

NorthLink Ferries

Performance Monitoring

March 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	43	124	60
Number of Failures	0	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	43	124	60
Number of failures	1	2	13
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	933	8,474	2,337	7,126	18,870
Non-Commercial Vehicles	224	1,870	372	2,716	5,182
Freight (lane metres)	3,418	32,171	12,119	5,561	53,268

"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.

