

NorthLink Ferries

Performance Monitoring

May 2016

| Passenger Services | Lerwick – Kirkwall - Aberdeen | Stromness – Scrabster |
|---------------------------------|-------------------------------|-----------------------|
| Reliability: | | |
| Operated Sailings | 62 | 134 |
| Number of Failures | 0 | 0 |
| Failures after relief event* | 0 | 0 |
| Punctuality: | | |
| On time including relief events | 61 | 134 |
| Number of failures | 1 | 3 |
| Failures after relief event | 0 | 0 |

| Freight Services | All Routes |
|---------------------------------|------------|
| Reliability: | |
| Operated Sailings | 43 |
| Number of Failures | 0 |
| Failures after relief event* | 0 |
| Punctuality: | |
| On time including relief events | 43 |
| Number of failures | 8 |
| Failures after relief event | 0 |

"Relief Event" is an agreed event with the Scottish Government which revokes any performance deductions which may be applied to the operator. Examples include sailings cancelled or delayed due to bad weather in line with safety procedures; delays due to unavailability or operational restrictions of harbour facilities.

