

NorthLink Ferries

Performance Monitoring

December 2022

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	56	110	44
Number of Failures	0	6	2
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	56	109	44
Number of failures	8	6	8
Failures after relief event	0	1	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	608	8,580	2,510	5,405	17,103
Non-Commercial Vehicles	120	1,845	499	2,104	4,568
Freight (lane metres)	1,862	25,914	9,577	4,443	41,795

"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.

