

NorthLink Ferries

Performance Monitoring

April 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	60	130	50
Number of Failures	0	0	1
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	60	130	50
Number of failures	2	2	9
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	1,574	12,850	3,365	13,965	31,754
Non-Commercial Vehicles	375	2,752	615	4,999	8,741
Freight (lane metres)	4,005	30,367	11,742	5,527	51,641

"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.

