

NorthLink Ferries

Performance Monitoring

February 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	45	104	32
Number of Failures	10	8	14
Failures after relief event*	0	0	9
Punctuality:			
On time including relief events	45	104	32
Number of failures	6	1	16
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	67	1,539	199	1,462	3,267
Non-Commercial Vehicles	26	440	77	641	1,184
Freight (lane metres)	1,695	20,901	11,877	6,146	40,618

“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.

