



WOOLWICH FERRY

PERIOD 1

KPI PERFORMANCE ANALYSIS

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
3	Saturday	- One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14
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

Plus 1st & 2nd April 2016

56

Total for 4 week period **647.64**

Total plus extra days **703.64**

Less Bank Holiday Good Friday one boat 06.10 to 20.00 hours 12.83

Less Bank Holiday Monday May 2nd one boat 06.10 to 20.00 hours 12.83

Record of Stoppages

1st April to 30 April 2016

Event	Details	Time	Relief Events	Reason for Mitigation	Time
08.04.16	High Water 14:30 to 16:05	3.17	High Water 14:30 to 16:05		3.17
09.04.16	High Water 15:45 to 16:45	1.00	High Water 15:45 to 16:45		1.00
10.04.16	High Water 16:15 to 17:30	1.25	High Water 16:15 to 17:30		1.25
11.04.16	JN No 1 main engine lube oil cooler leak 07:00 to 09:15	2.25			
24.04.16	London Marathon 11:30 to 12:45	1.25	London Marathon 11:30 to 12:45		1.25
Total Stoppages		8.92		Mitigation	6.67

Availability

Total Hours Required	677.98
Total Stoppages	8.92
Percentage availability	98.68

Allowing Relief Events

Total Hours Required	677.98
Total Stoppages	2.25
Percentage availability	99.67



WOOLWICH FERRY

PERIOD 2

KPI PERFORMANCE ANALYSIS

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
3	Saturday	- One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14
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
Less	Bank Holiday Monday 2nd May 2016 one boat 06.10 to 20.00 hours		12.83
Plus	Tuesday 24th May 2016, Extended Service(Blackwall Tunnel Closure) to 23:00		6

Record of Stoppages

1st May to 28th May 2016

Event	Details	Time	Relief Events	Reason for Mitigation	Time
06.05.16	High Water 13:45 to 14:45	2.00	High Water 13:45 to 14:45		2.00
07.05.16	High Water 14:30 to 16:00	1.50	High Water 14:30 to 16:00		1.50
08.05.16	High Water 15:00 to 16:30	1.50	High Water 15:00 to 16:30		1.50
09.05.16	High Water 15:45 to 17:20	3.17	High Water 15:45 to 17:20		3.17
10.05.16	High Water 16:55 to 17:45	1.67	High Water 16:55 to 17:45		1.67
11.05.16	Fog 07:00 to 08:30	3.00	Fog 07:00 to 08:30		3.00
16.05.16	JB No 4 cylinder head indicator cock leaking on No 2 M/E 06:10 to 06:55	0.75			
16.05.16	JB No 4 cylinder head oil leak on No 2 M/E 10:15 to 12:50	2.58			
18.05.16	JN Redemac voith control unit fault 06:10 to 16:50	10.67			
Total Stoppages		26.84	Mitigation		12.84

Availability

Total Hours Required	640.81
Total Stoppages	26.84
Percentage availability	95.81

Allowing Relief Events

Total Hours Required	640.81
Total Stoppages	14.00
Percentage availability	97.82



WOOLWICH FERRY

PERIOD 3

KPI PERFORMANCE ANALYSIS

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
3	Saturday	- One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14
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
Less Bank Holiday Monday one boat 06.10 to 20.00 hours	12.83

Record of Stoppages

29th May to 25th June 2016

Event	Details	Time	Relief Events	Reason for Mitigation	Time
05.06.16	High Water 14:40 to 15:45	1.08	High Water 14:40 to 15:45		1.08
11.06.16	Driver abandoned car on the South Terminal 14:50 to 15:25	0.58	Driver abandoned car on the South Terminal 14:50 to 15:25		0.58
22.06.16	James Newman Voith (Radamec) control Fault 06:10 to 11:50	5.67			
Total Stoppages		7.33	Mitigation		1.66

Availability

Total Hours Required	634.81
Total Stoppages	7.33
Percentage availability	98.85

Allowing Relief Events

Total Hours Required	634.81
Total Stoppages	5.67
Percentage availability	99.11



WOOLWICH FERRY

PERIOD 4

KPI PERFORMANCE ANALYSIS

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

26th June 2016 to 23rd July 2016

Event	Details	Time	Relief Events	Reason for Mitigation	Time
28.06.16	EB steering failure in north berth causing service closure 17:30 to 20:00	5.00			
08.07.16	EB fuel oil leak on No 2 main engine 13:00 to 14:00	1.00			
Total Stoppages		6.00	Mitigation		0.00

Availability

Total Hours Required	647.64
Total Stoppages	6.00
Percentage availability	99.07

Allowing Relief Events

Total Hours Required	647.64
Total Stoppages	6.00
Percentage availability	99.07



PERIOD 5

WOOLWICH FERRY

KPI PERFORMANCE ANALYSIS

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 July 2016 to 20th August 2016

Event	Details	Time	Relief Events	Reason for Mitigation	Time
17.08.16	EB main engine cooling water air lock 06:45 to 07:12	0.45			
Total Stoppages		0.45		Mitigation	0

Availability

Total Hours Required	647.64
Total Stoppages	0.45
Percentage availability	99.93

Allowing Relief Events

Total Hours Required	647.64
Total Stoppages	0.45
Percentage availability	99.93



PERIOD 6

WOOLWICH FERRY

KPI PERFORMANCE ANALYSIS

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**
12.83

Less Bank Holiday Monday one boat 06.10 to 20.00 hours

Record of Stoppages

21st August 2016 to 17th September 2016

Event	Details	Time	Relief Events	Reason for Mitigation	Time
14.08.16	Jn No 5 cylinder head on No 1 main engine failure 18:15 to 20:00	1.75			
17.09.16	High Water 14:48 to 15:30	0.70	High Water 14:48 to 15:30		0.70
Total Stoppages		2.45	Mitigation		0.70

Availability

Total Hours Required	634.81
Total Stoppages	2.45
Percentage availability	99.61

Allowing Relief Events

Total Hours Required	634.81
Total Stoppages	1.75
Percentage availability	99.72



PERIOD 7

WOOLWICH FERRY

KPI PERFORMANCE ANALYSIS

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

18th September 2016 to 15th October 2016

Event	Details	Time	Relief Events	Reason for Mitigation	Time
18.09.16	High Water 14:40 to 16:15	1.58	High Water 14:40 to 16:15		1.58
19.09.16	High Water 15:30 to 17:00	3.00	High Water 15:30 to 17:00		3.00
20.09.16	High Water 16:30 to 17:45	2.50	High Water 16:30 to 17:45		2.50
21.09.16	High Water 17:10 to 18:00	2.34	High Water 17:10 to 18:00		2.34
02.10.16	High Water 14:40 to 16:00	1.33	High Water 14:40 to 16:00		1.33
Total Stoppages		10.75	Mitigation		10.75

Availability

Total Hours Required	647.64
Total Stoppages	10.75
Percentage availability	98.34

Allowing Relief Events

Total Hours Required	647.64
Total Stoppages	0
Percentage availability	100.00



WOOLWICH FERRY

Contract Requirements

Total for 4 week period	<u>647.64</u>
-------------------------	---------------

16th October 2016 to 12th November 2016

Availability

Allowing Relief Events

Total Hours Required	647.64
Total Stoppages	4.5
Percentage availability	99.31



PERIOD 9

WOOLWICH FERRY

KPI PERFORMANCE ANALYSIS

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
3	Saturday	- One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14
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

13th November 2016 to 10th December 2016

Event	Details	Time	Relief Events	Reason for Mitigation	Time
14.11.16	JB/JN switch due to JB No 2 main engine water leak 06:10 to 07:30	1.33			
15.11.16	High Water 13:15 to 14:25	2.33	High Water 13:15 to 14:25		2.33
16.11.16	High Water 13:30 to 15:30	4.00	High Water 13:30 to 15:30		4.00
17.11.16	High Water 14:30 to 15:30	2.00	High Water 14:30 to 15:30		2.00
18.11.16	High Water 16:15 to 16:45	1.00	High Water 16:15 to 16:45		1.00
21.11.16	Rescue of an individual from the river (attempted suicide) 13:22 to 13:57	1.17	Rescue of an individual from the river (attempted suicide) 13:22 to 13:57		1.17
06.12.16	Fog 06:10 to 06:25	0.50	Fog 06:10 to 06:25		0.50
Total Stoppages		12.33	Mitigation		11.00

Availability

Total Hours Required	647.64
Total Stoppages	12.33
Percentage availability	98.10

Allowing Relief Events

Total Hours Required	647.64
Total Stoppages	1.33
Percentage availability	99.79



PERIOD 10

WOOLWICH FERRY

KPI PERFORMANCE ANALYSIS

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
3	Saturday	- One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14
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**

less	Christmas Day (Sun - no service)	8.25
	Boxing Day (Mon - no service)	28.00
	Bank Holiday (Tue - one ferry service)	14.00
	28th to 30th December (one ferry service)	42.00
	New Year's Day (Sun - no service)	8.25
	2nd January 2017 (Mon - one ferry service)	14.00

Net Lost for Christmas/New Year Week **114.50**

Record of Stoppages

11th December 2016 to 7th January 2016

Event	Details	Time	Relief Events	Reason for Mitigation	Time
14.12.16	High Water 13:10 to 14:15	2.17	High Water 13:10 to 14:15		2.17
15.12.16	High Water 13:50 to 15:00	2.33	High Water 13:50 to 15:00		2.33
17.12.16	Fog 09:00 to 15:00	6.00	Fog 09:00 to 15:00		6.00
20.12.16	JN No 2 main engine lube oil leak 11:00 to 15:45	4.75			
22.12.16	Fog 07:05 to 09:30	4.83	Fog 07:05 to 09:30		4.83
28.12.16	Fog 07:10 to 14:35	7.42	Fog 07:10 to 14:35		7.42
30.12.16	Fog 06:10 to 13:50	7.67	Fog 06:10 to 13:50		7.67
30.12.16	Fog 15:00 to 20:00	5.00	Fog 15:00 to 20:00		5.00
03.01.17	JN No 5 cylinder failure on No 2 Main Engine 06:10 to 15:15	9.08			
Total Stoppages		49.25	Mitigation		35.42

Availability

Total Hours Required	533.14
Total Stoppages	49.25
Percentage availability	90.76

Allowing Relief Events

Total Hours Required	533.14
Total Stoppages	13.83
Percentage availability	97.41



PERIOD 11

WOOLWICH FERRY

KPI PERFORMANCE ANALYSIS

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	27.66
2	for 13 hrs 40 mins		
3	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
4	Saturday	- One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14
	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

8th January 2017 to 4th February 2017

Event	Details	Time	Relief Events	Reason for Mitigation	Time
09.01.17	JN No 2 main engine governor fault 06:10 to 06:50	0.67			
09.01.17	JB No 2 main engine fuel oil leak 12:10 to 16:10	4.00			
14.01.17	High Water 13:30 to 15:45 (Thames Barrier closed)	2.25	High Water 13:30 to 15:45 (Thames Barrier closed)		2.25
16.01.17	JN No 4 FO pump on No 1 main engine fault 06:40 to 07:00	0.33			
23.01.17	Fog 06:10 to 06:40	1.00	Fog 06:10 to 06:40		1.00
23.01.17	Fog 08:00 to 11:30	7.00	Fog 08:00 to 11:30		7.00
25.01.17	Fog 09:00 to 10:30	3.00	Fog 09:00 to 10:30		3.00
27.01.17	Industrial Action 06:10 to 20:00	27.67	Industrial Action 06:10 to 20:00		27.67
28.01.17	JB main engines overheating 07:20 to 09:00	1.67			
28.01.17	JB engineer feeling unwell due to exhaust fumes 14:10 to 20:00	5.83			
29.01.17	No service due to staff refusal to work overtime (unofficial industrial action) 07:30 to 19:30	8.00	No service due to staff refusal to work overtime (unofficial industrial action) 07:30 to 19:30		8.00
30.01.17	Removal of JB from the berth and bringing JN into service 06:10 to 07:30	2.66			
30.01.17	JN single vessel service 07:30 to 20:00 (*see note below)	12.50	JN single vessel service 07:30 to 20:00 (*see note below)		12.50
31.01.17	JN single vessel service 06:10 to 20:00 (*see note below)	13.83	JN single vessel service 06:10 to 20:00 (*see note below)		13.83
01.02.17	JN single vessel service 06:10 to 20:00 (*see note below)	13.83	JN single vessel service 06:10 to 20:00 (*see note below)		13.83
02.02.17	JN single vessel service 06:10 to 10:15 (*see note below)	4.08	JN single vessel service 06:10 to 10:15 (*see note below)		4.08
03.02.17	Industrial Action 06:10 to 20:00	27.67	Industrial Action 06:10 to 20:00		27.67
Total Stoppages		135.99	Mitigation		120.83

*E B No 2 Voith blade failure and JB DPF exhaust casing leakage

Availability

Total Hours Required	647.64
Total Stoppages	135.99
Percentage availability	79.00

Allowing Relief Events

Total Hours Required	647.64
Total Stoppages	120.83
Percentage availability	97.66



WOOLWICH FERRY

PERIOD 12

KPI PERFORMANCE ANALYSIS

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
3	Saturday	- One ferry from 0610 with last ferry at 2000. To disembark at 2010. One vessel for 14 hours	14
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

5th February 2017 to 4th March 2017

Event	Details	Time	Relief Events	Reason for Mitigation	Time
08.02.17	Assault by member of the public on two JN crew members 09:25 to 10:00	1.17	Assault by member of the public on two JN crew members 09:25 to 10:00		1.17
09.02.17	JN single vessel service 06:10 to 20:00(*see note below)	13.83	JN DPF exhaust casing leakage		13.83
10.02.17	JN single vessel service 06:10 to 20:00(*see note below)	13.83	JN DPF exhaust casing leakage		13.83
12.02.17	High Water 14:55 to 15:35	0.67	High Water 14:55 to 15:35		0.67
13.02.17	JN single vessel service 06:10 to 15:43(*see note below)	9.55	JN DPF exhaust casing leakage		9.55
13.02.17	High Water 15:43 to 16:05	0.73	High Water 15:43 to 16:05		0.73
13.02.17	JN single vessel service 16:05 to 20:00(*see note below)	3.92	JN DPF exhaust casing leakage		3.92
14.02.17	JN single vessel service 06:10 to 20:00(*see note below)	13.83	JN DPF exhaust casing leakage		13.83
15.02.17	JN single vessel service 06:10 to 20:00(*see note below)	13.83	JN DPF exhaust casing leakage		13.83
16.02.17	JN single vessel service 06:10 to 20:00(*see note below)	13.83	JN DPF exhaust casing leakage		13.83
17.02.17	JN single vessel service 06:10 to 15:17(*see note below)	9.12	JN DPF exhaust casing leakage		9.12
17.02.17	JN abusive passenger being removed by the Police 15:17 to 15:37	0.67	JN abusive passenger being removed by the Police 15:17 to 15:37		0.67
17.02.17	JN single vessel service 15:37 to 20:00(*see note below)	4.38	JN DPF exhaust casing leakage		4.38
20.02.17	JN single vessel service 06:10 to 20:00(*see note below)	13.83	JN DPF exhaust casing leakage		13.83
21.02.17	JN single vessel service 06:10 to 20:00(*see note below)	13.83	JN DPF exhaust casing leakage		13.83
22.02.17	JN single vessel service 06:10 to 20:00(*see note below)	13.83	JN DPF exhaust casing leakage		13.83
23.02.17	JN single vessel service 06:10 to 11:30(*see note below)	5.33	JN DPF exhaust casing leakage		5.33
23.02.17	High Winds (storm Doris) 11:30 to 20:00	17.00	High Winds (storm Doris) 11:30 to 20:00		17.00
24.02.17	JN single vessel service 06:10 to 15:28(*see note below)	9.30	JN DPF exhaust casing leakage		9.30
28.02.17	High Water 14:35 to 15:18	1.43	High Water 14:35 to 15:18		1.43
01.03.17	High Water 15:08 to 16:05	1.90	High Water 15:08 to 16:05		1.90
Total Stoppages		175.81	Mitigation		175.81

*JB DPF exhaust casing leakage

Availability

Total Hours Required	647.64
Total Stoppages	175.81
Percentage availability	72.85

Allowing Relief Events

Total Hours Required	647.64
Total Stoppages	0
Percentage availability	100.00



PERIOD 13

Contract Requirements

Plus Sunday 29th & Monday 30th & Tuesday 31st March 2015

Record of Stoppages

5th March 2017 to 31st March 2017

Availability

Total Hours Required	683.55
Total Stoppages	17.15
Percentage availability	<u>97.49</u>

Allowing Relief Events

Total Hours Required	683.55
Total Stoppages	11.91
Percentage availability	<u>98.26</u>