



FOI Disclosure Log

Quarter 4, January-March 2026

Reference	Request Summary	Resolution
4185	Annual data for the past 10 years: vessel repair costs, customer compensation costs, number of CalMac services operated, number of services cancelled (by reason), and number of services delayed (by reason)	Full release
4204	Details of printing estate	Full release
4206	Salary grades, the number and ranks of the MV Loch Frisa crew, and details of all shore-based roles at Oban and Craignure, including staffing numbers and associated salary grades	Partial release - some information not held
4207	Sailing-by-sailing carryings data, broken down by passenger and vehicle type, for all routes from 1 September to 31 December 2025	Full release
4209	MV Loch Frisa crew positions and numbers, home addresses, and accommodation arrangements	Partial release – Exemption applied: 38(1)(b)
4210	Costs and revenue for the Gourock–Kilcreggan route from 2021–2025, and any strategic plans for route expansion or changes; note that route-specific costs and revenue cannot be provided, so operational costs for the Chieftain will be supplied instead	Full release
4211	Procedure for handling customer complaints, including the stages involved, response timescales, review or appeal arrangements, and internal and external escalation routes	Full release
4212	Procedure for handling stakeholder complaints, including those raised by community bodies, elected representatives, transport groups and other non-customer stakeholders	Full release
4214	Ownership and operation of gangways, passenger access systems and linkspans at Ardrossan, Troon and Brodick; whether departure checks occur, by whom and how they're logged; and why Caledonian Isles could dock at Troon despite the Brodick linkspan failure	Full release
4215	Gourock-Dunoon sailing by sailing passenger count, 1.9.25 - 30.11.25	Full release
4216	Difference between scanned tickets and passenger counts on non-bookable routes, and any information held on revenue associated with these variances	Partial release - some information not held
4217	Early departures, network wide, 2021–2025	Full release
4218	Robbie Drummond's severance pay-as per outcome of OSIC Investigation	Full release
4219	Weekly data from Jan 2024 on cancellation percentages for Troon–Brodick and Ardrossan–Brodick, including	Partial release - some information not held



	reason (technical/weather), wind speed and direction for weather-related cancellations, passenger and vehicle numbers for technical cancellations, and wind thresholds for Arran route cancellations	
4220	Number and details of staff recorded as belonging to the Armed Forces	Information not held
4221	Recorded information held on the development, approval, justification, operation or review of Caledonian MacBrayne Crewing Guernsey arrangements between 31 June 2003 and 31 June 2005 [sic]	Full release
4222	Vessel maintenance costs by year, 2016–2025	Full release
4223	Recorded information on MV Isle of Islay relating to planned entry into service, crew trials and familiarisation, port of operation and route allocation, including any internal reports, briefing papers, schedules, contracts or correspondence	Partial release – Exemption applied: 30(b)38(1)(b)
4224	Costs for MV Glen Sannox repairs since handover on 20 Nov 2024, budget versus actual spend comparison, and the current daily charter rate for MV Alfred (including regular charges)	Partial release – Exemption applied: 33(1)(b)
4225	Reason for no Sunday service on the Tobermory–Kilchoan route, number of disruptions in 2025 and any foot-ferry substitutions, and payments made to Staffa Tours for use of their vessels	Full release
4226	Scheduled, operated and cancelled sailings, broken down by leg, for the Oban–Coll–Tiree service on Wednesdays in the 2024 summer timetable	Full release
4227	Recorded information relating to the departure of Robbie Drummond and the severance or settlement arrangements associated with his exit: 1 January 2024 to 30 June 2025	Partial release – Exemption applied: 30(b)(ii); 36(1); 38(1)(b)
4228	Monday disruptions to the Coll/Tiree service for 2023/24 and 2024/25	Full release
4229	RE FOI 4179: Recorded decisions or assessments confirming an ICIA/EQIA was not required, related correspondence, and any Transport Scotland documentation on the legal basis for daytime maintenance windows	Information not held
4230	Definition of woman, lesbian, gay and bisexual; actions and spend for each group (2020–2026); LGBT-related funding and contracts; and total LGBT-related spend since 2020	Information not held
4231	Actions & spend for women, lesbian, gay, bisexual LGBT funding/contracts; total LGBT-related spend in same period, 2015–2019	Information not held
4232	Actions and spend for women, lesbian, gay and bisexual groups, LGBT-related funding and contracts, and total LGBT-related spend for the period 2015–2019	Information not held
4233	Gourock-Dunoon-number of sailings operated by Ali Cat and Argyll Flyer and number of sailings cancelled due to weather conditions, 2020-2025	Full release
4234	Total spent sub-contracting charter vessels 2015-2025	Full release



4235	EIR Asks whether EVs/PHEVs (e.g., Toyota RAV4 PHEV) are accepted on Arran routes and seeks info on limits, deck placement, safety rules, weight restrictions, standby issues, and future policy changes	Full release
4236	Vessel repair and maintenance costs, FY 2023/24 - 2024/25	Full release
4237	Monthly cancellations and delays on the Largs–Cumbrae route over 10 years, broken down by weather, technical issues, and crew availability	Partial release - some information not held
4238	RE 4216 Monthly breakdown of tickets purchased between August 2023 and December 2025 on the Gourock to Dunoon route	Full release
4239	Number and nature of complaints about MV Glen Sannox since she entered service	Full release
4240	Questions about Loch Bhrosda risk management during period without a Master in bad weather (11/12/25) responsibility for safety, precautions taken, handover details, and qualifications/manning compliance	Full release
4241	Location and operational status of the electronic message boards across the network	Full release
4242	List of all routes that had no (0%) sailings on Monday 26 and Tuesday 27 January 2026	Full release
4243	Passenger numbers for Colintrave–Rhubodach for February and July 2025	Full release
4244	Consideration or proposals to change the Largs-Cumbrae summer timetable frequency, including moving from 15-minute to 20-minute sailings, Jan 2024-present	Partial release – Exemption applied: 33(1)(b) 38(1)(b)
4245	Time-and-motion studies, turnaround assessments, performance monitoring, and supporting data informing changes to turnaround times or service frequency on the Largs–Cumbrae route, Jan 2024–present	Partial release – Exemption applied: 33(1)(b) 38(1)(b)
4246	Safety assessments and decisions relating to SIMOPS restrictions on the Largs–Cumbrae route, January 2024 to present	Partial release – Exemption applied: 33(1)(b) 38(1)(b)
4247	Capacity, resilience, and service-continuity planning for the Largs–Cumbrae route including maintenance windows, relief-vessel deployment, modelling, contingency and vessel assessments, maintenance option appraisals, and related correspondence, January 2024 to present	Partial release – Exemption applied: 33(1)(b) 38(1)(b)
4248	Departure and arrival times for all sailings on the Ardrossan–Brodick and Troon–Brodick routes, 2007-2026	Full release
4249	Cancellations due to tidal issues Gourock-Kilcreggan, Jan 2024-present	Partial release - some information not held
4250	EIR Operational, safety, engineering, and reliability records for Argyll Flyer and Ali Cat on the Gourock–Dunoon route (2023–2026), a breakdown of technical cancellations (2023–2025); and total compensation costs linked to MV Argyll Flyer exhaust incidents in 2025	Partial release - some information not held
4251	Details of service suspension notifications for the Largs-Cumbrae route from 1-31 Jan 2026	Full release



4252	Assurance processes for software-based data erasure of end-of-life IT equipment (CLF)	Information not held
4253	Assurance processes for software-based data erasure of end-of-life IT equipment (DML)	Information not held
4254	Assurance processes for software-based data erasure of end-of-life IT equipment (DML HR)	Information not held
4255	All active contracts for LAN, WAN, data centre, cloud, cyber security, unified telephony, contact centre, and mobile services, including start/end dates, supplier, platform/technology, and total contract value	Full release
4256	Number of days Glen Sannox has been in service, and the number of days she has been unable to sail due to weather or technical issues since entering service	Full release
4257	Coordination of the Gourock–Dunoon timetable with rail services, including responsibility for coordination, timetable-review frequency, planned improvements, relevant policy documents, and complaint numbers for the past five years	Full release
4258	Clarification on performance figures for Mallaig–Lochboisdale	Full release
4259	Details of E-Tendering and Contract Lifecycle Management systems	Partial release - some information not held
4260	Isle of Islay’s voyage from Turkey to Greenock, including departure date, all port calls with timings/costs, crew travel and subsistence costs, actions on crew tour extensions, use of agency crew, overseas staff travel, total crew wages, and fuel usage/cost	Partial release - some information not held
4261	Vehicle carryings for Coll service 23.02.26	Full release
4262	Commercial block bookings used on Oban-Coll/Tiree route 4.1.26 - 31.1.26	Full release
4263	MV Alfred muster list, minimum safe manning, operational crewing levels	
4264	Pax rights broken down by type of claim, FY 2021/22-2024/25	Full release
4265	Compensation paid to commercial businesses for cancellations or delays due to technical issues for last 5 years	Information not held
4266	Current vehicle bookings on the Oban–Coll–Tiree route by journey leg for the specified periods (15 Mar–15 Apr 2026 and 28 Jun–14 Sep), including % car-deck utilisation and vehicle categories by leg	Full release
4267	Information relating to the recruitment process for Head of IT Products and Services	Partial release - some information not held
4268	EIR-Fuel consumption by vessel and fuel type, January 2022 to present	Full release

The table above shows all responses to information requests issued by CalMac from the 1st of January 2026 to the 31st of March 2026, Quarter 4 of the financial year. To see a response which has been issued, or for further information, please contact the FOI team at foi@calmac.co.uk