

# NorthLink Ferries

## Performance Monitoring

### October 2022

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	62	130	63
Number of Failures	0	4	0
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	62	130	62
Number of failures	2	8	18
Failures after relief event	0	0	1

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	1,041	12,422	3,212	12,849	29,524
<b>Non-Commercial Vehicles</b>	331	2,738	542	4,609	8,220
<b>Freight (lane metres)</b>	3,051	35,028	15,343	6,338	59,760

"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.

