

Quality of Service Report

1st April 2024 – 30th June 2024

Ports of Jersey Quality of Service Report

Period 1st April 2024 – 30th June 2024

Introduction

Ports of Jersey is pleased to provide the Quality-of-Service report for the 2nd quarter of 2024. 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 on 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 on the historic quality of service of the airport, marinas and harbours in Jersey. However, it is important to acknowledge that for many of the quality-of-service measures, parties other than Ports of Jersey 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.

During this reporting period there were significant improvements in airline on-time performance and the time taken for baggage to be unloaded and delivered to the baggage reclaim carousels. PoJ, Swissport and the airlines continue to work collaboratively on further improvements across the airport operations.

The 11.1% regulated price increase for Marinas was implemented in April (deferred from January). Jersey Airport also launched an assisted passenger service, essentially insourcing the function previously delivered by Swissport. The feedback to date has been very positive with the experience of passengers requiring assistance being greatly improved.

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 | 72.3% | 2.8% |
| Departing flights | 70.6% | 2.7% |

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.

- During this period there were more than 4,700 commercial flights in and out of Jersey Airport which is similar to the prior year Q2 period. The punctuality of both arriving and departing flights changed by +3.2% and +2.5% respectively compared to the equivalent period last year.

Aircraft Stands

| Availability of Aircraft Stands | |
|---|-------------|
| Percentage of time when aircraft stands were available | 100% |

- As in the previous quarter, stand availability did not cause any delays 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 |

- The installation of the Next Generation Security Checkpoint (NGSC) technology and the associated reconfiguration of the area has required the replacement of the passenger monitoring system that provides passenger processing data. A new system has been purchased and is being installed and commissioned during August/September to allow reporting of queue statistics by Q4 2024.

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 | 13.5% |
| Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival | 0.09% |

- 86.5% of bags were delivered within 20 minutes or less in this reporting period which is a significant improvement on the figure of 71 % for the same period last year.

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 | 2.7% |
| Proportion of sailings cancelled (non-weather related) | 5.4% |

- There were 477 planned sailings during this reporting period.
- There was a very slight drop in on-time performance from 88.1% in Q2 2023 to 87.8% in Q2 2024.

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. However, we also use the external Gold Anchor Award Scheme to measure the quality of the Marina services and facilities.

Gold Anchor Award Scheme

The Gold Anchor Award Scheme, established by The Yacht Harbour Association (TYHA) almost 25 years ago, recognises the quality and level of facilities and services provided to boat owners and has become a trustworthy measure of excellence for them in finding a visiting or permanent berth. Jersey Marinas first joined the voluntary scheme in 2001 and has held '5 Gold Anchors' status since 2005.

The Gold Anchor Award Scheme ratings can vary from one to five gold anchors and involves a three-stage process: an independent assessment, 'Mystery Shopper' telephone enquiry and a berth holder's online questionnaire. The overall findings from each of these three factors contribute to the final Gold Anchor rating.

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'.

| Length of vessel | Elizabeth/St Helier | La Collette |
|---------------------|------------------------|------------------------|
| | Number on waiting list | Number on waiting list |
| 0-6 metres | 5 | 14 |
| 6-10 metres | 98 | 143 |
| 10-15 metres | 131 | 99 |
| More than 15 metres | 51 | 11 |

- 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. We value all feedback on our products and services and we are continually improving our developed a feedback portal that we encourage all of our customers to use to give us compliments, criticisms or suggestions for improvement.

| | 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 | 13 | 4 | 8 | 25 |
| Harbour | 2 | 1 | 1 | 4 |
| Marinas | 4 | 1 | 0 | 5 |
| Total | 19 | 6 | 9 | 34 |

- When 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 investigate complaints.
- In Q2 59% of complaints were resolved in less than 10 days.
- There has been a significant reduction in the number of complaints at Marinas in Q2 (5) compared to Q1 (46). The increased volume in Q1 was the result of engagement with Boat owners to encourage them to formally register dissatisfaction in respect of the 2024 price increase in January 2024.

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² POJL's Complaint Policy and Procedure has been approved by the JCRA and can be found at: <https://cdn.ports.je/web/POJ-Complaint-Policy-and-Procedure-V10.pdf>