

NorthLink Ferries

Performance Monitoring

October 2025

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	54	120	64
Number of Failures	8	14	12
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	54	120	64
Number of failures	3	37	26
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	1,035	12,941	2,911	14,345	31,232
Non-Commercial Vehicles	344	2,727	497	4,878	8,446
Freight (lane metres)	2,614	33,837	14,644	10,565	61,660

"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.

