

NorthLink Ferries

Performance Monitoring

December 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	53	116	46
Number of Failures	3	0	4
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	53	115	46
Number of failures	2	4	9
Failures after relief event	0	1	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	412	6,356	1,724	4,809	13,301
Non-Commercial Vehicles	126	1,605	366	1,949	4,046
Freight (lane metres)	2,406	26,689	10,141	4,093	43,330

“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.

