1 July - 30 September 2026

Quality of Service Report

PORTS OF JERSEY

Introduction

Ports of Jersey is pleased to provide the Quality-of-Service report for the 3rd quarter of 2026. 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 Ports of Jersey 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 Ports of Jersey is refurbishing the departure lounge. At times, this may mean changes to the equipment and layout of the departure lounge and security. The availability of key facilities (for example; toilets, seats) remains as before works, and a similar range of food and beverage and retail goods remain on offer the vast majority of the time. PoJ is focused on providing clear wayfinding and increasing colleagues' visibility to support passengers during this period.

This quarter also saw additional operating days added to the Amsterdam route throughout the summer, providing passengers with greater choice and flexibility when travelling to Europe.



Airport Quality of Service



Punctuality of flights to and from Jersey Airport (excluding due to weather[1])

	Proportion of flights within 15 minutes of scheduled time	Proportion of flights cancelled
Arriving flights	75.08%	0.75%
Departing flights	74.56%	0.79%

[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 4,778 commercial flights in and out of Jersey Airport, which represents a 1.7% increase compared to the previous Q3 period. The punctuality of both arriving and departing flights was notably higher than the equivalent period in 2025, which was 67.9% and 66.7% respectively.

Aircraft stands

Availability of Aircraft Stands	
Percentage of time when aircraft stands were available	100%

During this reporting period there were no instances of stand availability causing delays to aircraft movements.

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 minutes or less	92.6%
Percentage of time for which the queueing time to clear security was over 30 minutes	3.3%
Percentage of time for which the queueing time to clear security was under 5 minutes	73.66%

[2] The reported queue time figures are higher than expected. A review of the underlying data, including environmental, operational and queue monitoring system factors, is being undertaken to confirm the accuracy and reliability of the reported results. Any matters identified through this review will be addressed as appropriate, and if necessary the report will be updated accordingly.

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	25.7%
Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival	1.9%
Percentage of bags delivered within 20 minutes or less	74.3%

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 arriving sailings is assessed against the targets set out in the DFDS Concessions Agreement, which are shown in the table below:

Route \ Delay	<=30 minutes	> 30 minutes - <=60 minutes	>60 minutes - <=90 minutes	>90 minutes - <=120 minutes	>120 minutes
Jersey <> St Malo	N/A	Moderate delay	Material delay	Material delay	Material delay
Jersey <> Portsmouth	N/A	N/A	N/A	Moderate delay	Material delay
Jersey <> Poole	N/A	N/A	N/A	Moderate delay	Material delay

Punctuality of sailings to Jersey	
Proportion of sailings subject to moderate delay events	3.6%
Proportion of sailings subject to material delay events	1.4%
Proportion of sailings cancelled (non-weather related)	1.6%

- Punctuality calculations are based sailing movements
- There were 752 total scheduled sailings during this reporting period

Availability of berths

Availability of berths	
Percentage of time berths were available when required	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. This year, Jersey Marinas achieved its highest ever score while renewing its Five Gold Anchor accreditation and came third place in the Yacht Harbour Associations Awards for Coastal Marina of the Year, over 250 berths.

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'.

Length of vessel	Number on waiting list	
	Elizabeth/St Helier	La Collette
0-6 metres	2	16
6-10 metres	71	147
10-15 metres	67	94
More than 15 metres	52	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 the number of complaints received at the airport, harbour and marinas, and how quickly they are handled. We value all feedback on our products and services and continually strive to make improvements. We have developed a feedback portal that we encourage all 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	78	7	15	100
Coastguard	1	0	0	1
Harbour	1	2	2	5
Marinas	4	0	0	4
Total	84	9	17	110

- 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 procedure which sets out a 14-working day period to investigate complaints.
- Feedback received during this period included positive compliments about passengers' interactions and use of our Assisted Travel service at the Airport. Negative feedback during the quarter mainly related to temporary changes to the Airport layout, including the relocation of facilities and services. These interim arrangements supported ongoing works in preparation for the opening of the new departure lounge in Q4. Alongside this, there were also security-related feedback, which was acted on during the quarter with improvements made to the relevant processes and clear communications issued to address the concerns raised.
- The relevant teams continue to review this feedback and work on improvements where possible.

[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

