

Quality of Service Report

1st October – 31st December 2022

Ports of Jersey Quality of Service Report

Period 1st October – 31st December 2022

Introduction

Ports of Jersey (PoJL) is pleased to provide the Quality-of-Service report for the third quarter of 2022. 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

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 metrics in all of the reporting periods since early 2021 have reflected the significant challenges of the ramp up of operations as a result of the strong but often peaky demand for travel, particularly from an airport perspective. This reporting period saw an improvement in the airport metrics which reflects the stabilisation of both demand and the associated airport operations.

2022 ended with passenger numbers tracking steadily at 20% lower than 2019. In 2023 the passenger numbers at the airport are forecast to increase by 23% compared to 2022, this will continue to provide challenges to the operations, however the year starts with operations in a much more resilient position compared to a year ago.

At the Harbour although the passenger numbers from the UK were consistently strong in 2022, the result of the negative impact of Brexit on passengers from France was significant. If a solution can be found that allows French nationals to travel to Jersey without a requirement for a passport it is hoped that the historical strong demand will return in 2023.

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	74.6%	0.6%
Departing Flights	73.7%	0.6%

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 over 3,500 commercial flights in and out of Jersey Airport, with just over 800 flights arriving early.
- Over 699 flights departed early in the same period, historically this figure would be higher than the number of early arrivals, this reflects ongoing ground handling resourcing challenges.
- However, these figures represent an 8% improvement on Q3 and overall, the punctuality figures are now very similar to pre-pandemic statistics.

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 January 31st, 2022. PoJ is reviewing new technologies to identify the most appropriate solution to replace the system.

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	18%
Percentage of flights for which final bag was delivered to carousel more than 45 minutes after arrival	Less than 0.005%

- During this reporting period the percentage of flights where the last bags took more than 20 minutes to be delivered to the carousels decreased significantly from 27.9% to 18% compared to the previous period.
- Although these times are still higher than they were pre-Covid, it is still a significant improvement on the previous quarter.

- **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	5.2%
Proportion of sailings subject to material delay events	12.8%
Proportion of sailings cancelled (non-weather related)	8%

- There was a total of 288 sailings during this reporting period.
- This reporting period saw a significant reduction in the number of on-time sailings compared to the previous period down to 64.5%. This unusually low figure was as a result of over 17% of sailings cancelled due to a combination of weather and mechanical issues.

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	10	16
6-10 metres	124	150
10-15 metres	109	94
More than 15 metres	80	11

- Approximately 80% of those on the La Collette waiting list already have a mooring or berth within Jersey's marinas or outlying harbours.
- Although the overall amount of people on the waiting list only increased by 2 during this period, there was a 38% increase in the waiting list for berths for vessels over 15m.

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	6	1	2	9
Harbour	0	1	0	1
Marinas	0	0	0	0
Total	6	2	2	10

- 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>