



PERIOD 1

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	<u>647.64</u>
	13.40
	<u>634.24</u>

Event	Details	Time	Relief Events	Reason for Mitigation	Time
01/04/2018	High Tide 14:33 - 16:12 (JB)	1.65	High Tide 14:33 - 16:12 (JB)		1.65
02/04/2018	High Tide 15:27 - 17:02 (JB)	1.58	High Tide 15:27 - 17:02 (JB)		1.58
09/04/2018	Defective Cylinder Heads 07:48 - 19:00 (JB)	11.20			
09/04/2018	Fog 17:42 - 19:00 (JN)	1.30	Fog 17:42 - 19:00 (JN)		1.30
22/04/2018	London Marathon 11:30 - 13:30 (JB)	2.00	London Marathon 11:30 - 13:30 (JB)		2.00
Total Stoppages		17.73	Mitigation		6.53

Total Hours Required	634.24
Total Stoppages	17.73
Percentage availability	97.20

Total Hours Required	634.24
Total Stoppages	11.20
Percentage availability	98.23



PERIOD 2

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
	<u>13.40</u>
	634.24

29th April 2018 - 26th May 2018

<u>Availability</u>	
Total Hours Required	634.24
Total Stoppages	33.29
Percentage availability	<u>94.75</u>

Total Hours Required	634.24
Total Stoppages	6.43
Percentage availability	98.99



PERIOD 3

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
Minus	Monday 28th May - Bank holiday (one boat service)		13.40
			<u>634.24</u>

27th May 2018 - 23rd June 2018

<u>Availability</u>	
Total Hours Required	634.24
Total Stoppages	8.91
Percentage availability	<u>98.60</u>

Total Hours Required	634.24
Total Stoppages	0.00
Percentage availability	100.00



WOOLWICH FERRY KPI PERFORMANCE ANALYSIS

PERIOD **4**

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
			161.91
Total for 4 week period			647.64

Record of Stoppages

24th June 2018 - 21st July 2018

Event	Details	Time	Relief Events	Reason for Mitigation	Time
24/06/2018	Passenger assault onboard. Police attended. 14:25 - 15:25 (EB)	1.00	Passenger assault onboard. Police attended. 14:25 - 15:25 (EB)		1.00
24/06/2018	Unable to align at north term 17:55 - 19:30 (EB)	1.58	Unable to align at north term 17:55 - 19:30 (EB)		1.58
25/06/2018	Traffic gate damaged 06:10 - 06:25 (EB)	0.25	Traffic gate damaged 06:10 - 06:25 (EB)		0.25
25/06/2018	Traffic gate damaged 06:30 - 06:55 (JN)	0.42	Traffic gate damaged 06:30 - 06:55 (JN)		0.42
25/06/2018	Workshop welding traffic gate 10:55 - 11:31 (EB)	0.60	Workshop welding traffic gate 10:55 - 11:31 (EB)		0.60
26/06/2018	Staff Shortage 06:10 - 07:04 (JN)	0.90			
27/06/2018	Staff Shortage 06:10 - 06:51 (JB)	0.68			
03/07/2018	Staff Shortage 06:10 - 06:45 (JB)	0.58			
03/07/2018	Fire pump out of service 08:10 - 09:25 (JB) Swapping to EB	1.25	Fire pump out of service 08:10 - 09:25 (JB) Swapping to EB		1.25
04/07/2018	Technical 06:10 - 07:35 (EB)	1.42	Technical 06:10 - 07:35 (EB)		1.42
07/07/2018	Staff Shortage 14:58 - 17:08 (EB)	2.17			
11/07/2018	Staff Shortage 11:38 - 20:10 (JN)	8.53			
11/07/2018	Staff Shortage 17:33 - 20:10 (EB)	2.62			
16/07/2018	Unmooring from bouys 06:30 - 07:45 (JN)	1.50	Unmooring from bouys 06:30 - 07:45 (JN)		1.50
16/07/2018	Mooring at bouys 19:05 - 20:10 (JN)	1.08	Mooring at bouys 19:05 - 20:10 (JN)		1.08
17/07/2018	Unmooring from bouys 06:10 - 07:10 (JN)	1.00	Unmooring from bouys 06:10 - 07:10 (JN)		1.00
17/07/2018	Mooring at bouys 18:58 - 20:10 (JN)	1.20	Mooring at bouys 18:58 - 20:10 (JN)		1.20
19/07/2018	Oil leak from Ghurka Pump 11:09 - 16:09 (JN)	5.00	Oil leak from Ghurka Pump 11:09 - 16:09 (JN)		5.00
19/07/2018	Faulty span 18:29 - 20:10 (EB & JN)	3.37	Faulty span 18:29 - 20:10 (EB & JN)		3.37
Total Stoppages		35.15	Mitigation		19.67

Availability

Total Hours Required	647.64
Total Stoppages	35.15
Percentage availability	94.57

Allowing Relief Events

Total Hours Required	647.64
Total Stoppages	15.48
Percentage availability	97.61



WOOLWICH FERRY
KPI PERFORMANCE ANALYSIS

PERIOD **5**

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			647.64

Record of Stoppages

22nd July 2018 - 18th August 2018

Event	Details	Time	Relief Events	Reason for Mitigation	Time
27/07/2018	Staff Shortage 11:30 - 20:10 (EB)	8.67			
03/08/2018	Staff Shortage 11:43 - 20:10 (EB)	8.40	Staff Shortage 11:43 - 20:10 (EB)		8.40
07/08/2018	Staff Shortage 06:10 - 08:20 (JN)	2.17			
09/08/2018	Battery swap 11:07 - 12:07 (EB)	1.00	Battery change over 11:07 - 12:07 (EB)		1.00
12/08/2018	Generator overheating 17:37 - 18:21 (JB)	0.73			
13/08/2018	High Tide 15:36 - 16:40 (JN & JB)	2.13	High Tide 15:36 - 16:40 (JN & JB)		2.13
Total Stoppages		23.10	Mitigation		11.53

Availability

Total Hours Required	647.64
Total Stoppages	23.1
Percentage availability	96.43

Allowing Relief Events

Total Hours Required	647.64
Total Stoppages	11.57
Percentage availability	98.21



WOOLWICH FERRY KPI PERFORMANCE ANALYSIS

PERIOD **6**

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
			161.91
			Total for 4 week period
			647.64
Minus	Monday 27th August - Bank holiday (one boat service)		13.40
			634.24

Record of Stoppages

19th August 2018 - 15th September 2018

Event	Details	Time	Relief Events	Reason for Mitigation	Time
21/08/2018	Water Contamination 16:43 - 20:10 (JB)	3.45			
22/08/2018	Battery Failure 06:10 - 14:23 (JB) <i>EB brought into service</i>	8.22	Battery Failure 06:10 - 14:23 (JB) <i>EB brought into service</i>		8.22
30/08/2018	Engine Trouble 10:03 - 10:23 (EB)	0.33	Engine Trouble 10:03 - 10:23 (EB)		0.33
30/08/2018	Engine Trouble 10:50 - 15:50 (EB) <i>JB brought into service</i>	5.00	Engine Trouble 10:50 - 15:50 (EB) <i>JB brought into service</i>		5.00
31/08/2018	Staff Shortage 11:40 - 20:10 (JB)	8.50	Staff Shortage 11:40 - 20:10 (JB)		8.50
01/09/2018	Staff Shortage 12:00 - 20:10 (JN)	8.17	Staff Shortage 12:00 - 20:10 (JN)		8.17
03/09/2018	Staff Shortage 06:30 - 07:00 (JB)	0.50			
03/09/2018	Cylinder head to bouys 10:41 - 11:34 (JB)	0.88	Cylinder head to bouys 10:41 - 11:34 (JB)		0.88
04/09/2018	Batteries to bouys 16:00 - 16:39 (JB)	0.65	Batteries to bouys 16:00 - 16:39 (JB)		0.65
10/09/2018	Staff Sickness / Refusal to work overtime 12:18 - 20:10 (EB)	7.87			
11/09/2018	Staff Sickness / Refusal to work overtime 11:43 - 20:10 (EB)	8.45			
12/09/2018	Staff Sickness / Refusal to work overtime 11:45 - 20:10 (EB)	8.42			
12/09/2018	High Tide 16:11 - 16:44 (JN)	0.55	High Tide 16:11 - 16:44 (JN)		0.55
13/09/2018	Staff Sickness / Refusal to work overtime 06:10 - 20:10 (EB)	14.00			
14/09/2018	Staff Sickness / Refusal to work overtime 06:10 - 20:10 (EB)	14.00			
15/09/2018	Staff Sickness / Refusal to work overtime 06:10 - 20:10 (EB)	14.00			
Total Stoppages		102.99	Mitigation		32.30

Availability

Total Hours Required	634.24
Total Stoppages	102.99
Percentage availability	<hr/> 83.76

Allowing Relief Events

Total Hours Required	634.24
Total Stoppages	70.69
Percentage availability	<hr/> 88.85



WOOLWICH FERRY
KPI PERFORMANCE ANALYSIS

PERIOD **7**

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	647.64
Minus	6th - 13th October 2018 (upgrade closure)		175.91
			471.73

Record of Stoppages

16th September 2018 - 13th October 2018

Event	Details	Time	Relief Events	Reason for Mitigation	Time
16/09/2018	Staff Sickness / Refusal to work overtime 11:30 - 19:30 (EB)	8.25			
17/09/2018	Staff Shortage 11:40 - 20:10 (EB)	8.50			
20/09/2018	Staff Shortage 11:40 - 20:10 (JB)	8.50			
24/09/2018	Emergency Steering Batteries Flat 06:30 - 07:01 (EB)	0.52	Emergency Steering Batteries Flat 06:30 - 07:01 (EB)		0.52
27/09/2018	Engine Problem 06:10 - 07:49 (EB) <i>Swapped to JN</i>	1.65	Engine Problem 06:10 - 07:49 (EB) <i>Swapped to JN</i>		1.65
28/09/2018	Staff Shortage 13:00 - 20:10 (JB)	7.17			
29/09/2018	Staff Shortage 12:00 - 20:10 (JB)	8.17			
30/09/2018	Staff Shortage 11:30 - 19:45 (EB)	8.25			
04/10/2018	Fog 06:50 - 07:05 (EB & JN)	0.50	Fog 06:50 - 07:05 (EB & JN)		0.50
05/10/2018	Fog 06:10 - 09:10 (EB & JN)	6.00	Fog 06:10 - 09:10 (EB & JN)		6.00
Total Stoppages		57.50		Mitigation	8.67

Availability

Total Hours Required	471.73
Total Stoppages	57.50
Percentage availability	87.81

Allowing Relief Events

Total Hours Required	471.73
Total Stoppages	48.84
Percentage availability	89.65