

NorthLink Ferries

Performance Monitoring

January 2025

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	56	92	49
Number of Failures	4	2	4
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	56	92	49
Number of failures	1	10	5
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	572	7,284	2,102	5,554	15,512
Non-Commercial Vehicles	130	1,638	410	2,184	4,362
Freight (lane metres)	2,843	25,092	11,215	7,488	46,638

"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.

