

NorthLink Ferries

Performance Monitoring

May 2025

| | Passenger Services | | Freight Services |
|---------------------------------|-------------------------------------|--------------------------|------------------|
| | Lerwick - Kirkwall - Aberdeen | Stromness - Scrabster | All Routes |
| Reliability: | | | |
| Operated Sailings | 62 | 178 | 62 |
| Number of Failures | 0 | 0 | 0 |
| Failures after relief event* | 0 | 0 | 0 |
| Punctuality: | | | |
| On time including relief events | 62 | 138 | 62 |
| Number of failures | 1 | 84 | 14 |
| Failures after relief event | 0 | 40 | 0 |

| | Lerwick - Kirkwall | Lerwick - Aberdeen | Kirkwall - Aberdeen | Stromness - Scrabster | Total |
|--------------------------------|-----------------------|-----------------------|------------------------|--------------------------|--------|
| Passengers | 2,711 | 14,832 | 4,049 | 25,869 | 47,461 |
| Non-Commercial Vehicles | 785 | 3,644 | 623 | 8,294 | 13,346 |
| Freight (lane metres) | 2,712 | 31,100 | 13,518 | 11,942 | 59,272 |

"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.

