



## WELLINGTON CABLE CAR LTD

### Report to the Wellington City Council LTP, Finance & Performance Committee

Second Quarter ending 31 December 2022

#### Highlights

- Visitor numbers have continued to exceed SOI targets with Q2 passenger numbers of 246,515 (62% above target) and revenue of \$850,860 (71% above target)
- Open borders and the return of cruise passengers have been game-changers for the Cable Car. Based on that significant increase in visitors, we have re-forecast H2, which currently estimates that no WCC support grant will be required in the FY23 year
- A price increase for casual riders was introduced on 15 December with one-way and return tickets increasing from \$5-\$6 and \$9-11 respectively. With local/commuter prices remaining the same, there has been no negative feedback regarding the price increase
- WCCL passed its financial audit with no issues or weaknesses in the systems of internal controls identified
- A new ticketing system was designed and rolled out which can be managed in-house, reduces costs, and allows for 'text customisation' to cross-promote other CCO and city-wide initiatives
- WCCL confirmed the dates for its Annual Maintenance Shutdown (AMS) which will be Monday 14 August for seven days. These dates align with FIFA and other events, and the availability of engineers from Doppelmayr to attend.

#### Challenges

- The middle tunnel seismic strengthening project has encountered some delays with 'drummy' concrete discovered in the north wall during drilling. Contractors have worked to minimise the impact on timeline with an overall 14 day delay expected. This will see the tunnel project completed at the end of March
- WCCL have been informed by Snapper that the bespoke technology and equipment that WCCL uses will reach end of life by June 2023 when they intend to remove it. Snapper have offered Snapper-on-Rail as a solution. An options paper will be taken to WCCL's February board meeting to discuss investment costs, customer experience and the proposed National Ticketing Solution to enable a decision to be made on the future of Snapper services at WCCL beyond 30 June 2023
- Increased passenger volumes in Q2 required additional staff who were difficult to source, however WCCL is now at a comfortable resourcing level. With a number of our casual staff being students, staffing levels will need to be reassessed once the university term re-starts in February.

## Performance Measures (KPIs) in the SOI 2022/23

### QUARTERLY MEASURES

MEASURE	ACTUAL (FY23 Q2)	TARGET (FY23 Q2)	ACTUAL (YTD)	TARGET (YTD)	TRACKING
Tickets sold	246k	152k	375k	624k	On track
Fare revenue	\$851k	\$497k	\$1.24m	\$2.02m	On track

### ANNUAL MEASURES

MEASURE	ACTUAL (YTD)	TARGET (YTD)	TRACKING
Achieve Carbon Zero accreditation	Achieved	Achieve	Achieved
Waste minimisation reduction		5% YOY	On track
Rail Safety Licence		Maintain	On track
Active management of H&S		Maintain	On track
NPS equal to or better than CXI benchmark		Maintain	On track
Google rating		4.2 or higher	On track
TripAdvisor rating		4.2 or higher	On track
Cable Car reliability		>90%	On track

### Coming Up

- Seismic resilience work will continue with initial investigations into our bridges getting underway, plus detailed design work taking place on the Lambton Terminal seismic improvement suggestions from an earlier report
- WCCL will attend Victoria University's O-Week expo with a promotion to encourage students to purchase membership and multi-trip cards on the day
- Given the prohibitive cost for the full replacement of our tunnel lights we will engage a contractor in February to fix the broken elements. This will allow us to keep lighting up for charity and events including purple on 18 March in support of Wellington Pride Festival's Annual Queer Fair
- Plans being developed for how WCCL will work alongside WellingtonNZ for city FIFA activations
- Plans being developed for the opening of Tākina, working with our Kelburn Korero and council stakeholders as to how we can collaborate to enhance the delegate experience
- WCCL meeting with Creative Capital team to discuss how the Cable Car facilities could be utilised to support Aho Whenua
- WCCL will return to winter operating hours on Sunday 2 April.