

NorthLink Ferries

Performance Monitoring

February 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	38	98	48
Number of Failures	5	20	10
Failures after relief event*	2	0	0
Punctuality:			
On time including relief events	38	98	47
Number of failures	2	15	13
Failures after relief event	0	0	1

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	612	7,106	1,602	6,829	16,149
Non-Commercial Vehicles	206	1,523	344	2,700	4,773
Freight (lane metres)	3,266	27,746	11,388	8,057	50,457

"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.

