

NorthLink Ferries

Performance Monitoring

November 2023

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	55	110	47
Number of Failures	5	10	8
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	55	110	47
Number of failures	3	5	17
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	500	7,597	2,016	8,033	18,146
Non-Commercial Vehicles	124	1,768	389	3,207	5,488
Freight (lane metres)	2,860	32,792	12,403	7,727	55,781

"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.

