

NorthLink Ferries

Performance Monitoring

February 2025

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	35	112	53
Number of Failures	5	0	1
Failures after relief event*	5	0	1
Punctuality:			
On time including relief events	35	112	53
Number of failures	3	0	15
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	450	5,449	1,973	7,620	15,492
Non-Commercial Vehicles	146	1,192	340	2,856	4,534
Freight (lane metres)	3,472	24,800	10,987	10,362	49,621

"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.

