

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
October 2018 (SOR)	124	16	0	0	100 %
October 2018 (R.E.)	170	24	0	1	99.4 %
For both boats					99.7%
Breakdown of figures: Spirit Of Rathlin: $124/124*100=100\%$ R. Express: $170-1/170*100=99.4\%$					
November 2018 (SOR)	120 + 2	10	0	0	100%
November 2018 (R.E.)	164 + 4	24	0	0	100%
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $120/120*100=100\%$ R. Express: $164/164*100=100\%$					
December 2018 (SOR)	120 + 2	12	0	0	100%
December 2018 (R.E.)	142 + 8	20	0	1	99.3%
For both boats					99.6%
Breakdown of figures: Spirit Of Rathlin: $120/120*100=100\%$ R. Express: $142-1/142*100=99.3\%$					

**Service Punctuality – 100%**

**Service Reliability - 99.8%**

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