

## KPI

### KPI 1 Truck Turnaround Time

Average time spent at the terminal picking up or delivering cargo, measured from gate entry through to departure from terminal

### KPI 2 Yard Dwell Time - Imports

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

### KPI 3 Yard Dwell Time - Exports

### KPI 4 Berthing Allocation Changes

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

deviation.

#### **KPI 5 Mooring Services**

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.

#### **KPI 6 Allocation of first point of rest area**

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 Compliance Report**

#### **KPI 7 Equipment Availability**

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)

#### **KPI 8 Mechanical Support**

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.

#### **KPI 9 Cargo dwell time over free time/long terms storage**

Time cargo units stay over free time, excluding Customs, DAWR and customer hold.

**KPI 10 Confidentiality and ring-fencing**

Number of complaints received by MIRRAT concerning non-compliance with Clause 6 of the Undertaking

Number of instance of breaches of Clause 6

MIRRAT's response to the complaints and/or breaches

## KPI 11 Complaints

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

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Melbourne International RoRo & Auto Terminal PTY LTD

SEMI-ANNUAL COMPLIANCE REPORT

DATE OF REPORT: 1st July 2020

REPORT PERIOD: 1st JULY 2019 TO 30th JUNE 2020

<b>Melbourne</b>	
<b>Webb Dock West</b>	
	Average time
<b>WW Ocean Related</b>	<b>42 mins</b>
<b>Non WW Ocean Related</b>	<b>36 mins</b>
<b>Total</b>	<b>35 mins</b>

	Average time
<b>WW Related</b>	<b>5.1</b>
<b>Non WW Related</b>	<b>3.6</b>
<b>Total</b>	<b>3.9</b>

	Average time
<b>WW Related</b>	<b>8.3</b>
<b>Non WW Related</b>	<b>7.4</b>
<b>Total</b>	<b>7.6</b>

		Number of Incidents
<b>Quarter 1</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>
<b>Quarter 2</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>
<b>Quarter 3</b>		
	WW Ocean	<b>Zero</b>

	Non-WW Ocean	<b>Zero</b>
<b>Quarter 4</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>

		Number of Incidents
<b>Quarter 1</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>
<b>Quarter 2</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>
<b>Quarter 3</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>
<b>Quarter 4</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>

		<b>Attach data</b>

		Number of Incidents
<b>Quarter 1</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>
<b>Quarter 2</b>		
	WW Ocean	<b>Zero</b>

	Non-WW Ocean	<b>Zero</b>
<b>Quarter 3</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>
<b>Quarter 4</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>

		Average time lost
<b>Quarter 1</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>
<b>Quarter 2</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>
<b>Quarter 3</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>
<b>Quarter 4</b>		
	WW Ocean	<b>Zero</b>
	Non-WW Ocean	<b>Zero</b>

		Units/percentage
<b>Quarter 1</b>		
	WW Ocean Total Cargo Units	
	WW Ocean Units staying over free time	
	Non-WW Ocean Total Cargo Units	
	Non -WW Ocean Units staying over free time	
<b>Quarter 2</b>		
	WW Ocean Total Cargo Units	
	WW Ocean Units staying over free time	
	Non-WW Ocean Total Cargo Units	
	Non -WW Ocean Units staying over free time	
<b>Quarter 3</b>		



WW Ocean Total Cargo Units	
WW Ocean Units staying over free time	
Non-WW Ocean Total Cargo Units	
Non -WW Ocean Units staying over free time	
<b>Quarter 4</b>	
WW Ocean Total Cargo Units	
WW Ocean Units staying over free time	
Non-WW Ocean Total Cargo Units	
Non -WW Ocean Units staying over free time	

	Measurement
<b>Quarter 1</b>	
Complaints for Non-Compliance with Clause 6	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>
Breaches of Clause 6 Clause 6	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>
<b>Quarter 2</b>	
Complaints for Non-Compliance with Clause 6	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>
Breaches of Clause 6 Clause 6	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>
<b>Quarter 3</b>	
Complaints for Non-Compliance with Clause 6	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>
Breaches of Clause 6 Clause 6	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>
<b>Quarter 4</b>	
Complaints for Non-Compliance with Clause 6	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>
Breaches of Clause 6 Clause 6	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>

	Number of Complaints
<b>Quarter 1</b>	
Complaints Under Price and non-Price Dispute Resolution Process	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>
Details of complaint and outcome	
<b>Quarter 2</b>	
Complaints Under Price and non-Price Dispute Resolution Process	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>
Details of complaint and outcome	
<b>Quarter 3</b>	
Complaints Under Price and non-Price Dispute Resolution Process	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>
Details of complaint and outcome	n/a
<b>Quarter 4</b>	
Complaints Under Price and non-Price Dispute Resolution Process	
Services to WW Ocean	<b>Zero</b>
Services to non-WW Ocean	<b>Zero</b>
Details of complaint and outcome	n/a

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Explanation

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Explanation




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Explanation

A large vertical rectangular frame on the right side of the page, consisting of a thin black border, intended for additional notes or a diagram.