

Performance Charter Oct-Dec 2015

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
Oct 2015(Canna)	124 + 4	4	0	0	100%
Oct 2015 (R.E.)	168 + 10	4	0	0	100 %
For both boats					100%
Breakdown of figures: Canna: $124/124*100=100\%$ R. Express: $168/168*100=100\%$					
Nov 2015 (Canna)	120	40	0	0	100%
Nov 2015 (R.E.)	162 + 6	42	0	0	100%
For both boats					100%
Breakdown of figures: Canna: $120/120*100=100\%$ R. Express: $162/162*100=100\%$					
Dec 2015 (Canna)	120 + 2	34	0	0	100%
Dec2015 (R.E.)	148	26	6	0	95.9%
For both boats					97.8%
Breakdown of figures: Canna: $120/120*100=100\%$ R. Express: $148-6/148*100=95.9\%$					

Service punctuality – 99.8%

Complaints – when were they dealt with? No Complaints