



Quality of Service Report

01 April – 30 June 2021

Ports of Jersey Quality of Service Report

Period 1 April to 30 June 2021

Introduction

Ports of Jersey (POJL) is pleased to provide the first quarterly Quality of Service report since the onset of the COVID pandemic. In agreement with the JCRA, these reports were suspended for 15 months, recommencing in April 2021. Going forward the reports will be published at the end of each quarter and will be available on our website, www.ports.je We welcome comments from interested stakeholders on the measures they believe are most important to them and 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 primary) role in delivering the services. Therefore, POJL may have very little or no influence at all on the measures reported – for example, delays to an incoming flight are primarily caused by factors earlier in the aircraft’s schedule on that day, which are outside of POJL’s control.

The impact of the pandemic on travel has been significant, for example during this reporting period the amount of flights was nearly 80% lower than the same period in 2019, 630 flights in comparison to 2,861. Given the changes to how airlines, ferry operators and of course, passengers have had to respond to the pandemic means that comparisons with some aspects of previous reports are less relevant than they were back in 2019. Future reports will continue to reflect just how fluid the situation continues to be, and it will take some time before a new set of ‘norms’ begin to become clear.

Airport Quality of Service

Punctuality of flights to and from Jersey Airport (excluding due to weather¹)

| | Proportion of flights within 15 minutes of scheduled time | Proportion of flights cancelled |
|-------------------|---|---------------------------------|
| Arriving flights | 88.1% | 0.3% |
| Departing Flights | 86.2% | 0.3% |

- The increase in punctuality of flights in this quarter can be attributed to an increase in the amount of flights arriving early - 62% - which reflects less air traffic movements across the network due to COVID, which is currently leading to improved routing and fewer delays.

As a ‘destination airport’ (very few 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.

¹ 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.

Once an aircraft lands, the airline and its ground handling agent, supported by POJL, focus on turning 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 aircraft 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 track and monitor this throughout the 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 | 99.8% |
| Percentage of time for which the queueing time to clear security was 15 to 30 mins | Less than 1% |

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 | 39.1% |
| Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival | Less than 1% |

- We recognise that our Ground Handling partner Swissport had to significantly re-size its operation over the last 18 months due to the demise of Flybe and the impact of COVID. We continue to support them while they rebuild their local operation, however, we also recognise that there will be ongoing resource challenges during this period. These challenges are currently reflected in performance measures such as the time taken to unload luggage from arriving aircraft.

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 (excluding due to weather conditions) | |
|--|-------------|
| Proportion of sailings subject to moderate delay events | 2.3% |
| Proportion of sailings subject to material delay events | 3.7% |
| Proportion of sailings cancelled | 4.6% |

- Due to Manche Isles express not operating in 2021 these figures wholly represent Condor’s freight and passenger sailings in the quarter.
- The end of Q2 also saw the Condor Voyager replace the Condor Rapide serving both the St Malo and Poole routes to and from Jersey.

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.

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 permanent 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 80% 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 | 10 | 16 |
| 6-10 metres | 94 | 145 |
| 10-15 metres | 101 | 88 |
| More than 15 metres | 80 | 11 |

- Since the last report in 2019 we have seen a 50% rise in the number of people on the waiting list for berths in Elizabeth and St Helier Marinas. This reflects the strength of the local Marine Leisure industry

with Marine Traders reporting strong sales as a result of the impact of COVID leading to islanders investing in leisure boating.

- We have responded to this demand by increasing the number of seasonal berth contracts available which has been possible due to the limited number of visiting yachts as an impact of COVID.
- We are also investing in the Albert Pier which will see the creation of all-tide berths for larger yachts. This new facility will support the Marine Traders businesses as well as creating additional berths for the boating community.

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 | 4 | 1 | 2 | 7 |
| Harbour | 2 | 0 | 0 | 2 |
| Marinas | 0 | 0 | 0 | 0 |
| Total | 6 | 1 | 2 | 9 |

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 procedure², which sets out a 14 working day period to resolve complaints.

**Ports of Jersey
July 2021**

² 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>