



Performance: Month Ending 31/03/08

Kennacraig - Islay

Reliability

Operated Sailings:	211
Additional Sailings:	47
Diverted Sailings:	12
Cancelled Sailings:	7
Cancelled Sailings after Relief Events:	0

Punctuality

Scheduled Sailings:	171
On Time:	157
Level 1 lateness:	6
Level 1 lateness after Relief Events:	1
Level 2 lateness:	1
Level 2 lateness after Relief Events:	0

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.