

# **Quality of Service Report**

**1<sup>st</sup> April – 30<sup>th</sup> June 2022**

# Ports of Jersey Quality of Service Report

Period 1<sup>st</sup> April – 30<sup>th</sup> June 2022

## Introduction

Ports of Jersey (PoJL) is pleased to provide the Quality-of-Service report for the second quarter of 2022. The reports are published at the end of each quarter and are available on our website, [www.ports.je](http://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](mailto:ask@ports.je)

PoJL 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 return of passengers travelling in and out of Jersey continues to recover more quickly than our highest projections. At the end of this reporting period airport passenger numbers were 14% higher than forecast and harbour passenger numbers 68% higher.

Significant recovery is also being experienced across UK and European airports as international travel restrictions reduce. This surge in demand comes with many operational challenges that the whole industry is having to rapidly respond to. Although Airlines serving Jersey have had to adjust their schedules due to these challenges, at times with very little notice, we continue to see strong inbound and outbound demand.

## Airport Quality of Service

### Punctuality of flights to and from Jersey Airport (excluding due to weather<sup>1</sup>)

	Proportion of flights within 15 minutes of scheduled time	Proportion of flights cancelled
Arriving flights	65.53%	1.32%
Departing Flights	66.85%	1.23%

- The number of flights arriving early dropped a further 20% compared to the previous period. This is likely to be a continued reflection on the increase in traffic movements across the UK as more people choose to travel again.
- The operational challenges across the UK have also decreased the number of flights departing on time by 10% compared with the same reporting period in 2019.

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<sup>1</sup> 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.

## Aircraft Stands

<b>Availability of Aircraft Stands</b>	
<b>Percentage of time when aircraft stands were available</b>	<b>100%</b>

- 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.

<b>Queueing time to clear security</b>	
<b>Percentage of time for which the queueing time to clear security was 15 mins or less</b>	<b>n/a</b>
<b>Percentage of time for which the queueing time to clear security was 15 to 30 mins</b>	<b>n/a</b>

Please note that due to technical challenges with the queue monitoring system we have been unable to report on queue times after January 31<sup>st</sup>, 2022. PoJ has committed to resolving these issues during Q3.

## Baggage Handling

<b>Time taken to unload baggage</b>	
<b>Percentage of flights for which final bag was delivered to the carousel more than 20 minutes after arrival</b>	<b>25.2%</b>
<b>Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival</b>	<b>Less than 0.003%</b>

- During this reporting period the percentage of flights where the last bags took more than 20 minutes to be delivered to the carousels increased from 18% to 25% compared to the previous period.
- These figures reflect the continuing challenges faced by the Ground Handling teams as they react to the rapid increase in demand for air travel.

## 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:

<b>Journey duration</b>	<b>Moderate delay means a delay of:</b>	<b>Material delay means a delay of:</b>
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

<b>Punctuality of sailings to Jersey</b>	
Proportion of sailings subject to moderate delay events	2.94%
Proportion of sailings subject to material delay events	2.67%
Proportion of sailings cancelled (non-weather related)	0%

- This reporting period saw a significant reduction in the number of delayed sailings on the previous period with 93% of sailings operating on time.
- Manche Isles also restarted their services to France and Sark during this period, operating 61 sailings.

### Availability of Berths

<b>Availability of Berths</b>	
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.

<b>Length of vessel</b>	<b>Elizabeth/St Helier</b>	<b>La Collette</b>
	<b>Number on waiting list</b>	<b>Number on waiting list</b>
0-6 metres	13	16
6-10 metres	134	148
10-15 metres	121	95
More than 15 metres	83	11

- Approximately 80% of those on the La Collette waiting list already have a mooring or berth within Jersey's marinas or outlying harbours.

- The refurbishment of the St Helier marina was completed on schedule during this reporting period. This project has seen the removal and replacement of the aged guide piles and pontoons, ensuring that the marina can continue to provide a vibrant environment for local and visiting mariners for many years to come.

### 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
<b>Airport</b>	<b>19</b>	<b>19</b>	<b>0</b>	<b>19</b>
<b>Harbour</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Marinas</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Total</b>	<b>22</b>	<b>22</b>	<b>0</b>	<b>22</b>

- 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 procedure<sup>2</sup>, which sets out a 14-working day period to resolve complaints.

### Ports of Jersey July 2022

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<sup>2</sup> 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>