

# NorthLink Ferries

## Performance Monitoring

### April 2017

Passenger Services	Lerwick – Kirkwall - Aberdeen	Stromness – Scrabster
<b>Reliability:</b>		
Operated Sailings	60	118
Number of Failures	0	6
Failures after relief event*	0	0
<b>Punctuality:</b>		
On time including relief events	60	118
Number of failures	4	38
Failures after relief event	0	0

Freight Services	All Routes
<b>Reliability:</b>	
Operated Sailings	43
Number of Failures	0
Failures after relief event*	0
<b>Punctuality:</b>	
On time including relief events	43
Number of failures	5
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.



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FERRIES