

# NorthLink Ferries

## Performance Monitoring

### April 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	60	128	60
Number of Failures	0	0	0
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	60	128	60
Number of failures	3	3	21
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	1,323	11,796	3,544	14,199	30,862
<b>Non-Commercial Vehicles</b>	373	2,646	642	5,114	8,775
<b>Freight (lane metres)</b>	2,353	29,219	13,738	6,950	52,261

“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.

