

NorthLink Ferries

Performance Monitoring

October 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	62	130	58
Number of Failures	0	0	1
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	62	130	58
Number of failures	4	9	16
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	1,403	10,908	2,841	12,384	27,536
Non-Commercial Vehicles	378	2,719	509	4,647	8,253
Freight (lane metres)	3,488	38,777	16,294	5,308	63,866

“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.

