NEWS RELEASE

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New Quality of Service Framework strengthens focus on customer experience across Jersey's ports

The Jersey Competition Regulatory Authority (JCRA) has published a Draft Decision proposing an updated quality of service framework for Ports of Jersey covering airport, harbour and marina operations. The proposed framework would replace the existing arrangements introduced in 2018 and is intended to ensure quality of service reporting remains focused on the areas of greatest importance to customers.

The JCRA is the economic regulator for port operations in Jersey and is responsible for regulating both pricing and quality of service standards. Quality of service reporting plays an important role in providing transparency and accountability in the delivery of ports services.

The existing quality of service framework has been in place since 2018. Since then, airport, harbour and marina operations have evolved and customer expectations have changed. The JCRA's review has considered operational experience under the current framework and whether the existing measures remain relevant and provide a meaningful assessment of service quality.

The proposed framework introduces updated measures and reporting arrangements designed to strengthen the focus on customer experience, transparency and accountability. Areas covered include accessibility, customer feedback, security waiting times, baggage delivery, ferry performance and marina services. Together, these reflect a greater emphasis on customer outcomes and the end-to-end customer journey.

Peter Hetherington, Chief Economist at the JCRA, said: "Quality of service reporting is an important tool for promoting transparency and accountability in the delivery of Ports' services. The proposed framework places a stronger focus on customer experience and reflects how services have evolved since the current arrangements were introduced. We encourage stakeholders to review the proposals and provide their views."

Stephen King, Chief Operating Officer at Ports of Jersey, said: "We welcome the opportunity to refresh Ports' Quality of Service reporting to better reflect our focus on customer service and value. The proposed measures are more customer-centric, concentrating on the outcomes that matter most to passengers and freight customers, while adopting industry best practice measures where relevant. Alongside the published Quality of Service reports, passengers can also see customer experience data on our website and on screens in the airport terminal."

The Draft Decision is published on the JCRA's website. Stakeholders are invited to submit comments on the proposals by 6 November 2026. Following consultation, the JCRA will consider all responses received before reaching a Final Decision and progressing any necessary regulatory steps to implement the framework.

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NOTES TO EDITORS:

About the Jersey Competition Regulatory Authority

The JCRA was established under the Competition Regulatory Authority (Jersey) Law 2001. It is responsible for administering and enforcing the Competition (Jersey) Law 2005 and also regulates the telecoms and postal sectors and the Ports of Jersey.

The JCRA strives to ensure that the markets work well for the benefit of all stakeholders, including Government, business, citizens and consumers facilitating best value, choice and access to high quality services.

About Ports of Jersey

Port operations and services play a critical role in our society and almost everyone in Jersey is reliant upon these services in some way. The Air and Sea Ports (Incorporation) (Jersey) Law 2015 (the Law) enables the JCRA to license and regulate port operations in Jersey.

Ports of Jersey Limited (Ports of Jersey) is the company established by the Law that owns and operates the airport, harbours and marinas in Jersey. As the only supplier of these services Ports of Jersey is subject to economic regulation, including quality of service standards and pricing.