

NorthLink Ferries

Performance Monitoring

August 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	62	180	54
Number of Failures	0	0	1
Failures after relief event*	0	0	1
Punctuality:			
On time including relief events	62	180	54
Number of failures	0	20	10
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	3,473	16,863	4,023	29,648	54,007
Non-Commercial Vehicles	872	3,861	598	9,461	14,792
Freight (lane metres)	3,301	30,809	10,816	7,883	52,808

"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.

