

Quality of Service Report

1st April 2023 – 30th June 2023

Ports of Jersey Quality of Service Report

Period 1st April 2023 – 30th June 2023

Introduction

Ports of Jersey is pleased to provide the Quality-of-Service report for the second quarter of 2023. 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 relating to 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 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, 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.

Regrettably, during this reporting period there were periods of significant disruption at Jersey Airport due to resource issues within the Swissport ground handling operation. These issues detrimentally impacted both the departing and arriving passengers experience, with delays to flights; sub-standard Special Assistance services; delays to passengers disembarking aircraft and delays in the delivery of luggage to the baggage reclaim area.

Ports of Jersey has been working very closely with Swissport to support their remediation plan since early June and the ground handling operations have since stabilised. The impact of these issues is reflected in a deterioration of the associated Airport quality of service metrics in this report.

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	69.1%	2.2%
Departing flights	68.1%	2.2%

- During this period there were 45% more flights than the previous period, totalling more than 4,700 commercial flights in and out of Jersey Airport. The punctuality of both arriving and departing flights decreased by 9% and 11% respectively during this reporting period. This reflects a combination of the operational challenges caused by the continued strong recovery at many of the UK airports that our airlines fly from and the publicised challenges faced by the ground handling operation at Jersey Airport.

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.

- For those flights that did experience delays, the average arrival delay was 16 minutes and the departure delay was 19 minutes. Due to the short times to turn the aircraft around, it is challenging to recover arrival delays. However, depending on the destination airport, this level of delay can often be reduced with quicker than scheduled flight times once the flight has departed.

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 31st January 2022. Ports of Jersey is in the final stages of reviewing new technologies to identify the most appropriate solution to replace the system. During this reporting period the Next Generation Security Checkpoint technology began to be installed with the new systems planned to go live in July 2023.

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	29%
Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival	0.0076%

- During this reporting period, the percentage of flights where the last bags took more than 20 minutes to be delivered to the carousels increased significantly from 17% to 29%.
- The reasons for this unacceptable performance have been publicised as being due to failures within the ground handling operation managed by Swissport. Supported by Ports of Jersey, Swissport initiated a comprehensive remediation plan during this reporting period and this metric has since improved.

- **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 to Jersey	
Proportion of sailings subject to moderate delay events	2.3%
Proportion of sailings subject to material delay events	0.17%
Proportion of sailings cancelled (non-weather related)	2.1%

- There was a total of 422 sailings during this reporting period.
- This reporting period saw a significant reduction in the number of delayed sailings compared to the previous period, resulting in an increase to 88% on-time performance.

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.

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.

Length of vessel	Elizabeth/St Helier	La Collette
	Number on waiting list	Number on waiting list
0-6 metres	5	20
6-10 metres	105	150
10-15 metres	112	92
More than 15 metres	50	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.

	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	17	1	0	18
Harbour	4	2	0	6
Marinas	2	0	0	2
Total	23	3	0	26

- 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 procedure², which sets out a 14-working day period to resolve complaints.

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² 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>