

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
Jan 2014(Canna)	124	20	0	0	100%
Jan 2014 (R.E.)	170	38	0	0	100%
For both boats					100%
Breakdown of figures: Canna: $124/124*100=100\%$ R. Express: $170/170*100=100\%$					
Feb 2014 (Canna)	112	12	0	0	100%
Feb 2014 (R.E.)	152	24	0	2	98.7%
For both boats					99.2%
Breakdown of figures: Canna: $112/112*100=100\%$ R. Express: $152-2/152*100=98.7\%$					
Mar 2014 (Canna)	124	2	0	0	100%
Mar 2014 (R.E.)	166	2	0	0	100%
For both boats					100%
Breakdown of figures: Canna: $124/124*100=100\%$ R. Express: $166/166*100=100\%$					

Service punctuality – no delays

Complaints – when were they dealt with? No Complaints