

NorthLink Ferries

Performance Monitoring

March 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	28	124	62
Number of Failures	0	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	28	124	62
Number of failures	0	2	14
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	214	2,326	425	1,994	4,959
Non-Commercial Vehicles	91	703	123	904	1,821
Freight (lane metres)	4,001	30,512	14,272	5,399	54,184

“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.

