

NorthLink Ferries

Performance Monitoring

July 2025

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	62	178	64
Number of Failures	0	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	62	171	64
Number of failures	0	23	11
Failures after relief event	0	7	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	3,417	19,308	4,796	28,464	55,985
Non-Commercial Vehicles	901	3,935	679	8,402	13,917
Freight (lane metres)	2,584	31,833	12,520	11,052	57,988

"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.

