

# NorthLink Ferries

## Performance Monitoring

### January 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	57	78	48
Number of Failures	4	10	2
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	57	78	48
Number of failures	6	5	8
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	480	6,731	2,161	3,273	12,645
<b>Non-Commercial Vehicles</b>	121	1,517	446	1,260	3,344
<b>Freight (lane metres)</b>	2,165	22,512	10,139	3,006	37,823

"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.

