

NorthLink Ferries

Performance Monitoring

July 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	62	176	62
Number of Failures	0	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	62	175	62
Number of failures	0	11	15
Failures after relief event	0	1	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	3,012	19,895	4,785	30,815	58,507
Non-Commercial Vehicles	774	4,006	668	9,793	15,241
Freight (lane metres)	3,881	27,024	8,847	7,454	47,206

"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.

