



- **MEDIA RELEASE**

For Immediate Release

Free Shuttle Van Service and Other Users' Convenience at New Temporary Penang Sentral Bus and Taxi Terminal

Kuala Lumpur Sentral CBD, 23 February 2015 – Penang Sentral Sdn Bhd, (PSSB) wishes to inform that a **free shuttle van service** from the ferry terminal to transport senior citizens, the infirm, children and the handicapped to the new temporary bus station and vice versa, had been started a week ago and more users are familiarising themselves with the service provided by PSSB's contractor Semasa Services Sdn Bhd (SSRV).

The **free shuttle van service** that is provided from **6am to 12 midnight in 15 minutes interval**, picks up ferry passengers when they exit the ferry ramp and send them direct to the terminal and vice versa. This service is getting more popular with the users judging by the response and increasing trips of the 18-passenger capacity van. The 'priority' groups of the elderly, the infirm, children and users with physical disabilities have every opportunity to benefit from the shuttle van service at no cost to them.

The free shuttle van service is among the conveniences provided by SSRV as the management contractor of the new temporary bus and taxi terminal, which include **free porter services for luggage-carrying ferry users**, especially for assistance to use the staircases leading to the new temporary terminal.

The free porter service and installation of full sets of new and more **user-friendly hand rails at the staircases** are complimentary conveniences provided by PSSB, although the staircase is not under its jurisdiction for the Penang Sentral Transport Hub Terminal project.

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The **free porter service** and other assistance to the terminal users are also **supported by 20 voluntary RELA members and 20 Auxiliary Police personnel**. Another **20 security guards** are also placed around along the linkways and the new temporary bus terminal to assist the users and **ensure the safety of the area**.

In fact, these and other **complimentary conveniences** are being **provided at locations along the linkways and staircases that are not within PSSB's jurisdiction**.

These include **electric buggies** that have been made available for use along the linkways and priority is always given to the groups of users as mentioned. **Wheel chairs** are also readied to provide some relief to the elderly for the 5-minute walk from the ferry terminal to the staircase of the elevated pedestrian crossing walkway and vice versa.

To further enhance users' convenience PSSB also provide **paramedics and ambulance services on-call 24/7**, and on standby during festive seasons to ensure any medical attention needed could be immediately provided.

PSSB would like reassure users that other improvements are being rolled out in planned phases at this new temporary terminal in the months to come.

The move to the new temporary terminal was made in order to replace the ageing previous temporary terminal, which is now being cleared for dismantling and site preparation work in anticipation of more intensive construction work for the permanent integrated Penang Sentral Transport Hub Terminal, to be built on this same site. We are now focused on the main objective of getting this permanent transport hub ready on time as scheduled by 2017.

The improved features of the new temporary bus station include:

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- 1) Improved visibility and **clarity of new signage**;
- 2) **A new and improved air-conditioned ticketing hall** with better facilities that include full amenities for users' comfort and convenience, compared to the old terminal that was not air-conditioned with very basic facilities;
- 3) A total of **33 indoor ticketing counters** and new toilets, for better service compared to the old open air terminal;
- 4) A total of **28 bays for buses**, compared to 26 bays in the old terminal;
- 5) A total of **47 bays for taxis**, compared to 40 bays in the old terminal;

PSSB wishes to reassure users of the new temporary bus and taxi terminal that any inconvenience currently experienced is short term until all the improvement phases are completed in the months to come. We regret that the public has to endure these inconveniences. Rest assured PSSB would speed up improvements in the planned phases at this new temporary terminal.

PSSB also will take into consideration all feedbacks and encourages users to be patient and to look at the longer term benefit anticipated with the completion of the permanent integrated Penang Sentral Transport Hub Terminal, which is expected to be ready by 2017. **Public enquiries to call 04-3902303 (9.00am to 6.00pm weekdays) or email to wan.shakizar@penangsentral.com or zamri@penangsentral.com**

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About Penang Sentral

Penang Sentral is an urban development with mixed components built around the largest integrated transportation hub in Malaysia's northern region. This mixed development, is poised to transform Butterworth into a modern metropolis and will house retail, commercial and residential components. Penang Sentral Sendirian Berhad is a wholly owned subsidiary of Malaysian Resources Corporation Berhad (MRCB), which was specially established to design, construct and manage the Penang Sentral project.

About MRCB

Malaysian Resources Corporation Berhad is a leading urban property and infrastructure developer in the country. The Group specialises in civil, environmental and energy infrastructure development including beach rehabilitation projects, road works, road concessions, educational colleges, hospitals, power plants, and is the nation's biggest developer of high-voltage transmission networks.

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