

NorthLink Ferries

Performance Monitoring

August 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	62	178	52
Number of Failures	0	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	62	178	52
Number of failures	1	0	2
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	2,344	14,049	3,082	20,115	39,590
Non-Commercial Vehicles	723	3,614	575	7,239	12,151
Freight (lane metres)	3,181	31,550	12,499	5,101	52,331

“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.



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