

1 April - 30 June 2026

Quality of Service Report

Introduction

Ports of Jersey is pleased to provide the Quality-of-Service report for the 2nd 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 and for the coming 3 periods, 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 (e.g. toilets, seats) remains as before works, and a similar range of food and beverage and retail goods remain on offer. PoJ is focused on providing clear wayfinding and increasing colleagues’ visibility to support passengers during this period.

This quarter also saw the launch of new routes from Jersey Airport, including services to Paris, East Midlands, Bordeaux and Norwich. These routes provide additional choice for passengers and support Jersey’s wider connectivity for residents, visitors and business travel.



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	78.7%	1.1%
Departing flights	75.9%	1.2%

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 4,095 commercial flights in and out of Jersey Airport which is 4.9% less than the previous Q2 period. The punctuality of both arriving and departing flights is slightly higher than the equivalent period last year.

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	97%
Percentage of time for which the queueing time to clear security was over 30 minutes	1.2%
Percentage of time for which the queueing time to clear security was under 5 minutes	80.5%

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	18.1%
Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival	0.9%
Percentage of bags delivered within 20 minutes or less	81% ²

² This is a slight improvement on the figure of 77.4% for the same period last 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 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	2.5%
Proportion of sailings subject to material delay events	2.3%
Proportion of sailings cancelled (non-weather related)	5.2%

- Punctuality calculations are based sailing movements
- There were 652 total scheduled sailings during this reporting period
- Due to a reporting error the previous quarter's cancellation (non-weather) statistic was reported as 0%, but should have been 2.7%

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, came runner up in the International Yacht Harbour Associations national <250 berth marina of the year, and winner of the international marina team of the year.

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	14
6–10 metres	67	147
10–15 metres	65	95
More than 15 metres	51	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	39	12	10	61
Harbour	1	1	2	4
Marinas	0	1	0	1
Total	40	14	12	66

- 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 procedure³ which sets out a 14-working day period to investigate complaints.
- Feedback received during this period included positive compliments about passengers' interactions with airport colleagues, alongside some negative comments about staff interactions where Ports of Jersey continues to identify opportunities for further development. Negative feedback relating to the airport layout reflects the ongoing development of the departure lounge and associated changes to the layout, while feedback was also received on the car parking booking process. The relevant teams continue to review this feedback and work on improvements where possible.

³ 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>

