

# NorthLink Ferries

## Performance Monitoring

### September 2022

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	60	142	66
Number of Failures	0	14	2
Failures after relief event*	0	6	0
<b>Punctuality:</b>			
On time including relief events	60	141	66
Number of failures	4	10	14
Failures after relief event	0	1	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	2,261	11,795	3,146	15,969	33,171
<b>Non-Commercial Vehicles</b>	647	3,006	527	5,907	10,087
<b>Freight (lane metres)</b>	2,717	37,839	14,566	5,956	61,078

"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.

