

# NorthLink Ferries

## Performance Monitoring

### January 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	55	46	43
Number of Failures	7	14	5
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	55	46	43
Number of failures	9	16	11
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	482	6,961	2,858	4,083	14,384
<b>Non-Commercial Vehicles</b>	127	1,448	636	1,634	3,845
<b>Freight (lane metres)</b>	1,709	21,251	10,586	3,921	37,468

"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.

