

# NorthLink Ferries

## Performance Monitoring

### August 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	62	180	62
Number of Failures	0	0	0
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	62	179	62
Number of failures	0	32	9
Failures after relief event	0	1	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	3,727	16,838	4,797	33,716	59,078
<b>Non-Commercial Vehicles</b>	950	3,765	812	9,820	15,347
<b>Freight (lane metres)</b>	3,056	31,709	10,630	9,377	54,772

"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.

