

NorthLink Ferries

Performance Monitoring

July 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	62	178	54
Number of Failures	0	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	61	178	54
Number of failures	2	8	4
Failures after relief event	1	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	2,180	15,364	2,806	20,947	41,297
Non-Commercial Vehicles	710	4,071	523	7,511	12,815
Freight (lane metres)	4,052	32,288	9,064	5,353	50,757

“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.

