

# NorthLink Ferries

## Performance Monitoring

April 2025

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
<b>Reliability:</b>			
Operated Sailings	60	128	59
Number of Failures	0	0	2
Failures after relief event*	0	0	0
<b>Punctuality:</b>			
On time including relief events	60	126	58
Number of failures	0	4	9
Failures after relief event	0	2	1

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
<b>Passengers</b>	1,542	13,107	3,849	15,030	33,528
<b>Non-Commercial Vehicles</b>	410	2,828	649	5,231	9,118
<b>Freight (lane metres)</b>	3,334	30,020	15,941	10,330	59,626

“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.

