

NorthLink Ferries

Performance Monitoring

November 2021

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	56	106	45
Number of Failures	4	14	6
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	56	106	45
Number of failures	5	14	10
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	314	5,915	1,050	5,031	12,310
Non-Commercial Vehicles	90	1,605	246	2,116	4,057
Freight (lane metres)	2,759	31,730	12,393	5,163	52,044

“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.

