

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
April 2018 (SOR)	240	6	0	44	81.7 %
April 2018 (R.E.)	222+ 14	12	2	8	95.5 %
For both boats					88.3%
Breakdown of figures: Spirit Of Rathlin: $240-44/240*100=81.7\%$ R. Express: $222-10/222*100=95.5\%$					
May 2018 (SOR)	248	0	0	0	100%
May 2018 (R.E.)	232 + 10	0	0	0	100%
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $248/248*100=100\%$ R. Express: $232/232*100=100\%$					
June 2018 (SOR)	240	8	0	0	100%
June 2018 (R.E.)	342 + 8	12	0	0	100%
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $240/240*100=100\%$ R.Express: $342/342*100=100\%$					

Service Punctuality – 100%

Service Reliability - 96.5%

Complaints – None when were they dealt with? N/A