



# **Quality of Service Report**

**1 October – 31 December 2019**

# Ports of Jersey Quality of Service Report

## Period 1 October to 31 December 2019

### Introduction

Ports of Jersey (POJL) is delighted to provide the fourth quarterly report of 2019 to our customers and other interested parties on quality of service over the past three months at the airport, marinas and harbour<sup>1</sup>. These reports are published at the end of each quarter and are available on our website, [www.ports.je](http://www.ports.je) We welcome comments from interested stakeholders on the measures that they feel are most important to them and on ideas on how we might extend and improve the effectiveness of this report. Please email any comments relating to this report to [ask@ports.je](mailto:ask@ports.je).

Ports of Jersey believes it is important to be as transparent as possible in providing customers and interested parties with information relating to 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 prime) role in delivering the services and therefore, POJL may have very little or no influence at all on the measure – for example, delays to an incoming flight are primarily caused by factors earlier in the aircraft’s schedule for the day, which are outside of POJL’s control.

### Airport Quality of Service

#### Punctuality of flights to and from Jersey Airport (excluding due to weather<sup>2</sup>)

	Proportion of flights within 15 minutes of scheduled time	Proportion of flights cancelled
Arriving flights	82.4%	1.3%
Departing Flights	82%	1.3%

During the period there were 2,794 flights, with over 82% arriving, and the same percentage, departing within 15 minutes of the scheduled time and 93% within 45 minutes of the scheduled time. These figures show a marked improvement on the previous quarter some of which reflects the seasonal difference, however, it is pleasing to see that it also shows an improvement on the same period last year when c75% of flights arrived and departed ‘on time’. Within the ‘on-time’ figure, it should be noted that over 50% of flights actually arrived and departed early. The average delay in arriving flights was just over 13 minutes with the average delay on departures being very similar at 14 minutes\*.

\*These figures exclude 3 flights which had very long delays due to technical or operational reason on the route

As a ‘destination airport’ (i.e. virtually no aircraft are based in Jersey), flight arrival punctuality (the proportion of delays and cancellations excluding those due to weather) is determined by a range of factors earlier in the aircraft’s schedule for the day.

<sup>1</sup> This report is issued in accordance with CICRA’s direction under Condition 17 of POJL’s licence to provide quality of service information as set out in its Final Notice on POJL’s quality of service., <https://www.cicra.gg/media/597849/poj1224j-final-notice-ports-of-jersey-quality-of-service.pdf> These quality of service measures were agreed with CICRA following their normal consultation process.

<sup>2</sup> 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.

Once an aircraft lands, the airline and its ground handling agent, supported by POJL, focus on turning the flight around as quickly as possible. There is always a close link between the punctuality of arrivals and departures as the primary reason for a delayed departure is that the aircraft was initially late in arriving in Jersey.

### Aircraft Stands

<b>Availability of Aircraft Stands</b>	
<b>Percentage of time when aircraft stands were available</b>	<b>100%</b>

As in the previous quarter, there were no instances of stands being unavailable which led to a delay to an aircraft during the reporting period.

### Time for passengers to clear security

We recognise that minimising the queueing time to clear security is very important to our passengers and we are now able to track and monitor this throughout the full 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.

<b>Queueing time to clear security</b>	
<b>Percentage of time for which the queueing time to clear security was 15 mins or less</b>	<b>99%</b>
<b>Percentage of time for which the queueing time to clear security was 15 to 30 mins</b>	<b>Less than 1%</b>

For just over 99% of the time, the average time taken to pass through security was less than 15 minutes. This includes the busy Christmas period where the security team worked hard to ensure the passengers passed through security as quickly as possible. Within these figures, we have identified a small number of instances where the waiting times were higher than normal. These are reviewed thoroughly to ensure that effective solutions, often system related, are put in place.

### Baggage Handling

<b>Time taken to unload baggage</b>	
<b>Percentage of flights for which final bag was delivered to the carousel more than 20 minutes after arrival</b>	<b>5.6%</b>
<b>Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival</b>	<b>Less than 1%</b>

For nearly 95% of arriving flights, all the bags were delivered to the carousel in under 20 minutes and for over 99% of flights all bags were delivered in under 45 minutes. Looking at the data in more detail, shows that for 80% of flights all bags were delivered in 15 minutes or less and for 45% of flights it was 10 minutes or less.

### 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 Condor Ferries Operating Agreement, which are shown in the table below.

Journey duration	Moderate delay means a delay of:	Material delay means a delay of:
0-4 hours	30-60 mins	more than 60 mins
4-8 hours	60-90 mins	more than 90 mins
8-12 hours	90-120 mins	more than 120 mins

Punctuality of sailings (excluding due to weather conditions)	
Proportion of sailings subject to moderate delay events	4.2%
Proportion of sailings subject to material delay events	7.7%
Proportion of sailings cancelled	1.6%

At the Harbour, 88% of sailings arrived or departed within 30 minutes of the scheduled time. The figures for 'material delays' more than doubled compared to last quarter but were very similar to the same period in 2018. Nearly 14% of sailings were cancelled due to the weather conditions.

## Availability of Berths

Availability of Berths	
Percentage of time when berths were available	100%

There were no instances of berths being unavailable which led to a delay to a vessel sailing.

## 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.

### Number of customers waiting for a new berth

We provide information about the number of people on the waiting list for a new 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'. The estimated waiting time to be allocated a berth in Elizabeth/St Helier Marina averages around 12 months, while at La Collette it is 8-10 years. However, over 80% of the people on the waiting list for La Collette already have a berth in another Marina in Jersey.

Length of vessel	Elizabeth/St Helier	La Collette
	Number on waiting list	Number on waiting list
0-6 metres	4	16
6-10 metres	32	122
10-15 metres	77	79
More than 15 metres	36	11

The figures show only marginal differences from last quarter, when we reported the seasonal build up in the waiting list particularly between 10-15 metres in Elizabeth/St Helier Marinas. The project to develop Albert Pier, which will increase the number of berths, will commence in the next few months and be complete by the Autumn.

### 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.

	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
<b>Airport</b>	<b>22</b>	<b>2</b>	<b>0</b>	<b>24</b>
<b>Harbour</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Marinas</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>23</b>	<b>2</b>	<b>0</b>	<b>25</b>

Where 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 procedure<sup>3</sup>, which sets out a 14 working day period to resolve complaints. Of the 25 formal complaints received during the period, 23 were resolved within 10 days. Of the total complaints received, 14 (56%) of them related to the activities of our business partners rather than being the responsibility of POJL.

**Ports of Jersey  
December 2019**

---

<sup>3</sup> POJL's Complaint Policy and Procedure has been approved by CICRA and can be found at:  
<http://www.ports.je/SiteAssets/Pages/contact/POJ%20Complaint%20Policy%20and%20Procedure%20V09.pdf>