

# **Quality of Service report**

**1 January 2024 – 31 March 2024**

## Quality of Service report

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#### Introduction

Ports of Jersey is pleased to provide the Quality-of-Service report for the 1st quarter of 2024. The reports are published at the end of each quarter and are available on our website, [ports.je](https://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](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 on 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 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 continued improvements in airline on-time performance and the time taken for baggage to be unloaded and delivered to the baggage reclaim carousels. Ports of Jersey, Swissport and the airlines continue to work collaboratively on further improvements across the Airport operations.

Winter storms caused disruption over the period, which in particular affected the punctuality of Condor sailings.

During this reporting period. Ports of Jersey implemented regulated price increases of 11.1%, as previously announced in Q3 2023. The increases in respect of marinas were deferred until 1 April 2024.

#### Airport Quality of Service

##### Punctuality of flights to and from Jersey Airport (excluding due to weather<sup>1</sup>)

	Flights within 15 minutes of scheduled time	Flights cancelled
<b>Arriving flights</b>	76.4%	2.3%
<b>Departing flights</b>	78.2%	2.4%

<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.

- During this period, there were more than 3400 commercial flights in and out of Jersey Airport which is 2.36% more than the previous Q1 period. The punctuality of both arriving and departing flights changed by -1.4% and -1.3% respectively compared to the equivalent period last year.

### Aircraft stands

Availability of aircraft stands	
Time when aircraft stands were available	100%

- As in the previous quarter, there were no instances of stands being unavailable and leading to a delay to an aircraft during the reporting period.

### Passengers clearing 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	
Time for which the queueing time to clear security was 15 mins or less	n/a
Time for which the queueing time to clear security was 16 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 identified, due to be installed Q3 to provide reporting and analytics by Q4 2024.

### Baggage handling

Time taken to unload baggage	
Flights when final bag was delivered to the carousel more than 20 minutes after arrival	13.3%
Flights when final bag was delivered to carousel more than 45 minutes after arrival	0.06%

- 86.7% of bags were delivered within 20 minutes or less in this reporting period which is a small improvement on the figure of 83.2% 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	
Sailings subject to moderate delay events	2.33%
Sailings subject to material delay events	6.64%
Sailings cancelled (non-weather related)	2.99%

- There were 301 planned sailings during this reporting period.
- There was a slight drop in on-time performance from 77.3% in Q1 2023 to 76.7% in Q1 2024.

### Availability of berths

Availability of Berths	
Time when berths were available	69%

The east berth was fully operational and available throughout Q1. The west berth was out of service from 25 January to 21 March to enable the replacement of fenders. Fender replacement is part of planned capital maintenance to ensure resilience of the berth and is timed to occur over the least busy period of the year.

## 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.

### 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, 6.01-10 metres, 10.01-15 metres and over 15.01 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 13 years.

Length of vessel	Elizabeth/St Helier	La Collette
	Number on waiting list	Number on waiting list
0-6.0 metres	5	14
6.01-10.0 metres	100	148
10.01-15.0 metres	126	96
More than 15.01 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.

### 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.

	Complaints closed in 10 days or less	Complaints closed in 11 to 20 days	Complaints closed in more than 21 days	Total number of complaints
<b>Airport</b>	8	2	4	14
<b>Harbour</b>	10	2	2	14
<b>Marinas</b>	39	6	1	46
<b>Total</b>	<b>57</b>	<b>10</b>	<b>7</b>	<b>74</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 investigate complaints.
- Meetings were held with boat owners in January 2024 regarding price increases. Boat owners were asked to register any dissatisfaction and other complaints formally in the Ports of Jersey customer portal. Previously feedback has been given in a variety of informal forums and channels that could not be audited. This has led to an increase in volume in Q1, but has enabled Ports of Jersey to quantify feedback and clearly monitor the resolution of complaints, with 77% investigated within 10 days.

**Ports of Jersey**  
**April 2024**

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<sup>2</sup> Ports of Jersey'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>