

NorthLink Ferries

Performance Monitoring

June 2022

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	60	172	53
Number of Failures	0	0	1
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	60	172	53
Number of failures	0	8	5
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	3,060	14,881	3,272	18,121	39,334
Non-Commercial Vehicles	793	4,032	530	6,807	12,162
Freight (lane metres)	3,223	29,837	9,846	5,378	48,284

"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.

