

NorthLink Ferries

Performance Monitoring

November 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	60	114	43
Number of Failures	0	6	2
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	60	114	43
Number of failures	2	14	15
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	543	7,810	2,560	7,925	18,838
Non-Commercial Vehicles	158	1,658	392	3,164	5,372
Freight (lane metres)	3,312	29,178	11,730	10,118	54,338

"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.

