



Performance: Month Ending 31/07/2008

Ullapool - Stornoway

Reliability	
Operated Sailings:	179
Additional Sailings:	0
Diverted Sailings:	0
Cancelled Sailings:	1
Cancelled Sailings after Relief Events:	1

Punctuality	
Scheduled Sailings:	180
On Time:	161
Level 1 lateness:	16
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.