



# PORTS OF JERSEY

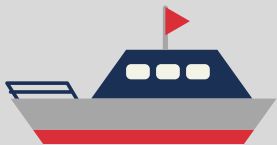
## 2024 - Q2 Quality of Service Report

### Punctuality of sailings within scheduled time



**Over 88% of sailings arrived on time**

Percentage based on arrival times

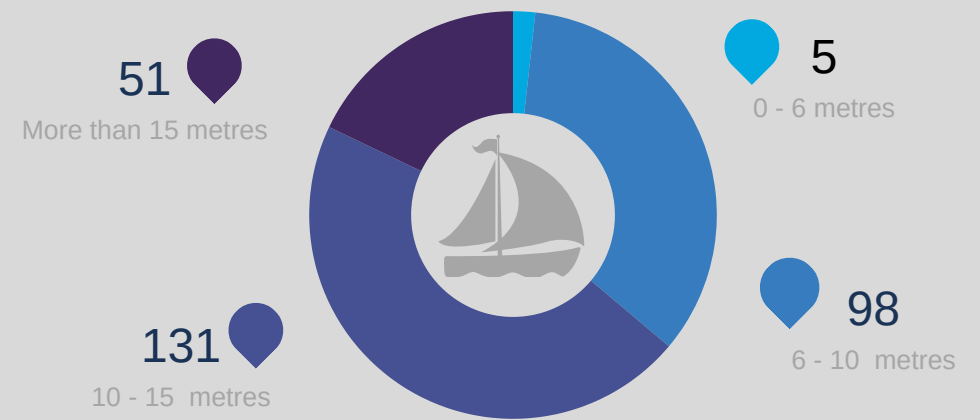


### Review of Q2

During this reporting period, airline on time performance remained steady, with over 70% of flights arriving and departing within scheduled times. Baggage unloading and delivery to reclaim performance remains high, with over 85% of baggage received within 20 minutes of aircraft arrival. Ports of Jersey, Swissport and our airlines continue to work to improve the efficiency of operations as we move into the busy summer season.

In relation to the Harbour, both east and west berths were fully available throughout the Q2 period. On time performance remains at 88%.

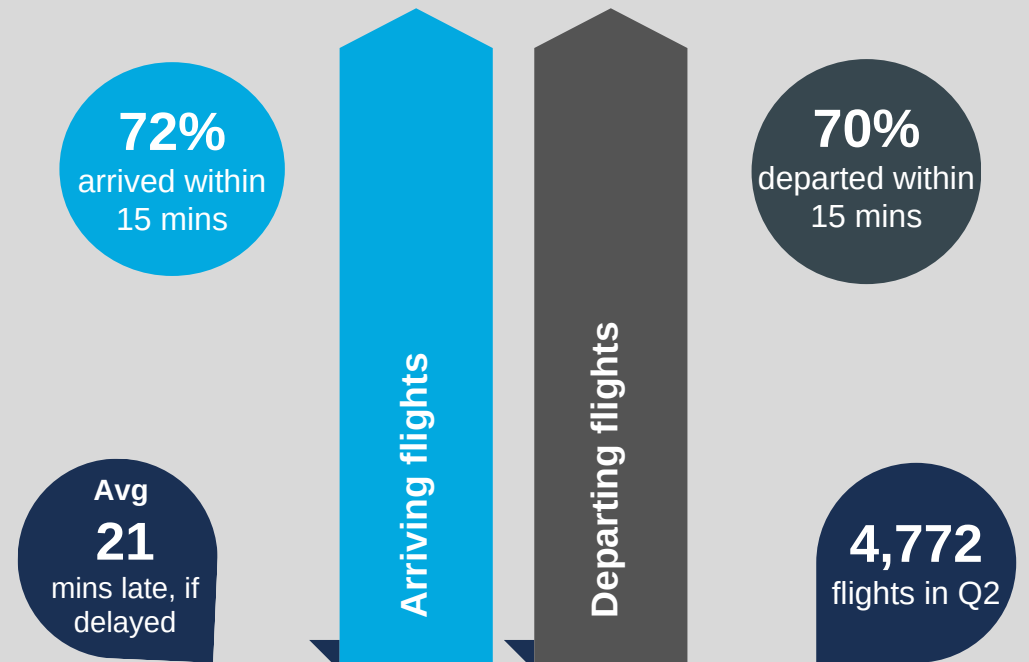
### Waiting lists for St Helier and Elizabeth Marinas



Number of boats on the waiting list, based on length



**48% of flights arrived early**



### Flight punctuality to and from Jersey Airport

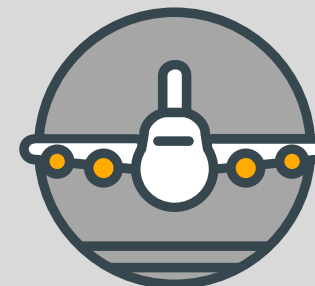
Proportion of flights within scheduled time

Excluding flights affected by weather

### Jersey Airport baggage from plane to carousel

Delivered within 20 minutes

86.5%



Delivered within 45 minutes

99.9%

