

# NorthLink Ferries

## Performance Monitoring

### September 2020

Passenger Services	Lerwick – Kirkwall - Aberdeen	Stromness – Scrabster
<b>Reliability:</b>		
Operated Sailings	60	130
Number of Failures	0	0
Failures after relief event*	0	0
<b>Punctuality:</b>		
On time including relief events	60	130
Number of failures	3	9
Failures after relief event	0	0

Freight Services	All Routes
<b>Reliability:</b>	
Operated Sailings	65
Number of Failures	0
Failures after relief event*	0
<b>Punctuality:</b>	
On time including relief events	65
Number of failures	12
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.

