



# Performance: Month Ending 31/03/08

## Oban - Craignure

### Reliability

Operated Sailings:	279
Additional Sailings:	3
Diverted Sailings:	0
Cancelled Sailings:	9
Cancelled Sailings after Relief Events:	0

### Punctuality

Scheduled Sailings:	285
On Time:	263
Level 1 lateness:	8
Level 1 lateness after Relief Events:	1
Level 2 lateness:	5
Level 2 lateness after Relief Events:	1

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.