

NorthLink Ferries

Performance Monitoring

September 2026

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	60	172	69
Number of Failures	0	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	60	172	69
Number of failures	2	24	22
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	2,617	13,977	4,051	23,323	43,968
Non-Commercial Vehicles	636	3,400	713	7,512	12,261
Freight (lane metres)	2,854	35,754	17,331	10,041	65,979

"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.

