



Performance: Month Ending 31/01/08

Ardrossan - Brodick

Reliability	
Operated Sailings:	265
Additional Sailings:	7
Diverted Sailings:	0
Cancelled Sailings:	34
Cancelled Sailings after Relief Events:	1

Punctuality	
Scheduled Sailings:	292
On Time:	227
Level 1 lateness:	21
Level 1 lateness after Relief Events:	1
Level 2 lateness:	10
Level 2 lateness after Relief Events:	1

Full details of contractual relief events are available on request from customercare@calmac.co.uk Explanations of the terminology and criteria used are provided in the Performance Monitoring leaflet which can be obtained on board or at port offices.