

Performance Charter January - March 2019

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
January 2019 (SOR)	122	10	0	0	100 %
January 2019 (R.E.)	164	16	0	0	100 %
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $122/122*100=100\%$ R. Express: $164/164*100=100\%$					
February 2019 (SOR)	112	6	0	0	100%
February 2019 (R.E.)	152	8	0	0	100%
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $112/112*100=100\%$ R. Express: $152/152*100=100\%$					
March 2019 (SOR)	124	24	0	0	100%
March 2019 (R.E.)	166 + 2	28	2	0	98.8%
For both boats					99.3%
Breakdown of figures: Spirit Of Rathlin: $124/124*100=100\%$ R. Express: $166-2/166*98.8=\%$					

Service Punctuality – 100%

Service Reliability - 99.8%

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