

Melbourne International RoRo & Auto

SEMI-ANNUAL COMPLIANCE

DATE OF REPORT: 1st July

REPORT PERIOD: 1st JANUARY 2018 TO

KPI	
<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>	
	WW Ocean Related
	Non WW Ocean Related
	Total
<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>	
	WW Related
	Non WW Related
	Total
<p>KPI 3 Yard Dwell Time - Exports</p>	
	WW Related
	Non WW Related
	Total
<p>KPI 4 Berthing Allocation Changes</p> <p>Number of incidents where there was a delay in start of stevedoring operations due to deviation between planned allocation of berth and actual allocation, where MIRRAT was responsible for such deviation</p>	
	Quarter 1
	WW Ocean
	Non-WW Ocean
	Quarter 2
	WW Ocean
	Non-WW Ocean
	Quarter 3
	WW Ocean

<p>deviation.</p>	<p>Non-WW Ocean</p> <p>Quarter 4</p> <p>WW Ocean</p> <p>Non-WW Ocean</p>
<p>KPI 5 Mooring Services</p> <p>Number of incidents where there was a delay in the mooring of vessels due to a deviation between planned berth allocation and actual allocation, where MIRRAT was responsible for such deviation.</p>	<p>Quarter 1</p> <p>WW Ocean</p> <p>Non-WW Ocean</p> <p>Quarter 2</p> <p>WW Ocean</p> <p>Non-WW Ocean</p> <p>Quarter 3</p> <p>WW Ocean</p> <p>Non-WW Ocean</p> <p>Quarter 4</p> <p>WW Ocean</p> <p>Non-WW Ocean</p>
<p>KPI 6 Allocation of first point of rest area</p> <p>Data showing, for each cargo shipment:</p> <p>a) berth allocated to vessel</p> <p>b) allocated storage area in the Terminal Layout Plan for the cargo's first point of rest</p> <p>This data can be set out in an Attachment to this Compliance Report</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>
<p>KPI 7 Equipment Availability</p>	<p>Quarter 1</p> <p>WW Ocean</p> <p>Non-WW Ocean</p> <p>Quarter 2</p> <p>WW Ocean</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>	Non-WW Ocean
	Quarter 3
	WW Ocean
	Non-WW Ocean
	Quarter 4
	WW Ocean
	Non-WW Ocean

<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>	
	Quarter 1
	WW Ocean
	Non-WW Ocean
	Quarter 2
	WW Ocean
	Non-WW Ocean
	Quarter 3
	WW Ocean
	Non-WW Ocean
	Quarter 4
	WW Ocean
Non-WW Ocean	

<p>KPI 9 Cargo dwell time over free time/long terms storage</p> <p>Time cargo units stay over free time, excluding Customs, DAWR and customer hold.</p>	
	Quarter 1
	Total Cargo Units
	Units staying over free time
	Quarter 2
	Total Cargo Units
	Units staying over free time
	Quarter 3
	Total Cargo Units
	Units staying over free time
	Quarter 4

	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> <p>Number of instance of breaches of Clause 6</p> <p>MIRRAT's response to the complaints and/or breaches</p>	
	Quarter 1
	Complaints for Non-Compliance with Clause 6
	Services to WW Ocean
	Services to non-WW Ocean
	Breaches of Clause 6 Clause 6
	Services to WW Ocean
	Services to non-WW Ocean
	Quarter 2
	Complaints for Non-Compliance with Clause 6
	Services to WW Ocean
	Services to non-WW Ocean
	Breaches of Clause 6 Clause 6
	Services to WW Ocean
	Services to non-WW Ocean
	Quarter 3
	Compliance with Clause 6
	Services to WW Ocean
Services to non-WW Ocean	
Breaches of Clause 6 Clause 6	
Services to WW Ocean	
Services to non-WW Ocean	
Quarter 4	
Compliance with Clause 6	
Services to WW Ocean	
Services to non-WW Ocean	
Breaches of Clause 6 Clause 6	
Services to WW Ocean	
Services to non-WW Ocean	
KPI 11 Complaints	
	Quarter 1

Number of complaints raised under the Price Dispute Resolution Process and the Non-Price Resolution Process under the Undertaking

Complaints Under Price and non-Price Dispute Resolution Process

Services to WW Ocean

Services to non-WW Ocean

Details of complaint and outcome

Quarter 2

Complaints Under Price and non-Price Dispute Resolution Process

Services to WW Ocean

Services to non-WW Ocean

Details of complaint and outcome

Quarter 3

Complaints Under Price and non-Price Dispute Resolution Process

Services to WW Ocean

Services to non-WW Ocean

Details of complaint and outcome

Quarter 4

Complaints Under Price and non-Price Dispute Resolution Process

Services to WW Ocean

Services to non-WW Ocean

Details of complaint and outcome

Zero	
Zero	
Zero	

Number of Incidents	Explanation
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	

	Explanation
Attach data	

Number of Incidents	Explanation
Zero	
Zero	
Zero	



Measurement	Explanation
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	

Number of Complaints	Explanation



Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
n/a	
Zero	
Zero	
n/a	