSL).
2. Make your application to the NZTA for a PSL (we recommend that you deliver this form in person to NZTA over the counter at your local office so they can check it).
3. PSL issued by NZTA.
4. Register shuttle service and private hire service with NZTA.

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## "P" Endorsement

1. Enrol and complete "P" Endorsement course exam with approved agency.
2. Complete passenger service medical certificate (your doctor will have the necessary forms).
3. Lodge your application with AA.
4. Complete Full Driving Licence Test with the AA (this involves a practical driving test in your own car).
5. "P" endorsement issued on licence and photo ID issued.

Remember the key is to organise your time and the various licensing requirements for maximum efficiency so the time delay in completing all qualifications is kept to a minimum. Read all the official literature, understand the various requirements and steps, plan the completion of each step and organise your time line.

If in doubt ask for assistance from Super Shuttle, ASL, NZTA or AA as applicable.

# Application and Selection Procedure

1. Enquiry received from owner-driver prospect.
  2. Initial information disclosure and request for details and CV from applicant.
  3. Interview and/or detailed information disclosure.
  4. Application received by Super Shuttle and processed.
  5. Successful applicant signs conditional sale and purchase agreement and pays deposit of 50% of Joining Fee. Vehicle and trailer ordered.
  6. Applicant commences licensing process as required.
  7. Induction training seminar completed.
  8. Uniform issued and on-road training commences.
  9. Contract signed and balance of fees paid.
- **You are now an operational Super Shuttle owner-driver !**

**Please turnover, complete and return the application form.**

If you'd like to discuss any queries regarding this Information Pack please contact:

**Peter King**

Director

**Mobile:** (021) 734 599

**Fax:** (09) 520 0163

**Email:** peter.king@supershuttle.co.nz

# Tourism Transport Limited Super Shuttle Owner-driver Application Form

Please complete this application form and return by fax to **(09) 520 0163** or by mail to:

**The Director  
Tourism Transport Limited  
PO Box 10-130, Dominion Road  
Auckland 1446**  
(Please mark your envelope: Private and Confidential)

Applicant's First Name:			Last Name:			Partner's Name:				
Address:										
City:					Email:					
Mobile:			Tel Home:			Tel Business:				
Own Home <input type="radio"/> Yes <input type="radio"/> No	Renting: <input type="radio"/> Yes <input type="radio"/> No	Age:	Date of Birth:			Marital Status:				
Other Languages:										
Special Skills:										
Present Occupation:					Previous Occupation(s):					
Previous Service Industry Experience:										
Qualifications Held:										
Licences Held:			<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> P
Are any members of your family or friends potential owner-drivers?							<input type="radio"/> Yes		<input type="radio"/> No	
Level of Interest:										
Accept <input type="radio"/>			Accept Subject to Finance <input type="radio"/>							
Signature:						Date:				

Do you want to be your own boss and receive strong cashflow from an affordable investment?

Are you ready for independence, variety and the opportunity to meet new people?

Do you want a flexible, low stress and enjoyable working environment? Are you ready for job security?

## Drive ahead today with a Super Shuttle owner-driver contract.



supershuttle

The Super Shuttle System  
of New Zealand

Auckland  
Christchurch  
Dunedin  
Hamilton  
Hawkes Bay  
Kerikeri / Bay  
of Islands

Nelson  
Palmerston North  
Rotorua  
Queenstown  
Wellington

pershuttle

0800-SHUTTLE

