

Quality of Service Report

1st July 2025 – 30th September 2025

Ports of Jersey Quality of Service Report

Period 1st July 2025 – 30th September 2025

Introduction

Ports of Jersey is pleased to provide the Quality-of-Service report for the 3rd quarter of 2025. 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.

This summer saw two new ferry operators at Jersey Harbour, with DFDS and Islands Unlimited bringing the number of operators to four. At the airport, peak days saw more passengers than in 2024, but queue lengths remained low. Ports of Jersey won "most improved business" at the Channel 103 Customer Service awards.

Late August and September saw high winds impacting sailings with a number of services cancelled.

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	67.9%	0.7%
Departing flights	66.7%	0.7%

- During this period there were 4697 commercial flights in and out of Jersey Airport which is 12.5% less than the previous Q3 period. The punctuality of both arriving and departing flights improved marginally compared to the equivalent period last year.

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.

Aircraft Stands

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

- As in the previous quarter no flights were delayed due to stand availability.

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	99.6%
Percentage of time for which the queueing time to clear security was over 30 minutes	0.04%

- Queue duration was under 5 minutes 76.8% of the time.

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	31%
Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival	5%

- 68.7% of bags were delivered within 20 minutes or less in this reporting period which is a decrease on the figure of 81.2% for the same period last year.
- We received higher volumes of bags compared to last year which alongside off schedule arrivals led to slower bag delivery. We are working with the ground handler to improve bag to belt times.

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 DFDS Concessions Agreement, which are shown in the table below:

Delay Route					
	<=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	3.9%
Proportion of sailings subject to material delay events	1%
Proportion of sailings cancelled (non-weather related)	3.2%

- Punctuality statistics only relate to DFDS sailings.
- There were 717 planned sailings during this reporting period.

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. 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	Elizabeth/St Helier	La Collette
	Number on waiting list	Number on waiting list
0-6 metres	6	12
6-10 metres	94	147
10-15 metres	126	91
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 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 continually strive to make improvements. We have 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	32	13	7	52
Harbour	4	1	3	8
Marinas	0	0	0	0
Total	36	14	10	60

- 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 investigate complaints.
- This spring we introduced pre-booked car parking for the first time which led to an increased number of Airport complaints as customers adapted to the new process. In almost every instance the customer was contacted promptly, and an amicable resolution was achieved.

Ports of Jersey

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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>