



8 June 2017

CICRA seeks views on quality of service at the harbour and airport

CICRA (The Channel Islands Competition and Regulatory Authorities) is seeking views on the quality of service if the facilities provided by Ports of Jersey Limited at Jersey's airport, harbour and marinas.

Ports of Jersey was established independently of the States of Jersey on 1 October 2015 and CICRA assumed responsibility for the economic regulation of Ports of Jersey at that time.

CICRA is the independent organisation responsible for promoting competition and consumer interests. The role of the regulator in Jersey is to inform and protect consumers and other stakeholder groups ensuring they receive value, choice and access to high quality services. This also applies to consumers using the services at the airport, harbour and marinas operated by Ports of Jersey.

CICRA is seeking to better understand what customers value most about the quality and delivery of services at the airport, harbour and marinas and what, if any, improved performance measures and targets could be put in place.

The review will not consider services offered by airlines or ferry operators over which CICRA has no regulatory control.

Ports of Jersey customers range from individual airlines and shipping companies, to boat owners and individual passengers; the services range from air traffic control and passenger and freight handling to catering and car parking.

CICRA director, Louise Read, said: "Connectivity is vital to island communities such

as Jersey; the ease with which people and goods move to and from the island impacts on the success of the local economy.

“Ports of Jersey, as the operator of the airport, harbour and marinas, plays a crucial role. We want to understand what aspects of the services offered at these locations matter most to those who use them.”

To ensure the best possible outcome for islanders, as well as seeking responses directly to the consultation, CICRA will be running a number of focus group sessions to ensure the widest range of views are considered.

A full copy of the consultation is available on CICRA’s website (www.cicra.je).

Interested parties have until 6 July to respond.

ENDS

NOTES TO EDITORS:

All enquiries should be directed in writing to CICRA chief executive, Michael Byrne, in Guernsey at Suite 4, 1st Floor, La Plaiderie Chambers, La Plaiderie, St Peter Port, Guernsey, GY1 1WG or in Jersey at the Jersey Competition Regulatory Authority, 2nd Floor, Salisbury House, 1 - 9 Union Street, St Helier, Jersey JE2 3RF. Alternatively email info@cicra.gg.

In line with CICRA’s consultation policy, it intends to make responses to the consultation available on the CICRA website. Any material that is confidential should be put in a separate annex and clearly marked as such so that it may be kept confidential. CICRA regrets that it is not in a position to respond individually to the responses to this consultation.

About CICRA:

The Channel Islands Competition and Regulatory Authorities or 'CICRA' is the name given to the Jersey Competition Regulatory Authority (JCRA) and the Guernsey Competition and Regulatory Authority (GCRA) (formerly the Office of Utility Regulation). The JCRA was established under the Competition Regulatory Authority (Jersey) Law, 2001, and the GCRA was established under The Guernsey Competition and Regulatory Authority Ordinance, 2012. In Jersey, the telecoms and postal sectors are regulated by the JCRA, which is also responsible for administering and enforcing the Competition (Jersey) Law 2005. In Guernsey the telecoms, postal and electricity sectors are regulated by the GCRA, which is also responsible for the administration and enforcement of the Guernsey competition law since it came into force on 1 August 2012.

By working together and sharing resources and expertise between the islands, CICRA strives to ensure that consumers in all the Channel Islands receive best value, choice and access to high quality services.