

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
Oct 2019 (SOR)	124	2	0	0	100 %
Oct 2019 (R.E.)	170	4	0	0	100%
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $124/124*100=100\%$ R. Express: $170/170*100=100\%$					
Nov 2019 (SOR)	120	6	0	0	100%
Nov 2019 (R.E.)	162	14	0	2	98.8%
For both boats					99.3%
Breakdown of figures: Spirit Of Rathlin: $120/120*100=100\%$ R. Express: $162-2/162*100=99.0\%$					
Dec 2019 (SOR)	120	20	0	0	100%
Dec 2019 (R.E.)	144	30	0	0	100%
For both boats					100%
Breakdown of figures: Spirit Of Rathlin: $120/120*100=100\%$ R. Express: $144/144*100=100\%$					

Service Punctuality – 100%

Service Reliability - 99.8%

Complaints – 0 when were they dealt with? within 7 days