

NorthLink Ferries

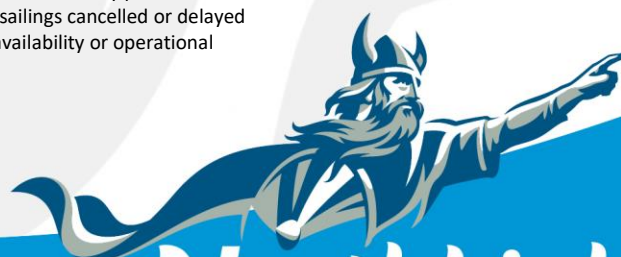
Performance Monitoring

April 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	56	112	39
Number of Failures	4	8	6
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	56	112	38
Number of failures	3	2	9
Failures after relief event	0	0	1

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	293	3,461	835	2,683	7,272
Non-Commercial Vehicles	112	1,044	243	1,206	2,605
Freight (lane metres)	3,592	30,078	12,567	4,821	51,058

"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.



NorthLink
FERRIES