

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
April 2019 (SOR)	176 + 4	12	0	0	100 %
April 2019 (R.E.)	192 + 10	23	0	0	100 %
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $176/176*100=100\%$ R. Express: $192/192*100=100\%$					
May 2019 (SOR)	248	0	0	0	100%
May 2019 (R.E.)	232 + 4	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 2019 (SOR)	240	0	0	0	100%
June 2019 (R.E.)	280 + 4	0	0	0	100%
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $240/240*100=100\%$ R. Express: $280/280*100=100\%$					

**Service Punctuality – 100%**

**Service Reliability - 100%**

**Complaints – 2 when were they dealt with? within 7 days**