

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
Oct 2014(Canna)	124	10	0	0	100%
Oct 2014 (R.E.)	170	16	0	2	98.8%
For both boats					99.3%
Breakdown of figures: Canna: $124/124*100=100\%$ R. Express: $170-2/170*100=100\%$					
Nov 2014 (Canna)	120	4	0	0	100%
Nov 2014 (R.E.)	160 + 4	10	4	0	97.5%
For both boats					98.6%
Breakdown of figures: Canna: $120/120*100=100\%$ R. Express: $160-4/160*100=97.5\%$					
Dec 2014 (Canna)	122	36	0	0	100%
Dec 2014 (R.E.)	144	48	0	0	100%
For both boats					100%
Breakdown of figures: Canna: $122/122*100=100\%$ R. Express: $144/144*100=100\%$					

Service punctuality –

Complaints – when were they dealt with? No Complaints