

NorthLink Ferries

Performance Monitoring

October 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	62	130	67
Number of Failures	0	2	3
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	62	130	67
Number of failures	4	31	23
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	1,350	13,473	3,391	15,543	33,757
Non-Commercial Vehicles	388	2,776	565	5,393	9,122
Freight (lane metres)	3,503	36,682	15,550	9,334	65,068

"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.

