

# NorthLink Ferries

## Performance Monitoring

### March 2022

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	48	120	53
Number of Failures	1	4	4
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	47	120	52
Number of failures	3	3	16
Failures after relief event	1	0	1

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	541	7,204	1,637	6,522	15,904
<b>Non-Commercial Vehicles</b>	155	1,838	278	2,750	5,021
<b>Freight (lane metres)</b>	3,003	33,085	14,160	5,628	55,876

“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.

