

NorthLink Ferries

Performance Monitoring

June 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	60	228	60
Number of Failures	0	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	60	227	60
Number of failures	0	26	3
Failures after relief event	0	1	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	3,297	15,351	3,657	31,234	53,539
Non-Commercial Vehicles	769	3,892	613	10,605	15,879
Freight (lane metres)	2,261	26,971	10,593	10,985	50,810

"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.

