

# **Quality of Service Report**

**1<sup>st</sup> July – 30<sup>th</sup> September 2022**

# Ports of Jersey Quality of Service Report

## Period 1<sup>st</sup> July – 30<sup>th</sup> September 2022

### Introduction

Ports of Jersey (PoJL) is pleased to provide the Quality-of-Service report for the third 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 metrics in the previous reporting period were a reflection on the rapid ramp up of operations, particularly from an airport perspective. This reporting period saw sustained high passenger demand in Jersey and across Europe, with many airports making national and international headlines due to being overwhelmed by the demand from people wanting to travel.

PoJL has also experienced operational challenges during this reporting period; however, our recovery began earlier than many other airports and we have seen a steadier increase in demand. This means that we have not had to manage such a sharp and much more challenging rise in passenger numbers as seen elsewhere.

Investment in both people and equipment will continue this winter and recruitment will also take place across the airport ecosystem. This is to ensure that we continue to deliver the levels of service that our passengers expect, and we pride ourselves upon, as the passenger numbers recover and potentially exceed 2019 levels in 2023, particularly at peak periods.

### 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	66%	1.5%
Departing Flights	64%	1.3%

- During this period there were over 5,000 commercial flights in and out of Jersey Airport, with just under 1,000 flights arriving early. Over 1,632 flights departed early or within 15 minutes of their scheduled departure time.

<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.

- The very strong demand for travel this summer has affected airports in different ways, for example passengers on flights from Gatwick to Jersey experienced 17% of flight arrivals delayed by 45 minutes or more, whereas passengers on Heathrow arrivals experienced 10% of flights affected to this extent.

## 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 is reviewing new technologies to identify the most appropriate solution to replace the system.

## 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>27.9%</b>
<b>Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival</b>	<b>Less than 0.005%</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 slightly from 25% to 27.9% compared to the previous period.
- Although these times are much higher than they were pre-Covid, Jersey Airport did not experience the significant hold baggage disruption that many other airports across Europe have seen this summer.
- Jersey Airport continues to work very closely with the Ground Handling companies to support their operational recovery and we would expect to see metrics such as these start to improve, returning to pre-pandemic levels of service.

## 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 to Jersey	
Proportion of sailings subject to moderate delay events	4.64%
Proportion of sailings subject to material delay events	5.3%
Proportion of sailings cancelled (non-weather related)	3.3%

- There was a total of 453 sailings during this reporting period with a quarter of those being Manche Isles who sailed from Guernsey, Sark, Carteret and Granville this summer.
- This reporting period saw an overall reduction in the number of on-time sailings compared to the previous period down to 85%.
- The Condor Voyager which operates the high-speed routes to Poole and St Malo had a 93% on time performance and just two cancellations due to weather.

### 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	15	16
6-10 metres	129	150
10-15 metres	117	96
More than 15 metres	58	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 the previous reporting period and all of the vessels that had been displaced during the works were then re-homed.
- The final benefits of a combination of the Albert Pier pontoon investment and the St Helier Marina refurbishment were subsequently realised which included some reconfiguration in Elizabeth marina. This enabled vessels to be better matched to berths which has led to a small decrease in the waiting list for certain vessel lengths.

### 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	2	5	18
Harbour	3	1	0	4
Marinas	1	0	0	1
<b>Total</b>	<b>15</b>	<b>3</b>	<b>5</b>	<b>23</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 October 2022

<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>