

Melbourne International RoRo & Autom Terminal PTY LTD

SEMI-ANNUAL COMPLIANCE REPORT

DATE OF REPORT: 1st July 2018

REPORT PERIOD: 1st JANUARY 2018 TO 30th JUNE 2018

KPI	Melbourne Webb Dock West	
<p>KPI 1 Truck Turnaround Time</p> <p>Average time spent at the terminal picking up or delivering cargo, measured from gate entry through to departure from terminal</p>		Average time
	Quarter 1	
	Average Turn Time	47 mins
	Quarter 2	
	Average Turn Time	49 mins
<p>KPI 2 Yard Dwell Time - Imports</p> <p>Average time cargo units stayed at the designated cargo pick-up area of the terminal, measured from announced time for pick-up to actual pick-up</p>		Average time
	Quarter 1	
	All Import Cargo	3.00 Days
	Quarter 2	
	All Import Cargo	3.06 Days
<p>KPI 3 Yard Dwell Time - Exports</p>		Average time
	Quarter 1	
	All Export Cargo	5.20 Days

<p>KPI 7 Equipment Availability</p> <p>Number of deviations between MIRRAT equipment requested by stevedore or by shipping line and actual machinery provided (including standard of equipment, age, type and capacity)</p>		Number of Incidents
	Quarter 1	
	WW Ocean	Zero
	Non-WW Ocean	Zero
	Quarter 2	
	WW Ocean	Zero
	Non-WW Ocean	Zero
<p>KPI 8 Mechanical Support</p> <p>Average time lost in excess of one hour due to failure of MIRRAT in providing mechanical breakdown support, reported from the time Mechanical Engineer officially notified to the time the issue was resolved.</p>		Average time lost
	Quarter 1	
	WW Ocean	Zero
	Non-WW Ocean	Zero
	Quarter 2	
	WW Ocean	Zero
	Non-WW Ocean	Zero
<p>KPI 9 Cargo dwell time over free time/long terms storage</p> <p>Time cargo units stay over free time, excluding Customs, DAFF and customer hold.</p>		Units/percentage
	Quarter 1	
	Total Cargo Units	
	Units staying over free time	
	Quarter 2	
	Total Cargo Units	
	Units staying over free time	
<p>KPI 10 Confidentiality and ring-fencing</p> <p>Number of complaints received by MIRRAT concerning non-compliance with Clause 6 of the Undertaking</p>		Measurement
	Quarter 1	
	Complaints for Non-Compliance with Clause 6	
	Services to WW Ocean	Zero
	Services to non-WW Ocean	Zero
	Breaches of Clause 6 Clause 6	

<p>Number of instance of breaches of Clause 6</p> <p>MIRRAT's response to the complaints and/or breaches</p>	Services to WW Ocean	Zero
	Services to non-WW Ocean	Zero
	Quarter 2	
	Complaints for Non-Compliance with Clause 6	
	Services to WW Ocean	Zero
	Services to non-WW Ocean	Zero
	Breaches of Clause 6 Clause 6	
	Services to WW Ocean	Zero
	Services to non-WW Ocean	Zero
<p>KPI 11 Complaints</p> <p>Number of complaints raised under the Price Dispute Resolution Process and the Non-Price Resolution Process under the Undertaking</p>		Number of Complaints
	Quarter 1	
	Complaints Under Price and non-Price Dispute Resolution Process	
	Services to WW Ocean	Zero
	Services to non-WW Ocean	3
	Details of complaint and outcome	Attach as Annex
	Quarter 2	
	Complaints Under Price and non-Price Dispute Resolution Process	
	Services to WW Ocean	1
	Services to non-WW Ocean	Zero
	Details of complaint and outcome	Attach as Annex

Explanation

Explanation

Explanation

