

# NorthLink Ferries

## Performance Monitoring

### January 2022

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	48	104	41
Number of Failures	4	8	8
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	48	104	41
Number of failures	8	9	7
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	275	4,505	1,185	3,226	9,191
<b>Non-Commercial Vehicles</b>	101	1,300	285	1,355	3,041
<b>Freight (lane metres)</b>	2,312	24,251	9,000	3,287	38,849

“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.

