

NorthLink Ferries

Performance Monitoring

April 2022

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	59	130	52
Number of Failures	1	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	59	130	52
Number of failures	1	0	11
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	1,222	11,677	3,166	11,257	27,322
Non-Commercial Vehicles	344	2,786	526	4,003	7,659
Freight (lane metres)	3,613	30,394	12,207	4,315	50,529

“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.

