



# Performance: Month Ending 31/03/08

## Ullapool - Stornoway

### Reliability

Operated Sailings:	141
Additional Sailings:	2
Diverted Sailings:	0
Cancelled Sailings:	17
Cancelled Sailings after Relief Events:	0

### Punctuality

Scheduled Sailings:	156
On Time:	132
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](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.