



Performance: Month Ending 31/01/08

Mallaig - Eigg/Muck/Rum/Canna

Reliability

Operated Sailings:	85
Additional Sailings:	0
Diverted Sailings:	4
Cancelled Sailings:	21
Cancelled Sailings after Relief Events:	0

Punctuality

Scheduled Sailings:	106
On Time:	82
Level 1 lateness:	2
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.