

Response from Manche Iles

Further to your mail dated 5 July 2017, we are pleased to send you our reply (in blue) to your consultation as follows :

4. Jersey Harbour (at Albert Quay where Manche Iles Express operates its ferries)

Q1H What are the most important services provided to you at Jersey's Harbour and/or marinas ?

Having port staff available on each commercial boat movement

Q2H What are the most important aspects of the quality and delivery for those services ?

Human presence

Q3H What aspects of the quality and delivery of those services should be monitored/measured on a regular basis ?

Availability/ Efficiency/ Versatility

Q4H What specific performance or quality of services measures should POJL put in place ?

No answer

Q5H In your view, how should POJL communicate its performance standards and the results of performance measurement to you ? Would you for example, prefer to receive feedback through bilateral discussions or to see information regularly published on a website ? (or some combination of the two or another approach entirely ?)

Some combination of the 2

Q6H Do you have experience of other suppliers or services providers where there are approaches that in your view represent good practice that could usefully be applied to the provision of services by POJL ? If, so, what are they and why do you consider these specific practices are useful comparators or benchmarks ?

No

Q7H Should there be guaranteed minimum standards of service ? If so, what should they be ?

Accessibility/ Comfort/ Assistance

Q8H What is the appropriate remedy in the event minimum standards are not met ?

Our own port staff and crew do try and assist when the minimum standards are not met

5. Vulnerable Customers (at Albert Quay where Manche Iles Express operates its ferries)

Q1 What are the most important aspects of service for vulnerable customers ?

Accessibility and assistance

Q2 Which are the most important aspects of the delivery of those services ?

Having Jersey Harbour staff to assist and keep the quayside clean and safe

Q3 How should POJL measure the quality of its services for vulnerable customers ?

Vulnerable customers should testify themselves thanks to a questionnaire

Q3b In your view, how should POJL communicate its performance standards and the results of performance measurements ? **No idea for us. Social networks ? website ?**

Q4 Should there be guaranteed minimum standards of service for vulnerable customers ? - if so, what should they be ? **Air con facilities being activated in advance, taxi facilities more systematic and priority access. Maybe have a rest room in the Terminal for sick passengers. This room would need to be monitored by Jersey harbour staff though.**

Q5 What is the appropriate remedy in the event minimum standards are not met ? **Bring our own Manche Iles manpower to assist whenever possible.**

We hope that these comments will help.

Yours sincerely,

Hugues Gros

Cie Maritime Anglo-Normande / Manche Iles Express

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