

2021 - Q4Quality of

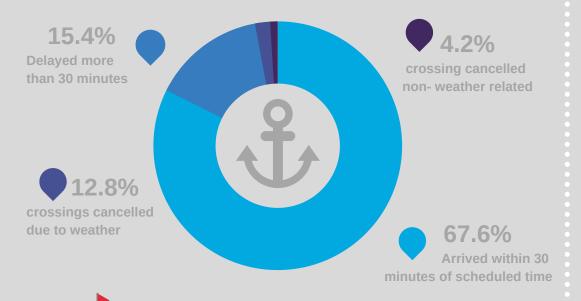
Service Report

Punctuality of sailings within scheduled time



Over 84% of sailings arrived within 30 minutes of scheduled time

Percentage based on arrival times



The impact of the pandemic

The information in these reports continues to reflect just how fluid the impact of the pandemic on travel has been, and it will take some more time before a new set of 'norms' becomes clear.

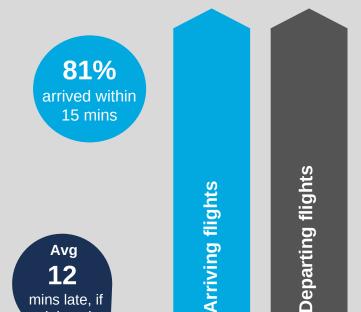


What is clear is that people want to travel and Ports of Jersey and its Business Partners are continuing to work tirelessly to match this pent-up demand.

Time for passengers to clear security







78% departed within 15 mins

3,399 flights in Q4

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



Delivered in within 20 minutes 71%

delayed



Delivered in within 45 minutes

99%