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# FERRY AVAILABILITY REVIEW APRIL – OCTOBER 2014

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Comhairle Nan Eilean Siar, & Outer Hebrides Tourism Industry  
Association

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## 1. Executive Summary

### 1.1 Summary

1.1.1 A review of ferry availability across 8 Hebridean islands between April and October 2014 found 1286 out of 3417 sailings were **Unavailable To Book Online (UTBO) for car reservations by the day of sailing or in many cases up to several weeks in advance**. This unavailability has an economic impact on island business particularly the tourism sector that is heavily reliant on high occupancy in the summer months.

### 1.2 Introduction

1.2.1 Following the welcome introduction of RET and the subsequent rise in demand on the CalMac network, it was noted that more and more sailings were unavailable to book online due to the increase in traffic. A project was setup in 2011 to monitor the availability of sailings on the CalMac online booking system for the Stornoway to Ullapool route.

1.2.2 The project reported high levels of unavailable sailings so it was continued and expanded in the following years to assess and review availability on other islands.

1.2.3 Sailings serving the islands of Lewis, Harris, North Uist, South Uist, Barra, Coll, Tiree & Islay were monitored during the months of April through to October 2014. This was achieved by checking the relevant online booking system every day to ascertain if sailings in the coming days and months were available or not.

1.2.3 The results have since been shared with Calmac and a dialogue has begun to help understand the demand/capacity issues on the network.

### 1.3 Results

Table 1.3.1 Summary of Ferry Availability 2014

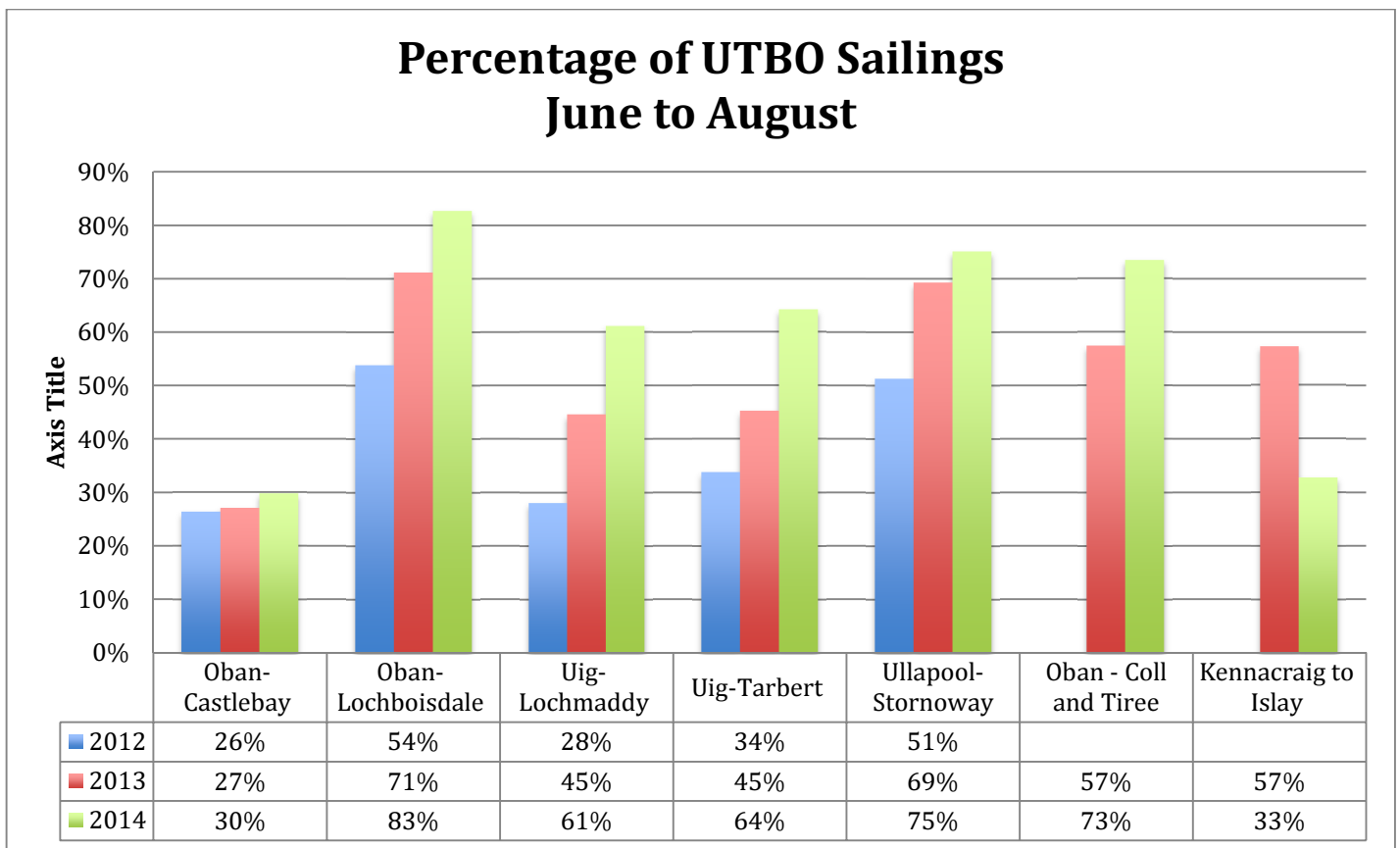
Island	Lewis	Harris	N Uist	S Uist	Barra	Coll/Tiree	Islay	Overall
<b>No of Sailings</b>	853	693	361	123	245	214	928	3417
<b>Unavailable</b>	400	236	124	65	61	100	300	1286
<b>% UTBO</b>	47%	34%	34%	53%	25%	47%	32%	38%

1.3.2 The results show that all the routes studied suffer from significant levels of sailings becoming unavailable to book online. The issue is not confined to the routes with smaller vessels or lower frequencies as evidenced by the very high numbers of UTBO on the route served by the largest vessel in the fleet, the MV Isle of Lewis.

1.3.3 Numbers of UTBO sailings have broken the 400 mark for the Stornoway to Ullapool route with significant impact during shoulder months as well as the peak summer season.

Unavailable To Book Online by day of sailing (UTBO\*)

- 1.3.4 Weekends are still the most likely to suffer a high percentage of UTBO sailings. April saw over 60% of all sailing to Lewis UTBO.
- 1.3.5 The largest increases in UTBO sailings have been recorded outside of the July/August break. June in particular has seen very high UTBO numbers right across the islands.
- 1.3.6 Sailings out of Tarbert on Saturday were UTBO for up to 4 months before departure and overall UTBO sailings have doubled to 236 since 2012.
- 1.3.7 North Uist has seen the largest rise in UTBO sailings from 2012. They have risen 258% from 48 to 124 sailings.
- 1.3.8 Less frequent services saw similar constraints with South Uist reaching nearly 100% UTBO sailings during July & August. Year on year South Uist UTBO sailings has increased by 59%.
- 1.3.9 Coll & Tiree have seen the availability issue extend into June but still the peak summer weeks are affected the most, with only 1 sailing not being UTBO by sailing date during July.
- 1.3.10 Barra has increased from 47 to 61 UTBO sailings.
- 1.3.11 A significant positive development has been seen in Islay where additional capacity helped achieve a reduction in UTBO sailings. This highlights the type of intervention that can help alleviate the pressure on a route with high UTBO levels.



Unavailable To Book Online by day of sailing (UTBO\*)

## 2. Introduction

- 2.1 Following the introduction of RET to the Calmac network it was noted that more sailings were unavailable to book online due to the increase in traffic. A project was setup in 2011 to monitor the availability of sailings on the CalMac online booking system for the Stornoway to Ullapool route.
- 2.2 This report showed 237 out of 492 (48%) sailings to and from Stornoway were UTBO (unavailable to book online) by day of sailing between April and August 2011.
- 2.3 The scope of the project was extended to monitor all incoming routes to the Outer Hebrides for summer season 2012. Each route showed similar trends to that seen in 2011. Overall, 258 out of 627 (41%) sailings coming into the islands for June, July and August were UTBO.
- 2.4 In 2013 the project was again extended to include routes to Coll, Tiree and Islay and outgoing traffic from Stornoway and Lochboisdale.
- 2.5 This year the study started in April and continued through to October.

### 3. Methodology

3.1 The data for this report was collected by the daily routine of querying the CalMac online booking system for each sailing covered in the study. This involved checking through all remaining sailings from the day of assessment through to the end of October. Sailings that appeared NA (not available) on the system were noted on a master spreadsheet. Therefore the data included not only if a sailing was unavailable but also the date from which it became unavailable. In general once the sailing became unavailable it remained so.

#### 3.2 CalMac Reservation Screenshot

**Caledonian MacBrayne**  
Hebridean & Clyde Ferries

Enquiries & Reservations **0800 066 5000**

›Destinations ›Timetables ›Tickets ›On Board ›Journey Information ›Contact ›Login/Reg

Your Booking: Step 1: Select Routes ▶ Step 2: Select Sailings

Step 1 Select Routes Step 2 Select Sailings Step 3 Make Payment Step 4 Confirm Booking

### Step 2: Select Sailings

**Outward: Stornoway To Ullapool**

	Departs	Arrives	Addn Info
Wednesday, 20 November 2013	07:00	09:45	NA
	13:50	16:35	NA
	23:00	03:00	NA

**Return: Ullapool To Stornoway**

	Departs	Arrives	Addn Info
Thursday, 21 November 2013	04:30	08:30	NA
	10:25	13:10	NA
	17:35	20:20	NA

3.3 If a sailing is shown as NA and customers hover over the NA they get the following message “Sorry, this sailing is not available for booking currently on the Internet. Please contact Caledonian MacBrayne on 0800 066 5000 for more information on availability”

3.4 An additional piece of work to confirm if the port availability matched that shown online was carried out in 2014. Random sailing dates that were UTBO were noted and a follow-up call was made to Calmac check availability. This was done in a series of phone calls to the ports in question. All calls made, confirmed that the UTBO sailing was also unavailable to book via the phone. On very limited occasions, alternatives were suggested including waiting on standby or trying another route.

See Appendix 5.3

Unavailable To Book Online by day of sailing (UTBO\*)

### **3.5 Data Presentation**

- 3.5.1 Following the data collection process a further exercise was undertaken to review and extract key trends and figures from the results. Summaries of these results are presented in the following pages.
- 3.5.2 Each Island's dataset is reported as sailings noted unavailable, compared to the total number of sailings timetabled. They are split into seasonal and monthly sets and then further disseminated into mid-week and weekend sets.
- 3.5.3 Weekend data was assessed as being from Friday through to, and including Monday. Monday was included as weekend traffic due to the relatively small number of Sunday sailings forcing weekend visitors to utilise the more frequent Monday sailings. Therefore mid-week was assessed as Tuesday to Thursday and weekends as Friday to Monday.
- 3.5.4 A comparison with any previous year's results is summarised for those routes with the available data. This has been quoted as a percentage increase or decrease on the previous years results.
- 3.3.5 Key trends and highlights are summarised below the tables. Where the percentage of UTBO sailings are 20% and above they have been highlighted amber with those of 50% and above highlighted in red.

## 4. Results

### 4.1.1 Lewis (Ullapool - Stornoway) Average 2 Sailings per day

**Table 4.1.1 Summary of Unavailable to book online sailings**

Month	Apr	May	Jun	July	Aug	Sep	Oct	Total
No of Sailings	58	58	57	67	65	57	58	420
Unavailable	18	21	37	59	46	18	13	212
% Unavailable	31%	36%	65%	88%	71%	32%	23%	55%

- 212 out of 420 sailings were UTBO (Unavailable To Book Online).
- 88% of all runs in July were UTBO.
- Weekend sailings were over 84% UTBO during the peak.
- For 72 days straight, between June 27<sup>th</sup> and Sept 6<sup>th</sup> at least one sailing per day was UTBO.
- 90 sailings were UTBO for over 1 week in advance of departure.

**Table 4.1.2 Weekend v Mid-Week comparison**

Month	April		May		Jun		Jul		Aug		Sept		Oct	
Mid-wk/Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd
No of Sailings	30	28	26	32	25	32	35	33	28	38	25	32	28	29
Unavailable	1	17	5	16	11	26	30	29	16	31	2	16	2	11
% Unavailable	3%	61%	19%	50%	44%	81%	86%	88%	57%	82%	8%	50%	7%	38%

- The 8 weekend sailings from Fri to Mon are consistently unavailable.
- 84% of sailing were UTBO at weekends for June, July & August
- The weekend effect has extended to all months with April seeing significant disruption.
- Due to the high weekend demand, mid-week sailings also end up UTBO

**Table 4.1.3 Year on Year Comparison**

Month	Apr	May	Jun	july	Aug	Sep	Oct
2011	2	15	17	43	41	NA	NA
2012	5	10	15	42	40	17	5
2013	NA	NA	24	57	50	25	7
2014	18	21	37	59	46	18	13
3 Year Change	800%	40%	118%	37%	12%	47%	40%

- Shoulder months have seen large increases in number of UTBO sailings.
- Demand was already strong in 2011 and it held up at similar levels for 2012, but we have since seen a large increase in 2013 and 2014. There are now very few sailings left available.

Unavailable To Book Online by day of sailing (UTBO\*)



### 4.1.2 Lewis (Stornoway – Ullapool) Average 2 Sailings per day

Table 4.1.4 Summary of unavailable to book online sailings

Month	Apr	May	Jun	July	Aug	Sep	Oct	Total
No of Sailings	58	62	57	69	69	60	58	433
Unavailable	10	12	32	54	51	16	7	182
% Unavailable	17%	19%	56%	78%	74%	27%	12%	49%

- 182 out of 433 sailings were UTBO.
- 76% of all sailings were UTBO during July & August 2013.
- 78% of all runs in July were UTBO and 74% in Aug.
- For 79 days straight, between June 19<sup>th</sup> and Sept 1<sup>st</sup> at least one sailing per day was UTBO.
- Peak sailings were UTBO over 3 months in advance of departure.

Table 4.1.5 Weekend v Mid-Week comparison

Month	April		May		Jun		Jul		Aug		Sept		Oct	
Mid-wk/Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd
No of Sailings	30	28	26	36	25	32	35	34	28	41	29	31	30	28
Unavailable	1	9	3	9	7	25	24	30	15	36	2	14	0	5
% Unavailable	3%	32%	12%	25%	28%	78%	69%	88%	54%	88%	7%	45%	0%	18%

- Weekend sailings were over 88% UTBO during the peak season and still over 78% UTBO during June.

Table 4.1.6 Year on Year Comparison

Month	Apr	May	Jun	july	Aug	Sep	Oct
2011	2	13	17	34	44	NA	NA
2012	NA	NA	NA	NA	NA	NA	NA
2013	NA	NA	13	37	43	13	16
2014	10	12	32	54	51	16	16
3 Year Change	400%	-8%	146%	46%	19%	23%	0%

- Large increase in UTBO sailings during June, July & August 2014.
- Demand was already strong in 2011. Data was not collected in 2012 but similar if slightly less results were noted in 2013.

### 4.2.1 Harris Results (Uig – Tarbert) Average 1.7 sailings per day

Table 4.2.1 Summary of Unavailable to book online (UTBO) sailings

Month	Apr	May	Jun	July	Aug	Sep	Oct	Totals
No of Sailings	58	58	47	53	48	55	42	361
Unavailable	10	8	19	46	30	7	4	124
% Unavailable	17%	14%	40%	87%	63%	13%	10%	42%

- Uig – Tarbert had 124 out of 361 sailings were UTBO.
- 75% of all sailings were UTBO during July & August 2014.
- Constraints for Harris have now extended into June
- For over 8 weeks, between June 27<sup>th</sup> and Aug 20<sup>th</sup> every day had at least one sailing UTBO.
- 45 sailings were UTBO for more than 7 days in advance of departure.
- On 7 occasions, all sailings from Fri to Mon were UTBO.

Table 4.2.2 Weekend v Mid-Week comparison

Month	Apr		May		Jun		Jul		Aug		Sept		Oct	
	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd
No of Sailings	30	28	26	32	20	27	25	28	20	28	25	30	22	20
Unavailable	0	10	0	8	3	16	19	27	10	20	0	7	0	4
% Unavailable	0%	36%	0%	25%	15%	59%	76%	96%	50%	71%	0%	23%	0%	20%

- The sailing at 0530 on a Monday is more of a positioning run as it leaves so early in the morning and it therefore distorts the figures. Even with this run included weekends are always UTBO throughout July and August.
- Mid-week figures are also climbing showing the traffic is being forced away from the weekends.

Table 4.2.3 Year on Year Comparison

Month	Apr	May	Jun	july	Aug	Sep	Oct	Totals
2012	n/a	n/a	8	25	17	0	0	50
2013	n/a	n/a	7	33	27	3	4	74
2014	10	8	19	46	30	7	4	124
% Change	n/a	n/a	138%	84%	76%	133%	0%	148%

- Table 4.2.3 shows a near doubling of UTBO sailings compared with 2013.
- The biggest increases have been in June & July.

## 4.2.2 Harris Results (Tarbert-Uig) Average 1.5 sailings per day

Table 4.2.4 Summary of Unavailable to book online (UTBO) sailings

Month	Apr	May	Jun	July	Aug	Sep	Oct	Totals
No of Sailings	49	49	47	48	49	47	43	332
Unavailable	9	8	17	31	34	8	5	112
% Unavailable	18%	16%	36%	65%	69%	17%	12%	40%

- Saturday late-morning sailing was UTBO over 4 months in advance
- Tarbert-Uig had 112 out of 332 sailings were UTBO.
- 67% of all sailings were UTBO during July & August 2014.
- UTBO constraints for Tarbert – Uig service have now extended into June

Table 4.2.5 Weekend v Mid-Week comparison

Month	Apr		May		Jun		Jul		Aug		Sept		Oct	
Mid-wk/Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd
No of Sailings	25	24	22	27	20	27	20	28	16	34	19	28	17	26
Unavailable	0	9	1	7	3	14	11	20	12	24	0	8	0	5
% Unavailable	0%	38%	5%	26%	15%	52%	55%	71%	75%	71%	0%	29%	0%	19%

- Mid-week figures are lower compared with other routes.
- Most pressure on Tarbert-Uig service from peak weekend demands.

### 4.3 North Uist (Uig – Lochmaddy) Average 1.7 sailings per day

Table 4.3.1 Summary of Unavailable to book online (UTBO) sailings

Month	Apr	May	Jun	July	Aug	Sep	Oct	Totals
No of Sailings	43	47	48	54	55	51	50	361
Unavailable	8	15	20	45	31	11	7	124
% Unavailable	19%	32%	42%	83%	56%	22%	14%	34%

- Uig – Lochmaddy had 124 out of 361 sailings UTBO.
- 70% (59% 2013) of all sailings were UTBO during July & August.
- 83% (58% 2013) of all runs in July were UTBO and 56% (60% 2013) in Aug.
- The main constraints for North Uist are found in July & August but there is a noticeable increase in pressure during all months especially June
- 42 days between July 4<sup>th</sup> and Aug 16<sup>th</sup> had at least one sailing UTBO.
- Peak sailing on a Saturday was UTBO for over 3 months in advance.
- Indicates that there is a significant unmet demand at peak weekends

Table 4.3.2 Weekend v Mid-Week comparison

Month	Apr		May		Jun		Jul		Aug		Sept		Oct	
	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd
No of Sailings	19	24	17	30	32	16	20	34	16	39	19	32	19	31
Unavailable	2	6	4	11	14	6	17	28	12	19	3	8	0	7
% Unavailable	11%	25%	24%	37%	44%	38%	85%	82%	75%	49%	16%	25%	0%	23%

- The lower numbers of mid-week sailings to North Uist mean the North Uist figures are at a high level all week.

Table 4.3.3 Year on Year Comparison

Month	Apr	May	Jun	July	Aug	Sep	Oct	Totals
2012	n/a	n/a	12	17	15	4	0	48
2013	n/a	n/a	7	31	32	16	3	89
2014	8	15	20	45	31	11	7	137
% Year Change	n/a	n/a	186%	45%	-3%	-31%	133%	54%

- Another huge, year-on-year increase in sailings to North Uist that are UTBO.
- Overall the number of sailing UTBO has more than doubled in the last 2 years.

#### 4.4 South Uist (Oban-Lochboisdale) Average 0.6 sailings per day

**Table 4.4.1 Summary of Unavailable to book online (UTBO) sailings**

Month	Apr	May	Jun	July	Aug	Sep	Oct	Totals
No of Sailings	18	18	17	18	17	18	17	123
Unavailable	2	9	11	18	14	7	4	65
% Unavailable	11%	50%	65%	100%	82%	39%	24%	53%

- Table 4.4.1 shows that 100% of all runs in July were UTBO and 82% (78% 2013) in Aug.
- Sailings to South Uist are a single sailing every second day.
- During the peak season the route can UTBO for over 10 days in a row prior to departure.
- A lot of sailings are UTBO for 1-2 months in advance of departure.
- Most constrained day for travel out of Lochboisdale is Friday, followed by Saturday.
- Sharing one run per week as well with Barra means that capacity is further compromised due to shared traffic.

**Table 4.4.2 Weekend v Mid-Week comparison**

Month	Apr		May		Jun		Jul		Aug		Sept		Oct	
Mid-wk/Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd
No of Sailings	10	8	9	9	8	9	10	8	8	9	9	9	9	8
Unavailable	0	2	4	5	5	6	10	8	7	7	4	3	1	3
% Unavailable	0%	25%	44%	56%	63%	67%	100%	100%	88%	78%	44%	33%	11%	38%

- South Uist sailings are all UTBO whether mid-week or weekend during July and Aug.
- The problem has extended through from May to September.

**Table 4.4.3 Year on Year Comparison**

Month	Apr	May	Jun	July	Aug	Sep	Oct	Totals
2012	n/a	n/a	4	14	10	4	0	32
2013	n/a	n/a	6	17	14	4	0	41
2014	2	9	11	18	14	7	4	65
% Year Change	n/a	n/a	83%	6%	0%	75%	400%	59%

- Near doubling of sailings UTBO during June and September.
- Year on year South Uist has increased by 59%.

## 4.6 Barra (Oban - Castlebay) Average 1.1 sailings per day

**Table 4.6.1 Summary of Unavailable to book online (UTBO) sailings**

Month	Apr	May	Jun	July	Aug	Sep	Oct	Totals
No of Sailings	36	36	34	36	35	35	33	245
Unavailable	1	7	11	21	12	6	3	61
% Unavailable	3%	19%	32%	58%	34%	17%	9%	25%

- Table 4.6.1 shows that 61 out of 245 sailings to Barra from Oban were UTBO
- It was also noted that Barra had 58% of its sailings UTBO during July.
- Barra had a higher percentage of sailings that were UTBO more than 1 week in advance, when compared with other routes

**Table 4.6.2 Weekend v Mid-Week comparison**

Month	Apr		May		Jun		Jul		Aug		Sept		Oct	
	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd
No of Sailings	16	20	18	18	16	18	20	16	16	19	18	17	15	18
Unavailable	0	1	1	6	6	5	15	6	8	4	6	0	2	1
% Unavailable	0%	5%	6%	33%	38%	28%	75%	38%	50%	21%	33%	0%	13%	6%

- Most common day sailings are UTBO to Barra is Thursday (this may be due to the sailing being shared with an arrival at Lochboisdale).
- Booking a Tuesday or Thursday ticket to Barra is complicated by having Lochboisdale or Coll/Tiree as a stop off point. Making the journeys both longer and more liable to be UTBO.
- This is the only route that has more mid-week sailings that are UTBO than at the weekends.

**Table 4.6.3 Year on Year Comparison**

Month	Apr	May	Jun	july	Aug	Sep	Oct	Totals
2012	n/a	n/a	6	22	11	3	0	42
2013	n/a	n/a	7	20	13	6	1	47
2014	1	7	11	21	12	6	3	61
% Year Change	n/a	n/a	57%	5%	-8%	0%	300%	30%

- Table 4.6.3 showed again a big increase in numbers for June. This is in line with all the other routes.

## 4.7 Coll/Tiree (Oban – Coll/Tiree) Average 1.0 sailings per day

**Table 4.7.1 Summary of Unavailable to book online (UTBO) sailings**

Month	Apr	May	Jun	July	Aug	Sep	Oct	Totals
No of Sailings	31	31	30	33	31	30	28	214
Unavailable	7	10	13	32	25	6	7	100
% Unavailable	23%	32%	40%	97%	81%	20%	25%	46%

- Table 4.7.1 showed that Oban to Coll/Tiree had 100 out of 214 sailings UTBO.
- 89% (71% 2013) of all sailings were UTBO during July & August 2014.
- 97% (78% 2013) of all runs in July were UTBO and 81% (65%) 2013 in Aug.
- The biggest constraints for Coll/Tiree are found in July & August.
- During the peak season the route was UTBO for 12 days in a row between 9<sup>th</sup> and the 20<sup>nd</sup> of July.

**Table 4.7.2 Weekend v Mid-Week comparison**

Month	Apr		May		Jun		Jul		Aug		Sept		Oct	
	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd
No of Sailings	15	16	13	18	12	18	17	16	12	19	13	17	13	15
Unavailable	0	7	4	6	4	8	16	16	8	17	2	4	1	6
% Unavailable	0%	44%	31%	33%	33%	44%	94%	100%	67%	89%	15%	24%	8%	40%

- In July, the only availability for accessing Coll/Tiree is by sailing on a Wednesday or Tuesday. The Islands sailings are all UTBO from Thursday through to Monday night for all of July and much of August.

Month	Apr	May	Jun	july	Aug	Sep	Oct	Totals
2013	n/a	n/a	9	25	20	5	5	64
2014	7	10	12	32	25	6	7	99
% Year Change	n/a	n/a	33%	28%	25%	20%	40%	55%

- 25% increase of sailings UTBO during June and September.
- Year on year the level of UTBO on this route has increased by 55%.

## 4.8 Islay (Kennacraig – Port Ellen / Port Askaig) Average 4.3 sailings per day

**Table 4.7.1 Summary of Unavailable to book online (UTBO) sailings**

Month	Apr	May	Jun	July	Aug	Sep	Oct	Totals
No of Sailings	133	134	128	133	132	130	133	923
Unavailable	45	57	41	41	46	26	44	300
% Unavailable	34%	43%	31%	31%	35%	20%	33%	32%

- There were 300 out of 928 sailings to Islay that were UTBO during season 2014.
- This route is an example of how putting on extra capacity can relieve the number of UTBO.
- July, Aug and Sept have seen a reduction of 34% in UTBO sailings
- Islay's figures showed there is a steady 30% of UTBO sailings throughout the season.
- There are though, very few days that all sailings were UTBO.
- Peak sailings on Saturday were UTBO for up to 3 months in advance of departure.

**Table 4.8.2 Weekend v Mid-Week comparison**

Month	Apr		May		Jun		Jul		Aug		Sept		Oct	
	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd	Mid-W	Wknd
No of Sailings	65	68	47	77	52	76	65	68	52	80	57	73	60	73
Unavailable	24	21	29	28	14	27	15	26	19	27	9	17	16	28
% Unavailable	37%	31%	62%	36%	27%	36%	23%	38%	37%	34%	16%	23%	27%	38%

- A significant positive development has been seen in Islay where additional capacity helped achieve a reduction in UTBO sailings. This highlights the type of intervention that can help alleviate the pressure on a route with high UTBO levels.

Month	Apr	May	Jun	july	Aug	Sep	Oct	Totals
2013	n/a	n/a	29	66	68	36	31	230
2014	45	57	22	41	46	26	44	300
% Year Change	n/a	n/a	-24%	-38%	-32%	-28%	42%	30%

- The number of UTBO sailings are spread more evenly through the season
- The biggest drop in UTBO was seen in July. This is the month with the highest number of UTBO across all the routes.

Unavailable To Book Online by day of sailing (UTBO\*)



## APPENDIX 5.1 Monthly Summaries by Route

### ULLAPOOL – STORNOWAY

#### 218 Unavailable to book online sailings by 31<sup>st</sup> Oct 2014

#### April 2014

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
<b>April 2014</b>		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
27	28	29	30	31			

- 18 UTBO runs
- 7 days 100% Full UTBO
- 6 days 50% Full UTBO

#### MAY 2014

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
<b>MAY 2014</b>					Thursday	Friday	Saturday
					1	2	3
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	4	5	6	7	8	9	10
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	11	12	13	14	15	16	17
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	18	19	20	21	22	23	24
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	25	26	27	28	29	30	31

- 21 UTBO Runs in total
- 5 days 100% Full UTBO
- 12 days 50% Full UTBO

Unavailable To Book Online by day of sailing (UTBO\*)

**JUNE 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
	**		**		**		
29	30						

- 37 UTBO Runs in Total
- 16 days 100% UTBO
- 8 days 50% UTBO
- 1 Day 66% UTBO

**JULY 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
July		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Heb Fest							
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 59 UTBO out of 67 possible runs
- 22 days 100% UTBO
- 7 days 66% UTBO
- 2 days 50% UTBO
- Lewis is almost totally closed off to online bookings

Unavailable To Book Online by day of sailing (UTBO\*)

**AUGUST 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
<b>August</b>						Friday	Saturday
						1	2
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	3	4	5	6	7	8	9
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10	11	12	13	14	15	16
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	17	18	19	20	21	22	23
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	24	25	26	27	28	29	30
	Sunday						
	31						

- 46 UTBO runs out of 65 to date
- 19 days 100% UTBO
- 3 days 66% UTBO
- 2 day 50% UTBO

**SEPTEMBER**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
<b>Sept</b>		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
						last 3 sailing	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	7	8	9	10	11	12	13
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	14	15	16	17	18	19	20
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	21	22	23	24	25	26	27
	Winter T/T						
	Sunday	Monday	Tuesday				
	28	29	30				

- 7 days 100% UTBO Runs
- 8 days 50% UTBO Runs
- Wednesday & Friday is down to 2 sailings.

Unavailable To Book Online by day of sailing (UTBO\*)

**OCTOBER 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
<b>Oct</b>				Wednesday	Thursday	Friday	Saturday
				1	2	3	4
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	5	6	7	8	9	10	11
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	12	13	14	15	16	17	18
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	19	20	21	22	23	24	25
			cancelled				Cancelled
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	
	26	27	28	29	30	31	

- 4 days 100% UTBO Runs
- 7 days 50% UTBO Runs
- Oct demand is mainly around the weekends and School Holidays

**STORNOWAY - ULLAPOOL****182 Unavailable to book online sailings by 31<sup>st</sup> Oct 2014****April 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 10 UTBO sailings
- 4 days with all sailings UTBO
- 4 days with 1 sailing UTBO
- 4 consecutive days with UTBO sailings

**MAY 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
					Thursday	Friday	Saturday
					1	2	3
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	4	5	6	7	8	9	10
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	11	12	13	14	15	16	17
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	18	19	20	21	22	23	24
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	25	26	27	28	29	30	31

- 12 UTBO sailings
- 2 days with all sailings UTBO
- 8 days with 1 sailing UTBO
- 6 consecutive days with UTBO sailings

Unavailable To Book Online by day of sailing (UTBO\*)

**JUNE 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
	**		**		**		
29	30						

- 32 UTBO Runs
- 12 days 100% Full Runs
- 3 Day 66% Full Runs
- 6 days 50% Full Runs
- Monday 23<sup>rd</sup> sees change to timetable with introduction of 3<sup>rd</sup> Sailing on Wed / Fri

**July 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
JULY 2014		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 54 UTBO runs out a possible 69
- 21 days 100% Full Runs
- 4 days 66% Full runs
- 3 days 50% Full Runs
- 3 days 33% Full Runs
- Critical demand Issues regards online booking

Unavailable To Book Online by day of sailing (UTBO\*)

**AUGUST 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
						Friday	Saturday
						1	2
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	3	4	5	6	7	8	9
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10	11	12	13	14	15	16
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	17	18	19	20	21	22	23
	2 out sailings						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	24	25	26	27	28	29	30
	Sunday						
	31						

- 51 UTBO runs out of a possible 68
- 18 days 100% Full Runs
- 2 day 66% Full runs
- 6 days 50% Full Runs
- 3 Days 33% Full runs

**SEPTEMBER**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
						last 3 run day	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	7	8	9	10	11	12	13
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	14	15	16	17	18	19	20
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	21	22	23	24	25	26	27
	Sunday	Monday	Tuesday				
	28	29	30				

- 16 UTBO runs out of possible 60
- 4 days 100% Full Runs
- 1 day 66% Full Runs
- 8 days 50% Full Runs
- No 3<sup>rd</sup> sailing on Wed / Fri after 4th

Unavailable To Book Online by day of sailing (UTBO\*)

**OCTOBER 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
				Wednesday	Thursday	Friday	Saturday
				1	2	3	4
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	5	6	7	8	9	10	11
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	12	13	14	15	16	17	18
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	19	20	21	22	23	24	25
			cancelled				cancelled
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	
	26	27	28	29	30	31	

- 7 UTBO runs out of possible 58
- 6 days 100% Full Runs
- 3 days 50% Full Runs
- 2 days of cancellations in October



**UIG - TARBERT 2014****126 Unavailable to book online sailings by 31<sup>st</sup> Oct 2014****April 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
April		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 10 UTBO sailings
- 5 days with all sailings UTBO
- 3 days with 1 sailing UTBO
- 3 consecutive days with UTBO sailings

**May 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
					Thursday	Friday	Saturday
					1	2	3
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	4	5	6	7	8	9	10
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	11	12	13	14	15	16	17
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	18	19	20	21	22	23	24
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	25	26	27	28	29	30	31

- 8 UTBO sailings
- 3 days with 100% sailings UTBO
- 5 days with 1 sailing UTBO
- 3 consecutive days with UTBO sailings

Unavailable To Book Online by day of sailing (UTBO\*)

**JUNE 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30						

- 19 UTBO sailings
- 10 days with 100% sailings UTBO
- 6 days with 50% sailing UTBO
- 4 consecutive days with UTBO sailings

**July 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 46 UTBO sailings out of a possible 53 runs
- 26 days with 100% sailings UTBO
- 4 days with 50% sailing UTBO
- 12 consecutive days to date with 100% UTBO sailings
- 27 consecutive dates with some UTBO sailings

Unavailable To Book Online by day of sailing (UTBO\*)

**AUGUST 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
						Friday	Saturday
						1	2
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	3	4	5	6	7	8	9
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10	11	12	13	14	15	16
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	17	18	19	20	21	22	23
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	24	25	26	27	28	29	30
	Sunday						
	31						

- 30 UTBO sailings to date
- 16 days with 100% sailings UTBO
- 9 days with 50% sailing UTBO

**SEPTEMBER**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
<b>Sept</b>		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	7	8	9	10	11	12	13
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	14	15	16	17	18	19	20
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	21	22	23	24	25	26	27
	Winter t/table						
	Sunday	Monday	Tuesday				
	28	29	30				

- 2 days 100% UTBO Runs
- 5 days 50% UTBO Runs

Unavailable To Book Online by day of sailing (UTBO\*)

**OCTOBER 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
				Wednesday	Thursday	Friday	Saturday
				1	2	3	4
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	5	6	7	8	9	10	11
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	12	13	14	15	16	17	18
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	19	20	21	22	23	24	25
			cancelled				Cancelled
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	
	26	27	28	29	30	31	

- 3 days 100% UTBO Runs
- 1 days 50% UTBO Runs
- 2 days of cancellation

**TARBERT - UIG 2014****114 Unavailable to book online sailings by 31<sup>st</sup> Oct 2014****April 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 5 days with 100% UTBO
- 2 days with 50% UTBO
- 8 runs UTBO
- Weekends busy across Easter

**MAY 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
					Thursday	Friday	Saturday
					1	2	3
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	4	5	6	7	8	9	10
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	11	12	13	14	15	16	17
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	18	19	20	21	22	23	24
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	25	26	27	28	29	30	31

- 1 days 100% UTBO
- 6 days 50% UTBO
- 8 Runs UTBO

Unavailable To Book Online by day of sailing (UTBO\*)

**JUNE 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30						

- 6 days 100% UTBO
- 7 days 50% UTBO
- 4 consecutive dates with some UTBO sailings
- Weekends filling up early.

**JULY 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 31 UTBO runs out a possible 48
- 16 days 100% UTBO
- 8 days 50% UTBO
- Friday & Saturday Busiest days – 1st Run booked early
- 15 consecutive dates with some UTBO sailings to date

**AUGUST 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
						Friday	Saturday
						1	2
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	3	4	5	6	7	8	9
						2 sailings	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10	11	12	13	14	15	16
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	17	18	19	20	21	22	23
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	24	25	26	27	28	29	30
	Sunday						
	31						

- 34 UTBO runs out a possible 47 to date
- 16 days 100% Full days UTBO
- 6 days 50% Full days UTBO
- Saturday Busiest day – 1st Run booked early

**SEPTEMBER**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	7	8	9	10	11	12	13
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	14	15	16	17	18	19	20
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	21	22	23	24	25	26	27
	Winter T/T						
	Sunday	Monday	Tuesday				
	28	29	30				

- 3 days 100% Full UTBO
- 5 days 50% Full UTBO
- Sept demand around weekends

Unavailable To Book Online by day of sailing (UTBO\*)

**OCTOBER 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
				Wednesday	Thursday	Friday	Saturday
				1	2	3	4
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	5	6	7	8	9	10	11
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	12	13	14	15	16	17	18
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	19	20	21	22	23	24	25
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	
	26	27	28	29	30	31	

- 4 days 100% Full UTBO
- 1 days 50% Full UTBO
- Oct demand based around the School Holidays and weekend
- 2 days of cancellation



**UIG - LOCHMADDY****148 Unavailable to book online sailings by 31<sup>st</sup> Oct 2014****April 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 8 UTBO sailings
- 6 days with all sailings UTBO
- 2 days with 1 sailing UTBO
- 3 consecutive days with UTBO sailings

**MAY 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
					Thursday	Friday	Saturday
					1	2	3
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	4	5	6	7	8	9	10
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	11	12	13	14	15	16	17
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	18	19	20	21	22	23	24
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	25	26	27	28	29	30	31

- 15 UTBO sailings
- 8 days with all sailings UTBO
- 5 days with 1 sailing UTBO
- 4 consecutive days with UTBO sailings

Unavailable To Book Online by day of sailing (UTBO\*)

**JUNE 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
8	9	10	11	12	13	14	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
15	16	17	18	19	20	21	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
22	23	24	25	26	27	28	
Sunday	Monday						
29	30						

- 20 UTBO Runs in total
- 10 days 100% Full UTBO
- 6 days 50% Full UTBO

**JULY 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			
Sunday							
31							

- 45 UTBO Runs in total out a possible 54
- 23 days 100% Full UTBO
- 3 days 50% Full UTBO
- 4 days 33% Full UTBO
- Friday busiest day
- 27 Consecutive 100% Full UTBO Days

Unavailable To Book Online by day of sailing (UTBO\*)

**AUGUST 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
						Friday	Saturday
						1	2
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	3	4	5	6	7	8	9
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10	11	12	13	14	15	16
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	17	18	19	20	21	22	23
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	24	25	26	27	28	29	30
	Sunday						
	31						

- 31 UTBO Runs out a possible 55 to date
- 14 days 100% Full UTBO
- 2 days 66% Full UTBO
- 4 days 50% Full UTBO
- 3 day 33% Full UTBO
- Significant demand even with 3 sailings on a Friday

**SEPTEMBER**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
						2 sailings	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	7	8	9	10	11	12	13
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	14	15	16	17	18	19	20
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	21	22	23	24	25	26	27
	Sunday	Monday	Tuesday				
	28	29	30				

- 11 UTBO Runs in total
- 4 days 100% Full UTBO
- 6 days 50% Full UTBO
- Demand based around weekends in Sept.

Unavailable To Book Online by day of sailing (UTBO\*)

**OCTOBER 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
Oct				Wednesday	Thursday	Friday	Saturday
				1	2	3	4
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	5	6	7	8	9	10	11
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	12	13	14	15	16	17	18
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	19	20	21	22	23	24	25
						3 runs???	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	
	26	27	28	29	30	31	

- 2 days 100% Full Runs
- 3 days 50% Full Runs
- Oct demand focussed around the weekends and School holidays
- 2 days of cancellations in October

**OBAN - LOCHBOISDALE 2014****68 Unavailable to book online sailings by 31<sup>st</sup> Oct 2014****April 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 2 UTBO sailings
- 2 days with all sailings UTBO

**MAY 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
					Thursday	Friday	Saturday
					1	2	3
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	4	5	6	7	8	9	10
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	11	12	13	14	15	16	17
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	18	19	20	21	22	23	24
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	25	26	27	28	29	30	31

- 9 UTBO sailings
- 9 days with all sailings UTBO
- 3 consecutive sailing days with UTBO sailings

Unavailable To Book Online by day of sailing (UTBO\*)

**JUNE 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30						

- 11 days 100% Full UTBO sailings
- 6 days with Available booking
- Saturday most popular day
- 3 days with Consecutive Full UTBO

**JULY 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
27	28	29	30	31			

- 18 100% Full UTBO sailings out a possible 18 runs
- 18 consecutive sailing days with UTBO sailings
- South Uist completely booked out online for the whole month
- Zero access to vehicular traffic once runs go fully booked.

**AUGUST 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
						Friday	Saturday
						1	2
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	3	4	5	6	7	8	9
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10	11	12	13	14	15	16
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	17	18	19	20	21	22	23
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	24	25	26	27	28	29	30
	Sunday						
	31						

- 14 100% Full UTBO sailings out of possible 17
- Huge demand through August
- 13 Consecutive UTBO days to date.
- South Uist has no available access

**SEPTEMBER**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
<b>Sept</b>		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
						Friday run??	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	7	8	9	10	11	12	13
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	14	15	16	17	18	19	20
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	21	22	23	24	25	26	27
	Winter T/T						
	Sunday	Monday	Tuesday				
	28	29	30				

- 7 100% Full UTBO sailings
- Demand still steady but mainly Tuesday and weekend

Unavailable To Book Online by day of sailing (UTBO\*)

**OCTOBER 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
				Wednesday	Thursday	Friday	Saturday
				1	2	3	4
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	5	6	7	8	9	10	11
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	12	13	14	15	16	17	18
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	19	20	21	22	23	24	25
			cancelled				cancelled
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	
	26	27	28	29	30	31	

- 4 days 100% Full Runs
- 0 days 50% Full Runs
- Oct demand was fairly sporadic and did not follow school Holidays
- 2 days of cancellations in October



**OBAN - CASTLEBAY 2014**

64 UTBO sailings so far to Oct 31st 2014

**April 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 1 UTBO sailings
- 1 days with all sailings UTBO

**MAY 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
				Thursday	Friday	Saturday	
				1	2	3	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
4	5	6	7	8	9	10	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
11	12	13	14	15	16	17	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
18	19	20	21	22	23	24	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
25	26	27	28	29	30	31	

- 7 UTBO sailings
- 5 days with all sailings UTBO
- 3 consecutive sailing days with UTBO sailings

Unavailable To Book Online by day of sailing (UTBO\*)

**JUNE 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
8	9	10	11	12	13	14	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
15	16	17	18	19	20	21	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
22	23	24	25	26	27	28	
Sunday	Monday						
29	30						

- 11 UTBO Runs in total
- 8 days 100% Full UTBO
- 3 days 50% Full UTBO
- Saturday Busiest day

**JULY 2014**

		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 21 full UTBO runs out a possible 36
- 17 days 100% Full UTBO
- Thursday Busiest day
- Friday / Saturday traffic has least demand. Total reverse of all other Islands.

**AUGUST 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
						Friday	Saturday
						1	2
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	3	4	5	6	7	8	9
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10	11	12	13	14	15	16
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	17	18	19	20	21	22	23
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	24	25	26	27	28	29	30
	Sunday						
	31						

- 12 UTBO Runs out a possible 35
- 8 days 100% Full UTBO
- 3 days 50% Full UTBO

**SEPTEMBER**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	7	8	9	10	11	12	13
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	14	15	16	17	18	19	20
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	21	22	23	24	25	26	27
	Winter T/T						
	Sunday	Monday	Tuesday				
	28	29	30				

- 6 UTBO Runs in total
- 4 days 100% Full UTBO
- 1 days 50% Full UTBO

Unavailable To Book Online by day of sailing (UTBO\*)

**OCTOBER 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
				Wednesday	Thursday	Friday	Saturday
				1	2	3	4
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	5	6	7	8	9	10	11
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	12	13	14	15	16	17	18
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	19	20	21	22	23	24	25
			cancelled				Cancelled
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	
	26	27	28	29	30	31	
		New timetable					

- 2 days 100% Full Runs
- 1 days 50% Full Runs
- 2 days of cancellations in October

**OBAN - COLL & TIREE 2014****100 Unavailable to book online sailings by 31<sup>st</sup> Oct 2014****April 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6	7	8	9	10	11	12	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
13	14	15	16	17	18	19	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
20	21	22	23	24	25	26	
Sunday	Monday	Tuesday	Wednesday	Thursday			
27	28	29	30	31			

- 7 UTBO sailings
- 7 days with all sailings UTBO
- 2 consecutive sailing days with UTBO sailings

**MAY 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
					Thursday	Friday	Saturday
					1	2	3
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	4	5	6	7	8	9	10
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	11	12	13	14	15	16	17
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	18	19	20	21	22	23	24
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	25	26	27	28	29	30	31

- 10 UTBO sailings
- 10 days with all sailings UTBO
- 3 consecutive sailing days with UTBO sailings

Unavailable To Book Online by day of sailing (UTBO\*)

**JUNE 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30						

- 13 UTBO Runs in total
- 13 days 100% Full UTBO
- Thursday Busiest day
- 4 Consecutive days Full UTBO ( twice )

**JULY 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
			2 sailings				
20	21	22	23	24	25	26	
			2 sailings				
27	28	29	30	31			

- 32 UTBO Runs in total out of possible 33 runs
- 30 days 100% Full UTBO
- Tuesday & Thursday Busiest day
- 28 Consecutive days Full UTBO to date
- Critical constraint on this run in July. Almost zero vehicle access remains.

Unavailable To Book Online by day of sailing (UTBO\*)

**AUGUST 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
<b>August</b>						Friday	Saturday
						1	2
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	3	4	5	6	7	8	9
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10	11	12	13	14	15	16
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	17	18	19	20	21	22	23
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	24	25	26	27	28	29	30
	Sunday						
	31						

- 25 UTBO Runs out of a possible 31
- 25 days 100% Full UTBO
- Saturday Busiest day
- Huge constraint on this route.
- 19 consecutive days 100% fully UTBO

**SEPTEMBER 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5	6
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	7	8	9	10	11	12	13
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	14	15	16	17	18	19	20
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	21	22	23	24	25	26	27
	Winter T/T						
	Sunday	Monday	Tuesday				
	28	29	30				

- 6 UTBO Runs in total
- 6 days 100% Full UTBO
- Sep demand based around weekends.

Unavailable To Book Online by day of sailing (UTBO\*)

**OCTOBER 2014**

100% UTBO		66% UTBO		50% UTBO		33% UTBO	
Oct				Wednesday	Thursday	Friday	Saturday
				1	2	3	4
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	5	6	7	8	9	10	11
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	12	13	14	15	16	17	18
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	19	20	21	22	23	24	25
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	
	26	27	28	29	30	31	
		Winter T/T		N/S		N/S	

- 7 UTBO Runs in total
- 7 days 100% Full UTBO
- Demand mainly based around October School Holidays



**KENNACRAIG - ISLAY 2014****308 Unavailable to book online sailings by 31<sup>st</sup> Oct 2014****April 2014**

100% UTBO	75% UTBO	66% UTBO	60% UTBO	50% UTBO	40% UTBO	33% UTBO	25% UTBO	20% UTBO
<b>APRIL</b>		Tuesday	Wednesday	Thursday	Friday	Saturday		
		1	2	3	4	5		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
6	7	8	9	10	11	12		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
13	14	15	16	17	18	19		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
20	21	22	23	24	25	26		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
27	28	29	30					

- Islay run has moved from 4 to 5 runs on a Monday, Tuesday, Thursday & Friday
- 45 UTBO sailings

**MAY 2014**

100% UTBO	75% UTBO	66% UTBO	60% UTBO	50% UTBO	40% UTBO	33% UTBO	25% UTBO	20% UTBO
				Thursday	Friday	Saturday		
				1	2	3		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
4	5	6	7	8	9	10		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
11	12	13	14	15	16	17		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
18	19	20	21	22	23	24		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
25	26	27	28	29	30	31		

- 57 UTBO sailings
- Extra run having an effect on the spread of traffic

**JUNE 2014**

100% UTBO	75% UTBO	66% UTBO	60% UTBO	50% UTBO	40% UTBO	33% UTBO	25% UTBO	20% UTBO
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
1	2	3	4	5	6	7		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
8	9	10	11	12	13	14		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
15	16	17	18	19	20	21		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
22	23	24	25	26	27	28		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
29	30							

- 1 days 100% UTBO Runs
- 41 UTBO runs
- Spread of UTBO bookings across month
- Increase in scheduled return journeys has spread load
- Extra 17 return journeys compared to 2013

**JULY 2014**

100% UTBO	75% UTBO	66% UTBO	60% UTBO	50% UTBO	40% UTBO	33% UTBO	25% UTBO	20% UTBO
		Tuesday	Wednesday	Thursday	Friday	Saturday		
		1	2	3	4	5		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
6	7	8	9	10	11	12		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
13	14	15	16	17	18	19		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
20	21	22	23	24	25	26		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
27	28	29	30	31				

- 2 days 100% UTBO Runs
- Spread of UTBO bookings across month
- Increase in scheduled return journeys has spread load
- Extra 16 return journeys compared to 2013

**AUGUST 2014**

Unavailable To Book Online by day of sailing (UTBO\*)

5. APPENDIX

100% UTBO	75% UTBO	66% UTBO	60% UTBO	50% UTBO	40% UTBO	33% UTBO	25% UTBO	20% UTBO
<b>August</b>						Friday	Saturday	
						1	2	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	3	4	5	6	7	8	9	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	10	11	12	13	14	15	16	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	17	18	19	20	21	22	23	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	24	25	26	27	28	29	30	
	Sunday							
	31							

- 3 days 100% UTBO Runs
- 46 full runs in total
- Busy month but extra runs for 2014 have made huge difference to UTBO figures
- Extra 16 return journeys compared to 2013

**SEPTEMBER**

100% UTBO	75% UTBO	66% UTBO	60% UTBO	50% UTBO	40% UTBO	33% UTBO	25% UTBO	20% UTBO
<b>Sept</b>		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	6	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	7	8	9	10	11	12	13	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	14	15	16	17	18	19	20	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	21	22	23	24	25	26	27	
	Winter T/T							
	Sunday	Monday	Tuesday					
	28	29	30					

- 26 UTBO Runs in total
- Extra 15 runs in 2014 have made huge difference to Fully booked Issues
- September demand solid but spread through large number of sailings

Unavailable To Book Online by day of sailing (UTBO\*)

**OCTOBER 2014**

100% UTBO	75% UTBO	66% UTBO	60% UTBO	50% UTBO	40% UTBO	33% UTBO	25% UTBO	20% UTBO
<b>Oct</b>				Wednesday	Thursday	Friday	Saturday	
				1	2	3	4	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	5	6	7	8	9	10	11	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	12	13	14	15	16	17	18	
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	19	20	21	22	23	24	25	
			All Cancelled					
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday		
	26	27	28	29	30	31		
		Winter T/T						

- 3 days 100% UTBO Runs
- 44 full runs in total
- Busier month than September based on UTBO. Whisky output or Holidays??
- Extra 17 runs in Oct 2014 have made huge difference to UTBO figures

## APPENDIX 5.2

### CUSTOMER RETURN SCREENSHOTS FROM CALMAC ONLINE BOOKING SYSTEM

When recording ferry booking data throughout the summer period, a number of screenshots were taken from the CalMac website for each route. This shows capacity issues at a point in time, which matches the recorded data logged in the master spreadsheets. Below are examples of screenshots taken in May which show unavailable runs and full to capacity days two months prior to sailing. These show what a potential customer will see when looking to book a particular journey and finding that some or all of the individual sailings are booked.

#### Ullapool Stornoway

Below we see a screenshot taken in May where we already see booking capacity problems in June travelling to Lewis on the 12<sup>th</sup> and returning on the 20<sup>th</sup>.

The screenshot shows the CalMac website interface for booking a ferry journey. The page is titled 'Step 2: Select Sailings' and is for the route 'Ullapool To Stornoway'. It displays two sailing options:

	Departs	Arrives	Addn Info
<b>Outward: Ullapool To Stornoway</b>			
Saturday, 12 July 2014	04:30	08:00	NA
	10:45	13:30	NA
	18:15	21:00	
<b>Return: Stornoway To Ullapool</b>			
Sunday, 20 July 2014	07:00	09:45	
	14:30	17:15	NA
	20:30	23:59	NA

The 'Addn Info' column shows 'NA' for the first two sailings, indicating they are unavailable for booking. The page also includes a 'Check Price' button at the bottom.

Unavailable To Book Online by day of sailing (UTBO\*)

## Ullapool Stornoway

Again we see all sailing on the 5<sup>th</sup> July in to Stornoway and all sailing out the previous Saturday 28<sup>th</sup> June are full. This means no possibility of Saturday travel in the specific directions on those dates 4 and 5 weeks out from sailing.

Enquiries & Reservations **0800 066 5000**

Destinations Timetables Tickets On Board Journey Information Contact Login/Reg

Your Booking: Step 1: Select Routes Step 2: Select Sailings

Step 1 Select Routes Step 2 Select Sailings Step 3 Make Payment Step 4 Confirm Booking

**Step 2: Select Sailings**

**Outward: Ullapool To Stornoway**

	Departs	Arrives	Addn Info
Saturday, 5 July 2014	04:30	08:00	NA
	10:45	13:30	NA
	18:15	21:00	NA

**Return: Stornoway To Ullapool**

	Departs	Arrives	Addn Info
Saturday, 28 June 2014	07:00	09:45	NA
	14:30	17:15	NA

Check Price

## Uig – Tarbert

In May we already see Saturday weekend traffic Full to online Booking for Tarbert.

Home | David MacBrayne | Corporate CalMac | Travel Trade | Commercial Vehicles

Enquiries & Reservations **0800 066 5000**

Destinations Timetables Tickets On Board Journey Information Contact Login/Reg

Your Booking: Step 1: Select Routes Step 2: Select Sailings

Step 1 Select Routes Step 2 Select Sailings Step 3 Make Payment Step 4 Confirm Booking

**Step 2: Select Sailings**

**Outward: Uig To Tarbert**

	Departs	Arrives	Addn Info
Saturday, 28 June 2014	09:45	11:25	NA
	18:40	20:20	NA

**Return: Tarbert To Uig**

	Departs	Arrives	Addn Info
Friday, 27 June 2014	07:30	09:10	NA
	16:00	17:40	NA

Check Price

Unavailable To Book Online by day of sailing (UTBO\*)

## Oban - Lochboisdale

Below we see Lochboisdale booked Outward and Inwards outwith Saturday and in a perceived quieter month ( outwith peak summer traffic )

**Caledonian MacBrayne**  
Hebridean & Clyde Ferries  
Enquiries & Reservations **0800 066 5000**

›Destinations ›Timetables ›Tickets ›On Board ›Journey Information ›Contact ›Login/Reg

Your Booking: Step 1: Select Routes › Step 2: Select Sailings

Step 1 Select Routes Step 2 Select Sailings Step 3 Make Payment Step 4 Confirm Booking

**Step 2: Select Sailings**

**Outward: Oban To Lochboisdale**

Prev Sailing	Departs	Arrives	Addn Info	Next Sailing
	Thursday, 22 May 2014	15:40	20:50	NA

**Return: Lochboisdale To Oban**

Prev Sailing	Departs	Arrives	Addn Info	Next Sailing
	No sailings on Wednesday, 21 May 2014			
	Friday, 23 May 2014	08:55	14:05	NA

## Oban - Castlebay

A month in advance we begin to see Barra sailings filling up, including the two run Thursday.

**Caledonian MacBrayne**  
Hebridean & Clyde Ferries  
Enquiries & Reservations **0800 066 5000**

›Destinations ›Timetables ›Tickets ›On Board ›Journey Information ›Contact ›Login/Reg

Your Booking: Step 1: Select Routes › Step 2: Select Sailings

Step 1 Select Routes Step 2 Select Sailings Step 3 Make Payment Step 4 Confirm Booking

**Step 2: Select Sailings**

**Outward: Oban To Castlebay**

Prev Sailing	Departs	Arrives	Addn Info	Next Sailing
	Thursday, 26 June 2014	08:15	15:00	NA
		15:40	22:40	VIA

**Return: Castlebay To Oban**

Prev Sailing	Departs	Arrives	Addn Info	Next Sailing
	Thursday, 26 June 2014	15:15	22:00	NA

Check Price

Unavailable To Book Online by day of sailing (UTBO\*)



## Oban - Tiree

Tiree shows a double run on Wednesday 16<sup>th</sup> inward and outward. Both runs booked well in advance. No availability

Home | David MacBrayne | Corporate CalMac | Travel Trade | Commercial Vehicles

**Caledonian MacBrayne**  
Hebridean & Clyde Ferries

Enquiries & Reservations **0800 066 5000**

›Destinations ›Timetables ›Tickets ›On Board ›Journey Information ›Contact ›Login/Reg

Your Booking: Step 1: Select Routes › Step 2: Select Sailings

Step 1 Select Routes Step 2 Select Sailings Step 3 Make Payment Step 4 Confirm Booking

**Step 2: Select Sailings**

**Outward: Oban To Tiree**

Prev Sailing	Departs	Arrives	Addn Info	Next Sailing
	Wednesday, 16 July 2014	05:45 14:30	09:05 18:05	NA NA

**Return: Tiree To Oban**

Prev Sailing	Departs	Arrives	Addn Info	Next Sailing
	Wednesday, 16 July 2014	09:20 18:20	13:00 21:55	VIA NA

Check Price

11:14 25/06/2014

## Oban - Tiree

Again, a screenshot taken in July shows that the Tiree run is full in days following.

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**Caledonian MacBrayne**  
Hebridean & Clyde Ferries

Enquiries & Reservations **0800 066 5000**

›Destinations ›Timetables ›Tickets ›On Board ›Journey Information ›Contact ›Login/Reg

Your Booking: Step 1: Select Routes › Step 2: Select Sailings

Step 1 Select Routes Step 2 Select Sailings Step 3 Make Payment Step 4 Confirm Booking

**Step 2: Select Sailings**

**Outward: Oban To Tiree**

Prev Sailing	Departs	Arrives	Addn Info	Next Sailing
	Thursday, 24 July 2014	08:15	12:00	NA

**Return: Tiree To Oban**

Prev Sailing	Departs	Arrives	Addn Info	Next Sailing
	Wednesday, 23 July 2014	09:20 18:20	13:00 21:55	NA NA

Check Price

00:52 23/07/2014

Unavailable To Book Online by day of sailing (UTBO\*)



## Kennacraig – Islay

This shows an example of a route which is not as busy in advance. This screenshot is taken on the 25<sup>th</sup> June, some 12 days prior and at the beginning of the summer holidays. It shows Tuesday and Wednesday and Thursday bookings, for the 2<sup>nd</sup> week of July with no runs fully booked. Extra runs were provided for Islay this year

The screenshot shows a web browser window displaying the CalMac website. The page title is "Outward: Kennacraig To Islay". The browser address bar shows "https://www.calmacbookings.co.uk/booking/asp/". The page content is as follows:

**Outward: Kennacraig To Islay**

	Departs	Arrives	Addn Info
<b>Port Askaig (Islay)</b>			
Wednesday, 9 July 2014	07:45	09:50	<input type="radio"/>
	13:00	14:55	<input type="radio"/>
	18:00	19:55	<input type="radio"/>
<b>Port Ellen (Islay)</b>			
Tuesday, 8 July 2014	07:00	09:10	<input type="radio"/>
	09:45	12:05	<input type="radio"/>
	18:00	20:10	<input type="radio"/>
No sailings on Wednesday, 9 July 2014			
Thursday, 10 July 2014	07:00	09:10	<input type="radio"/>
	09:45	12:05	<input type="radio"/>
	18:00	20:10	<input type="radio"/>

**Return: Islay To Kennacraig**

	Departs	Arrives	Addn Info
<b>Port Askaig (Islay)</b>			
Tuesday, 8 July 2014	07:00	09:05	<input type="radio"/>
	15:30	17:25	<input type="radio"/>
	18:00	20:05	<input type="radio"/>
<b>Port Ellen (Islay)</b>			
Tuesday, 8 July 2014	09:45	11:55	<input type="radio"/>
	12:30	14:50	<input type="radio"/>

The screenshot also shows a Windows taskbar at the bottom with various application icons and a system tray showing the date and time as 11:24 on 25/06/2014.

## Appendix 5.3

CALMAC RESERVATION CONTACT DIARY							
<b>PROCESS:</b>	1) On a designated route, an identified day becomes Unable to Book online ( UTBO ) for the 1st time						
	2) The office of origin for the particular route is called for a local assessment of availability						
	3) If the office is unavailable then the answering Office may differ and may be central booking switchboard at Gourrock.						
	4) Answering agent is asked if availability exists on identified UTBO Route.						
	5) If unavailable, answering agent is asked if there are alternatives or if turning up on day is possible						
	Date of Call	Date of requested Sailing	Sailing Number	Office Number used	Calmac Office answering call	Response Given by Answering Agent	Turn up on the day??
<b>Ullapool- Stornoway</b>	9th June	9th June	2	Ullapool	Lochmaddy	No availability, advised to head to port for potential standby	If local
	26th June	14th July	2	Ullapool	Stornoway	No availability, advised to try Tarbert as alternative	No
	12th July	18th July	2	Switchboard	Switchboard	No availability, advised unlikely that any space will be available at weekend due to holidays	No
	21st July	2nd Aug	2	Ullapool	Tarbert	No availability, advised to call daily or try another date	No
	11th Aug	16th Aug	2	Ullapool	Stornoway	No availability, offered Sunday sailing 17th	No
<b>Stornoway -Ullapool</b>	9th June	14th June	2	Stornoway	Stornoway	No availability, advised to head to port for call later in week in case of cancellations	If local
	16th June	28th June	2	Stornoway	Stornoway	No availability, advised to head to port for potential standby or call later in week in case of cancellations	If local
	11th July	26th July	2	Stornoway	Switchboard	No availability, advised if staying locally to call into local office in case of cancellations	No
	21st July	2nd Aug	2	Stornoway	Tarbert	No availability, advised to call daily or try another date	No
	11th Aug	16th Aug	2	Stornoway	Stornoway	No availability, offered Sunday sailing 17th	No
<b>Uig - Tarbert</b>	23rd June	28th June	2	Uig	Switchboard	No availability, advised to try Sunday sailing and given other alternate dates as heavy demand for standby lanes	No
	25th June	5th July	2	Uig	Uig	No availability, advised that unlikely any free space until Monday.	No
	26th June	12th July	2	Uig	Oban	No availability until Monday, standby at own risk	No
	11th July	19th July	2	Uig	Uig	No availability until Monday, standby at own risk but heavy footfall demand during day	No
	21st July	2nd Aug	2	Uig	Uig	Told I should know better ( friend in Office ). Ferry fully loaded	No
<b>Tarbert -Uig</b>	20th June	21st June	2	Tarbert	Switchboard	No availability, advised to head to port for potential standby or try Sunday sailing	Yes if local
	7th July	11th July	1	Tarbert	Tarbert	No availability, told weekend is jammed. Monday early is an option	no
	12th July	19th July	2	Tarbert	Tarbert	No availability, advised that unlikely any free space until Monday.	No
	21st July	25th July	1	Tarbert in person	Tarbert in Person	No availability all weekend but told that standby might be an option if prepared to place car in early	Yes if local
	11th Aug	17th Aug	1	Tarbert	Tarbert	No availability, advised that unlikely any free space until Monday.	No

Unavailable To Book Online by day of sailing (UTBO\*)

5. APPENDIX

<b>Uig -Lochmaddy</b>	23rd June	28th June	1	Uig	Switchboard	No availability, advised that Friday was full also and advised that two sailings available on Sunday	No
	25th June	5th July	1	Uig	Uig	No availability, cant advise on standby availability, Sunday available	No
	26th June	12th July	1	Uig	Uig	No availability, Sunday full too, Monday is earliest availability.	No
	11th July	26th July	1	Uig	Lochmaddy	No Availability, advised Sunday Morning sailing available	No
	21st July	9th Aug	1	Uig	Uig	No availability, Sunday available. Not advising standby as option	No
<b>Oban -Lochboisdale</b>	23rd June	28th June	1	Oban	Oban	No availability, advised that ferry is full up for most of holidays. Suggested to try Lochmaddy which is available on Friday or Sunday	No
	26th June	12th July	1	Oban	Oban	No availability, advised that South Uist is at capacity and advised to try Barra or Lochmaddy if touring	No
	11th July	19th July	1	Oban	Oban	No availability, advised that ferry is full or filling up for most of holidays. Suggestion is to try Lochmaddy	No
	21st July	9th Aug	1	Lochboisdale	Lochboisdale	Engaged tone. Called Lochboisdale. No availability, I mentioned touring the islands and was advised to come in further north at Lochmaddy on Friday.	No
	3rd Aug	19th Aug	1	Oban	Oban	No availability, Suggestion is to try Lochmaddy and advised that ferry is available	No
<b>Oban -Castlebay</b>	16th June	21st June	1	Oban	Switchboard	No availability, advised to take Friday or Sunday ferry.	No
	7th July	10th July	1	Oban	Oban	No availability, advised to take Friday or Saturday ferry or come via Uist	No
	21st July	25th July	1	Oban	Switchboard	No availability. Told 26th available. No alternative offered	No
	28th July	31st July	1	Oban	Oban	No availability. Advised that 1st is available or to go via North Uist, but journey longer and more expensive.	No
	28th July	7th Aug	1	Oban	Oban	No availability. Can't advise on standby possibilities, advised that Friday and Saturday availability exists.	No
<b>Oban - Tiree</b>	23rd June	28th June	1	Oban	Oban	No availability, advised Tiree very busy. Offered 30th June or 1st July as alternative	No
	11th July	19th July	1	Oban	Switchboard	No availability, advised Tiree very busy. Offered the 21st as only option in next week for travel.	No
	11th July	26th July	1	Oban	Oban	No availability. Offered 25th or 28th as alternative	No
	28th July	7th Aug	1	Oban	Oban	No availability. Advised that 6th and 8th available	No
	21st July	14th Aug	1	Oban	Tarbert	No availability, advised that 13th was only available sailing across the that week. Return leg problematic also.	No
<b>Kennacraig -Islay</b>	19th June	21st June	3	Kennacraig	Kennacraig	No availability but advised that availability exists on the 20th or the 22nd morning sailings. If I'm local, turn up in case space appears due to cancellations? (Whisky ??)	No
	4th July	5th July	3	Kennacraig	Oban	No availability but told plenty availability exists on the 6th July	No
	15th July	19th July	4	Kennacraig	switchboard	No availability, but morning sailing free if suitable. 20th has full availability. Have I been before?. Very nice lady.	No
	11th July	2nd Aug	3	Kennacraig	Kennacraig	No availability on 3 runs, the day before is busy and filling up but the 4th has plenty room	No
	28th July	13th Aug	2	Kennacraig	Kennacraig	No availability but 12th and 14th offered as alternative. Might be space, but unlikely and doesn't want to recommend traveling for standby.	No

Unavailable To Book Online by day of sailing (UTBO\*)