

NorthLink Ferries

Performance Monitoring

February 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	36	92	52
Number of Failures	2	20	4
Failures after relief event*	0	2	0
Punctuality:			
On time including relief events	36	92	51
Number of failures	0	16	7
Failures after relief event	0	0	1

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	410	7,003	1,867	5,497	14,777
Non-Commercial Vehicles	116	1,417	302	2,084	3,919
Freight (lane metres)	1,714	25,788	11,215	5,913	44,630

"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.

