

| Month  | Total Trips | Trips lost (Weather) | Trips lost (Mechanical) | Trips lost (Maintenance) | Reliability |
|--|-------------|----------------------|-------------------------|--------------------------|-------------|
| Jan 2018 (SOR)   | 120         | 22                   | 2                       | 0                        | 98.3%       |
| Jan 2018 (R.E.)  | 166+ 4      | 34                   | 0                       | 0                        | 100 %       |
| For both boats   |             |                      |                         |                          | 99.3%       |
| Breakdown of figures: Spirit Of Rathlin: $120-2/120*100=98.3\%$<br>R. Express: $166/166*100=100\%$ |             |                      |                         |                          |             |
| Feb 2018 (SOR)   | 112         | 12                   | 0                       | 0                        | 100%        |
| Feb 2018 (R.E.)  | 152 + 4     | 14                   | 6                       | 0                        | 96.1%       |
| For both boats   |             |                      |                         |                          | 97.7%       |
| Breakdown of figures: Spirit Of Rathlin: $112/112*100=100\%$<br>R. Express: $152-6/152*100=96.1\%$ |             |                      |                         |                          |             |
| Mar 2018 (SOR)   | 140         | 10                   | 0                       | 0                        | 100%        |
| Mar 2018 (R.E.)  | 182         | 18                   | 0                       | 0                        | 100%        |
| For both boats   |             |                      |                         |                          | 100%        |
| Breakdown of figures: Spirit Of Rathlin: $140/140*100=100\%$<br>R. Express: $182/182*100=100\%$    |             |                      |                         |                          |             |

**Service Punctuality – 99.9%**

**Service Reliability - 99.1%**

**Complaints – when were they dealt with?**

One Compliant - Responded to within the 7 day timeframe as stated in complaints procedure.  
Complaint closed within 1 month.