

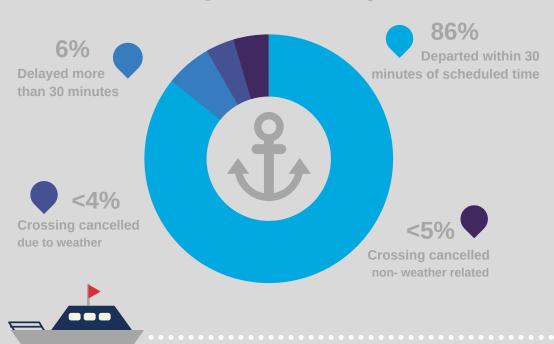
2021 - Q2 **Quality of Service Report**

Punctuality of sailings within scheduled time



Over 86% of sailings arrived or departed within 30 minutes of scheduled time

Percentage based on all sailings



The impact of the pandemic

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.

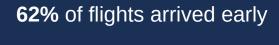
Given the changes to how airlines, ferry operators and of course, passengers have had to respond to the pandemic means that comparisons with some aspects of previous reports are less relevant than they were back in 2019.



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.

Time for passengers to clear security





88.1% arrived within 15 mins

mins avq

delay

Arriving flights

Departing flights

departed within 15 mins

> 630 flights in Q2

Flight punctuality to and from Jersey Airport

Proportion of flights within scheduled time

Excluding flights affected by weather

Jersey Airport baggage from plane to carousel



60.3%

Delivered in

under 20

minutes



Delivered in under 45 minutes

99.5%