

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
Jan 2018 (SOR)	120	22	0	0	100%
Jan 2018 (R.E.)	166+ 4	34	0	0	100 %
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $120/120*100=98.3\%$ R. Express: $166/166*100=100\%$					
Feb 2018 (SOR)	112	12	0	0	100%
Feb 2018 (R.E.)	152 + 4	12	6	0	96.1%
For both boats					97.7%
Breakdown of figures: Spirit Of Rathlin: $112/112*100=100\%$ R. Express: $152-6/152*100=96.1\%$					
Mar 2018 (SOR)	140 +2	10	0	0	100%
Mar 2018 (R.E.)	176	18	0	0	100%
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $140/140*100=100\%$ R.Express: $176/176*100=100\%$					

Service Punctuality – 100%

Service Reliability - 99.3%

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.