



WOOLWICH FERRY KPI PERFORMANCE ANALYSIS

PERIOD 12

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
Total for 4 week period			649.00
Minus	04.02.19 - 10.02.19	Repair to IDL's	- 162.25
			486.75

Record of Stoppages

3rd February 2019 - 2nd March 2019

Date	Time out	Time in	Details	Time Lost	Reason for Mitigation	Time Mitigated
11/02/2019	06:10	15:30	Back into service after repairs (DVL & BW)	18.67	Back into service after repairs (DVL & BW)	18.67
15/02/2019	06:10	06:30	IDL issues (DVL & BW)	0.67	IDL issues (DVL & BW)	0.67
18/02/2019	06:10	06:44	IDL issues (BW)	0.57	IDL issues (BW)	0.57
18/02/2019	06:10	08:15	IDL issues (DVL)	2.08	IDL issues (DVL)	2.08
19/02/2019	06:10	07:40	IDL south not connecting (BW & DVL)	3.00	IDL south not connecting (BW & DVL)	3.00
19/02/2019	19:23	20:00	IDL 3 issue (BW & DVL)	1.23	IDL 3 issue (BW & DVL)	1.23
20/02/2019	06:10	08:30	Electrical issue on DVL. BW unable to run whilst DVL stuck at terminal (BW)	2.33	Electrical issue on DVL. BW unable to run whilst DVL stuck at terminal (BW)	2.33
20/02/2019	06:10	10:15	Electrical issue on DVL (DVL)	4.08	Electrical issue on DVL (DVL)	4.08
20/02/2019	14:00	14:45	High Tide (DVL & BW)	1.50	High Tide (DVL & BW)	1.50
21/02/2019	06:10	06:33	Delay in starting (DVL & BW)	0.77	Delay in starting (DVL & BW)	0.77
21/02/2019	09:20	09:45	Low Tide (BW & DVL)	0.83	Low Tide (BW & DVL)	0.83
21/02/2019	14:07	15:30	High Tide (DVL & BW)	2.77	High Tide (DVL & BW)	2.77
22/02/2019	06:10	10:02	Fog (DVL & BW)	7.73	Fog (DVL & BW)	7.73
22/02/2019	15:23	16:30	High Tide (BW & DVL)	2.23	High Tide (BW & DVL)	2.23
23/02/2019	06:10	10:50	Fog (BW)	4.67	Fog (BW)	4.67
25/02/2019	18:55	20:00	IDL 4 issue, unable to moor (BW & DVL)	2.17	IDL 4 issue, unable to moor (BW & DVL)	2.17
26/02/2019	06:10	06:30	LS3 & LS4 not landing in line (BW & DVL)	0.67	LS3 & LS4 not landing in line (BW & DVL)	0.67
27/02/2019	06:10	06:54	Flood gate north motor tripped (BW & DVL)	1.47	Flood gate north motor tripped (BW & DVL)	1.47
Total Stoppages				57.43	Mitigation	57.43

Availability

Total Hours Required
Total Stoppages
Percentage availability

486.75

57.43

88.20

Allowing Relief Events

Total Hours Required
Total Stoppages
Percentage availability

486.75

0.00

100.00



**WOOLWICH FERRY
KPI PERFORMANCE ANALYSIS**

PERIOD 13

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
Plus	31.03.19	TfL period extra date	8.25
			657.25

Record of Stoppages
3rd March 2019 - 31st March 2019

Date	Time out	Time in	Details	Time Lost	Reason for Mitigation	Time Mitigated
03/03/2019	16:08	19:45	High winds (BW)	3.62	High winds (BW)	3.62
07/03/2019	12:08	20:10	High winds (BW & DVL)	16.07	High winds (BW & DVL)	16.07
09/03/2019	11:40	15:15	High Winds (DVL)	3.58	High Winds (DVL)	3.58
10/03/2019	11:30	19:45	High Winds (DVL)	8.25	High Winds (DVL)	8.25
13/03/2019	12:30	15:40	High winds (BW & DVL)	6.33	High Winds (BW & DVL)	6.33
14/03/2019	11:20	17:15	High winds (BW & DVL)	11.83	High winds (BW & DVL)	11.83
15/03/2019	06:10	17:58	High winds (BW & DVL)	23.60	High winds (BW & DVL)	23.60
15/03/2019	19:00	20:10	Mooring inside north berth HW 19:30 (BW)	1.17	Mooring inside north berth HW 19:30 (BW)	1.17
16/03/2019	12:53	20:10	High Winds (BW)	7.28	High Winds (BW)	7.28
24/03/2019	11:30	11:55	Over running mainteance work BAM (BW)	0.42	Over running mainteance work BAM (BW)	0.42
24/03/2019	13:15	14:50	LS4 stuck on deck. Awaiting response from Fairfields (BW)	1.58	LS4 stuck on deck. Awaiting response from Fairfields (BW)	1.58
Total Stoppages				83.73	Mitigation	83.73

Availability		Allowing Relief Events	
Total Hours Required	657.25	Total Hours Required	657.25
Total Stoppages	<u>83.73</u>	Total Stoppages	<u>0.00</u>
Percentage availability	87.26	Percentage availability	100.00



**WOOLWICH FERRY
KPI PERFORMANCE ANALYSIS**

PERIOD 1

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
	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
			612.75

**Record of Stoppages
1st April 2019 - 27th April 2019**

Date	Time out	Time in	Details	Time Lost	Reason for Mitigation	Time Mitigated
05/04/2019	06:10	07:20	Generator issue on BW (BW & DVL)	2.33	Generator issue on BW (BW & DVL)	2.33
08/04/2019	10:40	11:00	Changing PCB on thruster unit no. 1 (BW)	0.33		
12/04/2019	06:10	06:28	Generator issues at start of service (DVL & BW)	0.60		
18/04/2019	06:10	08:00	Fog (BW & DVL)	3.67	Fog (BW & DVL)	3.67
19/04/2019	13:55	15:15	High Tide (DVL)	1.33	High Tide (DVL)	1.33
21/04/2019	15:45	16:35	High Tide (DVL)	0.83	High Tide (DVL)	0.83
22/04/2019	07:44	09:45	IDL Failure (DVL)	2.02	IDL Failure (DVL)	2.02
22/04/2019	16:25	17:35	High Tide (DVL)	1.17	High Tide (DVL)	1.17
25/04/2019	06:10	06:15	Linkspan north not lowering (DVL & BW)	0.17		
26/04/2019	19:00	20:10	Mooring vessel at north layby berth (DVL)	1.17	Mooring vessel at north layby berth (DVL)	1.17
27/04/2019	06:10	06:24	Generator cooling sensor issue (BW)	0.23		
Total Stoppages				13.85	Mitigation	12.52

Availability
 Total Hours Required **612.75**
 Total Stoppages **13.85**
 Percentage availability **97.74**

Allowing Relief Events
 Total Hours Required **612.75**
 Total Stoppages **1.33**
 Percentage availability **99.78**



WOOLWICH FERRY
KPI PERFORMANCE ANALYSIS

PERIOD 2

Contract Requirements

1	Monday to Friday	Two ferries from 0610 with last ferry at 2000. To disembark at 2100. 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 2100. 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>

Total for 4 week period **649.00**

Minus	06.05.19	Bank Holiday (one boat service)	14.00
			<u>635.00</u>

Record of Stoppages
28th April 2019 - 25th May 2019

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				<u>122.47</u>	Mitigation	<u>117.10</u>

<u>Availability</u>		<u>Allowing Relief Events</u>	
Total Hours Required	635.00	Total Hours Required	635.00
Total Stoppages	<u>122.47</u>	Total Stoppages	<u>5.37</u>
Percentage availability	80.71	Percentage availability	99.15



**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
21/06/2121	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	649.00
Total Stoppages	304.13
Percentage availability	53.14

Allowing Relief Events

Total Hours Required	649.00
Total Stoppages	90.38
Percentage availability	86.07



**WOOLWICH FERRY
KPI PERFORMANCE ANALYSIS**

PERIOD 4

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

23rd June 2019 - 20th July 2019

Date	Time out	Time in	Details	Time Lost	Reason for Mitigation	Time Mitigated
23/06/2019	17:35	19:30	High Tide (DVL)	1.92	High Tide (DVL)	1.92
24/06/2019	06:10	20:10	Generator Issues (BW)	14.00	Generator Issues (BW)	14.00
25/06/2019	06:10	20:10	Generator Issues (BW)	14.00	Generator Issues (BW)	14.00
26/06/2019	06:10	20:10	Generator Issues (BW)	14.00	Generator Issues (BW)	14.00
27/06/2019	06:10	20:10	Generator Issues (BW)	14.00	Generator Issues (BW)	14.00
28/06/2019	06:10	06:35	Generator Issues (DVL)	0.42	Generator Issues (DVL)	0.42
05/07/2019	06:10	08:55	Linkspan control system failure (BW & DVL)	5.50	Linkspan control system failure (BW & DVL)	5.50
09/07/2019	09:00	20:10	Staff Shortage (BW)	11.17		
11/07/2019	10:00	20:10	Staff Shortage (BW)	10.17		
12/07/2019	06:10	20:10	Staff Shortage (BW)	14.00		
16/07/2019	19:00	20:10	Thruster Issue (DVL)	1.17	Thruster Issue (DVL)	1.17
17/07/2019	06:10	15:00	Thruster Issue (DVL)	8.83	Thruster Issue (DVL)	8.83
18/07/2019	11:00	11:12	Fault with IDL 3 (DVL & BW)	0.40		
Total Stoppages				109.57	Mitigation	73.84

Availability
Total Hours Required
109.57
Percentage availability
83.12

Allowing Relief Events
Total Hours Required
649.00
Total Stoppages
35.73
Percentage availability
94.49