

# NorthLink Ferries

## Performance Monitoring

### August 2022

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	62	180	53
Number of Failures	0	0	0
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	62	179	53
Number of failures	0	17	3
Failures after relief event	0	1	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	3,165	15,720	3,747	26,008	48,640
<b>Non-Commercial Vehicles</b>	861	3,559	627	8,609	13,656
<b>Freight (lane metres)</b>	2,633	31,122	10,240	7,923	51,918

"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.

