

NorthLink Ferries

Performance Monitoring

December 2024

	Passenger Services		Freight Services
	Lerwick - Kirkwall - Aberdeen	Stromness - Scrabster	All Routes
Reliability:			
Operated Sailings	54	106	39
Number of Failures	3	10	3
Failures after relief event*	0	0	0
Punctuality:			
On time including relief events	54	106	39
Number of failures	8	20	12
Failures after relief event	0	0	0

	Lerwick - Kirkwall	Lerwick - Aberdeen	Kirkwall - Aberdeen	Stromness - Scrabster	Total
Passengers	367	8,043	2,027	7,336	17,773
Non-Commercial Vehicles	124	1,745	421	2,866	5,156
Freight (lane metres)	2,347	23,423	10,019	8,403	44,192

"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.

