

# NorthLink Ferries

## Performance Monitoring

### December 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	49	102	33
Number of Failures	7	16	14
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	49	102	33
Number of failures	6	34	9
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	311	7,751	2,209	8,666	18,937
<b>Non-Commercial Vehicles</b>	94	1,763	463	3,335	5,655
<b>Freight (lane metres)</b>	1,853	21,599	10,026	8,878	42,355

"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.

