

Quality of Service Report

1st April 2025 – 30th June 2025

Ports of Jersey Quality of Service Report

Period 1st April 2025 – 30th June 2025

Introduction

Ports of Jersey is pleased to provide the Quality-of-Service report for the 2nd 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 POJL 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.

At the harbour, Q2 marked the first quarter with DFDS operating – including some fleet changes as new vessels entered the operation. DFDS is now well embedded within harbour operations. This quarter also saw the launch of Islands-unlimited and Brittany ferries operating inter-islands. At the airport, Blue islands suffered several operational challenges which impacted on services operated.

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	71.1%	2.4%
Departing flights	70.7%	2.3%

- During this period there were 4,305 commercial flights in and out of Jersey Airport which is 9.75% less than the previous Q2 period. This is in part due to a reduction in capacity caused by aircraft supply chain deliveries constraining aircraft availability. The punctuality of both arriving and departing flights remained similar 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, there were no instances of stands being unavailable and leading to a delay to an aircraft during the reporting period.

Time for passengers to clear security

We recognise that managing 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	99.14%
Percentage of time for which the queueing time to clear security was over 30 minutes	0.2%

- Queue duration was under 5 minutes 76.9% of the time.
- By analysing passenger flow patterns and bottlenecks, Airport Operations can effectively plan for peak hours, managing waiting times.

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	22.6%
Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival	0.6%

- 77.4% of bags were delivered within 20 minutes or less in this reporting period which is a reduction on the figure of 86.5% 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 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	1.5%
Proportion of sailings subject to material delay events	1.1%
Proportion of sailings cancelled (non-weather related)	2.2%

- There were 273 planned sailings during this reporting period.
- On time performance has improved by 7.03 percentage points when compared to the same period last year

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.

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	5	12
6-10 metres	81	149
10-15 metres	117	89
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 we are continually improving our 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	18	4	1	23
Harbour	8	2	1	11
Marinas	2	1	0	3
Total	28	7	2	37

- 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. The complaints policy sets out a period of 14 working days to investigate complaints.
- Ports of Jersey received numerous complaints relating to the updated format of the harbour/airport arrivals and departures information on our website. We reacted to this feedback and amended the website accordingly. No further complaints have been received since these amendments were implemented.

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>

- During this period the airport launched an online pre-paid parking system which led to an increase in customer enquiries along with some complaints regarding changes to how discounted parking rates could be accessed. In each instance, Ports of Jersey proactively contacted the customer and the matter was resolved amicably.

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