

Performance Charter July-September 2018

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
July 2018 (SOR)	248	0	0	0	100 %
July 2018 (R.E.)	380+ 2	0	0	0	100 %
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $248/248*100=100\%$ R. Express: $380/380*100=100\%$					
August 2018 (SOR)	248	0	0	0	100%
August 2018 (R.E.)	382 + 2	6	0	8	97.9%
For both boats					98.7%
Breakdown of figures: Spirit Of Rathlin: $248/248*100=100\%$ R. Express: $382-8/*382=97.9\%$					
September 2018 (SOR)	184	6	0	0	100%
September 2018 (R.E.)	192 + 2	8	0	2	98.9%
For both boats					99.5%
Breakdown of figures: Spirit Of Rathlin: $184/184*100=100\%$ R.Express: $192-2/192*100=98.9\%$					

**Service Punctuality – 100%**

**Service Reliability - 99.4%**

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