

# **Quality of Service Report**

**01 July – 30 September 2021**

# Ports of Jersey Quality of Service Report

## Period 1 April to 30 June 2021

### Introduction

Ports of Jersey (POJL) is pleased to provide the second 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 will once again be published at the end of each quarter and will be 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 impact of the pandemic on travel continues to be significant. The return of passengers travelling in and out of Jersey has happened more quickly than our highest projections, well-ahead of other UK airports. This reflects the strength of the Island's demand to travel and the popularity of Jersey as a safe holiday destination in comparison to other destinations where travel restrictions and costly testing requirements have been a feature. This is good news for Jersey but brings significant challenges for PoJL and our business partners in re-establishing previous operational levels at speed.

The information in these reports will continue to reflect just how fluid the situation continues to be, and it will take some time before a new set of 'norms' begin to become clear.

### 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	86.7%	0.003%
Departing Flights	75.1%	0.002%

- The amount of flights arriving early – 65% - continues to reflect less air traffic movements across the network due to COVID, which is currently leading to improved routing and fewer delays. In comparison only 33% of flights arrived early in Q3 2019.

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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.

- Due to the impact of the resourcing challenges that the ground handling agent Swissport have experienced, the percentage of flights departing within 15 minutes of the scheduled time fell by 11% from the previous quarter to 75%, this still compares favourably to 73% in Q3 2019.

### 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</b>	
<b>Percentage of time for which the queueing time to clear security was 15 mins or less</b>	<b>93.2%</b>
<b>Percentage of time for which the queueing time to clear security was 15 to 30 mins</b>	<b>6.1%</b>

Over the next 18 months, we have a planned programme of investment in our airport security infrastructure. As technology in this area advances we will be looking to introduce new security lanes to improve the customer experience and provide additional capacity for exceptionally busy periods.

### 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>32.4%</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>

- Due to the rapid increase in the volume of flights leading up to Q3 our Ground Handling partner Swissport had struggled to increase their workforce at the same pace. However, they successfully instigated their contingency measures and brought teams in from our UK airports to support the local operation.

### 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	7.9%
Proportion of sailings subject to material delay events	9.3%
Proportion of sailings cancelled (non-weather related)	0.003%

- This reporting period saw Condor operating the faster direct route from Poole rather than via Guernsey using the Condor Voyager.
- There was only one cancellation that was non weather related.

## 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	12	16
6-10 metres	115	148
10-15 metres	129	92
More than 15 metres	87	11

- Since the last report we have seen a further 20% rise in the number of people on the waiting list for berths in Elizabeth and St Helier Marinas. This continues to reflect the strength of the local Marine Leisure industry with Marine Traders reporting strong sales as a result of the impact of COVID leading to islanders investing in leisure boating.
- We have continued to respond to this demand by increasing the number of seasonal berth contracts available which has been possible due to the limited number of visiting yachts as an impact of COVID.
- We have also invested in the Albert Pier which has seen the creation of all-tide berths for larger yachts. This new facility will support the Marine Traders businesses as well as creating additional berths for the boating community.

### 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>48</b>	<b>1</b>	<b>0</b>	<b>49</b>
<b>Harbour</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>Marinas</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>52</b>	<b>1</b>	<b>0</b>	<b>53</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 October 2021

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<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>