

NorthLink Ferries

Performance Monitoring

June 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	60	170	58
Number of Failures	0	0	4
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	60	169	58
Number of failures	0	24	10
Failures after relief event	0	1	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	3,126	16,662	3,708	26,545	50,041
Non-Commercial Vehicles	798	4,193	626	8,593	14,210
Freight (lane metres)	2,385	28,786	10,863	8,553	50,587

"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.

