



## PERIOD 8

1	Monday	One ferry from 0610 then 2 ferries from 0630 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours per day, one for 13 hrs 40 mins	27.66
2	Tuesday 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	112.00
3	Saturday	One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14.00
4	Sunday	One ferry from 1130 with last ferry at 1930. To disembark at 1945. One vessel for 8.25 hours	8.25
			<u>161.91</u>
		Total for 4 week period	<b>647.64</b>

**15th October 2017 - 11th November 2017**

### Availability

### Allowing Relief Events

Total Hours Required	647.64
Total Stoppages	10.07
Percentage availability	98.45



## WOOLWICH FERRY KPI PERFORMANCE ANALYSIS

**PERIOD** 9

### Contract Requirements

1	Monday	One ferry from 0610 then 2 ferries from 0630 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours per day, one for 13 hrs 40 mins	27.66
2	Tuesday 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	112.00
3	Saturday	One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14.00
4	Sunday	One ferry from 1130 with last ferry at 1930. To disembark at 1945. One vessel for 8.25 hours	8.25
			<u>161.91</u>

Total for 4 week period **647.64**

### Record of Stoppages

**12th November 2017 - 9th December 2017**

Event	Details	Time	Relief Events	Reason for Mitigation	Time
16/11/2017	Standby Steering System Fault 06:30 - 08:19 (JB)	1.82	Standby Steering System Fault 06:30 - 08:19 (JB)		1.82
16/11/2017	Standby Steering System Fault 10:46 - 12:05 (JN)	1.32	Standby Steering System Fault 10:46 - 12:05 (JN)		1.32
19/11/2017	Linkspan Works 11:30 - 15:06 (JB)	3.60	Linkspan Works 11:30 - 15:06 (JB)		3.60
20/11/2017	Turbo Fault 10:00 - 20:10 (JB) <i>onto grid</i>	10.17	Turbo Fault 10:00 - 20:10 (JB) <i>onto grid</i>		10.17
21/11/2017	Turbo Fault 06:10 - 20:10 (JB) <i>on grid</i>	14.00	Turbo Fault 06:10 - 20:10 (JB) <i>on grid</i>		14.00
21/11/2017	Fire Alarm Sounding 06:10 - 07:03 (JN)	0.88			
21/11/2017	Fuel Pump Fault 10:03 - 10:50 (JN)	0.78	Fuel Pump Fault 10:03 - 10:50 (JN)		0.78
22/11/2017	Turbo Fault 06:10 - 20:10 (JB) <i>on grid</i>	14.00	Turbo Fault 06:10 - 20:10 (JB) <i>on grid</i>		14.00
22/11/2017	Navigation Lights out 06:10 - 07:00 (JN)	0.83	Navigation Lights out 06:10 - 07:00 (JN)		0.83
23/11/2017	Turbo Fault 06:10 - 14:10 (JB) <i>on grid. EB put into service</i>	8.00	Turbo Fault 06:10 - 14:10 (JB) <i>on grid. EB put into service</i>		8.00
24/11/2017	Main Engine Oil Leak 06:10 - 07:47 (JN)	1.62	Main Engine Oil Leak 06:10 - 07:47 (JN)		1.62
24/11/2017	Standby Steering System Fault 09:20 - 14:23 (JN)	5.05	Standby Steering System Fault 09:20 - 14:23 (JN)		5.05
25/11/2017	Diving Operations 16:03 - 18:15 (EB)	2.20	Diving Operations 16:03 - 18:15 (EB)		2.20
26/11/2017	Diving Operations 11:30 - 12:10 and 17:13 - 19:30 (EB)	2.57	Diving Operations 11:30 - 12:10 and 17:13 - 19:30 (EB)		2.57
27/11/2017	Diving Operations 06:10 - 07:30 and 11:09 - 13:16 and 18:02 - 20:10 (EB & JN)	11.16	Diving Operations 06:10 - 07:30 and 11:09 - 13:16 and 18:02 - 20:10 (EB & JN)		11.16
28/11/2017	Diving Operations 06:10 - 08:32 and 19:05 - 20:10 (EB & JN)	6.90	Diving Operations 06:10 - 08:32 and 19:05 - 20:10 (EB & JN)		6.90
29/11/2017	Diving Operations 07:44 - 09:59 and 14:35 - 15:05 (EB & JN)	5.50	Diving Operations 07:44 - 09:59 and 14:35 - 15:05 (EB & JN)		5.50
30/11/2017	Diving Operations 09:00 - 10:52 and 15:35 - 17:25 (EB & JN)	6.06	Diving Operations 09:00 - 10:52 and 15:35 - 17:25 (EB & JN)		6.06
01/12/2017	Diving Operations 10:00 - 12:00 and 16:20 - 18:10 (EB & JN)	3.66	Diving Operations 10:00 - 12:00 and 16:20 - 18:10 (EB & JN)		3.66
02/12/2017	Diving Operations 06:10 - 07:05 and 11:02 - 13:12 and 17:20 - 20:10 (JN)	5.25	Diving Operations 06:10 - 07:05 and 11:02 - 13:12 and 17:20 - 20:10 (JN)		5.25
03/12/2017	Diving Operations 11:30 - 13:47 and 18:12 - 19:45 (JN)	3.83	Diving Operations 11:30 - 13:47 and 18:12 - 19:45 (JN)		3.83
04/12/2017	Diving Operations 06:10 - 09:30 and 12:25 - 14:45 and 19:10 - 20:10 (JN & EB)	13.16	Diving Operations 06:10 - 09:30 and 12:25 - 14:45 and 19:10 - 20:10 (JN & EB)		13.16
05/12/2017	Diving Operations 07:55 - 09:28 (JN & EB)	3.10	Diving Operations 07:55 - 09:28 (JN & EB)		3.10
06/12/2017	Staff Training 11:53 - 20:10 (EB)	8.28	Staff Training 11:53 - 20:10 (EB)		8.28
06/12/2017	Diving Operations 14:09 - 16:20 (JN)	2.18	Diving Operations 14:09 - 16:20 (JN)		2.18
07/12/2017	Staff Training 08:55 - 20:10 (EB)	11.25	Staff Training 08:55 - 20:10 (EB)		11.25
07/12/2017	Diving Operations 09:08 - 11:08 (JN)	2.00	Diving Operations 09:08 - 11:08 (JN)		2.00
08/12/2017	Staff Training 06:10 - 07:03 and 09:56 - 20:10 (EB)	11.18	Staff Training 06:10 - 07:03 and 09:56 - 20:10 (EB)		11.18
08/12/2017	Diving Operations 10:09 - 12:09 (JN)	2.00	Diving Operations 10:09 - 12:09 (JN)		2.00
09/12/2017	Diving Operations 16:45 - 18:53 (JN)	2.13	Diving Operations 16:45 - 18:53 (JN)		2.13
Total Stoppages		<b>164.48</b>	Mitigation		<b>163.60</b>

### Availability

Total Hours Required	<b>647.64</b>
Total Stoppages	<b>164.48</b>
Percentage availability	<b>74.60</b>

### Allowing Relief Events

Total Hours Required	<b>647.64</b>
Total Stoppages	<b>0.88</b>
Percentage availability	<b>99.86</b>



## WOOLWICH FERRY KPI PERFORMANCE ANALYSIS

**PERIOD**                      **10**

### Contract Requirements

<b>1</b>	Monday	One ferry from 0610 then 2 ferries from 0630 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours per day, one for 13 hrs 40 mins	27.66
<b>2</b>	Tuesday 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	112.00
<b>3</b>	Saturday	One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14.00
<b>4</b>	Sunday	One ferry from 1130 with last ferry at 1930. To disembark at 1945. One vessel for 8.25 hours	8.25
			<u>161.91</u>
			<b>Total for 4 week period</b>
			<b>647.64</b>
<b>Minus</b>	Christmas Day (Mon - no service)		27.66
	Boxing Day (Tues - no service)		28.00
	27th to 29th December (one ferry service)		42.00
	New Year's Day (Mon - no service)		27.66
			<u>522.32</u>

### Record of Stoppages

**10th December 2017 - 6th January 2018**

Event	Details	Time	Relief Events	Reason for Mitigation	Time
10/12/2017	Diving Operations 11:30 - 14:00 (JN)	2.50	Diving Operations 11:30 - 14:00 (JN)		2.50
10/12/2017	Diving Operations 17:30 - 19:45 (JN)	2.25	Diving Operations 17:30 - 19:45 (JN)		2.25
11/12/2017	Cooler Leak 06:30 - 20:10 (EB)	13.67	Cooler Leak 06:30 - 20:10 (EB)		13.67
11/12/2017	Diving Operations 06:10 - 07:49 and 12:23 - 14:43 (JN)	3.98	Diving Operations 06:10 - 07:49 and 12:23 - 14:43 (JN)		3.98
12/12/2017	Cooler Leak 06:10 - 20:10 (EB)	14.00	Cooler Leak 06:10 - 20:10 (EB)		14.00
12/12/2017	Diving Operations 13:39 - 15:45 (JN)	2.10	Diving Operations 13:39 - 15:45 (JN)		2.10
13/12/2017	Cooler Leak 06:10 - 10:29 (EB) <i>JB put into service</i>	4.32	Cooler Leak 06:10 - 10:29 (EB) <i>JB put into service</i>		4.32
13/12/2017	Diving Operations 08:42 - 10:29 (JN) and 14:40 - 16:57 (JN & JB)	6.35	Diving Operations 08:42 - 10:29 (JN) and 14:40 - 16:57 (JN & JB)		6.35
14/12/2017	Diving Operations 09:36 - 11:07 and 15:33 - 18:03 (JN & JB)	8.04	Diving Operations 09:36 - 11:07 and 15:33 - 18:03 (JN & JB)		8.04
14/12/2017	Oil leak 11:07 - 14:30 (JN)	3.83	Oil leak 11:07 - 14:30 (JN)		3.83
15/12/2017	Diving Operations 06:10 - 07:30 (JN & JB), 10:38 - 12:35 and 16:36 - 18:50 (JB)	6.18	Diving Operations 06:10 - 07:30 (JN & JB), 10:38 - 12:35 and 16:36 - 18:50 (JB)		6.18
15/12/2017	Oil leak 08:37 - 19:01 (JN)	10.40	Oil leak 08:37 - 19:01 (JN)		10.40
16/12/2017	Diving Operations 06:10 - 07:40, 11:05 - 13:03 and 17:35 - 20:10 (JN)	5.38	Diving Operations 06:10 - 07:40, 11:05 - 13:03 and 17:35 - 20:10 (JN)		5.38
17/12/2017	Diving Operations 11:30 - 14:05 and 17:50 - 19:45 (JN)	4.50	Diving Operations 11:30 - 14:05 and 17:50 - 19:45 (JN)		4.50
18/12/2017	Staff Shortage 06:30 - 07:33 (EB)	1.05			
22/12/2017	Staff Shortage - Engineer 11:35 - 20:10 (JB)	8.58			
29/12/2017	Oil Leak 11:21 - 12:45 (JN)	1.40	Oil Leak 11:21 - 12:45 (JN)		1.40
02/01/2018	Staff Shortage 06:10 - 08:14 (JN)	2.07			
03/01/2018	High Tide 13:21 - 15:30 (JB & JN)	4.30	High Tide 13:21 - 15:30 (JB & JN)		4.30
04/01/2018	High Tide & High Wind 13:44 - 20:10 (JB & JN)	12.86	High Tide & High Wind 13:44 - 20:10 (JB & JN)		12.86
05/01/2018	High Tide 15:14 - 16:38 (JB & JN)	2.80	High Tide 15:14 - 16:38 (JB & JN)		2.80
06/01/2018	High Tide 16:30 - 17:20 (JB)	0.83	High Tide 16:30 - 17:20 (JB)		0.83
<b>Total Stoppages</b>		<b>121.39</b>	<b>Mitigation</b>		<b>109.69</b>

### Availability

Total Hours Required	<b>522.32</b>
Total Stoppages	<u><b>121.39</b></u>
Percentage availability	<b>76.76</b>

### Allowing Relief Events

Total Hours Required	<b>522.32</b>
Total Stoppages	<u><b>11.70</b></u>
Percentage availability	<b>97.76</b>



## PERIOD 11

1	Monday	One ferry from 0610 then 2 ferries from 0630 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours per day, one for 13 hrs 40 mins	27.66
2	Tuesday 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	112.00
3	Saturday	One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14.00
4	Sunday	One ferry from 1130 with last ferry at 1930. To disembark at 1945. One vessel for 8.25 hours	8.25
			<u>161.91</u>
		Total for 4 week period	<b>647.64</b>

**7th January 2018 - 3rd February 2018**

### Availability

### Allowing Relief Events

Total Hours Required	647.64
Total Stoppages	3.34
Percentage availability	99.48



**WOOLWICH FERRY**  
**KPI PERFORMANCE ANALYSIS**

**PERIOD**                      **12**

**Contract Requirements**

1	Monday	One ferry from 0610 then 2 ferries from 0630 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours per day, one for 13 hrs 40 mins	27.66
2	Tuesday 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	112.00
3	Saturday	One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14.00
4	Sunday	One ferry from 1130 with last ferry at 1930. To disembark at 1945. One vessel for 8.25 hours	8.25
			<hr/> 161.91
Total for 4 week period			<b>647.64</b>

**Record of Stoppages**

**4th February - 3rd March 2018**

Event	Details	Time	Relief Events	Reason for Mitigation	Time
04/02/2018	High Tide 16:15 - 17:30 (EB)	1.25	High Tide 16:15 - 17:30 (EB)		1.25
13/02/2018	Oil Change 10:26 - 11:03 (EB)	0.62	Oil Change 10:26 - 11:03 (EB)		0.62
28/02/2018	Snow 06:10 - 09:50 (JB)	3.67	Snow 06:10 - 09:50 (JB)		3.67
28/02/2018	Snow 06:10 - 10:18 (EB)	4.13	Snow 06:10 - 10:18 (EB)		4.13
28/02/2018	Staff Shortage 11:43 - 20:10 (EB)	8.45	Staff Shortage 11:43 - 20:10 (EB)		8.45
01/03/2018	Snow 06:10 - 07:10 (JN)	1.00	Snow 06:10 - 07:10 (JN)		1.00
02/03/2018	High Tide 13:35 - 14:48 (JN & JB)	2.44	High Tide 13:35 - 14:48 (JN & JB)		2.44
03/03/2018	Navigation Light out 06:10 - 08:04 (JN)	1.90	Navigation Light out 06:10 - 08:04 (JN)		1.90
03/03/2018	High Tide 14:28 - 15:15 (JN)	0.78	High Tide 14:28 - 15:15 (JN)		0.78
Total Stoppages		<b>24.24</b>	Mitigation		<b>24.24</b>

**Availability**

Total Hours Required	<b>647.64</b>
Total Stoppages	<b>24.24</b>
Percentage availability	<b>96.26</b>

**Allowing Relief Events**

Total Hours Required	<b>647.64</b>
Total Stoppages	<b>0.00</b>
Percentage availability	<b>100.00</b>



**WOOLWICH FERRY**  
**KPI PERFORMANCE ANALYSIS**

**PERIOD**                      **13**

**Contract Requirements**

1	Monday	One ferry from 0610 then 2 ferries from 0630 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours per day, one for 13 hrs 40 mins	27.66
2	Tuesday 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	112.00
3	Saturday	One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14.00
4	Sunday	One ferry from 1130 with last ferry at 1930. To disembark at 1945. One vessel for 8.25 hours	8.25
			<u>161.91</u>

		Total for 4 week period	<b>647.64</b>
<b>Minus</b>	Friday 30th March (Good Friday - one boat service)		<u>14.00</u>
			<b>633.64</b>

**Record of Stoppages**

**4th march 2018 - 31st March 2018**

Event	Details	Time	Relief Events	Reason for Mitigation	Time
04/03/2018	High Tide 14:56 - 16:11 (JN)	1.25	High Tide 14:56 - 16:11 (JN)		1.25
05/03/2018	High Tide 15:40 - 16:30 (JN & JB)	1.66	High Tide 15:40 - 16:30 (JN & JB)		1.66
10/03/2018	Staff Shortage 06:10 - 07:04 (JN)	0.90			
12/03/2018	Staff Shortage 06:30 - 07:09 (JB)	0.65			
13/03/2018	Staff Shortage 06:10 - 08:05 (JN & JB)	3.83			
17/03/2018	High Tide 13:28 - 14:40 (JN)	1.20	High Tide 13:28 - 14:40 (JN)		1.20
18/03/2018	High Tide 14:15 - 14:55 (JN)	0.67	High Tide 14:15 - 14:55 (JN)		0.67
19/03/2018	Staff shortage 06:30 - 06:56 (JB)	0.43			
19/03/2018	High Tide 14:30 - 15:44 (JB & JN)	2.46	High Tide 14:30 - 15:44 (JB & JN)		2.46
28/03/2018	Staff Shortage 11:22 - 20:10 (JN)	8.80			
Total Stoppages		<b>21.85</b>	Mitigation		<b>7.24</b>

**Availability**

Total Hours Required	<b>633.64</b>
Total Stoppages	<u><b>21.85</b></u>
Percentage availability	<b>96.55</b>

**Allowing Relief Events**

Total Hours Required	<b>633.64</b>
Total Stoppages	<u><b>14.61</b></u>
Percentage availability	<b>97.69</b>