

WELLINGTON TRAMWAY MUSEUM INCORPORATED
ANNUAL REPORT, YEAR ENDED 30 JUNE 2011

PRESIDENTS REPORT, AGM 5 NOVEMBER 2011

1. INTRODUCTION

This term has been one of good progress on the various projects we are working on.

Since putting the Kapiti Coast Electric Tramway Company into recess, we have now settled down to running the tramway as before which is pleasing to know.

The visitor numbers and income have waxed and waned and is dependent on the weather and other competing events. The special events we run are usually a good source of income, but we have been dogged with bad weather on several occasions in the past. Let's hope we are more fortunate this January with the event planned for that month.

Our funds are looking quite healthy now and with the assistance of grants, we can look to using them for projects both present and future.

Membership has tended to be constant, with two new active members joining recently however we have lost the assistance of three others through ill health and one older member who has decided to call it a day.

This raises a very important point with regard to replacing operational staff who leave the roster for various reasons. Our membership is ageing and we need to look at fresh recruitment ideas. Some informal discussion has taken place already, and will be high on the agenda of the incoming board. One Option is include advertising among local communities for prospective drivers

To the members who have supported the museum during this term in the many roles necessary to operate our tramway, the board and myself are very thankful of your efforts. Without this dedication we would not have a tramway to enjoy and offer a heritage transport experience to our customers. My only regret is we have not progressed the review of the strategic plan as was hoped. The new Board will complete this.

2. YEAR IN REVIEW 2010/2011

2.1 Achievements

The year we have managed to get the Fiducia Centre up and running and it has been made good use of. There is a potential for other groups to use

it which will provide a bit of income for us as well. During the year we will develop it more and offer the public tea, coffee and pre-packaged biscuits etc.

Considerable progress has been made on track and infrastructure improvements as well as attending to the site in general. Our museum attraction is looking smart with rationalising of the exhibits and painting of the display cabinets.

Tram 260 has progressed quite well during the year and we can now see the end in sight. If all goes as planned she may be out the door next year some time. This is provided we are successful in raising sufficient funds to complete the mechanical tasks so 260 will have some refurbished trucks.

More details on the marketing and engineering will be covered in the respective vice presidents' reports.

One worry we had during the year was the claim by the builder for several thousand dollars claimed as extra building and material costs. This was resolved in August with the museum having to pay an amount which was less than the claim. Thanks to Keith McGavin who prepared our case and represented us at the small claims hearing.

We can now get on and plan for the use of our precious funds for the benefit of the museum.

Wanganui Tramway.

Our colleagues in Wanganui have managed to make considerable progress with first stage of their tramway with Wanganui District Council Support which was lacking before.

We recently sold some points and associated crossover to Wanganui that will allow them to begin laying track.

Operational Office

A new office has been completed and can now be used by the operating crews where everything is one place and the Palace can now accommodate the larger work groups that attend from time to time so they can enjoy their lunch in comfort.

2.2 Marketing and Operations

The main product that attracts visitors is the Trams and the exhibits in the barn. It is therefore particularly important that we present a professional standard of exhibits and customer care. We must be doing that well as

many people come back for another visit because they enjoyed the experience the first time.

Marketing and Operations Committee Report

(Robert Hatten, Acting Vice President)

Summary: The members of the Committee this year have been Henry Brittain, Trevor Burling, Barry Ollerenshaw, Denys Peck and Bob Stott. Vice President was Andrew Surgenor up until 1 April, when I took over as acting VP.

It has been a difficult year, as Andrew was away overseas towards the end of last year, and then was not available during the first three months of this year. It was therefore left to the committee to organise the Big Weekender event in January. With only one member from outside of the Board, the work load has fallen heavily on Bob, Denys and myself.

I would strongly recommend that a better balance of Board v's ordinary members be the objective for the new committee.

It has also been a difficult year for attracting customers. Overall numbers are down on the previous year. The uncertain economic situation, the high petrol price and big events like the RWC have definitely had an impact.

It is also absolutely essential to have a regular special attraction or event to draw people into the Park. We cannot sit back and just offer a Tram Ride and expect big numbers to turn up. Unfortunately organizing events and attractions is not a task that any of us volunteers is expert at, or has the necessary energy for. This is something that the new Board should look at again in the coming year. I think we should revisit the idea of having an events/retail person employed on a part-time basis over Summer.

Apart from the above, the Committee has made some real progress on things like Signage, the new Brochure, the Fiducia Centre, Display Photos, Museum Display, Operations Area, Website, Group Bookings, Donation Box and Crew Education. These are covered in a little more detail under their respective headings.

We had eight M and O meetings during the year.

Special Events:

The major event for the year was over Anniversary Weekend in January. Unfortunately the heavens opened on the Sunday and washed out everything. However Saturday was successful with good crowds and a satisfactory revenue return. Apart from advertising costs the event did not have any "overheads" to worry about.

We also trialled a Father's Day promotion in September (Dad's rode free when accompanied by their kids), which again was a big success, and will be repeated next Mother's Day. We also hosted the Marine's Trust in the Fiducia Centre on Memorial Day.

Roster:

We have had a change in the person responsible for drawing up our Crew Roster, with Robert Vale taking over from Andrew from the Spring Roster. Our thanks to Robert for stepping in and taking over this important task for us.

Crew numbers have dwindled somewhat during the year, due to illness and retirements. (We have lost 8 drivers in 2 years) This is a looming problem area for us, and we must confront it urgently. New Drivers and Assistants for the shop and the Museum will be required next year, if we are to maintain the Tram operating levels we have been used to.

Passenger Numbers:

Thanks to Keith's excellent statistics, we have been able to keep a close eye on passenger numbers this year.

Overall we had 15,458 passenger journeys in the year to June 30. This was down on the previous four years, as we had no Anything Vintage Festival this year. We were still, however, well ahead of the 2006/05 June years. Our best months were July, October, January and April.

The full report from Keith is attached to this report.

A change to the previous custom of opening during the Winter School Holidays was made this year. After looking at the revenue figures, it was decided to not open in July this year.

Fiducia Centre:

The M and O and M and E Committees have been active in helping with the fitting out of the Fiducia Centre. Our hopes are that in 2012 the centre will become another revenue generating option for the WTM. Items acquired for the Centre in the last 6 months have been - window blinds, a small benchtop warming oven, new microwave, two bistro tables and chairs for outside on the deck, 6 x A3 canvas prints of Wellington Tramway scenes for hanging on the walls, plus a number of prints from Graham Stewart, including a photo of Fiducia herself (no 232) taken as new, by Graham's father. This will be a special feature of the Centre, and we thank Graham for his very kind donation.

The Fiducia Centre can be used for kids/adults birthday parties, meetings, morning and afternoon teas when groups visit, and various member functions during the year.

Operations Area:

A new operations area at the rear of the King Kong tram has now been established. This greatly improves conditions for rostered crews, as everything is now in the one location. It also frees up the Palace to be used purely as a lunch room. Some further work is still required though, and this will be progressed over coming months.

Barn Display:

Improvements to our public display area in the Barn are continuing. The display boxes have all been painted blue and the display panels have been moved north, to allow customers to more easily see the Cable Car when they enter the Barn. The information boards on the Cable Car have now been incorporated into the existing display panels, and a new donation box has been built. A new permanent display of models donated by Don Rudd and others, is under preparation, and should be in the Museum in time for the Summer period. Our thanks to Derek Forsdick and for the hours of work they have put into preparing this display. I think members will be impressed when they see it.

Further work is planned in coming months on the rear panels which close off the Museum area from the rest of the Barn.

Shop:

The team responsible for the shop has been Bob Stott and Denys Peck.

Shop sales have been reasonably steady, and in line with previous years and the seasons - low during the Winter months and high when the warm weather arrives. Sales always reflect the weather and Tram events etc.

Stock levels have been maintained with no major changes to our current stock mix. The Eftpos terminal was changed to a new upgraded and more secure version late last year. We still have the customer congestion problem in the shop on very busy event days. Some relief was obtained during the Big Weekender, by the sale of cold drinks from the Visitors Centre.

Membership:

Ordinary membership as at 30 June stood at 61 - down from 65 the previous year. Life and Honorary Life members totaled 19, and there were four new members enrolled.

Renewed subscriptions for Tramway Topics total 163 to date for 2011 - down from a total of 219 the previous year. Total donations for the year totalled \$3,245 - a fantastic amount. Many thanks to all who contributed

Advertising:

We have maintained our sponsorship and advertising agreement with Media Works in Kapiti. This gives us access to 343 x 30 sec spots on 7 stations, for a basic cost of \$99.00 per month. We are able to use these spots where and when we require them. We also receive free community directory and service directory announcements, and the 30sec commercials are all recorded for us free. In exchange we provide Tram roof advertising and canopy boards for MoreFM and the RockFM.

In addition, we receive regular mentions on Robb Webb's show on NewstalkZB Wellington, and we buy spot activity on both NewstalkZB and Classic Hits radio in Wellington for any events we are running.

Promotion is also obtained through the Nature Coast website for special events, plus a permanent "listing" under Museums, as well as various advertising opportunities in other Nature Coast publications.

Tramlines:

Tramlines newsletter continues to be a valuable source of information and news for all members of the WTM. Our thanks to Alan Smith and Keith McGavin, for all their great work on this important members communications tool.

Social Events:

There were three main member social events during the year.

- 1) Christmas Dinner at Fisherman's Table on November 27
- 2) Mid Year Dinner at the Petone Workingmen's Club on May 7
- 3) Fish and Chip night in the Fiducia Centre on September 17

The latter included a very interesting talk from John Porter from the Marines Trust, and some old Tramway film courtesy of Richard Gray.

All were well attended and very enjoyable.

Thanks:

Special thanks must go to all of those members who have given up their time to assist in the running of our Tramway.

In particular I would like to personally acknowledge the special efforts of Denys, Keith and Mike Vash, who have helped me, and the Committee, to come through what has been a difficult 6 month period.

Robert Hatten

Acting Vice President Marketing and Operations

2.3 Maintenance and Engineering

Significant progress has been made on infrastructure and tram vehicle restoration and maintenance We have a very active group working on these projects which include the restoration of 260, finishing the visitor centre, general workshop rearrangement compound cleanup and repairs to vehicles and infrastructure.

My thanks to the two vice presidents and their respective committees for their efforts in managing the marketing and tram running,

Maintenance and Engineering Report

(Allen Neilson, Vice President)

Introduction

The 12 months to the 30th June 2011 has been another active year. It has brought its own challenges which we have been able to manage.

Tram Maintenance

The usual cyclic mechanical and electrical checks, and servicing was carried out on the three operating tramcars, along with minor repairs as necessary.

Tram 151's A end controller caused us more flashover problems in October 2010. Tension problems were encountered on some of the repaired fingers so we arranged to have some stainless steel ones made and fitted. The car was intermittently available for use while we sorted out the problems by trial and error. Considerable re-adjustment was carried out to both the A and B end controllers, once we understood all of the issues causing us problems. (The car was formally returned to service on the 3 September this year and since then the controllers are now working well with good feedback being received from drivers.)

Tram 238 has remained out of passenger service but is occasionally run under direct M&E supervision without passengers when required.

Tram 260 Rebuild

Significant progress has been made by the team dedicated to this work. By the end of June 2011 substantial work had been done on the body with many components now in place. (At the time of writing this report fitment of all parts is rapidly nearing completion and the interior looks like a newly constructed heritage tram.

The interior has been virtually completed with the seat bases and backs remaining to be permanently installed. The team have now moved on to the motorman's cabins to install floor slats and relevant fittings.

Track

Three quarterly inspections and the full annual inspection were carried out. Some minor priority repairs were carried out as required.

5 sleepers were replaced by pole 41 and the temporary 5km/h speed restriction lifted. A temporary speed restriction was placed on the curve by pole 42 until some remedial work including cant correction was carried out. Also gauging problems were encountered at the curve between poles 66 and 67 and a temporary 5km/h speed restriction imposed at this site. This curve has 2 steel braces on it for the meantime to help hold gauge pending some re-sleeping.

The 5km/h speed restriction is still in place between poles 19 and 20 due to a very worn check rail. Remedial work at this site is becoming urgent.

Other track work carried out included;

- Mowing and weed eating down the line
- track greasing – especially at places with wearing rail flanges
- tightening and freeing up of track bolts, and replacement as required
- old track at caretakers back entrance was lifted and the crossing resealed by GWRC.

The planned earthworks using donated fill to build-up the area at the top of the hill and down the beach extension to the right of the track were completed. Additional top fill was also secured and some levelling out commenced.

140 TPR sleepers and a quantity of other track parts (rail fishplate bolts, screw-spikes, and clips) were obtained for future track repair purposes.

Overhead

Works included the following;

- An overhauled sprung switch was installed at the loop east end to replace the open frog.
- The electric switch by shop made operative again
- New pole 20 installed with a cantilever

- New pole 21 installed and the old steel pole at the caretakers back entrance was removed
- Pole hole 18 dug
- New pole 36 cantilever connected into overhead
- A new cantilever installed on new pole 31 in preparation for planned wire replacement at this location.

We have a number of surplus poles to remove and plan to arrange crainage at some stage to do this together with other work.

A quantity of ex KiwiRail overhead materials were obtained including 5 wooden poles, and cantilever components.

Electrical

The Annual substation electrical checks were carried out. The insulation resistance of the wiring in the mercury arc rectifier was regularly monitored and has not shown any signs of further deterioration.

The spare 400v 3 phase cable originally used to feed the Barn from the 11kV supply point by the substation was intercepted and re-routed into the rear storage building and a new switchboard installed but yet to be livened.

The 230/400v power cable feeding the palace from the substation was inadvertently cut by the concrete cutter on the 1st June this year, and this blew the 11kV fuses in the old Auxiliary HV transformer. The spare power cable between the Barn and the Palace was urgently brought into use, a new switchboard fitted to the Palace and the auxiliary low voltage power feed to the Substation reversed.

Also lightning struck the substation on the 9July this year which knocked out one of the mercury arc rectifier cubicles. This cubicle was brought back into service on the 5th October after being repaired.

Visitor centre

A start was made on the interior plumbing work (since completed). The ramp was installed by a local building contractor. Further liaison commenced with the Kapiti Coast District Council to sort out building certificate issues.

Buildings

Works included the following;

- Rear storage building fit-out work continued
- Investigations commenced to determine the route cause of nuisance alarms from the security alarm Zone 2 (barn front doors).
- Workshop west side progressively cleaned up
- A clean-out of the barn area behind 133 to make room for the M&O operations office
- Construction of the M&O office commenced – (now completed for use).

Miscellaneous

A number of other activities took place including the following;

- The rear compound clean-out and re-organisation work was continued
- Continued accumulation and sell-off of scrap metal
- Trimming of trees, mowing and weed-eating around the property
- Preparations for a replacement grey-water sump at the rear of the Barn/Workshop area.

The following was also obtained;

- Ex harbour board tug and 2 trailers donated to the museum
- Another CP27 tram compressor received ex Adelaide.
- More angle plug bonds for rail bonding

The annual external safety audit was carried out by a newly appointed auditor (Ivan Cowell) on the 4/12/2010.

In conclusion I would like to record my thanks to all those who contributed to M&E work over the year. A number of individuals donated materials and equipment for which we are extremely grateful.

Allan Neilson

Vice-President – Maintenance & Engineering

3. FOCUS FOR 2011

Apart from the other projects mentioned above, we hope to begin the restoration of Combination car no 17. A prescription for seeking interest has been drawn up and we intend to seek expressions of interest before the end of the year.

Discussion has been taking place on what to do at the beach terminus and several options have been considered which include a second dock branching off the main line, a turning circle and a wye. Nothing has been decided yet so the incoming board will need to address that.

4. CONCLUSION

My thanks to my colleagues on the board for their assistance and also to the two committees and their respective members who provide the energy behind the running of the tramway.

Last but not least we have several other behind the scenes workers: Gus Weir who manages our membership affairs and Robert Vale who has

taken on the role of roster manager. Without these people we would not be able to operate.

To the incoming Board, I wish you every success and that you enjoy serving the museum for the next term.

Thank you

**Trevor Burling
President**

*Attachment:
Passenger & tram statistics*

**Passenger and Tram Statistics – YE 30 June 2011 compared with previous years –
from Keith McGavin**

The following table shows trends over the past 7 years:

Year ended	30/06/05	30/06/06	30/06/07	30/06/08	30/06/09	30/06/10	30/06/2011
Passenger Trips - total	8,957	11,620	20,602	21,670	22,847	20,867	15,458
Kilometres Run	3,946	4,463	4,967	5,463	5,636	5,637	4,993
Passenger Trips:							
Anything Vintage	-	-	6,072	4,254	4,590	3,165	-
Bal. of Dec/Jan	2,252	3,900	3,630	3,755	4,034	3,564	4,560
Easter (4 days)	279	569	668	620	823	774	493
Rest of Year	<u>6,426</u>	<u>7,151</u>	<u>10,232</u>	<u>13,041</u>	<u>13,400</u>	<u>13,364</u>	<u>10,405</u>
	8,957	11,620	20,602	21,670	22,847	20867	15,458

Remember - the "Passenger Trip" figures shown are for single (one way trips). One person doing a return trip is counted as two trips.

Comment:

For the year just completed total passenger trips were 15,458, a considerable reduction on the previous year's 20,867. You need to go back five years to find a lower total (11,620 in YE 30th June 2006.)

However a breakdown of the figures discloses a somewhat different story.

There was no "Anything Vintage" Festival (AVF) this year - this itself probably brought about a reduction of 3 - 4,000. However as the previous couple of Festivals had run financially at breakeven (at best) this was no financial loss to the Museum.

The Christmas Holiday season (Boxing Day to the end of January) resulted in 4,560 passenger trips. As the table shows this is the highest figure over any Christmas Season disregarding the AVF patronage. It is over double the 2004/2005 Christmas season when there was no AVF. We did have the "Big Weekender" promotion this year for two days over the Wellington Anniversary Weekend and this attracted 753 trips.

Easter was poor this year - with mediocre weather.

The area where results have not been good on a month by month basis is the "Rest of Year". It is disappointing that the 10,405 "rest of year" passenger trips recorded is the lowest since YE 30th June 2007. Certainly some months have been affected by poor weather on critical days but it is difficult to avoid the conclusion that there has been at least some impact from the recession and in particular the high fuel prices curtailing some family's "days out". February and March 2011 were "terrible". We need to put every effort into maintaining and increasing our visitor numbers on "ordinary weekends". In this connection the recent removal by NZ Transport Authority of the brown tourist signs "Tram Rides & Museum" from State Highway 1 during changes in the roading arrangements cannot have helped. However we are assured that these are to be re-erected shortly.

Tram Kilometres and Tram Days have followed the reduced passenger numbers and are both lower than last year as shown in the table.

We have not traditionally recorded our "weekday special" passenger numbers to identify whether variations in these numbers are impacting the overall position. However I have recorded passenger numbers on these Special Hires - that is Special Hires when the trams are not otherwise running - for the past two years. The results are as follows:

Passenger Trips - weekday special hires	
YE 30th June 2010	2,151
YE 30th June 2011	1,234

So, a considerable drop off in these numbers is part of the overall reduction.