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

doviation

ueviation.
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

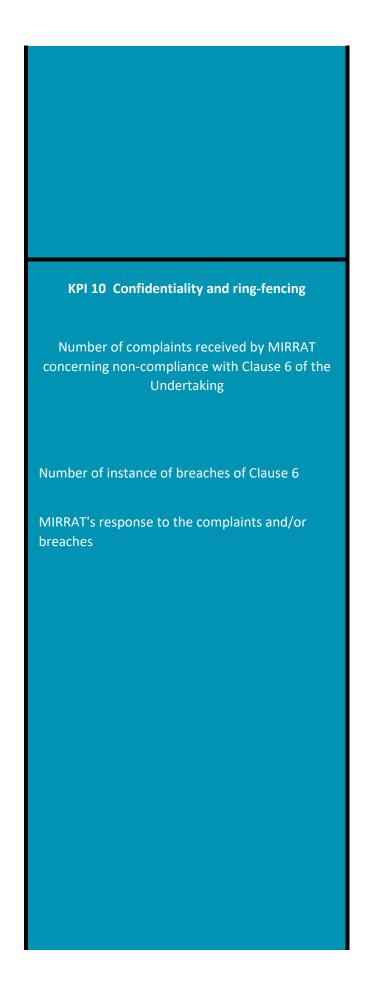
Number of deviations between MIRRAT equipment requested by stevedore or by shipping line and actual machinery provided (including standard of equipment, age, type and capacity)

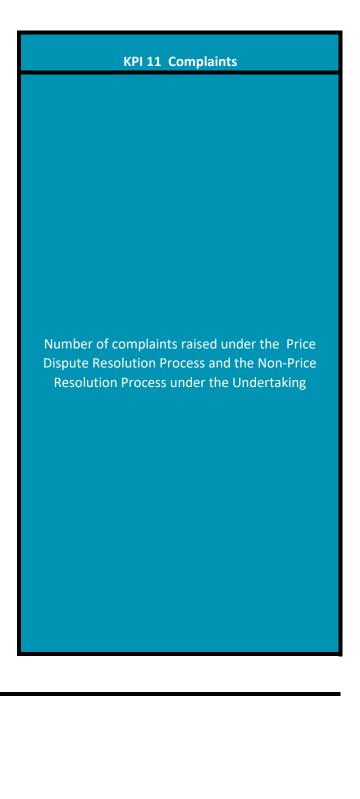
KPI 8 Mechanical Support

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.





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

	Melbourne
V	Vebb Dock West
	Average time
	-
WW Ocean Related	42 mins
Non WW Ocean Related	36 mins
Total	35 mins
	Average time
WW Related	5.1
Non WW Related	3.6
Total	3.9
	Average time
WW Related	8.3
Non WW Related	7.4
Total	7.6
	Number of Incidents
Quarter 1	Number of filluting
WW Ocean	Zero
Non-WW Ocean	Zero
Wolf WW Ocean	2010
Quarter 2	
WW Ocean	Zero
Non-WW Ocean	Zero
W Godan	2.0
Quarter 3	
WW Ocean	Zero

Non-WW Ocean	Zero
Quarter 4	
WW Ocean	Zero
Non-WW Ocean	Zero
	Number of Incidents
Quarter 1	
WW Ocean	Zero
Non-WW Ocean	Zero
Quarter 2	
WW Ocean	Zero
Non-WW Ocean	Zero
Quarter 3	
WW Ocean	Zero
Non-WW Ocean	Zero
Overten 4	
Quarter 4	7040
WW Ocean	Zero
Non-WW Ocean	Zero
	Attach data
	Attach data
	Number of Incidents
Quarter 1	
WW Ocean	Zero
Non-WW Ocean	Zero
	-

WW Ocean

Zero

Quarter 2

	Non-WW Ocean	Zero
Quarter 3		
	WW Ocean	Zero
	Non-WW Ocean	Zero
Quarter 4		
	WW Ocean	Zero
	Non-WW Ocean	Zero

	Average time lost
Quarter 1	
WW Ocean	Zero
Non-WW Ocean	Zero
Quarter 2	
WW Ocean	Zero
Non-WW Ocean	Zero
Quarter 3	
WW Ocean	Zero
Non-WW Ocean	Zero
Quarter 4	
WW Ocean	Zero
Non-WW Ocean	Zero

	Units/percentage
Quarter 1	
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	
Quarter 2	
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	
Quarter 3	

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

Quarter 4	
	WW Ocean Total Cargo Units
	WW Ocean Units staying over free time
	Non-WW Ocean Total Cargo Units
No	n -WW Ocean Units staying over free time

	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	
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
Quarter 3	
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
Quarter 4	
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

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



Explanation KPI of 30 mins does not align with operational realities Explanation MIRRAT Offer 4 days freetime MIRRAT Offer 4 days freetime Explanation MIRRAT offer 5 days reveial period MIRRAT offer 5 days reveial period Explanation

	_
Explanation	
Explanation	
	_
	-
	J
	1
	1
	_
Explanation	
Explanation	

Explanation
Explanation
_

	I
Explanation	
Explanation	
	I
	I
	I
	l
	l
	l
	l
	l
	l
	l
	I
	l
	I
	l
	I
	l
	I
	l
	l
	l
	l
	l
	l
	4

Explanation	
	_
	_
	_
	_
	_
	_
	_
	_
	_