

NorthLink Ferries

Performance Monitoring

July 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	62	178	63
Number of Failures	0	0	0
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	62	177	63
Number of failures	0	10	6
Failures after relief event	0	1	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	3,462	19,446	4,859	31,814	59,581
Non-Commercial Vehicles	864	4,132	749	9,555	15,300
Freight (lane metres)	2,767	29,399	10,727	8,701	51,594

"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.

