

Performance Update - January 2012

	NOV 2011	DEC 2011
Reliability *	99.4%	99.5%
Punctuality	99.75%	99.75%

* Weather related cancellations are not included in overall reliability figures as these are beyond AFL's control.

	NOV 2011	DEC 2011
Cancelled Sailings due to bad weather	88	138

- November refits have greatly improved our reliability to which we will continue to strive towards 100% ✓
- Variable message boards installed at Gourock and Dunoon ✓
- Improvements being made to passenger comfort on board MV Argyll Flyer to be completed early February ✓
- Shore Infrastructure improvements at Gourock and Dunoon in progress. Passengers will be kept updated on this as this moves forward ✓