

# NorthLink Ferries

## Performance Monitoring

June 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	60	172	47
Number of Failures	0	0	4
Failures after relief event*	0	0	4
<b>Punctuality:</b>			
On time including relief events	60	172	46
Number of failures	1	2	6
Failures after relief event	0	0	1

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	1,649	11,043	2,157	14,419	29,268
<b>Non-Commercial Vehicles</b>	631	3,260	487	6,038	10,416
<b>Freight (lane metres)</b>	2,935	31,357	10,841	5,565	50,697

“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.

