



Portland Cable Trams Inc.
A0033426A

ANNUAL REPORT
2018 - 2019



Portland Cable Trams Incorporated

Incorporation No. A0033426A

Established 1996

Commenced Operations February 2002

Email: manager@portlandcabletrams.com.au

ABN 34 504 409 468

Administration, Depot and Museum:
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BOARD OF MANAGEMENT

President	Des Hein
Vice President	Max Grace
Secretary	Terry Uniacke
Treasurer	Pam Rietman
Member Representatives	Eunice Brunt Dianne Harrison Edna Uniacke Robyn Atchison
General Manager	Joy Hocken

OTHER POSITIONS

Fund Raising Committee.	Ben & Pam Rietman, Bill & Mansie Gregory, Marion Alkemade, Edna Uniacke, Robyn Atchison
Tram Maintenance Supervisor.	Lou McKay
Track Infrastructure Supervisor.	Joy Hocken
Track Personnel. Gardening	Lou McKay, Des Hein Daryl Alexander
Auditors	Ewen J. Lovell CPA

VISION STATEMENT

To become the best tourism attraction in regional Victoria and provide an enjoyable and engaging outlet to our volunteers.

MISSION STATEMENT

We are a community owned tourism attraction, delivering a unique tourism experience of the highest quality, for the benefit of the community. Portland Cable Trams Inc. aims to preserve the heritage of the Melbourne Cable Tram era of 1885 to 1940, both through the operation of modified Grips Cars and original Saloon Cars on a tourist tramway and through museum exhibits. Our business mission is to develop a sustainable, high profile tourism business, delivering excellence in the tourism experience.

TO ACHIEVE OUR BUSINESS VISION, WE WILL

- Ensure that Volunteers receive sufficient training to enable them to perform their duties in a Safe and Professional manner.
- Encourage and support our volunteers to enable them to maintain the highest standards in tramway operations and safety.
- Being self-funding on a recurrent basis, working with appropriate financial tools.
- Engage in strategically focused marketing and national marketing activities.
- Seek Capital grants to continue restoration and museum development and
- Continue to engage the support and utilize the expertise of the local community.

Treasurer's Report

2018-2019

It is very pleasing to once again be able to present our financial statements for the year ended 30.6.19, showing Portland Cable Trams Inc to be in a very sound financial position.

The continued success in maintaining our passenger numbers again this last financial year is a wonderful achievement, and thanks to all our volunteers for the major contribution they make to ensure we remain such a viable and popular tourist attraction

The Fundraising committee has experienced a few changes over the past 12 months and is really pleased to welcome both Edna Uniacke and Robyn Atchison to their ranks, and thank all concerned for all their effort and continued support.

In presenting these documents I would like to propose the motion that this AGM adopts the Audited Statement of Income & Expenditure for the year ended 30th June 2019, together with the Statement of Assets and Liabilities as at that date, acknowledges that there are no mortgages, charges or securities of any description affecting the property of the incorporated association as at 30th June 2019 and that there are no trusts affecting the incorporated association for any of the past financial year.

Many thanks

Pam Rietman
Treasurer
Portland Cable Trams Inc

PRESIDENT REPORT 2018 - 2019

Once again, it has been another big year.

Joy has again been very busy with never ending TSV audits, major track maintenance and risk management, rolling stock maintenance and media promotion.

I would like to thank our General Manager, Joy for putting in such a tireless effort and keeping Transport Safety Victoria happy with compliance with rail safety.

Treasurer, Pam has again done a magnificent job in keeping all our finances under control and it is pleasing to see another year with such a healthy bottom line with our accounts.

Pam has done a wonderful job coordinating lunches and afternoon teas for the bus groups and other organisations. The Social Club catering has been superb and enjoyed by all.

I must also thank all Board members for their work and commitment throughout the year.

A big thank you to Don Errey with his assistant Lou McKay, and other helpers for completing the Number 3 "Errey Grip Car". What a magnificent job now completed, certified and operational.

To the OIC volunteers, who are a major part of the organisation. Without you, we would not be able to operate.

Thank you to all volunteers who undertake the track maintenance, maintain the rolling stock, mow lawns, grease the track, maintain the gardens and clean the tram stops.

The Glenelg Shire Council must be recognised for the help with permits and general assistance with grants, public liability insurance and securing passenger ships to Portland which will be an added bonus going forward.

Again, this year tourism has advanced throughout the Glenelg Shire and the use of the nearby land as a RV friendly site has also been a bonus with many tourists taking advantage of this space.

A special thanks to the fuel sponsors and all other sponsors and contributors to PCT. So many contribute to the success of this project.

Unfortunately, I have been absent for a number of months this year, but with the fabulous people we have at the helm it has been in excellent hands.

I have enjoyed being your President for the past year, keep up the fantastic work.



Des Hein
President

Portland Cable Trams Inc

General Managers Report

2018-2019

It gives me great pleasure to present my 5th Annual Report as General Manager of Portland Cable Trams Inc for the 2018 – 2019 financial year. Highlights with regard to carrying passengers included the 180,000th passenger in October 2018, the 185,000th passenger in January 2019 and the 190,000th passenger in April 2019. We also celebrated our 17th Birthday of operations on the 2nd March 2019.

Details of our Operational figures for 2018/19 are as follows:

	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
Operational Days:	364	364	364	364	364
Trips:	1788	1669	1752	1817	1511
Days Lost:	10 (Weather Conditions, Great Sth coast bike race & GEO water pipe work)	18 (Weather Conditions & Track Maintenance, GSC Cycle Race & Pipe Work)	6 (Weather Conditions & Track Maintenance, GSC Cycle Race & Pipe Work)	8 (Weather Conditions & Track Maintenance)	Nil
Injuries:	Nil	Nil	Nil	Nil	Nil
Accidents/Incidents:	Nil	Nil	3 (Derailments)	3 (Derailments)	2
Total of yearly passengers 30/06/2019:	13,818	12,007	12,268	11,518	10,338
Total passengers to date 30/06/2019:	191,659	177,841	165,834	153,566	142,048
Groups Carried:	69	47	51	68	74
Lunches Catered For:	9 Groups	10 groups	2 groups	13 groups	14 groups
Volunteer Hours 2018-19:	18,542	17551	15,753	13,680	13,500
Total volunteer Hours to Date 30/06/2019:	228,968	210,426	192,875	177,122	163,442

As outlined in the above table, there has been a 15% increase in the number of passengers carried in comparison to the previous year, thus making this financial year the most successful ever in the organisations 17 years of operation.

We had a phenomenal tourist season which has been evidenced by the number of passengers that we carried. The December passenger numbers were the best since 2003-04 and the January figures the best since 2015-16. There is a very positive vibe around town from the tourism operators and business people, with everyone benefitting from the influx of visitors to our town and shire.

Group bookings exceeded last years figures, with catering only marginally behind the previous years. The catering committee have done a fantastic job in catering to our tour groups and this in turn generates extra funds which are used to pay for the Volunteers uniforms and assist with other purchases for the day to day operations of Portland Cable Trams.

The R.V friendly camp site continues to generate business and thus the flow of visitors has increased the numbers riding the tram and visiting our museum. These visitors all have positive comments on Portland, the central location of the RV camp and the local attractions resulting in many extending their stay. The depot is fast becoming a secondary tourist information centre, but we relish promoting all that Portland and our Shire has to offer.

The Santa Tram ran on Saturday the 15th and 22nd December, once again exceeding all expectations, having to use both tramsets on both days to accommodate all the children who wanted to ride the tram with Santa. I would like to extend my thanks to Graeme Anson for being 'Santa' and the Portland Citizens Brass Band for providing the Christmas carols which enhance the atmosphere, and all our Volunteers who helped out on each of these days.

Portland Cable Trams continues to be a vibrant and sustainable business, maintaining our position as Portland's leading tourist attraction. Our organisation continues to grow at a steady pace. We have faced many and varied challenges throughout the year, which we have continued to meet with both enthusiasm and success.

Cruise Ships:

Cruise Ship Visits – Once again a FANTASTIC Effort by ALL the Volunteers involved.

The MS Regatta visited on the 10th January and the Seven Seas Mariner on the 15th January 2019.

Both tram sets ran on each of these days, with extra trips running early in the mornings and at the end of the day to accommodate the arrival and departure times of the cruise ships. Both ships sold our 'tram package' on-board and these were well booked, as well as the passengers who came direct from the ship. We didn't have a lot of passenger's ride of their own accord from the Seven Seas Mariner, as this cruise was 'All Inclusive' and they were able to book our package on-board.

In total we carried 233 passengers from the cruise ships over the two days which is great and our Volunteers have given a total of 268 Volunteer Hours over these two days, a huge effort and I thank them all very much. Without this contribution from our Volunteers we would not be able to showcase our beautiful trams and maintain being the number one tourist attraction

There are 10 cruise ships booked already from December 2019 until December 2020. Again, we will showcase our town and our trams to the many visitors that these ships will bring to our port.

Promotion:

We were very lucky in being chosen to host the Melbourne Cup for a ride on the tram with Des Gleeson on Monday 15th October 2018. We gained a lot of National press coverage and TV coverage on the National news on Channel 9.

We celebrated our 17th Birthday on Saturday 2nd March 2019, with a well attended BBQ tea for all our members.

Transport Safety Victoria.

We had a visit from Jodie Talone, Director Rail Safety and Peter Martin, Manager Regulatory Operations from Transport Safety Victoria on the 29th March 2019. This meeting was to discuss the transition across to the National Rail Safety Regulator, which will take place in October 2019, also changes to the Act & Regulations and TSV's advice on gaining funding for traffic signals. There will be a significant amount of ongoing work that we will need to put in to make changes to our systems once the transition takes place and we will have a two year timeframe to make these updates to our OHSMS and Risk Register. We are well placed with the amount of work that has already gone into our OHSMS, and I am hoping that the transition to the National Regulator will be a relatively smooth process.

Audits:

Transport Safety Victoria conducted the Annual Compliance Audit on Wednesday 14th November 2018. Their focus was our track inspection documentation and they had already inspected our track prior to arriving for the audit. They also rode the tram and observed the driver and conductor. They found that Portland Cable Trams was compliant with our Occupational Health & Safety Management System and there were no findings to come out of this audit. This was a great result as every audit that has been conducted since the commencement of operations in 2002 has resulted in either observations or non-compliances being found. This reinforces that all our policies and procedures are working well.

Fundraising / Grants:

We are still working towards raising capital funds for the installation of further sets of traffic signals, as part of our ongoing safety plan. We registered in September 2018 with 'Pick My Project', a State Government funded initiative but unfortunately we were unsuccessful in gaining this funding. I am continuing to have conversations with Government and private stakeholders, with regards to any funding opportunities and I am hopeful of some positive outcomes in this next financial year.

I have applied for a Grant Funding opportunity through Australia Post for \$10,000 to go towards the installation of the Traffic Signals. We will be notified sometime in October as to whether we are successful in gaining this funding.

We received a \$1500 donation from the Portland Masonic Lodge and the Melbourne Freemasons, with an article and photos of the cheque presentation appearing in the Portland Observer. This was a great donation that went towards the cost of helping us to get new wheel sets for the trams. Thanks must also go to Max Grace for his help in securing us this donation.

Responsible Officer:

Our Responsible Officer, Melissa Berry has continued to be instrumental in her support with the audit process which has produced a positive outcome. I look forward to continuing our working relationship in the next financial year.

Incidents:

I am pleased to announce that there were no derailments or major incidents for the 2018-2019 year.

Training:

This financial year we welcomed three new Conductors who completed their training and have commenced their duties. We welcome Rosemary Cole, Lindy Stuchbery and Dean Charman. Dean is undertaking a Tourism course through SWTAFE and requested to do his work placement as part of his course with Portland Cable Trams. I would like to extend our thanks and appreciation to Edna Uniacke, who so freely gives of her time to undertake the training with our new Conductor Volunteers.

We will be working closely with SWTAFE as they deliver their Tourism courses, enabling any students to undertake their work placement with Portland Cable Trams and gain experience in the tourism field.

Meetings / Forums:

Des Hein and I had a phone conference in March 2019 with Brad Murnane, Registrar of Tourist & Heritage Rail, Campbell Rose, CEO VicTrack and all members of the other T&H organisations to discuss developing a Rolling Stock Strategy and the transition to the National Rail Safety Regulator. This was then followed with a meeting with Professor Hermione Parsons from Deakin University who is the independent person chairing the review committee into the T & H sector for VicTrack, to put forward our concerns and ideas going forward for the Rolling Stock Strategy.

Pam Reitman and I then attended the VicTrack Forum on the 24th May, held at the Convention & Exhibition Centre in Melbourne. The forum brought together each of the T & H operators, State Government representatives, Deakin University, LPPM, V/Line, PTV and ONRSR. The Forum is the beginning of all of us working together to identify issues within the Rail sector and to develop a Rolling Stock Strategy going forward. There are four T&H organisations housed at the Newport Depot and part of this strategy will be to help them identify their needs and to find them new homes to operate out of as all the old rolling stock and groups using the Newport Depot need to vacate the depot. We were informed that there is no intention to sell or privatise the Newport site, that it is needed for railway operational requirements, the most pressing of which will be the decommissioning of the ComEng train sets as the new Metro 'HCMT' trains enter service.

Pam Reitman and I also attended the ONRSR Risk Management Workshop on Saturday 25th May in Melbourne. ONRSR expected that the changeover to the national regulator would be 'ticked off' and the 'Bill' passed by State Government in parliament by July 2019. This has since been deferred to October 2019, hopefully with an outcome by the end of this month. Once this takes place we will then have two years to transition the added new sections of the 'Act' and 'Regulations' into our safety management system.

Track Maintenance / Inspections:

Andrew Neil conducted our Annual Track Inspection on Monday 19th November 2018, accompanied by Lou McKay and myself. Andrew reviewed all measurements taken throughout 2018 and was satisfied that the track is in fit condition for our operations. I would like to thank our dedicated team of track maintenance volunteers who assist with the track inspections and repair work.

Advertising:

We have been featured on the internet, facebook and TV advertisements being run by Promoting Portland, Glenelg Shire Council and Optus. These adverts have mainly featured throughout the AFL Football season being televised on TV and it has been great advertising which hopefully will draw people to Portland. We were also featured in an editorial in the A1 Real Estate magazine. This article was very good with several thousand copies of the magazine circulated.

We have renewed a further twelve months advertising with 3HA/MIX FM Radio to advertise Portland Cable Trams in the school holiday periods and also general air time. The last twelve months have proven to be successful with this advertising, hence our continuation for a further twelve months.

Over the past 12 months Portland Cable Trams has also featured in several articles in the Portland Observer. These articles have been excellent and a great reflection on our organisation within the community as a whole.

Some of our other advertising partners have included, Travel OZ, Stay another Day and several Coach Tour companies and the Australian Schools Excursion programme.

Awards:

We were nominated for the Glenelg Shire Councils Business and Tourism Awards at the end of June. We were shortlisted in the category 'Tourism – Events, Festivals and Attractions and interviewed by a representative from Small Business Victoria in July. Max & Phyllis Grace, Don & Barb Errey, Lou and Isobel McKay, Terry & Edna Uniacke and Joy attended the awards presentation night on the 2nd August. We were runners-up in our category and our Congratulations go to the Wood, Wine & Roses Festival, a worthy recipient.

Maintenance:

General rolling stock maintenance was carried out throughout the year with normal wear and tear on engine parts being the main factor and these parts being replaced

The grounds and gardens continue to receive care and attention gaining many compliments from our visitors and locals alike and are a credit to those involved.

New Grip Car:

No doubt everyone has seen the Front Page Headlines of the Portland Observer on Wednesday September 4th titled 'Not Something You Buy Off The Shelf'.... (but that depends on who you know!!).

We have been so fortunate to once again benefit from the generosity of the Errey Family in the building and gifting of the 'Errey' Grip Car or as I call it 'The Don' and take this opportunity to express our sincere gratitude and thanks to Don, Barb and Family.

The difference that these Grip Cars make to our organisation is beyond compare.

The project to build a new Grip Car commenced 14 months ago, after the decision to not take up the Governments offer of acquiring 2 'W' Class Trams from Melbourne for restoration. Don offered to build us a new Grip Car and so the project began. Don undertook this task with his usual vigor and enthusiasm and with the help of his two dedicated deputies, Lou McKay and Don Tapscott work began.

The new Grip Car arrived at PCT on Thursday 29th August to much delight from myself. Work then commenced on trialing it on the tracks to iron out any bugs, along with testing for accreditation purposes. Driver training instruction has now commenced on this Grip Car and the paperwork for the accreditation of the Grip Car was lodged on the 3rd September and I am very pleased to announce that it was accredited for operations on the 16th September by Transport Safety Victoria.

Thanks must also go to all those individuals and local businesses that have contributed so generously towards this project.

A huge thank you to Lou McKay and Don Tapscott for working so tirelessly with Don Errey in achieving this wonderful result. The work and effort they contributed to this project is recognised and appreciated by all of us.

Lastly, I would like to reiterate my thanks to Don, for sharing my vision of gaining a 3rd Grip Car for Portland Cable Trams and for turning the dream into a reality. Thank you.

Sponsors:

Portland Cable Trams Inc. would like to acknowledge the ongoing generous support of our sponsors during the past financial year. For without their generous contribution we would not operate as effectively and efficiently as we do.

- **McDonalds Portland**
- **KFC**
- **Bendigo Bank Portland**
- **Don Errey**
- **Portland Aluminium**
- **Glenelg Shire Council**
- **Keppel Prince**

Fuel Sponsors:

- **Glenelg Shire Council – Portland Maritime Discovery Centre**
- **McDonalds Portland**
- **Port of Portland**
- **Callaghan Motors**
- **Portland RSL Memorial Bowling Club**
- **Seaview Real Estate**
- **Professional Diving Services – Dive Shop**
- **Weld Gas**
- **Portland Exhaust Centre**
- **Bakers Delight**
- **Port of Call Cafe**
- **Portland Lions Club**

We gratefully acknowledge the generosity of the Glenelg Shire Council in paying the Public Liability Insurance premium each year. Again, this year I was able to re-negotiate our insurance policy at a saving of \$10,000.00 to the Glenelg Shire.

With the advent of the RV campsite, the Glenelg Shire Council have provided fencing to segregate the RV park from the Cable Tram car park. This has not only enhanced our Depot but now defines the RV Campsite for the campers.

The Glenelg Shire Council have agreed to undertake the garden maintenance of the rose garden at the maritime tram stop. Once again this garden is now looking picturesque, with weeding and planting of new roses having taken place in the last two months. Thank you must go to the Glenelg Shire Council Parks & Gardens crew.

This financial and in-kind support allows us to channel funds into our rolling stock maintenance program which we would not have been able to do without the Glenelg Shire Council's assistance.

Our special thanks also to the Catering Committee for their efforts in providing lunches to the tour groups that ride our tram. The funds raised from the catering pays for the purchase of our uniforms and the Christmas breakup.

Our Volunteers, where do I start. I know that I say this each year, but I would sincerely like to acknowledge the contribution made by all our Volunteers. Volunteers are the backbone of this organisation and provide a quality of service to the passengers that ride our trams that is second to none. It is paramount that Portland Cable Trams remains the Number One Tourist Attraction in our Shire, as reiterated by feedback from our satisfied passengers and all the positive comments from the general public, and I look forward to working with you all to uphold this accomplishment. You are also ambassadors for your town and community of which you are proud.

I would like to thank the following people for their individual efforts in assisting me over the last twelve months and I look forward to a fruitful and prosperous 2019/2020.

- The Board Members for their support and the duties they perform at Board level.
- Des Hein for his support and knowledge over the past 12 months.
- Pam Rietman for the work she performs as our Treasurer, for her supporting administration role and her unwavering support given to me in the last year.
- Terry Uniacke for the duties he carries out as Secretary and for his help and support over the year.
- A very special Thank You to the Maintenance Team for all their efforts and hard work over the past 12 months.
- Thank You to Pam Rietman, Terry and Edna Uniacke, Arene Moir, Ern and Dianne Harrison, Robyn and Bill Atchison and Ann Dickinson for the duties they perform as Officers In Charge.
- A special Thank You to Bill and Mansie Gregory, Marion Alkemade, Edna Uniacke, Robyn Atchison and Pam and Ben Rietman for their joint efforts in providing the catering services to all our Group Bookings and for their continued fund-raising efforts throughout the year.
- Thank You to the Track Maintenance Team for your diligent efforts in track inspections and the maintenance work carried out on the track which enables us to operate every day.
- Ben Rietman for his fantastic displays and the work he performs in maintaining the Model Display Room.
- The Garden Maintenance crew for their fantastic efforts in maintaining our garden beds and lawns which generates many positive comments from the public.
- Bill Gregory and Ron Rose for their contribution in opening the tram shelters each morning – the Conductors really appreciate this being done on their behalf.
- To All Volunteers who have contributed to a very successful year. Again, without you Portland Cable Trams would not exist.

Joy Hocken

General Manager

Portland Cable Trams Inc.