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CICRA works with Jersey's ports to monitor performance and service

Performance standards at Jersey's airport and harbours will be subjected to regular review to ensure ports users are benefiting from a high quality of service.

Under the terms of its licence, Ports of Jersey Limited (POJL) is required to progressively achieve standards in line with international best practice. The Channel Islands Competition and Regulatory Authorities (CICRA), which under the Law is charged with protecting the interests of port users, has worked with POJL to put in place quality of service measures which it requires Jersey's airport, harbour and marinas to monitor and publish on a regular basis. The information will provide greater transparency to islanders and enable CICRA to oversee the quality of service provided by POJL.

Performance measures at the airport will focus on timely arrival and departure of flights, queueing time at security and the efficiency of the baggage handling process; at the harbour the focus will again be on punctuality; and for marinas the focus will be on waiting time for new berths. Across all areas POJL will also measure and report on complaints it receives, and its response.

CICRA recognises that not all of the elements that go into these measures are directly within POJL's control and that the company does depend on other stakeholders and service providers to deliver the range of services it offers to port users.

Oversight of quality of service is an important aspect of CICRA's light touch approach to regulation of harbours and airports. CICRA expects that POJL will, as it has indicated, now take the lead in discussion with stakeholders in the development of performance measures and goals for its own performance.

CICRA Director Louise Read says “Living, as we do, on an island, robust connectivity is of paramount importance. CICRA is introducing these measures so that it can monitor POJL’s performance, though we hope it will also enable POJL to measure and, where necessary, improve on its performance as part of its business planning. It is intended that information about quality of service information should be published at regular intervals.”

The first report will cover the period from 1 July to 30 September and will be published during November 2018.

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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.

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.