

NorthLink Ferries

Performance Monitoring

March 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	43	116	57
Number of Failures	4	10	4
Failures after relief event*	2	0	0
Punctuality:			
On time including relief events	43	116	57
Number of failures	0	1	18
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	677	8,574	2,766	10,078	22,095
Non-Commercial Vehicles	249	1,914	453	3,943	6,559
Freight (lane metres)	2,889	27,164	14,117	6,911	51,081

"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.

