



Quality of Service Report

1 October – 31 December 2018

plus commentary on the six month period

1 July – 31 December 2018

Ports of Jersey Quality of Service Report

Period 1 October to 31 December 2018

Introduction

Ports of Jersey (POJL) is delighted to provide the second quarterly report to our customers and other interested parties on quality of service over the past three months at the airport, marinas and harbour¹. This report also incorporates a summary of the six-month period since reporting started.

These reports will be published at the end of each quarter and will be published on our website, www.ports.je and we welcome comments from interested stakeholders on the measures that they feel are most important to them and on ideas on how we might extend and improve the effectiveness of this report. Please email any comments relating to this report to ask@ports.je.

Ports of Jersey believes it is important to be as transparent as possible in providing customers and interested parties with information relating to the historic quality of service of the airport, marinas and harbour in Jersey. However, it is important to acknowledge that for many of the quality of service measures, parties other than POJL play an important (and in some cases prime) role in delivering the services and therefore, POJL may have very little or no influence at all on the measure – for example, delays to an incoming flight are primarily caused by factors earlier in the aircraft's schedule for the day, which are outside of POJL's control.

Ports of Jersey are also required to submit an annual report on Quality of Service however, 2018 is slightly different as reporting only commenced on 1st July. The tables in this report relate to Quarter 4 with the commentary covering both the quarter and six-month period. The aggregated figures for the six months are shown at Appendix 1.

Airport Quality of Service

Punctuality of flights to and from Jersey Airport (excluding due to weather²)

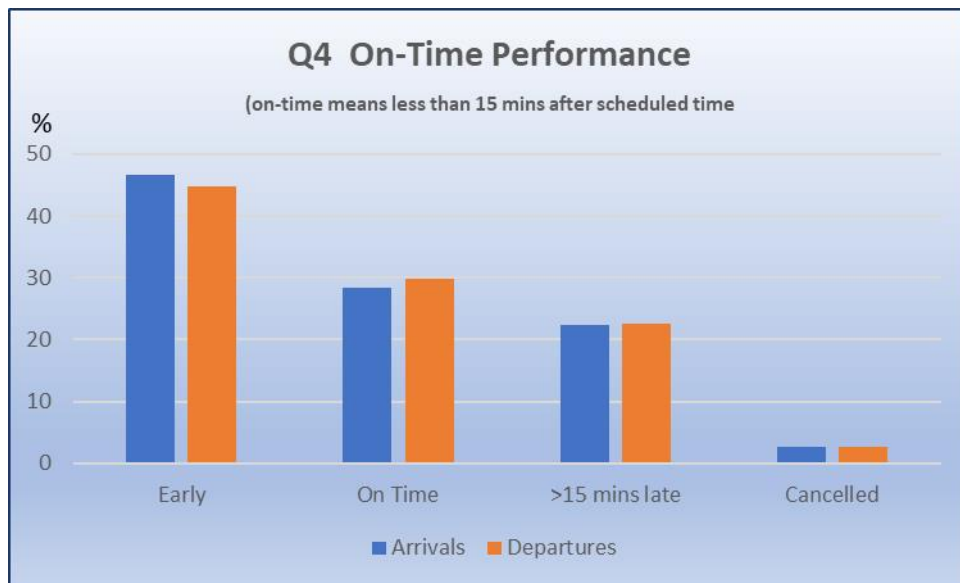
	Proportion of flights within 15 minutes of scheduled time	Proportion of flights cancelled
Arriving flights	74.9%	2.8%
Departing Flights	74.8%	2.5%

During the period there were just over 5000 flights, with almost three-quarters arriving within 15 minutes of the scheduled time and 90% arriving within 45 minutes of the scheduled time. These figures show an improvement of nearly 2% on the previous quarter in respect of flights arriving to the Island and over 3% on departing flights. This underlines that focus of the ground handling team on ensuring that flights are 'turned around' as quickly as possible. Showing the statistic in this way disguises the good news for passengers that some 46% of all flights actually arrived early. It is also worth noting that the average delay across both arrivals and departures during the period was 15 minutes.

¹ This report is issued in accordance with CICRA's direction under Condition 17 of POJL's licence to provide quality of service information as set out in its Final Notice on POJL's quality of service., <https://www.cicra.gg/media/597849/poj1224j-final-notice-ports-of-jersey-quality-of-service.pdf> These quality of service measures were agreed with CICRA following their normal consultation process.

² Please note these figures exclude the impact of weather, either in Jersey or at other airports as this is outside of the airport's control.

The following graph shows the percentage of flight arriving or departing early, within 15 mins of schedule and over 15 mins of schedule for the period 1 September to 31 December.



Looking at the 6-month period as whole, the percentage of flights arriving within 15 minutes of schedule was 74% with the percentage for departing flights being 73%. The percentage of flights cancelled was 2% for both arrivals and departures.

As a 'destination airport' (i.e. virtually no aircraft are based in Jersey), flight arrival punctuality (the proportion of delays and cancellations excluding those due to weather) is determined by a range of factors earlier in the aircraft's schedule for the day.

Once an aircraft lands, the airline and its ground handling agent, supported by POJL, work hard to turn the flight around as quickly as possible. There is always a close link between the punctuality of arrivals and departures as the primary reason for a delayed departure is that the aircraft was initially late in arriving in Jersey.

Aircraft Stands

Availability of Aircraft Stands	
Percentage of time when airport stands were available	100%

As in the previous quarter, there were no instances of stands being unavailable which led to a delay to an aircraft during the reporting period.

Time for passengers to clear security

We recognise that minimising the queueing time to clear security is very important to our passengers and we are now able to track and monitor this throughout the full operating hours of the airport. These figures show the average time taken for passengers to pass through security, from the moment they join the queue until they have cleared the screening process.

Queueing time to clear security	
Percentage of time for which the queueing time to clear security was 15 mins or less	99.4%
Percentage of time for which the queueing time to clear security was 15 to 30 mins	Less than 1%

For more than 99% of the time, the average time taken to pass through security was less than 15 minutes. We are pleased that, due to a number of improvements that have been implemented, there has been a significant reduction in average queueing time over the last 18 months (although there were some periods (0.03%) when the queueing time was over 30 minutes).

Looking at the 6 months, which includes the peak summer and Christmas travel periods, passengers were able to pass through security in under 15 minutes for more than 99% of the time. Whilst we are very pleased to see this, the team will be working hard on reducing the small number of occasions where it took longer.

Baggage Handling

Time taken to unload baggage	
Percentage of flights for which final bag was delivered to the carousel more than 20 minutes after arrival	5.1%
Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival	0.04%

For almost 95% of arriving flights, all the bags were delivered to the carousel in under 20 minutes and over 99% of flights had the bags delivered in under 45 minutes. Over the six-month period, 92.5% of bags arrived at the carousel within 20 mins of the flight arriving with 0.5% taking longer than 45 Minutes.

Harbour Quality of Service

Given the different nature of the operations at St Helier Harbour, we report on a different set of quality of service measures compared to those of the airport.

Punctuality of sailings

The punctuality of all sailings is assessed against the targets set out in the Condor Ferries Operating Agreement, which are shown in the table below.

Journey duration	Moderate delay means a delay of:	Material delay means a delay of:
0-4 hours	30-60 mins	more than 60 mins
4-8 hours	60-90 mins	more than 90 mins
8-12 hours	90-120 mins	more than 120 mins

Punctuality of sailings	
Proportion of sailings subject to moderate delay events	2%
Proportion of sailings subject to material delay events	7.3%
Proportion of sailings cancelled	5.1%

At the Harbour, over 90% of sailings arrived or departed within 30 minutes of the scheduled time. The longer delays were predominantly on freight sailings with Condor Liberation and Rapide being delayed for more than 30 mins on only 3 occasions. The number of scheduled sailings cancelled during this period was 5.1% which includes a period of industrial action at St Malo³.

For the six-month period, the figures are very similar, with over 90% of sailings arriving within 30 minutes of the scheduled time.

Availability of Berths

Availability of Berths	
Percentage of time when berths were available	100%

There were no instances of berths being unavailable which led to a delay to a vessel sailing. For the six-month period, the figure remains same at 100%.

Marina Quality of Service

Due to the nature of its operations, it is more difficult to measure the quality of service of the marinas than the airport or harbour. For this reason, we only report on one measure – number of customers waiting for a new berth.

Number of customers waiting for a new berth

We provide information about the number of people on the waiting list for a new berth split by location (La Collette and Elizabeth/St Helier) and length of vessel (up to 6 metres, 6-10 metres, 10-15 metres and over 15 metres). Demand for the ‘all tide’ marina at La Collette is very high and berth holders at this marina tend to retain them, so there is very little ‘churn’. The estimated waiting time to be allocated a berth in Elizabeth/St Helier Marina averages around 12 months, while at La Collette it is 8-10 years. However, over 90% of the people on the waiting list for La Collette already have a berth in another Marina in Jersey.

Length of vessel	Elizabeth/St Helier	La Collette
	Number on waiting list	Number on waiting list
0-6 metres	2	15
6-10 metres	26	105
10-15 metres	36	64
More than 15 metres	29	10

The figures show only slight changes to the previous quarter. The waiting list has improved across all marinas for 6-10 metre boats and in La Colette for 10-15 metre boats. The waiting list for boats over 15 metres in Elizabeth/St Helier marinas has increased by 4 over the period.

³ Please note these figures exclude the impact of weather as this is outside of Ports of Jersey’s control.

Complaint handling

Ports of Jersey carefully monitors both the number of complaints that we receive at the airport, harbour and marinas and how quickly they are handled.

	Number of complaints closed in 10 days or less	Number of complaints closed in 10 to 20 days	Number of complaints closed in more than 20 days	Total number of complaints
Airport	11	0	0	11
Harbour	1	0	0	1
Marinas	4	0	0	4
Total	16	0	0	16

Where a complaint is received by Ports of Jersey, we make every effort to deal with it as quickly and as effectively as possible in accordance with our complaints policy and procedure⁴, which sets out a 14 working day period to resolve complaints. Of the 16 formal complaints received during the period, all 16 were resolved within 10 days. Of the 11 complaints received at Jersey Airport, 6 of them related to the activities of one of our business partners rather than being the responsibility of POJL.

Over the 6-month period, a total of 43 complaints were received with 98% being resolved within 10 days and 100% within 20 days.

Ports of Jersey January 2019

⁴ POJL's Complaint Policy and Procedure has been approved by CICRA and can be found at:
<http://www.ports.je/SiteAssets/Pages/contact/POJ%20Complaint%20Policy%20and%20Procedure%20V09.pdf>

Appendix 1

Quality of Service: Period 1 July - 31 December 2018

Punctuality of flights to and from Jersey Airport (excluding due to weather⁵)

	Proportion of flights within 15 minutes of scheduled time	Proportion of flights cancelled
Arriving flights	74.0%	2.0%
Departing Flights	74.5%	1.8%

Aircraft Stands

Availability of Aircraft Stands	
Percentage of time when airport stands were available	100%

Time for passengers to clear security

Queueing time to clear security	
Percentage of time for which the queueing time to clear security was 15 mins or less	99.2%
Percentage of time for which the queueing time to clear security was 15 to 30 mins	less than 1.0%

Baggage Handling

Time taken to unload baggage	
Percentage of flights for which final bag was delivered to the carousel more than 20 minutes after arrival	7.6%
Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival	0.5%

Punctuality of sailings

Punctuality of sailings	
Proportion of sailings subject to moderate delay events	3.3%
Proportion of sailings subject to material delay events	5.2%
Proportion of sailings cancelled	7.4%

⁵ Please note these figures exclude the impact of weather, either in Jersey or at other airports as this is outside of the airport's control.

Availability of Berths (Commercial)

Availability of Berths	
Percentage of time when berths were available	100%

Number of customers waiting for a new berth

Length of vessel	Elizabeth/St Helier	La Collette
	Number on waiting list	Number on waiting list
0-6 metres	2	16
6-10 metres	27	107
10-15 metres	36	69
More than 15 metres	27	10

Complaint handling

	Number of complaints closed in 10 days or less	Number of complaints closed in 10 to 20 days	Number of complaints closed in more than 20 days	Total number of complaints
Airport	26	1	0	27
Harbour	2	0	0	2
Marinas	14	0	0	14
Total	42	1	0	43