

Monthly Performance Report

Report presented to
Wellington Regional Council

December 2001 January 2002



TRANZ METRO WELLINGTON : WRC KEY FACTOR REPORT					
YE June	2002				2002
Qtr	1	2	3	4	Total
Fare Revenue	\$5482,146	\$5,593,352			\$11,075,498
Vehicle Hours	N/A	N/A			0
Peak Vehicles	N/A	N/A			0
Passenger journeys					
Peak	1,740,911	1,587,381			3,328,292
Offpeak	837,550	880,227			1,717,777
Total	2,578,461	2,467,608			5,046,069
Passenger Km					
Peak	42,661,410	39,130,843			81,792,253
Off peak	17,903,022	19,255,955			37,158,977
Total	60,564,432	58,386,798			118,951,230
Notes	<p>1 All fare revenues included.</p> <p>2 All passenger outputs including Capital & Wairarapa Connection.</p> <p>3 Peak vehicles include all passenger cars ie 1 unit = 2 cars. Train consists have been increased to meet peak demand on all services except Johnsonville.</p> <p>4 Total vehicles 147 which includes those being refurbished or repaired.</p> <p>5 Vehicle hours based on scheduled timetable, which has been recently reviewed in terms of train consists on all services.</p>				

Marketing Initiatives

Promotion of weekday off-peak services

Analysis of the passenger data for the campaign that ran in November show a increase in passengers carried during the 3 weeks was 6,000 pax. This equates to an increase of 400 pax a day compared with the same period in 2000.

The campaign culminated in the \$2 day on November 29. Around 1,600 extra passengers were carried between 9am and 3pm that day.

Capital Explorer Introduction

The marketing plan is with our bus partners for approval of both the plan in general and the estimated promotional spend. Ticket design is complete and discussions with Tranz Metro staff are both advanced.

Target introduction date is 4 March 2002.

Stadium Events - January / February

Although January was a quiet month for stadium activity, February and March are extremely busy with the Capital Wine and Food Festival, NZ versus England ODI, Rugby Sevens and the Festival Spectacular.

The usual Tranz Metro plans are in place for these events.

Customer Service Surveys - November / December

Results from the latest monitor are included elsewhere in this report. As a summary, there has been an encouraging bounce-back in performance levels from the dip in August/September attributed to the introduction of the new timetable.

Late night services

With the recent signing of the **Walkwise** sponsorship, we are developing a promotional programme to increase patronage on these services. Timing of this will be after the planned pricing review.

Metro Newsletter - February

Following the positive feedback received after the initial issue of Metro News, a second issue is nearing completion. An increased number will be printed – 2,000 to 5,000 – and will be distributed before the end of February.

NZ Golf Open

Passenger numbers were considerably down on event organisers estimates. In all around 8,000 additional passengers were carried by Metro between Tuesday and Sunday. Despite the changes to the timetables and the shift in resources from other lines, very few complaints were received from our regular patrons. Anecdotal evidence suggests many passengers who were not regular train users were pleasantly surprised by the level of service and standard of the rolling stock.

Price Increase

Planning is underway.

Proposed new Wairarapa services

Planning for this is well advanced and a full revised timetable should be available before the end of February. This will be supplied to WRC as soon as it is finalised. We are targeting an introduction mid/late March.

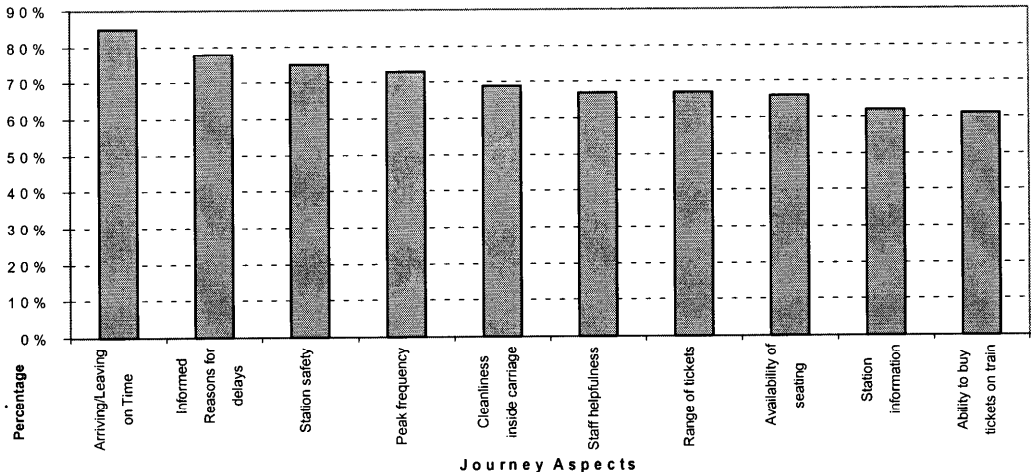
Customer Satisfaction

Introduction

Customer satisfaction surveys will be on-going, with surveys performed every 2 months. The most recent survey was performed in November 2001.

What is most important to our customers

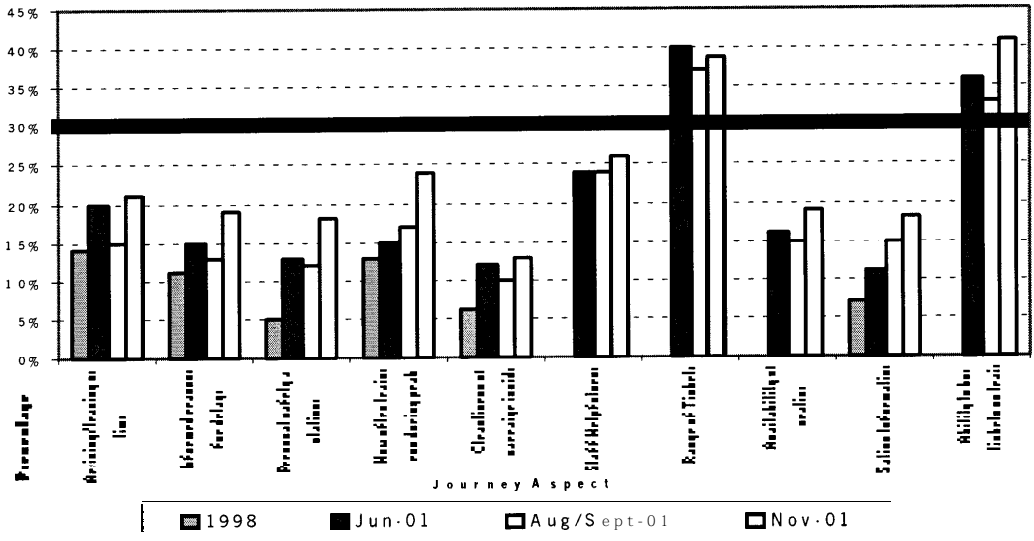
Top 10 Most Important Journey Aspects - Jun to Nov 2001



How do we perform

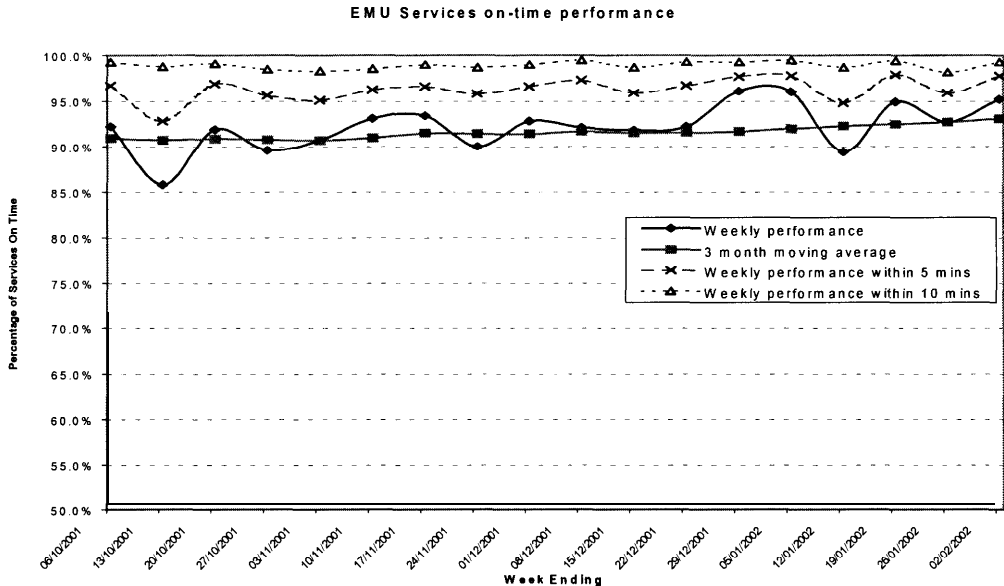
Comparison with 1998 TM Wellington Colmar Brunton Research

Performance of Top 10 Most Important Journey Aspects as rated "Excellent" by customers



On-Time Performance

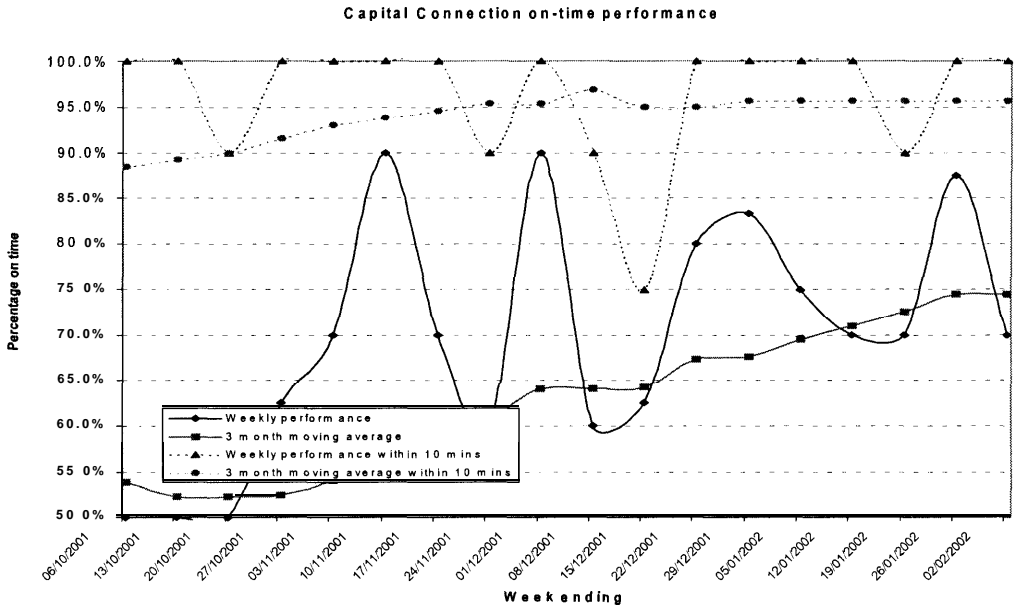
EMU Services



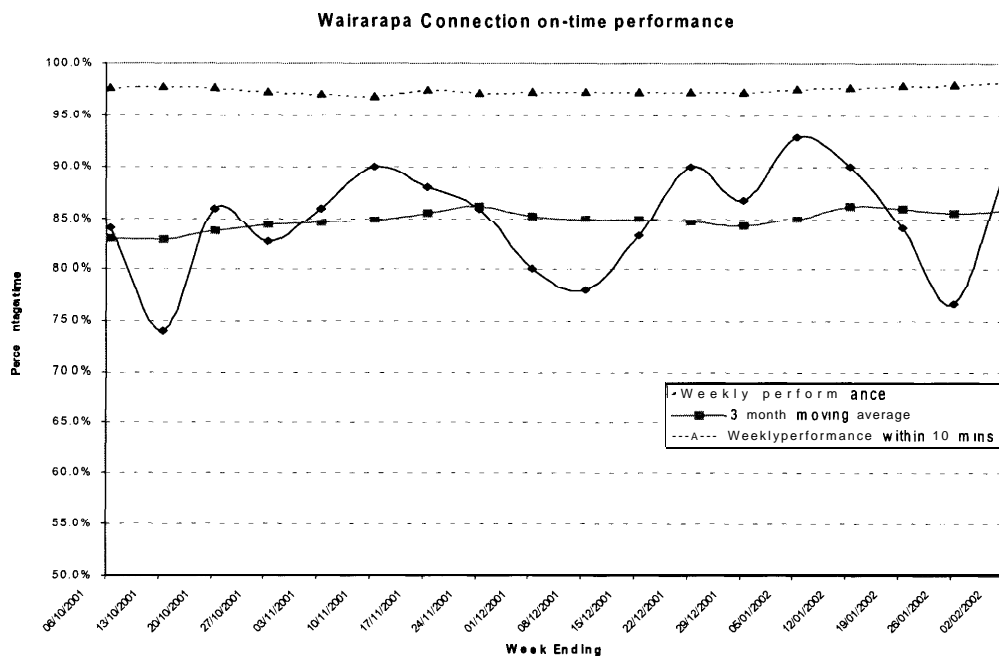
Reasons for delays for week ending 12 Jan 2002:

- NZ Golf Open (all week)

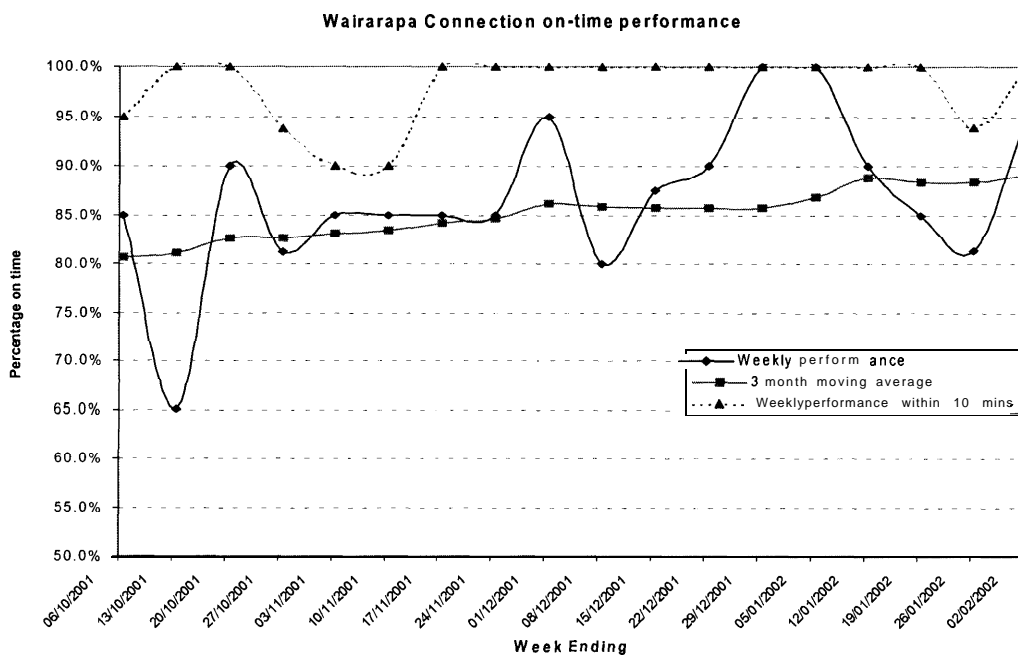
Capital Connection



Wairarapa Connection - **All** Services



Wairarapa Connection - **Peak** Services Only



Reasons for delays for week ending 26 Jan 2002:

- Various minor delays, no significant incidents.

Actions being taken to improve on-time **performance**

<i>Initia five</i>	<i>Status</i>
Service Support Manager meets with Platform Supervisors and Rosters staff every morning, to address all issues affecting timekeeping.	This commenced in December 2001, and will continue on an on-going basis.
Re-organisation of TMW management, to provide staff with day to day front line leadership, and increase the coverage of front line management presence.	Re-organisation announced and new positions filled. Successful candidates are currently being trained. New structure will go live on 24 March 2002.
Regular publishing of on-time performance to staff and support group managers	Weekly on-time performance statistics are published to staff and support group managers on a weekly basis.
Face to face performance review with managers of support groups, eg Train Control, Mechanical, Track & Structures, Signals.	First session occurred on 17 Oct 2001. Plan finalised and circulated to managers for action.

01002

For December 2001

Number of written complaints received	14
• Passenger safety	3
• Staff	2
• Timekeeping	3
• Fares	2
• Other passengers	2
• Other	2

For January 2002

Number of written complaints received	27
• Timekeeping	5
• NZ Golf Open	5
• Fares	4
• Staff	4
• Cancelled services	3
• Passenger safety	2
• Timetable	2
• Other	2

Number outstanding at present 20



Rolling Stock - Internal

At present all rolling stock is cleaned as follows:

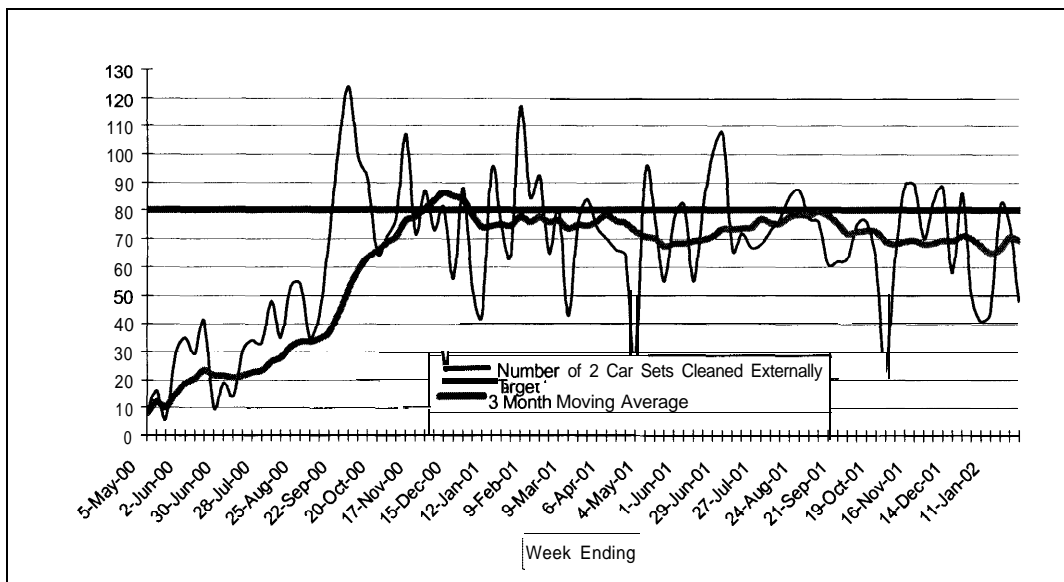
- Full interior clean once each weekday.
- Minor interior clean after each return trip.

Inspections are performed on a weekly basis.

No major problems have been found.

Rolling Stock - External

Target = 80 two car sets per week. This corresponds to each set being cleaned more than once a week.



Station Maintenance

We have reviewed service standards with our contractor, to ensure TMW stations are maintained as per WRC service standards. An additional person has been added to the team servicing the Hutt Valley stations.

Stations are inspected on a monthly basis; one line is inspected every week.

All stations on all lines were inspected in December 2001 / January 2002. No major issues were found at any stations.

Significant Incidents

<i>Incident</i>	<i>Date</i>
Guard assaulted on Wellington platform <ul style="list-style-type: none"> • Minor injury to Guard. • Offender arrested and charged. 	21 Dec 01
Paraparaumu line closed by Police <ul style="list-style-type: none"> • Gun shots reported near Pukerua Bay. • Rabbit shooter apprehended. • Services disrupted for one hour. 	8 Jan 02
Trespasser in No 1 tunnel <ul style="list-style-type: none"> • Trespasser arrested by Police. • Services disrupted for one hour. 	9 Jan 02
Overhead brought down at Paekakariki by a Unit <ul style="list-style-type: none"> • Repaired within ½ hour. • Minor disruption to services. 	13 Jan 02
Power failure at Pomare <ul style="list-style-type: none"> • Power lost to a 20 metre section of track. • Major delays to Trentham Wellington Cup Race Day services. 	26 Jan 02
Three services cancelled due to staff shortage <ul style="list-style-type: none"> • Platform Supervisor did not follow correct procedure to cover jobs to ensure all services ran. • Issue addressed with all Platform Supervisors. 	27 Jan 02
Track buckle due to heat at Wadestown <ul style="list-style-type: none"> • Johnsonville services cancelled for 1 ½ hours during evening peak. • Services replaced by buses. 	29 Jan 02

W H I L L I E

On Train Security

The introduction of the new timetable has led to increased numbers of late night services. In order to make these services as attractive as possible to customers and staff we have undertaken a major review of on train safety.

Recommendations from report include:

- On train "Hosts" for late night services
- Close circuit television (CCTV) on selected units
- Additional staff training
- Major promotion to build numbers
- Alternative ticketing focusing on simple fares by line

The "Walkwise" sponsorship and on train programme for Friday and Saturday late night services commenced on 21 December.

A CCTV trial is currently being installed in one Ganz Unit.

Additional staff training programmes have been developed and are being rolled out.

Fare Increase

Tranz Metro last increased fares in 1996. That increase was less than 5% and the first since 1991. This combined with a desire to simplify the existing fare structure should see new fares in the next month or so. On top of that increase we may have to recover the costs of additional services introduced in August and October this year.

Ganz Mavag Refurbishment

This programme has been underway for a number of years. Council contributes around 50% of the cost of this programme via the grant. The fleet consists of 44 units and we refurbish 5 units per year. On this basis we will have 1 unit outstanding by May 2002. Given the significant costs of closing down the programme for the year and restarting (estimated at \$0.5m) Council may wish to complete the programme this financial year.

English Electric Units

These units provide services on the Johnsonville, Paraparaumu and Hutt Lines. All are in need of replacement or at least major refurbishment. We have refurbished a prototype unit that provides a cost-effective solution until the line is converted to light rail. The two-car unit cost about \$0.6m compared to \$5m for a new unit. Council has not made any decision on this presumably due to the impending sale. Unfortunately the problem will not go away.

Wairarapa Connection

Tranz Metro planned to replace these trains with refurbished "S" carriages. Again due to the sale no progress. Council could consider commencing the programme once the Ganz Mavag refurbishment is complete.

Petone Station

Tranz Metro and Council have agreed design and plans for the replacement of the station. The new station will be in a heritage style to complement the developments in Jackson St. The existing canopy will be incorporated into the new design. Unfortunately construction of the new station has been put on hold until ownership Tranz Metro has been resolved. We believe this delay is unnecessary and the ownership issues can be readily resolved.

Upper **Hutt** Station

Tranz Metro and Council have agreed design plans for the refurbishment of this station. As for **Petone** implementation is on hold although the ownership issues are a little more complex.

Paraparaumu Station

The situation is as for Upper Hutt. As a result of the delay Tranz Metro has had increased maintenance expenditure. This money would have been better spent contributing towards refurbishment of the station. The station building exterior was painted by the Kapiti Coast District Council prior to the NZ Golf Open, but the value of this will also be lost when the refurbishment goes ahead.

Raumati Station

Planning on this station has ceased due to the project being on hold due to the sale process.

Wellington Station

We will be continuing our upgrade of Wellington Station. Unfortunately we will be unable to fund the expected upgrade of the suburban booking hall floor. We had hoped to be part of the major refurbishment of the subway and bus station but that has not been possible. We will however be implementing our own more modest upgrading plans over the next few months.

Electronic ticketing

We have considered many options for electronic ticketing over the years. None met our operating requirements nor have they been cost effective. We are however much more positive about the stored value ticket approach and are currently following this up with suppliers.

Extension of electrification to Waikanae

This involves the extension of the electrified line to Waikanae with new stations at Lindale and Waikanae. Stage 1 would involve extension of all existing services to Waikanae. Stage 2 provides a 15-minute peak frequency with a 30 minute off peak service. The basic planning for this is complete but again the project is hold due to the sale.

Extension Melling -Waterloo

Initial design plans completed by Tranz Metro, Council and Hutt City. Agreement by all parties on approach but project on hold.