

NorthLink Ferries

Performance Monitoring

September 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	60	170	68
Number of Failures	0	2	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	60	169	68
Number of failures	1	24	19
Failures after relief event	0	1	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	2,414	13,323	3,535	22,644	41,916
Non-Commercial Vehicles	604	3,292	610	8,265	12,771
Freight (lane metres)	3,248	37,626	16,094	7,425	64,393

"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.

