



PORTS OF JERSEY

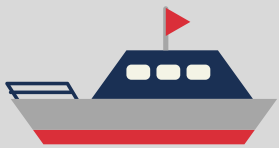
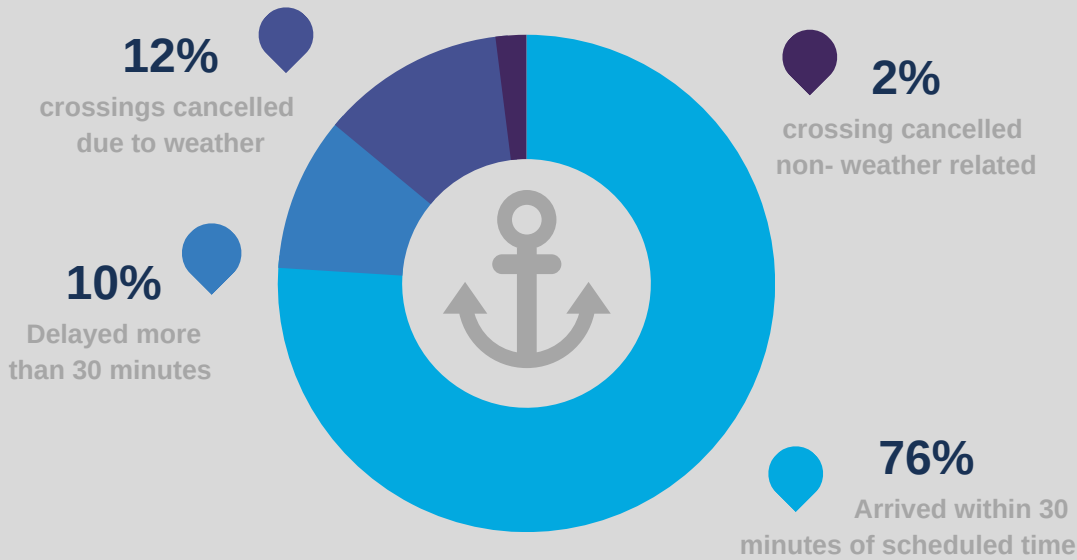
2023 - Q1 Quality of Service Report

Punctuality of sailings within scheduled time



Over 76% of sailings arrived within 30 minutes of scheduled time

Percentage based on arrival times



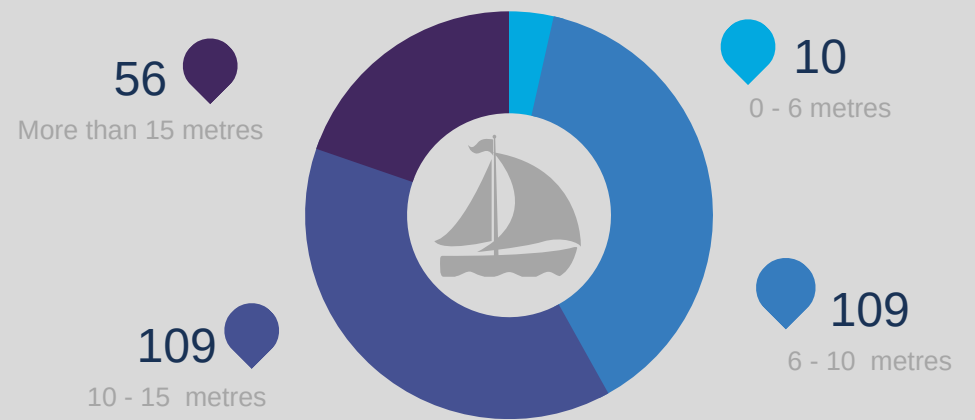
Review of Q1

This reporting period saw an improvement in almost all the airport and harbour metrics which reflects the stabilisation of both demand and the associated airport operations during what is historically the quietest quarter of the year.

Significant levels of recruitment took place across many of the operational teams in preparation for the summer demand and this recruitment and associated training programmes will continue into Q2.



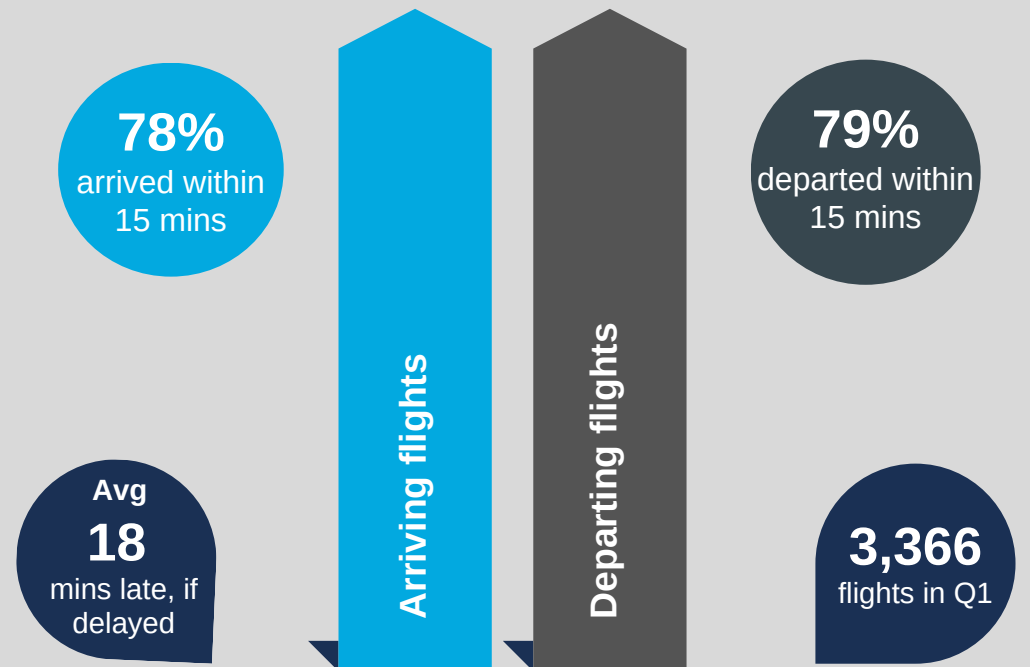
Waiting lists for St Helier and Elizabeth Marinas



Number of boats on the waiting list, based on length



53% of flights arrived early



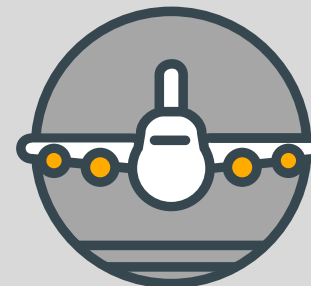
Flight punctuality to and from Jersey Airport

Proportion of flights within scheduled time

Excluding flights affected by weather

Jersey Airport baggage from plane to carousel

Delivered within 20 minutes
83%



Delivered within 45 minutes
99%

