

Quality of Service Report

1st October – 31st December 2023

Ports of Jersey Quality of Service Report

Period 1st October – 31st December 2023

Introduction

Ports of Jersey is pleased to provide the Quality-of-Service report for the final quarter of 2023. The reports are published at the end of each quarter and are 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 on 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 on 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, Ports of Jersey have limited control over some of 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 Ports of Jersey’s control.

During this reporting period there were significant improvements in airline on-time performance and the time taken for baggage to be unloaded and delivered to the baggage reclaim carousels. PoJ, Swissport and the airlines continue to work collaboratively on further improvements across the airport operations.

The teams at both the Airport and Harbour are now planning for summer 2024 while constantly reviewing and identifying improvements in current processes.

There was significant weather disruption during this period which resulted in a decrease in punctuality of Condor arrivals.

During this reporting period PoJ announced price increases across the regulated and non-regulated services and products it provides at both the airport and the harbour. The price increases were in accordance with the regulated pricing framework set by the JCRA which prescribes that prices could rise from January 2024 by up to the September 2023 Jersey RPI plus 1%, (11.1%), this was the increase that was applied.

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	76.2%	2.2%
Departing flights	76.3%	2.1%

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.

- During this period there were more than 4,000 commercial flights in and out of Jersey Airport which is 25% less than the previous summer season period. The punctuality of both arriving and departing flights significantly increased by 14% and 16% respectively compared to the previous reporting period.

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 and leading 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	n/a
Percentage of time for which the queueing time to clear security was 15 to 30 mins	n/a

- The installation of the Next Generation Security Checkpoint (NGSC) technology and the associated reconfiguration of the area has required the replacement of the passenger monitoring system that provides passenger processing data. A new system will be installed in Q1 2024.
- During Q4 2023 the Next Generation Security body scanners became operational in the Passenger Security search area.

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	16.2%
Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival	0.0044%

- 83.8% of bags were delivered within 20 minutes or less in this reporting period which is a significant improvement on the figure of 70% from earlier this year.

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	1.4%
Proportion of sailings subject to material delay events	7%
Proportion of sailings cancelled (non-weather related)	6.6%

- There were 348 planned sailings during this reporting period.
- There was a significant drop in on-time performance from 83.2% in the previous reporting period to 66%. This drop was mainly caused by 19% of sailings cancelled due to weather and 6.6% of sailings cancelled due to other issues.

Availability of Berths

Availability of Berths	
Percentage of time when berths were available	100%

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. However, we also use the external Gold Anchor Award Scheme to measure the quality of the Marina services and facilities.

Gold Anchor Award Scheme

The Gold Anchor Award Scheme, established by The Yacht Harbour Association (TYHA) almost 25 years ago, recognises the quality and level of facilities and services provided to boat owners and has become a trustworthy measure of excellence for them in finding a visiting or permanent berth. Jersey Marinas first joined the voluntary scheme in 2001 and has held '5 Gold Anchors' status since 2005.

The Gold Anchor Award Scheme ratings can vary from one to five gold anchors and involves a three-stage process: an independent assessment, 'Mystery Shopper' telephone enquiry and a berth holder's online questionnaire. The overall findings from each of these three factors contribute to the final Gold Anchor rating.

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.

Length of vessel	Elizabeth/St Helier	La Collette
	Number on waiting list	Number on waiting list
0-6 metres	5	14
6-10 metres	61	147
10-15 metres	123	96
More than 15 metres	50	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 waiting list reflects customers wanting a permanent marina berth; however, the Marinas team are often able to provide seasonal or interim berths for many of those customers until a permanent berth becomes available.

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. We value all feedback on our products and services and we are continually improving our developed a feedback portal that we encourage all of our customers to use to give us compliments, criticisms or suggestions for improvement.

	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	13	2	8	23
Harbour	5	0	0	5
Marinas	8	0	0	8
Total	26	2	8	36

- When 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.
- The price increases highlighted earlier in the report led to a number of complaints from boat owners and associations which are reflected in the table above.

Ports of Jersey January 2024

² POJL's Complaint Policy and Procedure has been approved by the JCRA and can be found at: <https://cdn.ports.je/web/POJ-Complaint-Policy-and-Procedure-V10.pdf>