

NorthLink Ferries

Performance Monitoring

January 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	59	94	29
Number of Failures	1	22	5
Failures after relief event*	0	22	4
Punctuality:			
On time including relief events	59	94	28
Number of failures	1	8	4
Failures after relief event	0	0	1

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	95	1,660	343	908	3,006
Non-Commercial Vehicles	39	477	114	400	1,030
Freight (lane metres)	3,172	21,307	10,111	3,380	37,970

"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.

