

NorthLink Ferries

Performance Monitoring

November 2016

Passenger Services	Lerwick – Kirkwall - Aberdeen	Stromness – Scrabster
Reliability:		
Operated Sailings	60	120
Number of Failures	1 ¹	0
Failures after relief event*	0	0
Punctuality:		
On time including relief events	57	119
Number of failures	3	20
Failures after relief event	0	1

Freight Services	All Routes
Reliability:	
Operated Sailings	43
Number of Failures	8
Failures after relief event*	1
Punctuality:	
On time including relief events	39
Number of failures	14
Failures after relief event	4

"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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¹ Intermediate call at Hatston Pier Kirkwall cancelled