

Performance Charter July-Sept 2015

Month	Total Trips	Trips lost (Weather)	Trips lost (Mechanical)	Trips lost (Maintenance)	Reliability
July 2015(Canna)	248	2	0	0	100%
July 2015 (R.E.)	356 +10	0	4	0	98.9 %
For both boats					99.3%
Breakdown of figures: Canna: $248/248*100=100\%$ R. Express: $356-4/356*100=98.9\%$					
Aug 2015 (Canna)	248	0	0	0	100%
Aug 2015 (R.E.)	352 + 6	0	9	0	97.4%
For both boats					98.5%
Breakdown of figures: Canna: $248/248*100=100\%$ R. Express: $352-9/352*100=97.4\%$					
Sept 2015 (Canna)	172	2	0	0	100%
Sept 2015 (R.E.)	190 + 12	0	0	11	94.2%
For both boats					96.9%
Breakdown of figures: Canna: $172/172*100=100\%$ R. Express: $190-11/190*100=94.2\%$					

Service punctuality – 99.9%

Complaints – when were they dealt with? No Complaints