

# Quality of Service Report

1<sup>st</sup> January – 31<sup>st</sup> March 2022

# Ports of Jersey Quality of Service Report

## Period 1<sup>st</sup> January - 31<sup>st</sup> March 2022

### Introduction

Ports of Jersey (POJL) is pleased to provide the fourth Quality of Service report since these reports were reinstated after being suspended for 15 months due to the pandemic, recommencing in April 2021. 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.

The return of passengers travelling in and out of Jersey continues to recover more quickly than our highest projections, with this reporting period seeing passenger figures 14% higher than forecast. Significant recovery is also being experienced across UK airports as International travel restrictions reduce. This surge in demand comes with many operational challenges that the whole industry is having to rapidly respond to.

### 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	80.29%	3.01%
Departing Flights	81.87%	2.88%

- The number of flights arriving early dropped by 20% compared to the previous period. This is likely to be a continued reflection on the increase in traffic movements across the UK as more people choose to travel again. The reduction in early arrivals reduces the time available to the turnaround teams to ensure that the aircraft depart on time.
- This quarter also saw an increase in cancelled flights. This reflects the ongoing challenge airlines are facing in rebuilding their operations during a period when Covid cases were still high and in the face of significant demand.

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<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.

## 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 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.

<b>Queueing time to clear security (January only*)</b>	
<b>Percentage of time for which the queueing time to clear security was 15 mins or less</b>	<b>98.75%</b>
<b>Percentage of time for which the queueing time to clear security was 15 to 30 mins</b>	<b>0%</b>

- During this reporting period there has been investment in the passenger security facilities. With a combination of this investment and low season passenger volumes 98.75% of passengers queued for less than 15 minutes in January.
- POJL has also successfully recruited and trained additional Security employees during the period, and recruitment will continue in Q2. The programme of continuous improvement in this area is also ensuring that both the resources and infrastructure match the significant demand forecast for summer 2022.

\* Please note that due to technical challenges with the queue monitoring system we are unable to report on queue times after January 31<sup>st</sup>, 2022. PoJ has committed to resolving these issues during Q3.

## 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>18.6%</b>
<b>Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival</b>	<b>Less than 0.003%</b>

- During this reporting period the percentage of flights where the last bags took more than 20 minutes to be delivered to the carousels dropped from 28% to 18% compared to the previous period.
- These figures are still higher than pre-Covid which reflects the continuing challenges faced by the Ground Handling teams as they rebuild operations, but it continues to be a positive trend.

## 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	3.83%
Proportion of sailings subject to material delay events	5.11%
Proportion of sailings cancelled (non-weather related)	0.01%

- This reporting period saw a significant drop in disruption and cancellations compared to the previous period with 83% of sailings operating on time.

### 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 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	11	14
6-10 metres	121	147
10-15 metres	111	94
More than 15 metres	81	11

- This reporting period has seen the significant new demand for marina berths that we have seen over the last two years level off.
- The refurbishment of the St Helier marina has progressed significantly during this period and is on track for completion on schedule. This project has seen the removal and replacement of the aged guide piles and pontoons, ensuring that the marina can continue to provide a vibrant environment for local and visiting mariners for many years to come.

### 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	10	14	0	24
Harbour	1	0	0	1
Marinas	0	0	0	0
<b>Total</b>	<b>11</b>	<b>14</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>2</sup>, which sets out a 14-working day period to resolve complaints.

### Ports of Jersey April 2022

<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>