



PERIOD 1

1	Monday to Friday	Two ferries from 0610 with last ferry at 2000. To disembark at 2010. Two vessels for 14 hours per day for 4 days	140.00
2	Saturday	One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14.00
3	Sunday	One ferry from 1130 with last ferry at 1930. To disembark at 1945. One vessel for 8 25 hours	8.25
			<u>162.25</u>

Minus	31 03.19	TfL period date (Sunday used in P13)	8.25
	19 04.19	Bank Holiday (one boat service)	14.00
	22 04.19	Bank Holiday (one boat service)	14.00
			<u>612.75</u>

[illegible]

Availability
Total Hours Required
Total Stoppages
Percentage availability

Total Hours Required	612.75
Total Stoppages	1.33
Percentage availability	99.78



PERIOD 2

1	Monday to Friday	Two ferries from 0610 wi h last ferry at 2000. To disembark at 2010. Two vessels for 14 hours per day for 4 days	140.00
2	Saturday	One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14.00
3	Sunday	One ferry from 1130 with last ferry at 1930. To disembark at 1945. One vessel for 8 25 hours	8.25
			<u>162.25</u>

Minus	06.05.19	Bank Holiday (one boat service)	14.00
			635.00

Date	Time out	Time in	Details	Time Lost	Reason for Mitigation	Time Mitigated
28/04/2019	11:30	13:30	London Marathon (BW)	2.00	London Marathon (BW)	2.00
29/04/2019	18:50	20:10	Generator fault on DVL (BW & DVL)	2.67	Generator fault on DVL (BW & DVL)	2.67
30/04/2019	06:10	11:30	Generator fault on DVL (BW & DVL)	10.67	Generator fault on DVL (BW & DVL)	10.67
30/04/2019	11:30	20:10	Generator fault on DVL (DVL)	8.67	Generator fault on DVL (DVL)	8.67
03/05/2019	06:10	07:50	Over running engineering works on the DVL (DVL & BW).	3.33		
03/05/2019	15:00	16:15	Generator fault on DVL (DVL & BW)	2.50	Generator fault on DVL (DVL & BW)	2.50
03/05/2019	16:15	20:10	Generator fault on DVL (DVL)	3.92	Generator fault on DVL (DVL)	3.92
09/05/2019	11:15	12:00	MCA vessel audits (BW)	0.75	MCA vessel audits (BW)	0.75
09/05/2019	14:40	15:11	MCA vessel audits (DVL)	0.52	MCA vessel audits (DVL)	0.52
13/05/2019	18:45	20:10	Generator issue (DVL)	1.42	Generator issue (DVL)	1.42
15/05/2019	17:20	19:22	Fault with no.1 thruster unit (DVL)	2.03		
17/05/2019	06:10	20:10	Industrial Strike Action (DVL & BW)	28.00	Industrial Strike Action (DVL & BW)	28.00
20/05/2019	06:10	20:10	Industrial Strike Action (DVL & BW)	28.00	Industrial Strike Action (DVL & BW)	28.00
24/05/2019	06:10	20:10	Industrial Strike Action (DVL & BW)	28.00	Industrial Strike Action (DVL & BW)	28.00
Total Stoppages				122.47	Mitigation	117.10

Total Hours Required
Total Stoppages
Percentage availability

$$\begin{array}{r} 635.00 \\ 5.37 \\ \hline 99.15 \end{array}$$



WOOLWICH FERRY **KPI PERFORMANCE ANALYSIS**

PERIOD **3**

Contract Requirements

1	Monday to Friday	Two ferries from 0610 with last ferry at 2000. To disembark at 2010. Two vessels for 14 hours per day for 4 days	140.00
2	Saturday	One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14.00
3	Sunday	One ferry from 1130 with last ferry at 1930. To disembark at 1945. One vessel for 8 25 hours	8.25
			162.25

Total for 4 week period **649.00**

Record of Stoppages

26th May 2019 - 22nd June 2019

Date	Time out	Time in	Details	Time Lost	Reason for Mitigation	Time Mitigated
28/05/2019	06:10	20:10	Industrial Action (BW & DVL)	28.00	Industrial Action (BW & DVL)	28.00
29/05/2019	06:10	20:10	Hybrid Trials (BW)	14.00	Hybrid Trials (BW)	14.00
30/05/2019	06:10	07:00	Hybrid Trials (BW)	0.83	Hybrid Trials (BW)	0.83
31/05/2019	06:10	20:10	Industrial Action (BW & DVL)	28.00	Industrial Action (BW & DVL)	28.00
03/06/2019	06:10	20:10	Industrial Action (BW & DVL)	28.00	Industrial Action (BW & DVL)	28.00
04/06/2019	06:10	09:08	Wifi Connection Problems (DVL)	2.97		
04/06/2019	12:30	20:10	Staff Shortage (BW)	7.67		
04/06/2019	19:00	20:10	Vessels returning to berth (DVL)	1.17		
06/06/2019	12:00	20:10	Staff Shortage (DVL)	8.17		
06/06/2019	19:00	20:10	Vessels returning to berth (BW)	1.17		
07/06/2019	06:10	20:10	Industrial Action (BW & DVL)	28.00	Industrial Action (BW & DVL)	28.00
08/06/2019	06:10	20:10	Staff shortage (DVL)	14.00		
09/06/2019	11:30	19:45	Staff shortage (DVL)	8.25		
10/06/2019	06:10	20:10	Industrial Action (BW & DVL)	28.00	Industrial Action (BW & DVL)	28.00
11/06/2019	06:10	06:40	Delay whilst BW moved out of berth (DVL)	0.50		
11/06/2019	06:10	12:30	Staff shortage (BW)	6.33		
12/06/2019	06:10	07:30	Delay whilst BW moved out of berth (DVL)	1.33		
12/06/2019	06:10	13:25	Staff shortage (BW)	7.25		
13/06/2019	06:10	07:30	Delay whilst BW moved out of berth (DVL)	1.33		
13/06/2019	06:10	13:12	Staff shortage (BW)	7.03		
14/06/2019	06:10	20:10	Industrial Action (BW & DVL)	28.00	Industrial Action (BW & DVL)	28.00
15/06/2019	06:10	20:10	Staff shortage (DVL)	14.00		
16/06/2019	11:30	19:45	Staff Shortage (DVL)	8.25		
17/06/2019	06:10	20:10	Industrial Action (DVL & BW)	28.00	Industrial Action (DVL & BW)	28.00
18/06/2019	06:10	07:08	Technical Issues - fire alarm sounding (DVL)	0.97		
19/06/2019	14:00	14:25	Technical Issues (BW)	0.42	Technical Issues (BW)	0.42
21/06/2019	18:20	20:10	Technical Issues (BW)	1.83	Technical Issues (BW)	1.83
22/06/2019	19:30	20:10	Lorry impacted & damaged vessel barrier - unable to close (DVL)	0.67	Lorry impacted & damaged vessel barrier - unable to close (DVL)	0.67
Total Stoppages				304.13	Mitigation	213.75

Availability

Total Hours Required
Total Stoppages
Percentage availability

649.00
304.13
53.14

Allowing Relief Events

Total Hours Required
Total Stoppages
Percentage availability

649.00
90.38
86.07



PERIOD 4

1	Monday to Friday	Two ferries from 0610 with last ferry at 2000. To disembark at 2010. Two vessels for 14 hours per day for 4 days	140.00
2	Saturday	One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14.00
3	Sunday	One ferry from 1130 with last ferry at 1930. To disembark at 1945. One vessel for 8 25 hours	8.25
			<u>162.25</u>

Record of Stoppages
23rd June 2019 - 20th July 2019

Availability

$$\begin{array}{r} 649.00 \\ 109.57 \\ \hline 83.12 \end{array}$$

Total Hours Required
Total Stoppages
Percentage availability

649.00
35.73
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94.49