

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
Jan 2016(Canna)	122	22	0	0	100%
Jan 2016 (R.E.)	156	24	0	0	100 %
For both boats					100%
Breakdown of figures: Canna: $122/122*100=100\%$ R. Express: $156/156*100=100\%$					
Feb 2016 (Canna)	116	22	0	0	100%
Feb 2016 (R.E.)	158	30	0	0	100%
For both boats					100%
Breakdown of figures: Canna: $116/116*100=100\%$ R. Express: $158/158*100=100\%$					
Mar 2016 (Canna)	160	2	0	0	100%
Mar 2016 (R.E.)	188	8	0	0	100%
For both boats					100%
Breakdown of figures: Canna: $160/160*100=100\%$ R. Express: $188/188*100=100\%$					

Service punctuality – 100 %

Complaints – when were they dealt with? No Complaints