

NorthLink Ferries

Performance Monitoring

January 2020

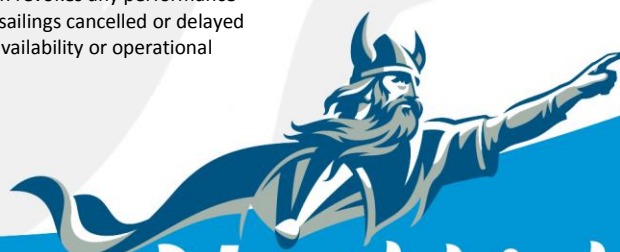
Passenger Services	Lerwick – Kirkwall - Aberdeen	Stromness – Scrabster
Reliability:		
Operated Sailings	53 ¹	96
Number of Failures	8	20
Failures after relief event*	0	0
Punctuality:		
On time including relief events	53 ¹	96
Number of failures	5	39
Failures after relief event	0	0

Freight Services	All Routes
Reliability:	
Operated Sailings	36 ²
Number of Failures	7
Failures after relief event*	0
Punctuality:	
On time including relief events	35 ²
Number of failures	10
Failures after relief event	1

¹ includes additional Aberdeen to Kirkwall sailing

² includes Aberdeen to Stromness sailing

“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.



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