

**QUESTION TO BE ASKED OF THE PRESIDENT OF THE HARBOURS AND AIRPORT
COMMITTEE ON TUESDAY 11th MAY 2004, BY THE DEPUTY OF ST. JOHN**

Question

- (a) Would the President advise members of the cost of Jersey Harbours' Customer Services and Suppliers Survey and the rationale behind the survey?
- (b) The survey sheet mentions a Director of JKL Associates. Would the President confirm whether this is the same individual previously employed by the Harbours and Airport Committee on contract as a change consultant at the Airport?
- (c) Would the President indicate whether the results of this survey will be made public?

Answer

- (a) The rationale behind the survey can best be described by the words contained in the first two paragraphs of the covering letter sent to those invited to take part –

‘Jersey Harbours offer a significant range of services to a wide section of the Island community and visiting craft and tourists.

We are continually looking at opportunities and ways to maintain as efficiently as possible these services and where commercially viable to enhance and develop the services to our customers. Receiving feedback from the users of our services is vital to enable us to consider any appropriate changes.’

The total cost, including consultancy, materials, staff time and online computer design, was £2,840.

- (b) Yes, I so confirm.
- (c) Yes, the results of this survey will be made public.