



Performance: Month Ending 30/08/2008

Oban - Castlebay/Lochboisdale

Reliability

Operated Sailings:	98
Additional Sailings:	0
Diverted Sailings:	0
Cancelled Sailings:	0
Cancelled Sailings after Relief Events:	0

Punctuality

Scheduled Sailings:	98
On Time:	91
Level 1 lateness:	5
Level 1 lateness after Relief Events:	0
Level 2 lateness:	2
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.