

# NorthLink Ferries

## Performance Monitoring

March 2025

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	38	122	55
Number of Failures	8	2	7
Failures after relief event*	8	0	2
<b>Punctuality:</b>			
On time including relief events	35	122	55
Number of failures	4	17	15
Failures after relief event	3	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	726	7,556	2,353	9,418	20,053
<b>Non-Commercial Vehicles</b>	175	1,631	311	3,636	5,753
<b>Freight (lane metres)</b>	3,558	29,395	14,382	10,582	57,917

"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.

