

Performance Charter October - December 2016

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
Oct 2016(Canna)	124 + 6	4	0	0	100%
Oct 2016 (R.E.)	166	4	0	0	100 %
For both boats					100%
Breakdown of figures: Canna: $124/124*100=100\%$ R. Express: $166/166*100=100\%$					
Nov 2016 (Canna)	120 + 2	6	0	0	100%
Nov 2016 (R.E.)	164 + 4	8	0	0	100%
For both boats					100%
Breakdown of figures: Canna: $120/120*100=100\%$ R. Express: $164/164*100=100\%$					
Dec 2016 (Canna)	120 + 2	16	0	0	100%
Dec 2016 (R.E.)	144 + 6	12	0	0	100%
For both boats					100%
Breakdown of figures: Canna: $120/120*100=100\%$ R. Express: $144/144*100=\%$					

Service punctuality – 100%

Complaints – when were they dealt with?