



# GOOD MAINTENANCE AND PEOPLE - KEY TO A SUCCESSFUL BUSINESS

## CUSTOMER PROFILE KANGAROO BUS LINES

According to Darren Webster, General Manager of Kangaroo Bus Lines, good maintenance practices combined with efficient customer service has seen the business grow and succeed in a competitive market place.

Owned and operated by the Webster family, Kangaroo Bus Lines has been serving South East Queensland for more than twenty five years.

Started by Darren's Grandfather Stan Webster the business has grown from a fleet of 6 vehicles to its present fleet of 76 buses and coaches.

"We're a third generation family owned bus and coach operator providing urban services, school services, tour and charter. Vehicles range from 12 seat mini-buses through to 70 seat bus and coaches.

Mr Webster states that the company provides services from Caboolture to Redcliffe seven days a week with 14 buses operating from six o'clock in the morning until nine at night. He says they also carry 4,000 school children daily.

"We run services to Nambour from Caboolture servicing Australia Zoo six days a week," he said.

"On top of that we have tour and charter business where we provide charter and tours."

Mr Webster says that the company is very big into providing camping safari tours to western Queensland. The company also runs educational tours to Canberra and Sydney.

"There is a vast range of activities undertaken in the operation and we have a full time marketing arm which drives that part of the business," Mr Webster stated.

"There is an operational division to coordinate the various services as well as a maintenance division to look after the reliability of the vehicles."

With a staff of 115 Mr Webster believes that their company is one of the few large scale family owned and operated bus and coach operations left in the state.



Darren Webster, General Manager of Kangaroo Bus Lines, with part of their impressive fleet.

"We provide a top end service in terms of quality and value for money for our customers. We pride our reputation on our image and the standard of service that our staff provides to our customers," he said.

"That service level and commitment to our customers extends from our everyday school bus service right through to our 15 day safari tours to western Queensland.

The biggest challenge any business faces today according to Mr Webster is the industry shortage of competent staff.

He said that the company's philosophy of recruiting people who are enthusiastic to work in the industry has proven to be an effective solution to the current labour shortage situation.

"Rather than focus on people with bus experience we have recruited people who are genuinely interested and enthusiastic to work in the industry. This has paid big dividends in terms of having a highly motivated team of people."

"We strive to offer our customers a quality package backed up by the support of our staff in administration and maintenance.

Mr Webster says that maintenance is a key factor in the success of their business.

"Having late model coaches is good but they have to be maintained so that the reliability of the service can be provided."

On the subject of maintenance cost control Mr Webster points to their tyre management program by way of example.

"We've had an excellent run with Bandag

and their retread tyre products over a long period of time.

"The people at Bandag and their local agent, Burpengary Tyre Centre, have given us very good aftermarket support. We get very good mileage out of our Bandag re-caps."

Mr Webster said that the company's policy was to re-cap the tyre twice although if the casing was in good order they may re-cap a third time depending on the vehicle's particular application.

"We use Bandag retread tyres on the drive position of all our buses in the fleet.

"We recently tested a new product for Bandag that was targeted at the bus market. We received exceptional mileage out of the Bandag urban retreaded tyres."

Mr Webster said that the relationship they have with Bandag and Burpengary Tyre Centre is based on good service and a tyre product that offers best value for money.

"Reliability is everything whether its tyres, air-conditioning or any other component.

"The Bandag product gives us very good reliability for our fleet and that's really important to our requirements."

With Kangaroo Bus Lines adding an additional four to five buses every year to service the growing demand in the area, the reliability of the Bandag product and back up support is greatly appreciated by Darren Webster and his team.

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