



Performance: Month Ending 31/07/2008

Kennacraig - Islay/Colonsay/Oban

Reliability

Operated Sailings:	30
Additional Sailings:	0
Diverted Sailings:	0
Cancelled Sailings:	0
Cancelled Sailings after Relief Events:	0

Punctuality

Scheduled Sailings:	30
On Time:	26
Level 1 lateness:	3
Level 1 lateness after Relief Events:	1
Level 2 lateness:	1
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.