



Performance: Month Ending 31/01/08

Oban - Craignure

Reliability	
Operated Sailings:	222
Additional Sailings:	8
Diverted Sailings:	0
Cancelled Sailings:	18
Cancelled Sailings after Relief Events:	0

Punctuality	
Scheduled Sailings:	232
On Time:	200
Level 1 lateness:	5
Level 1 lateness after Relief Events:	0
Level 2 lateness:	9
Level 2 lateness after Relief Events:	1

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.