

# NorthLink Ferries

## Performance Monitoring

May 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	62	206	63
Number of Failures	0	0	0
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	62	206	63
Number of failures	1	42	4
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	2,685	13,785	3,499	31,544	51,513
<b>Non-Commercial Vehicles</b>	710	3,124	689	10,760	15,283
<b>Freight (lane metres)</b>	2,466	27,965	11,755	13,309	55,496

"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.

