

# NorthLink Ferries

## Performance Monitoring

### November 2022

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	51	118	41
Number of Failures	9	2	14
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	51	118	40
Number of failures	9	7	16
Failures after relief event	0	0	1

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	401	6,495	1,838	6,854	15,588
<b>Non-Commercial Vehicles</b>	133	1,589	326	2,722	4,770
<b>Freight (lane metres)</b>	2,507	27,239	10,815	6,325	46,886

"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.

