



## ANNUAL TRANSPORT OVERVIEW 2020

### FERRY SERVICE LAUWERSOOG - SCHIERMONNIKOOG v.v.

Date:	12-04-2021
Annual review:	2020
Number of sailings	3.394
Number of complaints	74
% cancelled sailings	11,4%
% cancelled sailings excl. force majeure <sup>1</sup>	0,0%
% delayed sailings	0,8% 10+ minutes delay
% delayed sailings excl. force majeure <sup>2</sup>	0,8% 10+ minutes delay

### Tickets

Please note: all numbers and distances listed below concern the Lauwersoog – Schiermonnikoog route.

<b>FOOT PASSENGERS</b>	<b>NUMBER</b>
Islander	21.255
Non-islander	243.241
	<b>264.496</b>

<b>PASSENGER CARS</b>	<b>NUMBER</b>
Islander	4.651
Non-islander	1.520
	<b>6.171</b>

<b>FREIGHT TRANSPORT (in meters)</b>	<b>NUMBER</b>
Islander	2.508 meters
Non-islander	27.601 meters
	<b>30.109</b> meters

<b>BICYCLES/BICYCLE CARRIERS</b>	<b>NUMBER</b>
Islander	394
Non-islander	36.529
	<b>36.923</b>

<b>MULTI-CROSSINGCARD FOOT PASSENGERS</b>	<b>NUMBER</b>
Islander	1.213
Non-islander	1.218
	<b>2.431</b>



<b>MULTI-CROSSING CARD PASSENGER CARS</b>	<b>NUMBER</b>
Islander	755
Non-islander	11
	<b>766</b>

<b>MULTI-CROSSING CARD MOTORCYCLES</b>	<b>NUMBER</b>
Islander	23

### **FAST FERRY LAUWERSOOG – SCHIERMONNIKOOG v.v.**<sup>3</sup>

Date: 12-04-2021

Annual review: 2020

Ferry route: Lauwersoog -  
Schiermonnikoog  
v.v. Fast Ferry

Number of sailings	850
Number of complaints	2
% cancelled sailings	18,7%
% cancelled sailings excl. force majeure <sup>1</sup>	0,0%
% delayed sailings	0,0% 10+ minutes delay
% delayed sailings excl. force majeure <sup>2</sup>	0,0% 10+ minutes delay

### **Tickets**<sup>3</sup>

Please note: all numbers and distances listed below concern Lauwersoog – Schiermonnikoog route.

<b>FOOT PASSENGERS</b>	<b>NUMBER</b>
Additional ticket	11.148

1 This category shows the number of cancelled sailings minus the number of cancelled sailings marked as cancellation due to force majeure by judgement of the grantor

2 This category shows the number of delayed sailings minus the number of delayed sailings marked as cancellation due to force majeure by judgement of the grantor

3 Ticket types can be entered by the grantor itself

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