



## Performance: Month Ending 31/05/2008

### Oban - Craignure

| Reliability                             |     |
|---|-----|
| Operated Sailings:                      | 392 |
| Additional Sailings:                    | 6   |
| Diverted Sailings:                      | 0   |
| Cancelled Sailings:                     | 0   |
| Cancelled Sailings after Relief Events: | 0   |

  

| Punctuality                           |     |
|---------------------------------------|-----|
| Scheduled Sailings:                   | 386 |
| On Time:                              | 347 |
| Level 1 lateness:                     | 30  |
| Level 1 lateness after Relief Events: | 4   |
| Level 2 lateness:                     | 9   |
| Level 2 lateness after Relief Events: | 6   |

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.