Melbourne International RoRo & Auto

SEMI-ANNUAL COMPLIANCE
DATE OF REPORT: 1st July

REPORT PERIOD: 1st JANUARY 2018 TO

КРІ	
KPI 1 Truck Turnaround Time	
Average time spent at the terminal picking up or	WW Ocean Related
delivering cargo, measured from gate entry through	Non WW Ocean Related
to departure from terminal	Total
KPI 2 Yard Dwell Time - Imports	
Ki 12 Tara bweii Tille - Illipores	
Average time cargo units stayed at the designated	WW Related
cargo pick-up area of the terminal, measured from	Non WW Related
announced time for pick-up to actual pick-up	Total
KPI 3 Yard Dwell Time - Exports	
	WW Related
	Non WW Related
	Total
KPI 4 Berthing Allocation Changes	
	Quarter 1
	WW Ocean
	Non-WW Ocean
	Quarter 2
	Quarter 2 WW Ocean
Number of incidents where there was a delay in	Non-WW Ocean
start of stevedoring operations due to deviation between planned allocation of berth and actual	
allocation, where MIRRAT was responsible for such	Quarter 3
deviation	WW Ocean

	Non-WW Ocea
	Quarter 4
	Quarter 4
	WW Ocea
	Non-WW Ocea
KPI 5 Mooring Services	Quarter 1
	WW Ocea
	Non-WW Ocea
	Quarter 2
	WW Ocea
No make a set in aid auto colo and the auto color and along in	Non-WW Ocea
Number of incidents where there was a delay in	
the mooring of vessels due to a deviation between	Quarter 3
planned berth allocation and actual allocation,	WW Ocea
where MIRRAT was responsible for such deviation.	Non-WW Ocea
	Quarter 4
	WW Ocea
	Non-WW Ocea
	Non vvv deca
KPL6 Allocation of first point of rest area	
KPI 6 Allocation of first point of rest area	
KPI 6 Allocation of first point of rest area Data showing, for each cargo shipment:	
Data showing, for each cargo shipment: a) berth allocated to vessel	
Data showing, for each cargo shipment: a) berth allocated to vessel b) allocated storage area in the Terminal Layout	
Data showing, for each cargo shipment: a) berth allocated to vessel	
Data showing, for each cargo shipment: a) berth allocated to vessel b) allocated storage area in the Terminal Layout Plan for the cargo's first point of rest	
Data showing, for each cargo shipment: a) berth allocated to vessel b) allocated storage area in the Terminal Layout Plan for the cargo's first point of rest This data can be set out in an Attachment to this	
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Number of deviations between MIRRAT equipment	Non-WW Ocean
requested by stevedore or by shipping line and	
actual machinery provided (including standard of	Quarter 3
equipment, age, type and capacity)	WW Ocean
equipment, age, type and capacity)	Non-WW Ocean
	Quarter 4
	WW Ocean
	Non-WW Ocear
KPI 8 Mechanical Support	
	Quarter 1
	WW Ocean
	Non-WW Ocean
	Quarter 2
	WW Ocean
Average time lost in excess of one hour due to	Non-WW Ocear
failure of MIRRAT in providing mechanical	
breakdown support, reported from the time	Quarter 3
Mechanical Engineer officially notified to the time	WW Ocean
the issue was resolved.	Non-WW Ocean
	11011 1111 00001
	Quarter 4
	WW Ocean
	Non-WW Ocean
	Non www decar
KPI 9 Cargo dwell time over free time/long terms	
storage	
	Quarter 1
	Total Cargo Units
	Units staying over free time
	omes staying over nee time
	Quarter 2
	Total Cargo Unit
Time cargo units stay over free time, excluding	Units staying over free time
Customs, DAWR and customer hold.	Office staying over free time
Customs, DAWK and customer noid.	Overton 3
	Quarter 3
	Total Cargo Unit
	Units staying over free time
	Overter 1
	Quarter 4

	Total Cargo Uni
	Units staying over free tim
	, ,
KPI 10 Confidentiality and ring-fencing	
	Quarter 1
	Complaints for Non-
Number of complaints received by MIRRAT	Compliance with Clause 6
concerning non-compliance with Clause 6 of the	Services to WW Ocean
Undertaking	Services to non-WW Ocean
	Breaches of Clause 6 Clause 6
	Services to WW Ocean
	Services to non-WW Ocean
Number of instance of breaches of Clause 6	Quarter 2
	Complaints for Non-
	Compliance with Clause 6
MIRRAT's response to the complaints and/or	Services to WW Ocean
breaches	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
	Services to Hon-vv vv Ocedii
KPI 11 Complaints	
	Quarter 1
	Quarter 1

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

Terminal PTY LTD

REPORT 2019

O 30th JUNE 2019



Melbourne	
Webb Dock West	
Average time	Explanation
46:44:00	KPI of 30 mins does
44:47:00	not align with operational
45:29:00	realities
Average time	Explanation
2.7	
2.7	
2.4	
2.4	
Average time	Explanation
9	·
3.1	
3.1	
3.1	
Number of Incidents	Explanation
7	
Zero Zero	
Zero	
Zero	
Zero Zero	
Zero Zero	

7	
Zero	
Zero	
Zero	
Number of Incidents	Explanation
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
20.0	
r	
	Explanation
Attach data	
Number of Incidents	Explanation
3.0.0	'
7040	
Zero	
Zero	
Zero	

Zero	
Zero	
Zero	
Zero	
Zero	
Average time lost	Explanation
Zero	
Zero	
20.0	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Units/percentage	Explanation

Measurement	Explanation
	1
Zero	
Zero	
7040	
Zero Zero	+
2610	
Zero	
Zero	
7	
Zero Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
_	
Zero	
Zero	
Zero	
Zero	
25.5	
Number of Complaints	Explanation

_	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
Zero	
l ,	
n/a	
Zero	
Zero	
n/a	
ii/ u	