

NorthLink Ferries

Performance Monitoring

May 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	62	178	48
Number of Failures	0	0	23
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	62	178	48
Number of failures	1	21	9
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	3,205	15,009	4,056	27,171	49,441
Non-Commercial Vehicles	773	3,443	687	8,587	13,490
Freight (lane metres)	2,755	29,270	10,307	10,417	52,749

"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.

