

NorthLink Ferries

Performance Monitoring

September 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	60	170	69
Number of Failures	0	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	60	170	69
Number of failures	3	33	20
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	2,540	13,777	3,715	25,090	45,122
Non-Commercial Vehicles	680	3,247	582	8,251	12,760
Freight (lane metres)	2,818	36,475	17,442	9,207	65,942

"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.



NorthLink
FERRIES