



Performance: Month Ending 31/01/08

Fishnish - Lochaline

Reliability	
Operated Sailings:	523
Additional Sailings:	8
Diverted Sailings:	0
Cancelled Sailings:	35
Cancelled Sailings after Relief Events:	1

Punctuality	
Scheduled Sailings:	550
On Time:	504
Level 1 lateness:	4
Level 1 lateness after Relief Events:	0
Level 2 lateness:	7
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.