

NorthLink Ferries

Performance Monitoring

May 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	61	150	44
Number of Failures	1	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	61	150	44
Number of failures	1	1	8
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	863	7,694	1,656	8,803	19,016
Non-Commercial Vehicles	302	2,358	410	3,831	6,901
Freight (lane metres)	3,435	30,450	13,371	4,903	52,160

“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.

