

# **Quality of Service Report**

**1<sup>st</sup> January 2023 – 31<sup>st</sup> March 2023**

# Ports of Jersey Quality of Service Report

## Period 1<sup>st</sup> January 2023 – 31<sup>st</sup> March 2023

### Introduction

Ports of Jersey (PoJL) is pleased to provide the Quality-of-Service report for the first quarter of 2023. The 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 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 relating to this report to [ask@ports.je](mailto:ask@ports.je)

PoJL 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 primary) role in delivering the services. Therefore, PoJL may have very little or no influence at all on 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 PoJL’s control.

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.

Although passenger numbers at both the Airport and the Harbour tracked slightly lower than forecast during this reporting period the summer months are forecast to see much stronger demand from a combination of new air routes; airlines returning to Jersey for the first time since the pandemic; the introduction of the identity card option for French nationals visiting Jersey for day drips and strong demand for travel to France from local residents for both day trips and longer stays.

### Airport Quality of Service

#### Punctuality of flights to and from Jersey Airport (excluding due to weather<sup>1</sup>)

	Proportion of flights within 15 minutes of scheduled time	Proportion of flights cancelled
Arriving flights	77.8%	1.7%
Departing Flights	79.5%	1.4%

- During this period there were more than 3,300 commercial flights in and out of Jersey Airport, with just under 1,700 of those flights arriving or departing early. Arriving flights saw a 3% increase in punctuality and departing flights just under a 6% increase.

<sup>1</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.

- For those flights that do experience delays, a recent Civil Aviation Authority review placed Jersey Airport 19th on the list of 26 airports with the longest delays, however Jersey's average delay was six minutes less than the 23-minute average across UK airports.
- The number of flight cancellations for non-weather-related reasons increased by 1% in this reporting period. This was mainly due to the cancellation of eleven British Airways flights to and from Heathrow caused by operational challenges at Heathrow airport.

### 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 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 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	n/a
Percentage of time for which the queueing time to clear security was 15 to 30 mins	n/a

Please note that due to technical challenges with the queue monitoring system we have been unable to report on queue times after January 31<sup>st</sup>, 2022. PoJ is in the final stages of reviewing new technologies to identify the most appropriate solution to replace the system. During the next reporting period the Next Generation Security Checkpoint technology will also be installed.

### 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	17%
Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival	Less than 0.005%

- During this reporting period the percentage of flights where the last bags took more than 20 minutes to be delivered to the carousels decreased slightly from 18% to 17% compared to the previous period.

- **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:

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

<b>Punctuality of sailings to Jersey</b>	
<b>Proportion of sailings subject to moderate delay events</b>	<b>2.6%</b>
<b>Proportion of sailings subject to material delay events</b>	<b>7.3%</b>
<b>Proportion of sailings cancelled (non-weather related)</b>	<b>2.2%</b>

- There was a total of 273 sailings during this reporting period.
- This reporting period saw a significant reduction in the number of delays and cancellations of sailings compared to the previous period, increasing to 76% on time performance.

**Availability of Berths**

<b>Availability of Berths</b>	
<b>Percentage of time when berths were available</b>	<b>100%</b>

The east Roll on Roll off vehicle and passenger ramp was out of service in February for 3 weeks (21st Feb - 15th Mar) after damage had been identified to the ramp. No cancellations occurred but there was some disruption to ferry services as they had to adjust sailings to operate on a single berth.

**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 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’. 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	10	19
6-10 metres	109	151
10-15 metres	109	93
More than 15 metres	56	11

- Approximately 80% of those on the La Collette waiting list already have a mooring or berth within Jersey's marinas or outlying harbours.
- This reporting period saw a 9% drop in the waiting list with the most significant drop in vessels over 15 metres.

### 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
Airport	5	6	4	14
Harbour	1	1	1	3
Marinas	1	0	0	1
<b>Total</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>18</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>2</sup>, which sets out a 14-working day period to resolve complaints.

### Ports of Jersey May 2023

<sup>2</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>