

NorthLink Ferries

Performance Monitoring

December 2017

Passenger Services	Lerwick – Kirkwall - Aberdeen	Stromness – Scrabster
Reliability:		
Operated Sailings	52	106
Number of Failures	4	10
Failures after relief event*	1	1
Punctuality:		
On time including relief events	52	106
Number of failures	3	31
Failures after relief event	0	0

Freight Services	All Routes
Reliability:	
Operated Sailings	42
Number of Failures	4
Failures after relief event*	0
Punctuality:	
On time including relief events	40
Number of failures	11
Failures after relief event	2

"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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