

NorthLink Ferries

Performance Monitoring

July 2022

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	62	216	53
Number of Failures	0	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	62	216	52
Number of failures	0	38	4
Failures after relief event	0	0	1

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	3,065	18,301	4,306	34,601	60,273
Non-Commercial Vehicles	782	4,172	614	11,082	16,650
Freight (lane metres)	2,713	26,437	9,801	8,575	47,525

“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.

