

NorthLink Ferries

Performance Monitoring

September 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	60	130	67
Number of Failures	0	0	2
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	60	130	64
Number of failures	1	9	12
Failures after relief event	0	0	3

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	1,921	10,307	2,436	14,470	29,134
Non-Commercial Vehicles	585	3,031	443	5,836	9,895
Freight (lane metres)	2,789	37,941	17,803	4,605	63,139

“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.

