

NorthLink Ferries

Performance Monitoring

May 2022

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	62	176	47
Number of Failures	0	0	5
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	62	176	47
Number of failures	0	0	8
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	2,285	12,035	3,042	16,578	33,940
Non-Commercial Vehicles	643	3,310	561	6,317	10,831
Freight (lane metres)	2,743	29,216	11,821	4,928	48,708

“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.

