

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
Jan 2015(Canna)	120	54	0	0	100%
Jan 2015 (R.E.)	162	76	2	0	98.8%
For both boats					99.3%
Breakdown of figures: Canna: $120/120*100=100\%$ R. Express: $162-2/162*100=98.8\%$					
Feb 2015 (Canna)	112 + 2	16	0	0	100%
Feb 2015 (R.E.)	152 + 4	22	7	2	94.1%
For both boats					96.6%
Breakdown of figures: Canna: $112/112*100=100\%$ R. Express: $152-9/152*100=94.1\%$					
Mar 2015 (Canna)	124	34	0	0	100%
Mar 2015 (R.E.)	168	46	0	0	100%
For both boats					100%
Breakdown of figures: Canna: $124/124*100=100\%$ R.Express: $168/168*100=100\%$					

Service punctuality –

Complaints – when were they dealt with? No Complaints