

## **1. Public Transport**

### **1.1 The quarter in review**

July	<p>Wellington Rail Package 2011 signed on 5 July 2011</p> <p>Three Matangi two-car trains delivered and four trains made available for service</p>
August	<p>Three Matangi two-car trains delivered and three trains made available for service</p> <p>Rail safety week launched, supported by Greater Wellington</p> <p>Matangi successfully launched on the Kapiti line by the Prime Minister</p> <p>Hearings on the Regional Public Transport Plan held</p> <p>First “totem” Real Time Information display unit installed in Manners Street</p>
September	<p>Two Matangi two-car trains delivered and two trains made available for service</p> <p>Rugby World Cup public transport services provided successfully</p> <p>Funding for the Ganz Mavag refurbishment approved by NZTA</p> <p>Contractual arrangements for Kapiti and Porirua review service changes finalised</p> <p>Upgrade of Taita station subway lighting completed</p> <p>Issue 18 of Metlink News distributed</p> <p>2011 fare increase negotiations with operators completed and contracts signed</p> <p>Real Time Information launched on the Airport Flyer</p>

## **1.2 Key results**

### **1.2.1 Outputs for the quarter**

- 275,000 bus, rail and ferry services funded by Greater Wellington
- 9.48 million passenger trips across all public transport modes
- 60,862 Total Mobility trips
- 140,669 calls taken by Metlink information line
- 550,232 visits to the Metlink website
- 95,054 visits to the Metlink mobile website
- 7 public transport news releases.

### **1.2.2 Financial**

- Year-to-date expenditure on operations \$22.9 million compared to the budget of \$23.1 million
- Capital expenditure and improvements projects \$28.5 million compared to the budget of \$46.3 million, primarily because of changes to the timing of payments for the new Matangi trains.

### **1.2.3 Management**

- Wellington Rail Package 2011 signed with KiwiRail resulting in the transfer of \$104 million of rolling stock, station and depot assets to Greater Wellington Rail Limited for \$1 together with licences for car parks
- Corporate planning and financial requirements met
- The Manager, Procurement presented a paper on the key elements of the proposed Public Transport Operating Model at the bi-annual Thredbo international conference series on competition and ownership in land passenger transport in Durban, South Africa. The paper was well received by both academics and the land transport industry. A number of matters were raised at the conference and will be considered when developing the new contracts for PTOM.

## 1.3 Looking ahead

### 1.3.1 Improvements

#### (a) Rail

- More Matangi trains available for service
- Commencement of Ganz Mavag refurbishment programme
- Commencement of work on Naenae, Kenepuru and Tawa stations
- Development of asset management plans for rail infrastructure and rolling stock
- Finalising rail package related lease and licence agreements
- Development of KiwiRail Network Management Plan
- Review and update of Regional Rail Plan
- Future rail reporting including the Annual Rail Report

#### (b) Other

- Anticipated Cabinet approval of the Public Transport Operating Model allowing further work to commence on the necessary contractual and Regional Public Transport Plan changes
- Real time information rolled out in Hutt Valley, north Wellington, Porirua and Kapiti together with on-street displays in these areas and Wellington city
- Consultation on proposed changes to the Wellington bus network arising from the Wellington service review
- Further consultation and implementation of the Otaki and Wairarapa service reviews
- Review of fare structures to commence
- Regional Public Transport Plan approved by Council
- 2011/12 Christmas timetables

## 1.4 Public transport operations

### 1.4.1 Services and patronage

#### (a) Contracted services

The contracted services funded by Greater Wellington through the quarter have remained at a similar level to the last reported quarter, almost 275,000 services, comprising:

- 233,250 bus services
- 28,500 rail services
- 2,000 ferry services

#### (b) Punctuality

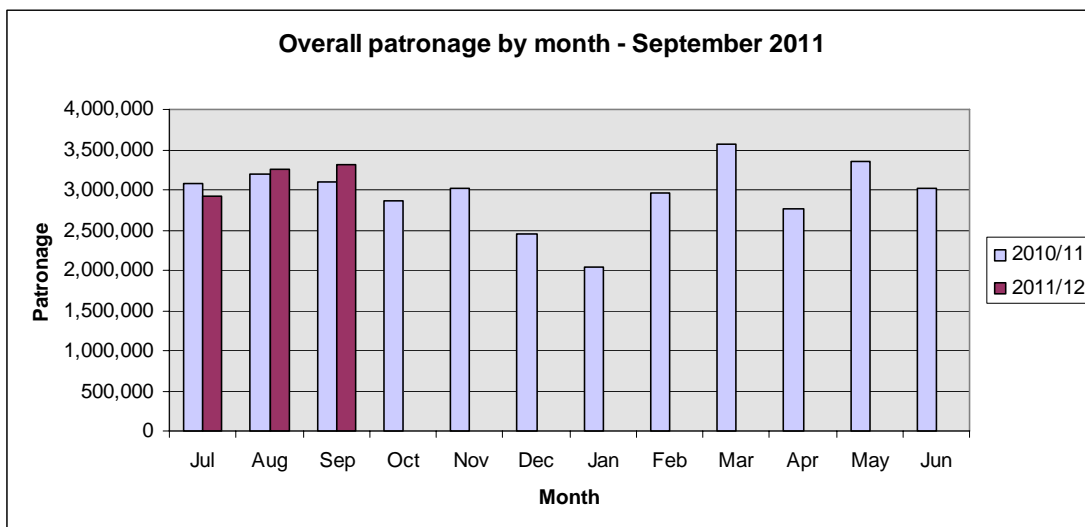
In the year-to-date 99.8% of bus services ran on time compared to 99.8% for the last full year. A bus service is defined as being “on time” when it runs within 10 minutes of scheduled time at departure and destination.

In the year-to-date 86.9% of train services ran on time compared to 83.8% for the last full year. A train service is defined as being “on time” when it departs from or arrives at Wellington Railway Station within three minutes of its scheduled time.

#### (c) Overall patronage

This graph shows patronage by month for 2011/12 compared to the previous year across all public transport modes (Bus, Rail and Ferry).

Patronage for the quarter of 9,482,363 is 1.29% higher than the corresponding patronage for the same quarter in the previous year. Patronage in September 2011 is 6.33% up on September 2010 which may be attributable to increased demand during the Rugby World Cup 2011.

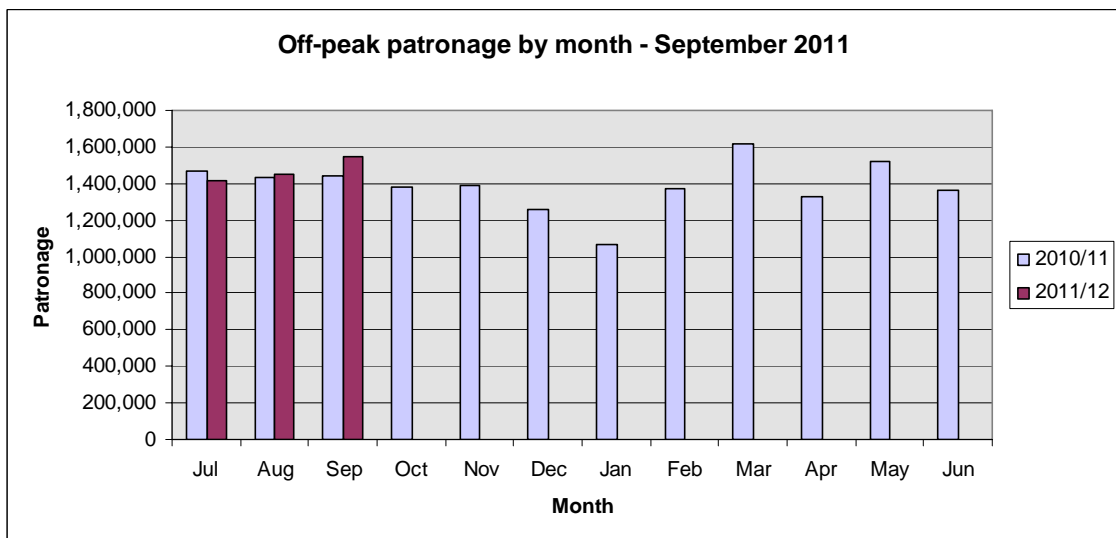
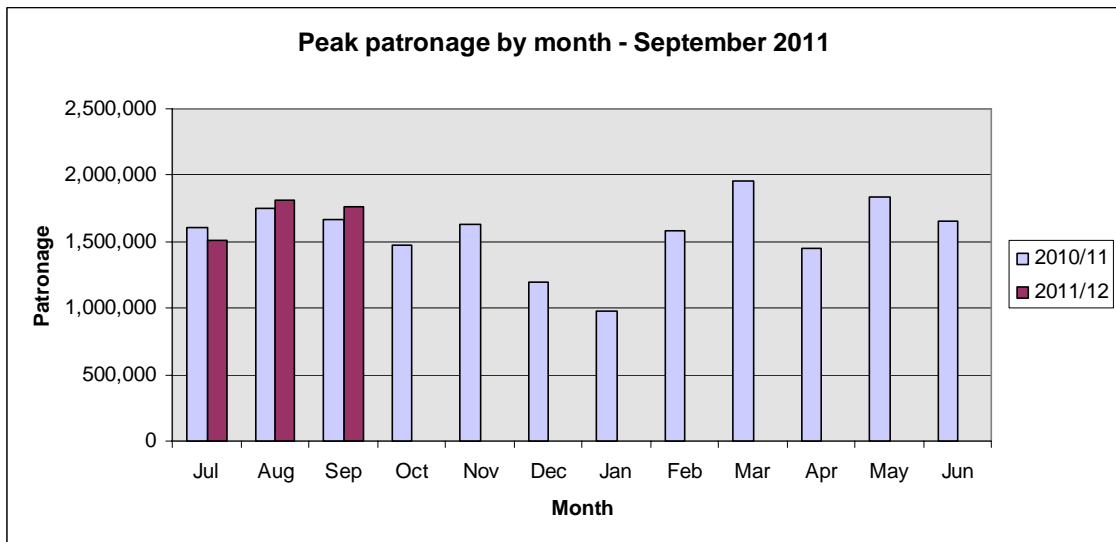


(d) Peak vs off-peak patronage

There were 5.07 million peak passenger trips in the quarter, a 1.11% increase on the same quarter in the previous year, but less than the 2.28% growth required to meet Wellington Regional Land Transport Strategy (RLTS) targets. The RLTS has an annual target of 23 million peak passenger trips by 2020.

There were 4.41 million off-peak passenger trips in the quarter, an increase of 1.50% on the same quarter in the previous year, but well short of the 3.67% growth required to meet RLTS targets. The RLTS has an annual target of 23 million off-peak passenger trips by 2020.

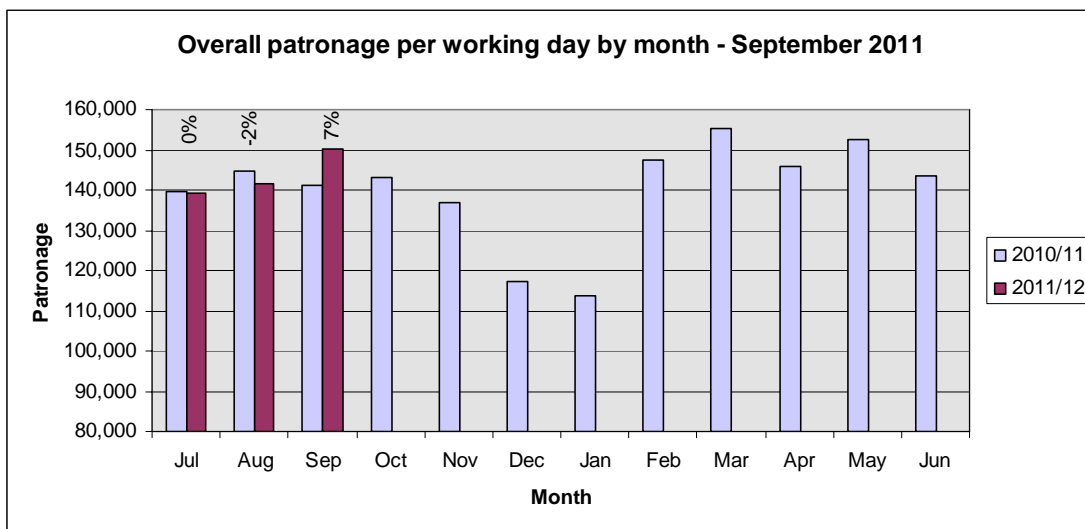
The following graphs show the changes in peak and off-peak patronage by month for 2011/12 compared to the previous year.



Off-peak patronage in September 2011 is 6.9% up on September 2010 which may be attributable to increased demand during the Rugby World Cup 2011.

(e) Overall patronage per working day by month (bus, rail and ferry)

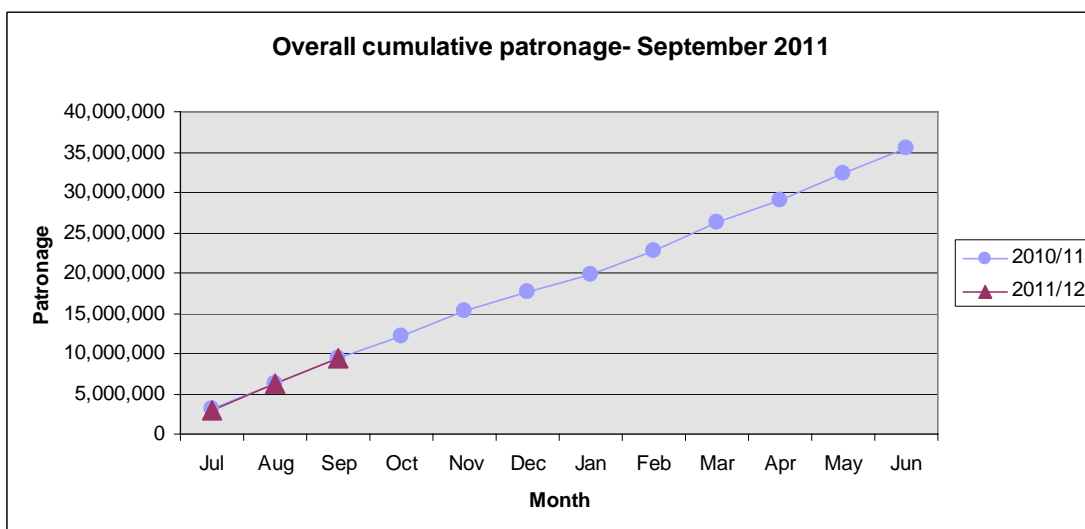
This graph shows patronage per working day by month for 2010/11 compared to 2011/12. Patronage per working day remained similar to that of the same quarter last year with the exception of September which showed a 6.3% increase. Again, the increase in September may be attributable to increased demand during the Rugby World Cup 2011.



(f) Overall cumulative patronage 2011/12 vs 2010/11 (bus, rail and ferry)

The graph shows the cumulative year-to-date patronage for 2011/12 compared to 2010/11 across all public transport modes.

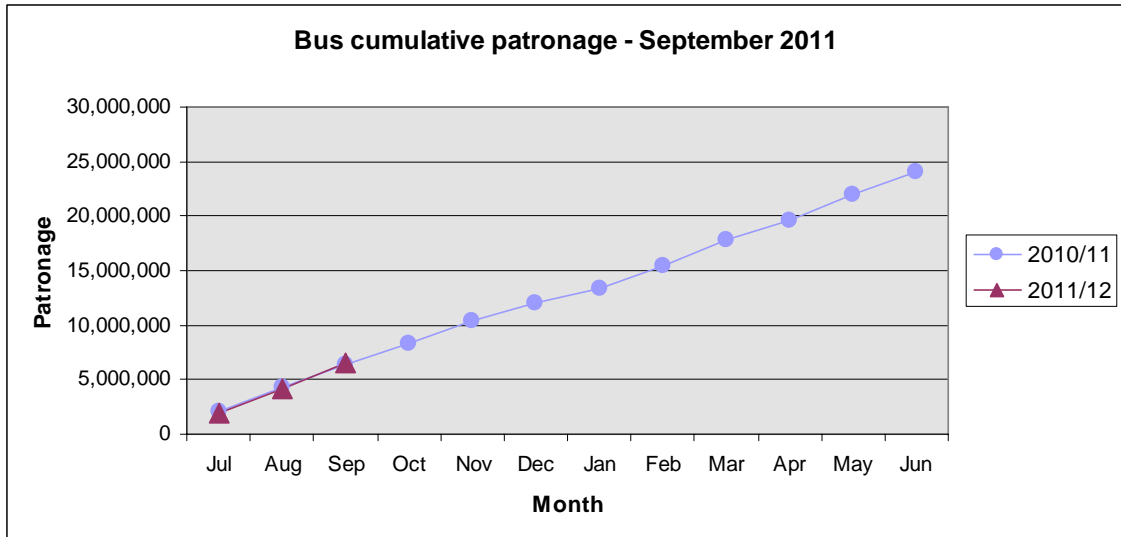
Overall year-to-date patronage in 2011/12 is 9,482,363, very similar to 2010/11.



(g) Bus patronage

This graph shows the cumulative year-to-date patronage for 2011/12 compared to 2010/11 for bus services.

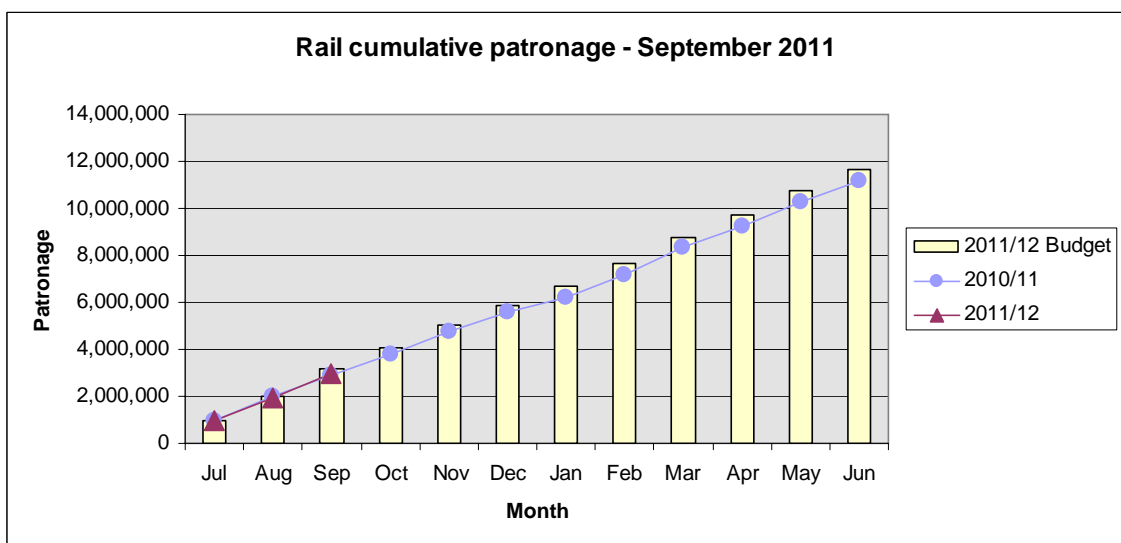
Year-to-date bus patronage of 6,490,835 in 2011/12 is similar to 2010/11 levels.



(h) Rail patronage

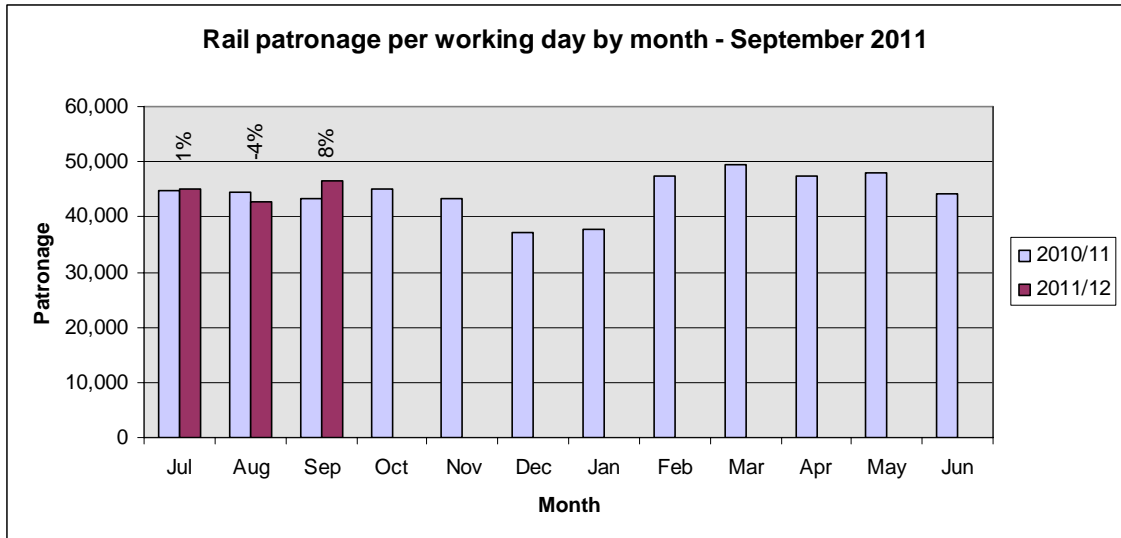
This graph shows the cumulative year-to-date patronage for 2011/12 compared to 2010/11 and compared to budget for rail services.

Rail patronage is slightly up on 2010/11 numbers but slightly down on the 2011/12 budget. Changes to patronage on rail directly affect the amount of subsidy Greater Wellington pays to KiwiRail.



(i) Rail patronage per working day by month

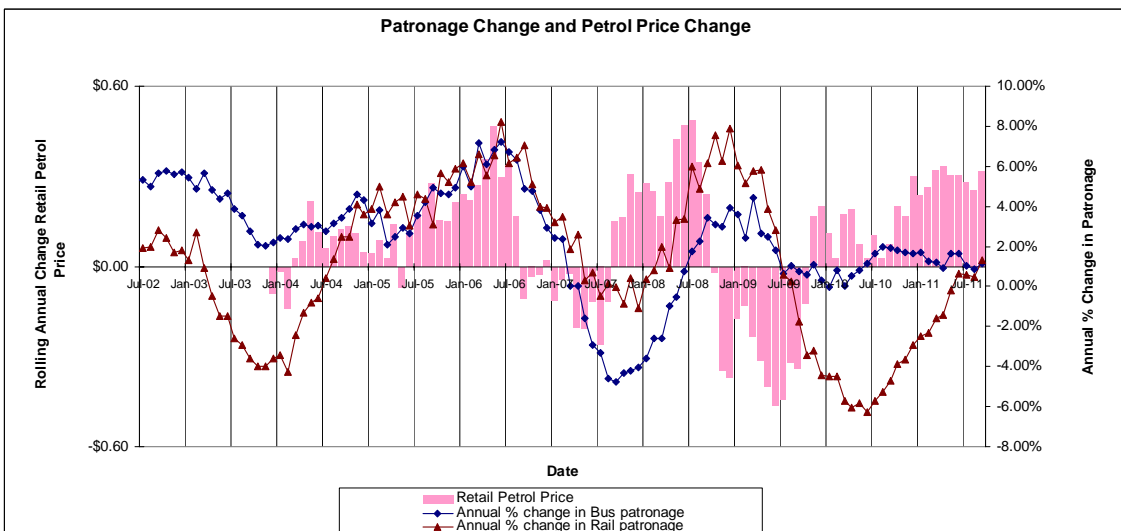
This graph shows rail patronage per working day by month for 2011/12 compared to 2010/11. The graph shows rail patronage per working day has varied across each month in the quarter and overall increased 1.37% on the same period last year.



(j) Patronage change compared to petrol price change

The following graph shows the annual percentage change in bus patronage (blue line) and rail patronage (red line) compared to the annual change in petrol price.

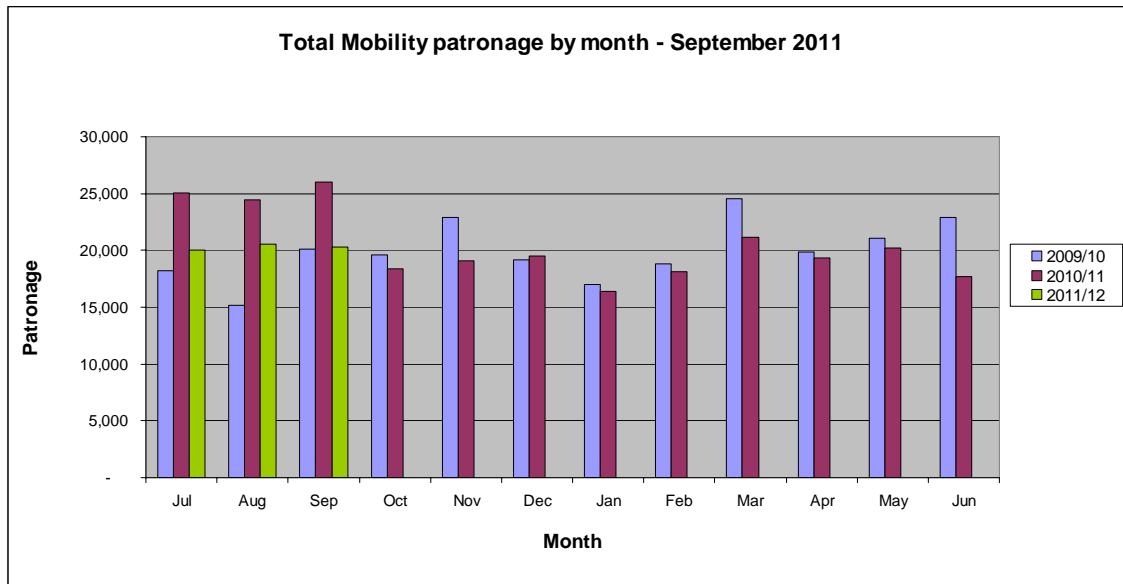
A strong correlation between the change in rail patronage and the change in petrol prices is evident from July 2010.





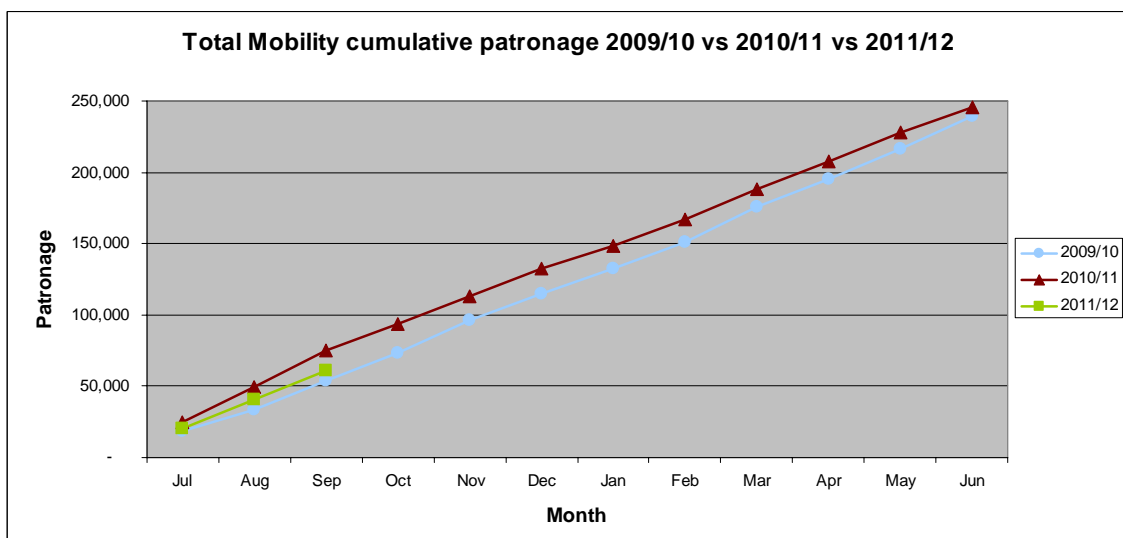
(k) Total Mobility Scheme usage

There were 60,862 total mobility trips for the quarter to September 2011, a 19% decrease on the 75,486 transactions from same quarter the previous year. The previous year's numbers are likely to have been overstated because, as well as the system generated transactions, they incorporated unprocessed vouchers from the old paper based system.



(l) Total Mobility cumulative patronage by month

This graph shows the cumulative year-to-date patronage for 2011/12 compared to 2010/11 for Total Mobility. Year-to-date patronage in 2011/12 is tracking just below the 2010/11 levels.



## 1.4.2 Bus services

### (a) Public Transport Operating Model

The Public Transport Operating Model (PTOM) is a new way of contracting bus and ferry passenger services with an objective of achieving increased patronage with less reliance on government subsidies

It is hoped that Cabinet will shortly approve the introduction of a new policy and operating framework for the delivery of urban bus and ferry services, including changes to the current legislative settings.

Following Cabinet approval of PTOM and completion of a new bus network plan for Wellington City, work will begin to implement the new model across the Wellington region. This will include defining the region into units, updating the Regional Public Transport Plan, transition planning, and development of new contracts.

### (b) Porirua services

A review of Porirua school bus services was undertaken once patronage on the new public services was able to be established. As a consequence, afternoon school bus services from Bishop Viard and Mana Colleges to Titahi Bay have been cancelled, as there is sufficient equivalent public service to meet this demand. Consultation has occurred with Aotea College and Brandon Intermediate in respect to the deletion of further school bus routes, which if suitably agreed with Mana Coach Services Limited, will occur later this school year.

The Porirua East Community Transport (Bus) Service was introduced at the time of the 20 February Porirua changes but unfortunately has not been performing to expectation. The community was informed that unless there was a significant improvement in patronage the service would cease. Following that advice a number of methods were used to further promote the service including direct contact with community organisations (by Porirua City Council), letters to community leaders and churches, radio advertising, and a two week period of 'free' fares during school holidays. Unfortunately patronage has not increased and therefore the service is to be terminated effective 28 October 2011.

### (c) Trolley bus services

A high level of diesel replacements for trolley bus services will continue to occur over the year because of ongoing overhead network renewals. Work has been limited to outer suburbs during the period of the Rugby World Cup.

Both the Karori Traffic Tunnel and the Hataitai Bus Tunnel are due for major works shortly, and may require additional diesel bus replacements for an extended period.

### 1.4.3 Rail services

#### (a) New Matangi trains

Matangi trains are running regular services on both the Hutt and Kapiti lines in 2-4-6 and, for some services before or after Rugby World Cup matches, occasionally 8 car formations.

Matangi trains have been introduced to the Hutt and Kapiti Lines ahead of the Johnsonville Line due to the current greater need for reliability and the higher number of people affected by poor reliability on those lines. Relative to the Hutt and Kapiti Lines the Johnsonville Line has higher reliability and less patronage. The good news for Johnsonville Line commuters is that when they do start enjoying Matangi trains, early 2012, they will be the only line that has Matangi trains 100% of the time, unlike the other lines that will always have a mix of Ganz Mavags and Matangi.

#### (b) Reliability and capacity constraints

With the introduction of more Matangi trains the capacity constraints are easing. With the suspension of major works on the network over the Rugby World Cup a notable improvement in reliability and punctuality has been reflected in Tranz Metro performance data, and detected by some commuters and local media.

#### (c) Rugby World Cup (RWC)

To date Tranz Metro's performance during the RWC matches at the Wellington Regional Stadium has been good. Issues that have arisen have been resolved without attracting any negative attention.

#### (d) Track access negotiations

GW and Auckland Transport (AT) continue to negotiate a Track Access Agreement and Common Access Terms with KiwiRail Network (KRN). GW has an interim agreement with KRN until July 2012, as a result of the Rail Package negotiations, however AT's access status is more fluid. AT and KRN are currently discussing how to progress. Ultimately all parties require a detailed long term (at least 70 years) arrangement that gives certainty of access rights, network services, asset management and funding.

### 1.4.4 Total Mobility Scheme

#### (a) Supported user scheme

The Total Mobility Scheme consists of independent and supported clients (supported clients are those clients unable to manage their own travel). Greater Wellington officers have been reviewing how the supported user scheme is being used and whether or not a change in administration is appropriate. The aim is firstly to ensure equitable access for clients, and to then explore the potential for change from paper vouchers to smartcard based transactions for supported users (independent users have been using smartcards for approximately 12 months now). The current Total Mobility Electronic System (TMES) has all the necessary functionality to allow this.

Officers are investigating the potential impacts of possible changes on client's use of the Scheme. This investigation involves discussions with all member organisations. A trial of the use of smartcards for supported clients will shortly commence with one member organisation.

Officers intend to use the findings of this review to inform the development of a detailed policy in respect to access to and administration of the Total Mobility scheme. The purpose of the policy is to ensure clarity and consistency, including consistency with New Zealand Transport Agency (NZTA) guidelines. Underpinning any policy will be the understanding that primarily, the Total Mobility scheme is there for clients first and foremost.

(b) Total Mobility Electronic System

The TMES continues to operate well. A number of system updates since the launch date have occurred providing enhancements to back office usability and reporting services.

An update to enhance error messaging and transaction process functionality of in-taxi terminals, which had been planned for the end of April 2011, has been further delayed due to issues with one of the systems supplier's sub-contractors. Our supplier is working hard to progress matters as this impacts on final acceptance of the system and transition into a warranty period.

## **1.5 Maintain infrastructure and invest in new infrastructure and systems**

### **1.5.1 Rail rolling stock**

(a) Matangi trains

At the end of September 2011 21 two-car Matangi trains are in Wellington and 16 have been tested, commissioned and are available for service.

The issue with the auxiliary power units (APU) which took the units out of service for one day in May has been rectified by the manufacturer's installation and retrofit of a higher rated internal APU component. All units have now been retrofitted without any further service disruption.

There are now more Matangi trains (manufactured 2010-12) in Wellington than English Electrics (manufactured 1949~53).



(b) Ganz Mavag refurbishment

In June 2011, Greater Wellington approved in-principle the full refurbishment subject to:

- a satisfactory report on the Prototype's performance in passenger service
- agreement on any revisions to the production scope –based on any learning from the Prototype
- a final cost benefit analysis based on the projected/contracted cost of the production refurbishment.

Some scope adjustments, generally to improve reliability, have been agreed. NZTAs funding contribution is agreed subject to a peer review of the final cost benefit analysis. GW is currently awaiting satisfactory cost projections and importantly a first draft of the Prototype Performance Report from KiwiRail.

(c) Kapiti stations

Work continues as officers work with KiwiRail and the contractor in order to try to control the water leaks at Paraparaumu Subway caused by the water table and membrane issues. Some adjustments to water drainage and wall linings have been completed to effect control with the situation being monitored. The wall tiling work is expected to be completed by the end of October 2011.

(d) Station priority

Officers presented the proposed station priority summary for councillors at a workshop on 8 September 2011. The presentation covered immediate works that are required to stations and station buildings. Opportunities for increased car parking were also presented at the workshop. Following the workshop officers have now taken action to begin works at Naenae, Kenepuru and Tawa stations.

(e) Taita subway

Greater Wellington has recently improved the lighting in the Taita station subway. To compliment the \$10,000 lighting upgrade Hutt City Council has commissioned a mural for the subway by local artist Dan Mills to celebrate the vibrant local community.



Before lighting upgrade



After lighting upgrade

(f) Park and ride

The maintenance programme for 2011/12 is currently being compiled for the beginning of the roading season. Officers will be reviewing the programme of works to check that that the existing space is being used in the most efficient manner and that a high standard of surface condition is maintained. Initial indications are that we have experienced a high level of failures due to the amount of rain during the winter period.

(g) Cycle Facilities

Since Greater Wellington took over the administration and maintenance of cycle lockers at train stations a number of lockers have now been repaired and have been re introduced back into service. Lockers at Upper Hutt are currently being serviced and will be offered for hire very soon. There are currently waiting lists for lockers at Wellington, Porirua and Melling, but none of the lockers at Plimmerton are being utilised and there some free lockers still available at Waterloo.

1.5.2 Other infrastructure

(a) Bus shelters and bus stops

Six Metlink prototype bus shelters are nearing the end of their six month trial. Early indications are positive in terms of customer satisfaction. Further work is being conducted on an improved solution to weather protection from the shelters' perforated panels.

Officers aim to tender the manufacture and installation of the Metlink shelters later this year.



Metlink Prototype Bus Shelter

(b) Trolley bus overhead wires

Wellington Cable Car Limited (WCCL) is currently working with Aecom to develop a new asset Management Plan. This Plan will be used to guide budget requirements for the new Long Term Plan.

1.5.3 Real Time Information System(RTI)

(a) Street display installations

Sixty-four of the planned 190 street display signs had been installed by the end of the quarter, and are successfully providing live RTI in the Wellington urban area. The civil and electrical works for a number of sites in the Hutt Valley and the northern suburbs were also completed, ready for the installation of the display unit when the relevant bus services become live with RTI.

The street display installation programme was designed to accommodate the embargo on street works in the Wellington CBD associated with the Rugby World Cup by continuing with installations in the suburbs and outside the Wellington urban area for the duration.

The first 'totem' RTI display unit for Wellington CBD was installed in Manners Street on 30 August, and some early wilful damage to it was quickly repaired.

The approved locations of a further fourteen RTI totem displays programmed for installation on the Golden Mile have been incorporated in an extensive review of pedestrian safety being carried out by Wellington City Council. This review follows recent pedestrian incidents in the CBD and the publication of the Post Construction Safety Audit on the Golden Mile Restoration Project. The review is not expected to report until early 2012, and is likely to alter the requirements for at least some of the approved totem locations. The specific implications and the timescale for further totem installations are therefore uncertain at this stage.

(b) Operator roll-out

RTI for Airport Flyer bus services was launched at the end of the quarter, and a number of operational data issues have been resolved in preparation for RTI to be launched on the rest of the Valley Flyer services. These include (for example) data duplications or inaccuracies, the resolution of which enable RTI to perform at its optimum level as well as leading to more accurate performance management and reporting benefits for the operator and for Greater Wellington.

The fitting of RTI equipment to Mana Newlands buses and the preparation of the operational data required for RTI have both begun. As with Valley Flyer, the operation of RTI for Mana Newlands will be proven in a test environment before it is made public. Buses based at Newlands depot will be released first, enabling them to immediately utilise RTI display signs already installed in the Wellington urban area.



Discussion continues with KiwiRail on the train equipment and journey matching options for RTI. Work is in progress on the detailed requirements of the schedule of display sign installations on railway platforms, which will be progressed following the street display installation programme. In advance of a real time data feed for rail departures, a total of 60 display signs of two different types will be capable of providing scheduled rail information and up-to-date network disruption messages to passengers at stations.

(c) RTI usage and performance

RTI has been rapidly adopted by Metlink customers, who are making extensive use of the Metlink website and particularly its mobile counterpart. It is too early to accurately determine the trend of usage and how it impacts (for instance) calls to the Metlink customer service centre, or use of the txtBUS service.

Some minor issues with the expanding deployment of the system and with the RTI feed to the Metlink website were addressed. These contribute positively to the resilience and reliability of the system, both for operators and Metlink customers. They also assist the planning and deployment of further phases of the implementation programme.



## **1.6 Planning public transport services**

### **1.6.1 Service reviews**

Three substantive service reviews are currently underway: the Wellington City bus review; the Otaki public transport service review; and the Wairarapa public transport service review.

#### **(a) Wellington**

Following planning workshops in mid-June that identified a draft network concept, further work was done to develop this in more detail during July and August.

A series of workshops were held with key stakeholders during the week beginning September 5<sup>th</sup> to provide an update on progress and seek feedback on the concept, which is based around the creation of an all-day network focused on a network of core high-frequency routes. Participants included Greater Wellington and Wellington City councillors, public transport interest groups, a Greater Wellington staff group, a Wellington City Council staff group, Mana Coach Service's management and NZ Bus management.

Much of the proposed draft network has now been developed, including a substantial part of the core, secondary and peak networks south of Johnsonville. The remaining elements include defining service frequency, undertaking detailed modelling and the consultant report will follow in October, with some targeted public consultation to commence in November.

#### **(b) Otaki**

The first Reference Group meeting was held in Otaki on 26 July. The reference group endorsed consultation with the community on two weekday and weekend bus service options. These bus services options have been developed in response to the 117 responses received during the initial community consultation and do not increase the cost of operating the service. Consultation on these options will occur in Oct/Nov 2011 which will enable service changes to be implemented early in 2012.

#### **(c) Wairarapa**

The draft Wairarapa review terms of reference were approved by the Economic Wellbeing Committee in March, and subsequently endorsed by Wairarapa district councils and the operators. A reference group was formed and met for the first time in May. Initial public consultation commenced in early June and ran until early July. The results of the train survey and submissions are now available. A summary of the train survey responses will be distributed to train passengers shortly. The reference group met again in late September to consider the results of the train survey and the submissions. Some options for improving the services are being developed and costed, and some reductions in poorly performing services are also being considered. The possible changes arising from the survey and submissions will be the subject of targeted consultation. The review is on track to be completed by the end of the year.

(d) Other reviews

A relatively minor review of Wainuiomata bus services is also planned as well as a post implementation review of the new rail timetable that was introduced in February.

1.6.2 Fares

The 2011 fare increase will take place on 1 November 2011. Agreements have been reached with operators and contracts signed.

1.6.3 Fare Policy Review

Work will commence on this project at the beginning of October 2011.

1.6.4 Rugby World Cup 2011

At the time of writing, four RWC matches have been played in Wellington. Bus and train services have operated well, with some additional bus services being provided to ensure movement of people as quickly as possible. Feedback has been positive, with signage improved following the first match.

Planning for quarter final weekend and the 'Courtenay Live' street closures has been reviewed, and now includes provision for extra 'After Midnight' buses on the Sunday night / Monday morning. Planning also includes contingencies should the extent of the street closures be expanded or extended. Expansion of street closures without notice has occurred in the past, usually where Police identify a safety risk. The risk to public transport in this event is that planned diversion routes and bus stops may no longer be workable – therefore alternative routes and stops have been identified. However, it must be noted that should a change be required at short notice, there will be some unavoidable disruption to services and information.

1.6.5 Regional Public Transport Plan

The Plan seeks to deliver an effective and efficient integrated public transport network and provides the policy framework for public transport over the next ten years. It also describes the services that are proposed to be provided in the region.

The Plan was developed in consultation with statutory and non-statutory stakeholders including public transport operators, local councils, residents' associations and public transport advocates. A public transport operator representative was also appointed to the steering committee.

As a part of the formal public consultation process hearings and deliberations took place on 15, 16 and 23 August 2011. On 20 September 2011 the Economic Wellbeing Committee Hearing Subcommittee was provided with a draft of the amended Proposed Plan. The Subcommittee agreed to endorse the amended Proposed Plan subject to a number of alterations being made.

The Proposed Plan was taken to the Economic Wellbeing Committee on 13 October and will go to full Council on 1 November.

A number of related activities are still underway or about to commence, including the Wellington City bus review, development of PTOM and the Wellington PT Spine Study as well as significant changes in rail ownership and funding that have an affect on the Plan. Thus the Plan will be reviewed following adoption of the Long Term Plan in June 2012 and will incorporate any changes at that time.

#### 1.6.6 Integrated ticketing

Greater Wellington continues to participate actively in the emerging national approach to integrated ticketing, led by NZ Transport Agency (NZTA) and involving regions and industry participants. This approach will provide the basis for regional development of integrated ticketing schemes, through a standards-based process enabling cost-effective re-use of the central system infrastructure procured for the Auckland Integrated Fares System (AIFS). Regional input is concerned largely with maintaining development options and contestability as widely as possible.

AIFS progress continues to be highly relevant to the development of Greater Wellington's integrated ticketing project, and is being closely monitored. Specific input from AIFS and NZTA advisors is being sought on the practical implications of the regional extensibility approach for the development of Greater Wellington's integrated ticketing project.

#### 1.6.7 Christmas timetables

Christmas timetables have been developed for this year. Service planning has taken into account a major block-of-line on the rail network which will see rail services replaced by buses for an extended period over Christmas/New Year.

### 1.7 Marketing and information management

#### 1.7.1 Metlink News

Issue 18 of Metlink News was distributed at the Wellington Station in September 2011 with a larger print run (12,000) because issue 17 proved very popular with commuters who remain interested in the changes that are happening on the network and the progress on the Matangi trains.

#### 1.7.2 Printed timetables

A total of 154,900 timetables were printed and distributed in the first quarter of this financial year.

#### 1.7.3 Metlink website

The Metlink website continues to experience strong growth with 550,232 visits this quarter, a 31.6% increase from the same time last year and an 11% increase from the previous quarter.

The proportion of unique visitors also continues to grow up 23.4% from last quarter to 208,053 demonstrating the site is both attracting new users and encouraging increased usage amongst existing users.

Direct traffic accounts for roughly 30% of the hits, traffic from search engines accounts for 58% of the hits and traffic from referring sites (e.g. operators' websites) accounts for 12% of the hits.

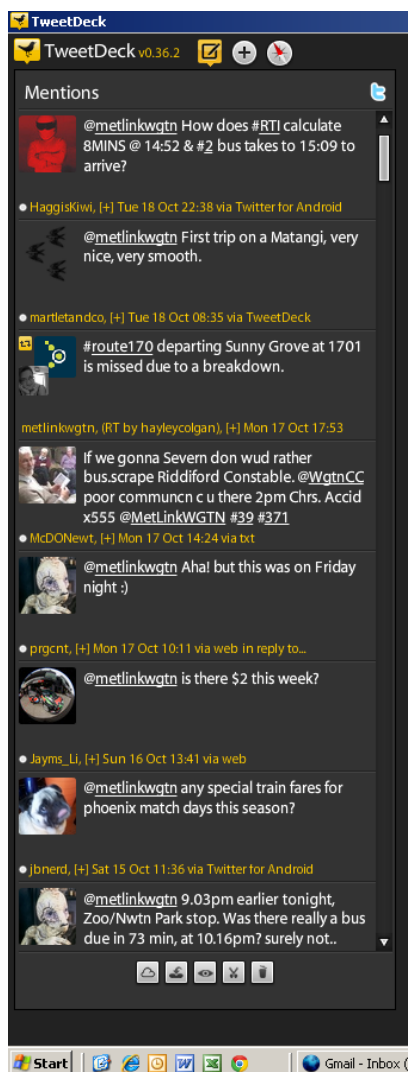
#### 1.7.4 Mobile application website

The number of visits to the mobile website continues to increase dramatically and now accounts for 20% of total web traffic (based on total page views). There were 95,054 visits for the quarter, a 510% increase on the same period in the previous year and 48% increase on the previous quarter.

It is expected that as the number of services tracked by the realtime system increases along with the awareness of the mobile site, visitor numbers will continue to experience significant growth.

#### 1.7.5 Twitter

Metlink now has almost 1800 followers on Twitter, up from 940 at the end of the last quarter. Twitter provides a quick and easy method of communicating with commuters. A large number of messages we send are re-tweeted so they reach large numbers of people who do not actively follow our conversations. Twitter and Google docs proved extremely useful in keeping users informed of transport delays and disruptions during the extreme weather conditions in August.



### 1.7.6 txtBUS and txtTRN

TxtBus usage remained static for the quarter with 8500 messages received, roughly the same number of messages as both the previous quarter and the same quarter last year.

TxtTRAIN usage was up 6.7% on the same quarter last year with 2515 messages received. However, this figure is 1% down on usage for the previous quarter (Q4 2010/11).

Real time information is yet to be integrated into the txt messaging service, however, it is expected that this will follow once all applicable bus services are tracked within the system.

### 1.7.7 Metlink information line

There were 140,669 calls to the Metlink information line during the first quarter, a decrease of 4.4% from the same quarter last year. Of these calls 94.6% were answered and customers provided with the necessary travel information.

Major disruptions for this period were extreme weather conditions on the 15<sup>th</sup>, 16<sup>th</sup> and 17<sup>th</sup> of August which resulted in higher than average calls to the MSC. All bus services were suspended for the evening of the 15<sup>th</sup> and many services were diverted or cancelled over the following few days for safety reasons. Over this period, the MSC experienced a 400% growth in calls.

The Rugby World Cup (RWC) increased call volumes as Wellington experienced a swelling number of visitors to the capital. The MSC remained open until midnight for all games played at Wellington Regional Stadium. There were no major issues with many calls geared towards obtaining information about how to get to and from the stadium.

#### 1.7.8 Promotional events

Successful promotional events held during the quarter were:

- The signing of the Wellington Rail Package 2011 on 5 July 2011
- Matangi successfully launched on the Kapiti line on 23 August by the Prime Minister, John Key with a train ride from Paraparaumu to Waikanae

### 1.8 Financial Summary for the Public Transport Group Operating result overview

#### 1.8.1 Year-to-date operating result

The net operating deficit from operations for the Public Transport Group for the three months ended 30 September 2011 was \$0.2 million compared to the budgeted deficit of \$0.3 million.

Total expenditure on operations was \$22.9 million compared to the budget of \$23.1 million. The most significant variances are:

- Rail operations expenditure was \$0.4 million above budget. This was primarily in rail rolling stock maintenance (driven by unexpected failure of wheelsets) but offset slightly by delays in rail infrastructure asset maintenance.
- Diesel bus operating contract expenditure was \$0.3 million below budget primarily because of reduced inflation payments to bus operators compared to budget.
- Administration expenditure was \$0.3 million below budget – this reflects the timing of expenditure. Increased expenditure is forecast on the new rail operating model (asset condition assessment and asset management plan).

Total revenue from operations was \$22.7 million, just slightly less than the budget of \$22.8 million.

If operating costs and revenues associated with capex are also included, then the overall operating deficit is \$1.3 million compared to the budgeted deficit of \$2.5 million.

### 1.8.2 Forecast full year operating result

The full year forecast net operating deficit from operations is \$1.7 million compared to the budgeted deficit of \$1.8 million.

Total expenditure on operations is forecast to be \$93.8 million compared to the budget of \$93.6 million. The main drivers of this change in the forecast are:

- Rail operations expenditure is forecast to be \$37.3 million which is \$1.0 million above budget. This forecast includes higher projected costs for rolling stock maintenance and insurance (primarily insurance).
- Diesel bus operating contract expenditure is forecast to be \$28.3 million which is \$0.7 million below budget. The forecast assumes that oil prices and the NZ/US exchange rate stay at current levels and that the 1 November fare increase provides the budgeted level of savings.

Revenue from operations is forecast to be \$92.2 million compared to budgeted revenue of \$91.8 million. Grants and subsidy revenue is forecast to be \$0.4 million above budget because of the overall forecast increase in expenditure and an increase in the total mobility financial assistance rate to 60%.

When capital and improvement projects are taken into account, the overall forecast operating position becomes a deficit of \$48.0 million compared to the budgeted deficit of \$48.8 million.

## 1.9 Capital expenditure and improvement projects overview

### 1.9.1 Year-to-date result

Year-to-date improvement projects and capital expenditure is \$28.5 million compared to the budget of \$46.3 million. The year-to-date numbers show reduced expenditure on rail infrastructure upgrades, rail package station / carpark upgrades, the new Matangi trains, trolley bus infrastructure renewals and the real time information project.

### 1.9.2 Forecast full year result

The full year capital and improvement expenditure forecast is \$171.7 million compared to the budget of \$174.4 million. We are forecasting savings on rail infrastructure upgrades and the real time information project offset by increased expenditure on the new Matangi trains.

Capital expenditure and improvement project expenditure is funded by a mix of NZTA and Ministry of Transport grants and internal loan funding. Consequently, delay or deferral of these projects has only a relatively minor effect on the overall funding position of the group.



## 1.10 Funding overview

The year-to-date funding surplus above budget (represented by decreased transfer from reserves) is \$0.6 million. The forecast full year funding surplus above budget is \$1.1 million.

## 1.11 Group financial statements

The financial performance of the group for the three months ended 30 September 2011 is shown on the following table.

In the Public Transport group grants to other organisations for capital works are treated as operating expenditure. This has the effect of distorting both grants and subsidies expenditure and government grants and subsidies revenue. The table in section 2.5 separates the income statement into ongoing operations and capital expenditure and may provide better information to the reader.

Last Year YTD Actual \$000	YTD Actual \$000	YTD Budget \$000	YTD Variance \$000	Public Transport Division Income Statement 3 months ending 30 September 2011	Last Year FY Actual \$000	Full Year Forecast \$000	Full Year Budget \$000	Full Year Variance \$000
9,999	11,244	11,244	-	Rates & Levies	39,994	44,974	44,974	-
40,499	37,892	53,759	(15,867)	Government Grants & Subsidies	159,908	172,453	174,315	(1,862)
128	139	139	-	External Revenue	722	253	312	(59)
39	49	42	7	Investment Revenue	(1,082)	167	167	-
35	30	30	-	Internal Revenue	134	120	120	-
<b>50,700</b>	<b>49,354</b>	<b>65,214</b>	<b>(15,860)</b>	<b>TOTAL INCOME</b>	<b>199,676</b>	<b>217,967</b>	<b>219,888</b>	<b>(1,921)</b>
				less:				
847	809	956	147	Personnel Costs	3,365	3,555	3,770	215
459	590	642	52	Materials,Supplies & Services	2,374	2,942	3,102	160
43	15	49	34	Travel & Transport Costs	130	62	121	59
1,030	209	284	75	Contractor & Consultants	3,687	1,717	1,486	(231)
49,316	47,239	63,540	16,301	Grants and Subsidies Expenditure	194,405	249,815	251,376	1,561
674	687	701	14	Internal Charges	2,697	2,771	2,771	-
<b>52,369</b>	<b>49,549</b>	<b>66,172</b>	<b>16,623</b>	<b>Total Direct Expenditure</b>	<b>206,658</b>	<b>260,862</b>	<b>262,626</b>	<b>1,764</b>
335	596	1,035	439	Financial Costs	1,624	3,151	4,140	989
-	-	-	-	Bad Debts	-	-	-	-
305	324	324	-	Corporate & Department Overheads	1,220	1,297	1,297	-
155	169	157	(12)	Depreciation	620	629	629	-
6	-	-	-	Loss(Gain) on Sale of Assets / Investments	-	(4)	(4)	-
<b>53,170</b>	<b>50,638</b>	<b>67,688</b>	<b>17,050</b>	<b>TOTAL EXPENDITURE</b>	<b>210,122</b>	<b>265,935</b>	<b>268,688</b>	<b>2,753</b>
<b>(2,470)</b>	<b>(1,284)</b>	<b>(2,474)</b>	<b>1,190</b>	<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>(10,446)</b>	<b>(47,968)</b>	<b>(48,800)</b>	<b>832</b>
155	169	157	12	Add Back Depreciation	620	629	629	-
6	-	-	-	Other Non Cash	1,238	(4)	(4)	-
(231)	(1,475)	(2,884)	1,409	Net Asset Acquisitions	(3,335)	(3,386)	(3,990)	604
-	-	-	-	Net External Investment Movements	-	-	-	-
<b>(2,540)</b>	<b>(2,590)</b>	<b>(5,201)</b>	<b>2,611</b>	<b>NET FUNDING BEFORE DEBT &amp; RESERVE MOVEMENTS</b>	<b>(11,923)</b>	<b>(50,729)</b>	<b>(52,165)</b>	<b>1,436</b>
3,549	3,360	5,673	(2,313)	Debt Additions / (decrease)	14,744	54,258	54,589	(331)
(585)	(776)	(1,090)	314	Debt Repaid	(3,086)	(4,360)	(4,360)	-
(424)	6	618	612	Net Reserves (Increase) / decrease	265	831	1,936	1,105
-	-	-	-	<b>NET FUNDING SURPLUS (DEFICIT)</b>	-	-	-	-

Last Year YTD Actual \$000	YTD Actual \$000	YTD Budget \$000	YTD Variance \$000	Public Transport Division Capital Expenditure Statement 3 months ending 30 September 2011	Last Year FY Actual \$000	Full Year Forecast \$000	Full Year Budget \$000	Full Year Variance \$000
-	-	-	-	Total Asset Acquisitions	38	32	32	-
231	1,475	2,884	1,409	Capital Project Expenditure	3,308	3,363	3,967	604
-	-	-	-	Asset Disposal Cash Proceeds	(11)	(10)	(10)	-
<b>231</b>	<b>1,475</b>	<b>2,884</b>	<b>1,409</b>	<b>Net Capital Expenditure</b>	<b>3,335</b>	<b>3,385</b>	<b>3,989</b>	<b>604</b>
-	-	-	-	Investments Additions	-	-	-	-
<b>231</b>	<b>1,475</b>	<b>2,884</b>	<b>1,409</b>	<b>Net Capital and Investment Expenditure</b>	<b>3,335</b>	<b>3,385</b>	<b>3,989</b>	<b>604</b>

## 1.12 Detailed operating result

Detailed actual and forecast operating results for the group are included in the following table and explanations:

### Public Transport Group Financial Performance by Programme for the Period Ended 30 September 2011

	Year To Date				Full Year			
	Actual \$000	Budget \$000	Variance \$000	Variance %	Forecast \$000	Budget \$000	Variance \$000	Variance %
<b>Revenue from Operations</b>								
Rates Revenue	9,413	9,412	1 F	0%	37,651	37,651	0 F	0%
Grants & Subsidies	11,661	11,790	129 U	-1%	48,596	48,157	439 F	1%
Grants & Subsidies - SuperGold Card	1,376	1,348	28 F	2%	5,390	5,390	0 F	0%
External Revenue	139	139	0 F	0%	253	312	59 U	-19%
Investment & Other Revenue	49	42	7 F	17%	167	167	0 F	0%
Internal Revenue	30	30	0 F	0%	120	120	0 F	0%
<b>Total Revenue from Operations</b>	<b>22,668</b>	<b>22,761</b>	<b>93 U</b>	<b>0%</b>	<b>92,177</b>	<b>91,797</b>	<b>380 F</b>	<b>0%</b>
<b>Expenditure on Operations</b>								
Rail Operations	9,525	9,088	437 U	-5%	37,314	36,352	962 U	-3%
Diesel Bus Operating Contracts	6,873	7,143	270 F	4%	28,346	29,027	681 F	2%
Trolley Bus Operations	1,748	1,790	42 F	2%	7,164	7,158	6 U	0%
Ferry Operating Contract	73	73	0 F	0%	288	295	7 F	2%
SuperGold Card	1,391	1,348	43 U	-3%	5,390	5,390	0 F	0%
Bus Shelters & Signage Maintenance	242	268	26 F	10%	1,072	1,072	0 F	0%
Total Mobility Scheme	560	556	4 U	-1%	2,272	2,272	0 F	0%
Design and Development Projects	56	94	38 F	40%	591	591	0 F	0%
Marketing & Communications	52	61	9 F	15%	283	319	36 F	11%
Systems & Information	155	206	51 F	25%	1,355	1,433	78 F	5%
Admin	2,176	2,458	285 F	12%	9,760	9,662	99 U	-1%
<b>Total Expenditure on Operations</b>	<b>22,851</b>	<b>23,085</b>	<b>234 F</b>	<b>1%</b>	<b>93,835</b>	<b>93,571</b>	<b>264 U</b>	<b>0%</b>
<b>Net Operating Surplus/(Deficit) from Operations</b>	<b>-183</b>	<b>-324</b>	<b>141 F</b>		<b>-1,658</b>	<b>-1,774</b>	<b>116 F</b>	
<b>Revenue associated with Capex</b>								
Rates Revenue	1,830	1,831	1 F	0%	7,323	7,323	0 F	0%
Grants & Subsidies	24,855	40,623	15,768 U	-39%	118,468	120,767	2,299 U	-2%
External Revenue	0	0	0 F	0%	0	0	0 F	0%
<b>Total Revenue associated with Capex</b>	<b>26,685</b>	<b>42,454</b>	<b>15,769 U</b>	<b>-37%</b>	<b>125,791</b>	<b>128,090</b>	<b>2,299 U</b>	<b>-2%</b>
<b>Expenditure associated with Capex</b>								
Improvement Project Expenditure	27,019	43,412	16,393 F	38%	168,324	170,351	2,027 F	1%
Non-Cash Items (Depreciation)	169	157	12 U	-8%	625	625	0 F	0%
Financial Costs	598	1,035	437 F	42%	3,152	4,140	988 F	24%
<b>Total Expenditure associated with Capex</b>	<b>27,786</b>	<b>44,604</b>	<b>16,818 F</b>	<b>38%</b>	<b>172,101</b>	<b>175,116</b>	<b>3,015 F</b>	<b>2%</b>
<b>Net Revenue &amp; Expenditure Associated with Capex</b>	<b>-1,101</b>	<b>-2,150</b>	<b>1,049 F</b>	<b>49%</b>	<b>-46,310</b>	<b>-47,026</b>	<b>716 F</b>	<b>2%</b>
<b>Net Operating Surplus/(Deficit)</b>	<b>-1,284</b>	<b>-2,474</b>	<b>1,190 F</b>		<b>-47,968</b>	<b>-48,800</b>	<b>832 F</b>	

### 1.12.1 Revenue

Total revenue from operations was \$22.7 million which was \$0.1 million below budget. Grants and subsidies revenue was \$0.1 million below budget which reflects the reduction in operational expenditure in the year-to-date

Revenue from operations is forecast to be \$92.2 million which is \$0.4 million above budget. Grants and subsidy revenue is forecast to be \$0.4 million above budget because of

the overall forecast increase in expenditure and an increase in the total mobility financial assistance rate to 60%.

## 1.12.2 Expenditure

### (a) Rail operations

The following table provides a more detailed breakdown of rail operations expenditure:

#### Public Transport Group

#### Rail Operations for the Period Ended 30 September 2011

	Year To Date				Full Year			
	Actual \$000	Budget \$000	Variance \$000	Variance %	Forecast \$000	Budget \$000	Variance \$000	Variance %
Rail Contract	2,422	2,421	1 U	0%	9,685	9,685	0 F	0%
Rail Network - Access Charges	2,352	2,403	51 F	2%	9,596	9,613	17 F	0%
Rail Network - Renewals	1,579	1,567	12 U	-1%	6,270	6,270	0 F	0%
Rolling Stock Maintenance	2,627	2,105	522 U	-25%	8,626	8,423	203 U	-2%
Rail Insurance	402	310	92 U	-30%	2,014	1,238	776 U	-63%
Rail Infrastructure Maintenance	143	282	139 F	49%	1,123	1,123	0 F	0%
<b>Rail Operations Expenditure</b>	<b>9,525</b>	<b>9,088</b>	<b>437 U</b>	<b>-5%</b>	<b>37,314</b>	<b>36,352</b>	<b>962 U</b>	<b>-3%</b>

Expenditure on rail operations was \$9.5 million which is \$0.4 million above budget. The main drivers for the increase are:

- Rolling stock maintenance expenditure was \$0.5 million above budget because of increased EMU depot maintenance costs (primarily unexpected wheelset maintenance). Forecast expenditure is \$8.6 million which is \$0.2 million above budget.
- Rail insurance expenditure was \$0.1 million above budget. At the time that the budget was set there was incomplete information on the value of assets being transferred from KiwiRail and the likely insurance premium on them. Forecast expenditure is \$2.0 million which is \$0.8 million above budget.

Overall forecast expenditure on rail operations is \$37.3 million or \$1.0 million above budget.

### (b) Diesel bus operating contracts

Diesel bus operating contract expenditure was \$6.9 million which is \$0.3 million below budget primarily because of reduced inflation payments to bus operators compared to budget.

Diesel bus operating contract expenditure is forecast to be \$28.3 million which is \$0.7 million below budget. The forecast assumes that oil prices and the NZ/US exchange rate stay at current levels and that the 1 November fare increase provides the budgeted level of savings.

(c) Administration

Administration expenditure was \$2.2 million which is \$0.3 million below budget reflecting changes to the timing of expenditure.

Administration expenditure is forecast to be \$9.8 million which is \$0.1 million above budget. Increased expenditure is forecast on the new rail operating model (asset condition assessment and asset management plan).

(d) Financial costs

Financial costs were \$0.6 million or \$0.4 million below budget because of delays to improvement projects and capital expenditure.

The full year forecast expenditure is \$3.2 million which is \$1.0 million below budget.

### 1.13 Detailed capital expenditure and improvement projects

Detailed actual capital expenditure and improvement projects are included in the following table and explanations:

Improvement project expenditure is expenditure on assets that Greater Wellington does not, and will not, own. These projects include:

- Improvements to KiwiRail owned infrastructure (platforms, tunnels, track and signals)
- Investment in rail rolling stock. Legally Greater Wellington cannot have a direct ownership interest in these assets. They are owned by 100% subsidiary, Greater Wellington Rail Ltd (GWRL)
- Trolley bus infrastructure renewals (replacement of poles and overhead wires for the trolley buses).

Capital projects are projects that improve (or create) assets where the asset will be owned by Greater Wellington. These assets include real time information and signage, station buildings, car parks and bus shelters.

**Public Transport Group  
Improvement Projects and Capital Expenditure for the Period Ended 30 September 2011**

	Year To Date				Full Year			
	Actual \$000	Budget \$000	Variance \$000	Variance %	Forecast \$000	Budget \$000	Variance \$000	Variance %
<b>Improvement Projects (Opex)</b>								
Rail Infrastructure Upgrades	-908	206	1,114 F	541%	-34	4,837	4,871 F	101%
Rail Rolling Stock Heavy Maintenance	839	694	145 U	-21%	2,774	2,774	0 F	0%
ROM Station / Carpark upgrades	0	625	625 F	100%	2,500	2,500	0 F	0%
New Matangi Trains	26,800	40,971	14,171 F	35%	147,709	144,892	2,817 U	-2%
Ganz Mavag Prototype	9	72	63 F	88%	99	72	27 U	-38%
Ganz Mavag Refurbishment	0	0	0 F	0%	11,900	11,900	0 F	0%
Trolley Bus Infrastructure Renewals	279	844	565 F	67%	3,376	3,376	0 F	0%
<b>Improvement Project Expenditure</b>	<b>27,019</b>	<b>43,412</b>	<b>16,393 F</b>	<b>38%</b>	<b>168,324</b>	<b>170,351</b>	<b>2,027 F</b>	<b>1%</b>
<b>Capital Projects</b>								
Real Time Information	1,458	2,812	1,354 F	48%	2,811	3,415	604 F	18%
Bus Shelter Upgrades	17	0	17 U	0%	250	250	0 F	0%
Total Mobility Systems Devt	0	72	72 F	100%	72	72	0 F	0%
Other Capex	0	0	0 F	0%	230	230	0 F	0%
<b>Capital Expenditure</b>	<b>1,475</b>	<b>2,884</b>	<b>1,409 F</b>	<b>49%</b>	<b>3,363</b>	<b>3,967</b>	<b>604 F</b>	<b>15%</b>
Total Asset Acquisition	0	0	0 F	0%	32	32	0 F	0%
<b>Asset Additions</b>	<b>0</b>	<b>0</b>	<b>0 F</b>	<b>0%</b>	<b>32</b>	<b>32</b>	<b>0 F</b>	<b>0%</b>
<b>Improvement Projects and Capital Expenditure</b>	<b>28,494</b>	<b>46,296</b>	<b>17,802 F</b>	<b>38%</b>	<b>171,719</b>	<b>174,350</b>	<b>2,631 F</b>	<b>2%</b>

1.13.1 Rail infrastructure upgrades (opex)

These projects include:

- Station platform upgrades for the whole network
- Stabling of the new Matangi trains
- MacKay's to Waikanae double tracking and electrification work.

Rail infrastructure upgrade expenditure showed a credit of \$0.9 million compared to the year-to-date budget of \$0.2 million. The year-to-date credit represents an overcharging by KiwiRail Networks at 30 June 2011.

These projects were substantially completed by 30 June 2011 with some residual expenditure and retentions falling into this year. The full year forecast shows a savings of \$4.9 million.

1.13.2 Rail rolling stock heavy maintenance

This programme is the essential heavy maintenance on passenger rail rolling stock owned by Greater Wellington Rail Limited. The work is carried out by KiwiRail working to an agreed programme.

Heavy maintenance expenditure was \$0.8 million compared to the year to date budget of \$0.7 million reflecting changes to the timing of expenditure. The full year forecast expenditure of \$2.7 million is the same as budget.

### 1.13.3 Station / carpark renewals

This programme is for the renewal of stations and car parks on the rail network.

An assessment of the condition of the stations and car parks has been made and it is intended that work commences on the Naenae, Tawa and Kenepuru stations. The full year forecast expenditure of \$2.5 million is the same as budget.

### 1.13.4 New Matangi trains

This project is for the purchase of 48 new two-car Matangi trains for the passenger rail network.

Actual expenditure was \$26.8 million compared to the budget of \$41.0 million and reflects some changes to the timing of payments. The full year forecast is \$147.7 million compared to the budget of \$144.9 million. Increased forecast expenditure this year is because of a reduction in expenditure in the last financial year.

### 1.13.5 Trolley bus infrastructure renewals

This is the capital maintenance programme for the trolley bus overhead network and is managed by Wellington Cable Car Limited (WCCL).

Year-to-date expenditure was \$0.3 million compared to the budget of \$0.8 million. Less work has been done to minimise disruption during the Rugby World Cup.

The full year forecast expenditure of \$3.4 million is the same as budget.

### 1.13.6 Real time information (capex)

This project is for a system to provide live information indicating the arrival of the next bus or train. Access to this information is through on-street displays and the internet.

Year-to-date expenditure was \$1.5 million compared to the budget of \$2.8 million. While good progress has been made on the project there have been some delays to the full roll-out of the project.

The full year expenditure is forecast to be \$2.8 million compared to the budget of \$3.4 million reflecting the delays to the project.

## 1.14 Detailed funding and reserves

### 1.14.1 Funding position

The year-to-date funding surplus above budget (represented by a decreased transfer from reserves) is \$0.6 million. The forecast full year funding surplus above budget is \$1.1 million.

#### Public Transport Group Funding for the Period Ended 30 September 2011

	Year To Date				Full Year			
	Actual \$000	Budget \$000	Variance \$000	Variance %	Forecast \$000	Budget \$000	Variance \$000	Variance %
Net Operating Surplus/(Deficit)	-1,284	-2,474	1,190 F		-47,968	-48,800	832 F	
<b>Add back</b>								
Non-Cash items	169	157	12 F		625	625	0 F	
<b>Funds from Operations</b>	<b>-1,115</b>	<b>-2,317</b>	<b>1,202 F</b>		<b>-47,343</b>	<b>-48,175</b>	<b>832 F</b>	
<b>Less</b>								
Capital Expenditure	1,475	2,884	1,409 F	49%	3,363	3,967	604 F	15%
Asset Additions	0	0	0 F	0%	32	32	0 F	0%
Asset Disposal Cash Proceeds	0	0	0 F		-10	-10	0 F	
<b>Surplus/(Deficit) before Debt &amp; Reserve Movements</b>	<b>-2,590</b>	<b>-5,201</b>	<b>2,611 F</b>		<b>-50,728</b>	<b>-52,164</b>	<b>1,436 F</b>	
Internal Debt Additions	3,360	5,673	2,313 U		54,258	54,589	331 U	
Internal Debt Repayments	-776	-1,090	314 F		-4,360	-4,360	0 F	
Decrease / -Increase in Reserves	6	618	612 U		830	1,935	1,104 U	
<b>Net Funding Surplus/(Deficit)</b>	<b>0</b>	<b>0</b>	<b>0 F</b>		<b>0</b>	<b>0</b>	<b>0 F</b>	

### 1.14.2 Reserves

Movements in Public Transport reserves and future planned transfers from this reserve are detailed in the following table:

#### Public Transport Group Transport Reserves as at 30 September 2011

	Year to Date			Full Year		
	Actual \$000	Budget \$000	Variance \$000	Forecast \$000	Budget \$000	Variance \$000
Opening balance	5,047	4,449	598 F	5,047	4,449	598 F
Transfers to reserves	0	0	0 F	0	0	0 F
Transfers to reserves - interest	49	42	7 F	167	167	0 F
Transfers from reserves	-54	-663	609 F	-999	-2,103	1,104 F
<b>Closing Balance</b>	<b>5,042</b>	<b>3,828</b>	<b>1,214 F</b>	<b>4,215</b>	<b>2,513</b>	<b>1,702 F</b>

#### Represented by:

	Actual \$000	Forecast \$000
Rebudget - Wellington review	0	
Rebudget - Electronic ticketing review&investigation	0	
Transport rate reserve	5,042	4,215
<b>Closing Balance</b>	<b>5,042</b>	<b>4,215</b>

#### Notes

Variations are stated favourable or unfavourable depending on their effect on the reserve balance

	\$000
In 2012/13	0
<b>Budgeted Transfers from Reserve</b>	<b>0</b>

## 1.15 Business plan performance indicators

### 1.15.1 Short term targets

Short Term Target	Full Year Budget	Status
Service reviews of two contract areas will be completed and reported to the Council.	\$250,000	<p><i>The Wairarapa review has commenced and is scheduled for completion in December 2011.</i></p> <p><i>The Otaki review final round of consultation is due to commence shortly. The review is scheduled for completion in December 2011.</i></p> <p><i>The Wellington review has commenced and is scheduled for completion in 2012 after which detailed implementation planning will commence.</i></p> <p><i>A post-implementation review of the rail timetable, introduced in February 2011, will commence in early 2012.</i></p> <p><i>Actual year-to-date costs were \$24,000</i></p>
<p>Peak-time passenger trips using public transport will increase by 4%, off-peak passenger trips using public transport will increase by 6%</p> <p>The number of public transport vehicles that are wheelchair accessible will increase from the previous year</p> <p>The number of bus and train services running on time will improve from</p>	<p>All of Greater Wellington's expenditure of \$267,481,000 on public transport services will contribute to these targets</p>	<p><i>Peak-time public transport passenger trips increased by 1.09% and off-peak public transport passenger trips increased by 1.67%, compared to the same quarter in the previous year.</i></p> <p><i>63 trains (including 15 two car Matangi trains) were wheelchair accessible, compared to 55 trains last year.</i></p> <p><i>298 buses were wheelchair accessible, compared to 287 last year.</i></p> <p><i>In the year-to-date 86.9% of train services ran on time compared to 83.8% for the last full year. In the</i></p>



the previous year		<p><i>year-to-date 99.8% of bus services ran on time compared to 99.8% for the last full year.</i></p> <p><i>Actual year-to-date costs were \$52,112,000</i></p>
All 48 new Matangi two-car trains will be in passenger service	\$144,893,000	<p><i>At the end of September 2011, 21 two-car Matangi trains are in Wellington and 16 have been tested, commissioned and are available for service. Delivery and commissioning of the remaining trains will continue through 2012.</i></p> <p><i>Actual year-to-date costs were \$26,802,000</i></p>
A rail station and carpark upgrade programme will commence.	\$2,500,000	<p><i>An assessment of the condition of the stations and car parks has been made and it is intended that work commences on the Naenae, Tawa and Kenepuru stations.</i></p> <p><i>Actual year-to-date costs were \$nil</i></p>
15 new bus shelters will be installed across the region	\$250,000	<p><i>15 new shelters will be installed by the end of the financial year. Consultation at the proposed sites has commenced.</i></p> <p><i>Actual year-to-date costs were \$17,000</i></p>
<p><i>More than 90% of residents will rate the service they receive from the Metlink Service Centre as excellent or very good</i></p> <p><i>More than 95% of calls to the Metlink Service Centre will be answered</i></p>	\$817,000	<p><i>The quality of the service will be measured when the next customer survey is completed in April 2012.</i></p> <p><i>94.6% of all calls to the Metlink Service Centre for the year-to-date were answered and customers provided with the necessary travel information. In August 2011, we experienced a higher than expected call volume because of the inclement weather, with a corresponding higher lost call rate.</i></p>

<p><i>Metlink website usage and its usefulness rating will increase from the previous year</i></p> <p><i>Use of txtBUS and txtTRAIN will increase from the previous year</i></p>		<p><i>In the year-to-date there were 550,232 visits) compared to 418,018 in the same period last year, a 31.6% increase in usage. The usefulness rating will be measured when the next customer survey is completed in April 2012.</i></p> <p><i>In the year-to-date there were 11,015 txtBUS and txtTRAIN requests compared to 10,909 in the same period last year, a 1.0% increase in usage. These decreases can be attributed to sharp growth in the usage of the Metlink mobile site launched in December 2009. It is hoped that usage will pick up with the introduction of the Real Time Information System over the next year</i></p> <p><i>Actual year-to-date costs were \$178,000</i></p>
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1.15.2 Long term targets

These will be reported at the end of the year.

**1.16 Key risks**

We have reviewed our risks and refined them as follows:

- Where the risk related to failure of services, we have adjusted the definition to reflect that the risk relates to unhappy customers because of the service failure
- We have combined separate risks relating to the failure of services (failure of the Matangi fleet and the Ganz Mavag fleet). This risk is now expressed as the unhappiness of customers because of service failure related to the performance of rail rolling stock.
- We have reviewed our assessment of inherent and residual risks and some that were rated “very high risk” are now rated a “high risk”.