

# **Quality of Service Report**

**1<sup>st</sup> July – 30<sup>th</sup> September 2023**

# Ports of Jersey Quality of Service Report

## Period 1<sup>st</sup> July – 30<sup>th</sup> September 2023

### Introduction

Ports of Jersey is pleased to provide the Quality-of-Service report for the third 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)

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.

During this reporting period Ports of Jersey continued to work closely with Swissport at the Airport to ensure further improvement in metrics such as the time taken for baggage to be unloaded and delivered to the baggage reclaim carousels. However, PoJ, Swissport and the airlines recognise that further improvements are still needed in several key areas.

The next generation cabin baggage security scanners were introduced at the airport during this reporting period. Although this complex project caused some operational challenges, Jersey Airport has now transitioned to the required new security standard with the associated improvement in customer experience.

Airlines serving Jersey continue to move to newer, larger, and more fuel-efficient aircraft and the arrival times of these aircraft are often determined by the limited slots at the capacity constrained airports they are departing from. Although PoJ works closely with our Airline partners and the slot coordination company, there will be times where several aircraft are scheduled to arrive or depart at the same time. The operational teams plan their resources around the varying demands, however at peak times queues will form for services such as security and it will take longer to move through these areas.

The teams at both the Airport and Harbour are now planning for summer 2024 while constantly reviewing and identifying improvements in current processes.

## 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  | 62.2%                                                     | 1.5%                            |
| Departing flights | 60.1%                                                     | 1.6%                            |

- During this period there were more than 5,400 commercial flights in and out of Jersey Airport. The punctuality of both arriving and departing flights decreased by 7% and 8% respectively compared to the previous reporting period.
- Most UK airports used by airlines flying in and out of Jersey operate strict landing and take-off slots due to the volume of flights that they handle. Any issues that affect the planned number of aircraft allowed to land or take off each day will often impact the departure time from or the arrival times into those airports.
- As there are short flight times between Jersey and these airports, aircraft can be asked to delay their take-off from Jersey until a rescheduled slot becomes available. Airlines will often board the aircraft on time and inform Air Traffic Control that they are ready. Earlier slot times can often become available and due to the short taxiing times in Jersey these delayed flights can often make up time and potentially arrive on time, even though they depart late.
- For delayed flights - the average arrival delay was 20 minutes, and the average departure delay was 24 minutes.
- Aircraft turnaround times are also key performance metrics that affect punctuality. Airlines have specifically agreed turnaround times set with ground handlers to disembark passengers, off load bags, clean the aircraft, load bags, fuel the aircraft and board passengers. Delays can be picked up during any one of these processes.
- Swissport's performance metrics for aircraft turnarounds is to turnaround 95.5% of aircraft within their agreed turnaround time. This is normally within 30 -45 minutes of the aircraft arriving on stand. It should be noted that the contract for Swissport to ground handle at Jersey Airport is between Swissport and the Airlines – Jersey Airport is not a direct party. Jersey Airport licences Swissport to provide ground handling services to airlines.
- Aircraft arriving late due to delays outside of Jersey Airports control, will have missed their planned ground handling service time, i.e. the time where a ground handling team has been allocated to handle that aircraft. Particularly during busy periods, late inbound aircraft will be brought onto stand and held until the ground handling teams can redirect crews to handle the late aircraft at the same time as minimising the impact for on-time arriving aircraft.

### Aircraft Stands

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

<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.

- 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 |

- 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 will be installed in Q1 2024.
- During this reporting period the Next Generation Security Checkpoint technology began to be installed with the new systems going live in July 2023. Although there were well publicised challenges with the introduction of the new technology, this complex project has successfully delivered the latest cabin baggage screening technology one year before the regulation deadline.
- During Q4 2023 the latest body scanners will become operational which will complete the project.

### 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 | 25.5%   |
| Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival     | 0.0057% |

- 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 29% to 25.5%. The average time that the last bag was delivered to the carousels was 17 minutes after the aircraft parked on stand.
- Although this is an improvement on the previous reporting period it is still significantly higher than Ports of Jersey expects. Ports of Jersey continues to work with Swissport to improve performance across a range of metrics, including baggage reclaim.

### 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 | 4%   |
| Proportion of sailings subject to material delay events | 2%   |
| Proportion of sailings cancelled (non-weather related)  | 2.4% |

- There were 506 planned sailings during this reporting period.
- There was a slight drop in on-time performance to 83.2%. This was mainly caused by the cancellation of 8.5% of sailings due to weather, with most of these weather cancellations affecting Manche Iles sailings.

## 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          | 8                      | 16                     |
| 6-10 metres         | 61                     | 152                    |
| 10-15 metres        | 120                    | 94                     |
| More than 15 metres | 51                     | 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.
- During this reporting period the waiting list for 6-10 metre berths dropped considerably as customers were either found permanent berths or informed PoJ that they no longer needed a berth.

### 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>26</b>                                      | <b>1</b>                                     | <b>4</b>                                         | <b>31</b>                  |
| <b>Harbour</b> | <b>5</b>                                       | <b>0</b>                                     | <b>0</b>                                         | <b>5</b>                   |
| <b>Marinas</b> | <b>3</b>                                       | <b>0</b>                                     | <b>1</b>                                         | <b>4</b>                   |
| <b>Total</b>   | <b>34</b>                                      | <b>1</b>                                     | <b>5</b>                                         | <b>40</b>                  |

- 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 procedure<sup>2</sup>, which sets out a 14 working day period to resolve complaints.

**Ports of Jersey**  
**November 2023**

<sup>2</sup> 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>