



## Performance: Month Ending 31/07/2008

### Kennacraig - Islay

Reliability	
Operated Sailings:	218
Additional Sailings:	1
Diverted Sailings:	4
Cancelled Sailings:	3
Cancelled Sailings after Relief Events:	0

  

Punctuality	
Scheduled Sailings:	220
On Time:	211
Level 1 lateness:	3
Level 1 lateness after Relief Events:	0
Level 2 lateness:	3
Level 2 lateness after Relief Events:	0

Full details of contractual relief events are available on request from [customercare@calmac.co.uk](mailto: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.