

# NorthLink Ferries

## Performance Monitoring

### December 2015

Passenger Services	Lerwick – Kirkwall - Aberdeen	Stromness – Scrabster
<b>Reliability:</b>		
Operated Sailings	52	114
Number of Failures	4	2
Failures after relief event*	0	0
<b>Punctuality:</b>		
On time including relief events	51	114
Number of failures	7	23
Failures after relief event	2	0

Freight Services	All Routes
<b>Reliability:</b>	
Operated Sailings	35
Number of Failures	10
Failures after relief event*	0
<b>Punctuality:</b>	
On time including relief events	35
Number of failures	14
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.

