

# Ports of Jersey ramps up contingency planning to maximise service continuity



© Ports of Jersey

**Ports of Jersey is responsible for aviation and maritime activity for the island of Jersey, so it must be prepared for the unexpected.**

"We are a crucial service for residents and visitors, so it's vital that we can respond fast and effectively to system outages," explains Les Smallwood, Senior Air Traffic Control Officer at Ports of Jersey. "Any service disruptions could have major consequences for the passengers and freight that arrive in and leave Jersey through the airport. As a result, improving our contingency planning is always a priority."

Ports of Jersey augmented its contingency plans with a Remote Virtual Tower (RVT) solution from Frequentis and Systems Interface (SIL), enabling easier switch-over to a more comprehensive air traffic control system at its contingency site. Equipped with RVT technology, the organisation is aiming to become the first provider of remote tower services in the British Isles.

## Client profile

Ports of Jersey Limited is the incorporated business that operates the Island's Airport and Harbours. It provides the necessary infrastructure to allow Jersey Airport and Harbours' operations and to enrich the experiences and journeys of our customers through high quality services.

## Business situation

Each year, 1.6 million passengers travel through Jersey Airport, relying on its air traffic control services (ATC) for smooth, efficient transit. To ensure it could reliably provide these services even in the event of a systems failure at its ATC tower, Ports of Jersey aimed to enhance its business continuity capabilities.

## Solution

Ports of Jersey partnered with Frequentis to become an early adopter of RVT technology. If its primary ATC tower is shut down for any reason, the organisation can resume aerodrome operations within just 30 minutes and with no ongoing impact on users.

## Impact

- Enhances contingency planning, helping the organisation achieve service continuity with greater ease
- Offers controllers comprehensive visibility of the aerodrome and vicinity surrounding Jersey Airport, supporting effective ATC services
- Enables Ports of Jersey to take advantage of new revenue streams by providing remote ATC tower services to other organisations

**"We are developing a strong partnership with Frequentis across the aviation and maritime sectors to deliver first-class technology to support our business processes. We have found Frequentis to be an agile and capable partner, and look forward to many years of success."**

Doug Bannister, CEO, Ports of Jersey

# Exceeding expectations for service continuity

## Providing a vital link

Formed in 2015 with the incorporation of Jersey Airport and Jersey Harbours, Ports of Jersey oversees aviation and maritime activity for Jersey and the surrounding region. Specifically, Jersey Air Traffic Services provides Aerodrome, Approach and Terminal Control services within the Channel Islands airspace, encompassing 2,700 square nautical miles.

Les Smallwood comments: "As an island, Jersey is very reliant on both freight and passenger aviation, so the airport has long played a key role in industry growth. Consequently, any interruptions to our operations can have a wide impact."

Contingency planning has always been a priority for Jersey Air Traffic Services. The organisation provides contingency Approach and Terminal Control Radar services. It also has 'blind visual control room' operations in place, which can support limited air traffic. To augment these capabilities, Jersey Air Traffic Services wanted to make it easier to resume full ATC services when its primary ATC tower was unavailable.

## Embracing game-changing technology

Jersey Air Traffic Services looked to Frequentis to help it deploy remote virtual tower (RVT) technology. Les Smallwood adds: "We pride ourselves on being early adopters of new solutions, and had been investigating the RVT concept for a few years. The Frequentis RVT prototypes we evaluated at Dresden and Saarbrücken and our positive experience working with Frequentis to roll out state-of-the-art technology for our Maritime Operations Centre gave us the confidence that they were the ideal partner to bring RVT to Jersey."

The solution enables Jersey Air Traffic Services to safely manage air traffic for Jersey Airport from its Contingency Operations Centre. Images from 11

high-definition cameras covering a 220-degree view are stitched together to provide a panoramic view to controllers. They can also take advantage of two pan-tilt-zoom cameras, one as a smart binocular during regular operations, the other covering blind spots not routinely covered by the high-definition cameras.

## Responding rapidly and effectively

Equipped with RVT technology, Jersey Air Traffic Services can resume aerodrome operations within just 30 minutes of a shutdown at its primary tower. "Working with Frequentis, we can significantly reduce the impact of ATC tower outages on the many parties that depend on Jersey Airport," explains Les Smallwood. "The solution delivers comprehensive visibility of airspace to controllers in our Contingency Operations Centre, making it easier for them to work effectively."

Looking to the future, Ports of Jersey plans to provide remote tower services to other organisations – enabling it to capitalise on its investment. Les Smallwood concludes: "Partnering with Frequentis has put us at the leading edge of RVT technology, and we hope that our collaboration will empower us to extend our business portfolio and become the first provider of remote tower services in the British Isles."

**"Ports of Jersey is very pleased to have joined with Frequentis to deliver the RVT solution, and we are consistently impressed by both their technology and proactive approach."**

**Les Smallwood, Senior Air Traffic Control Officer at Ports of Jersey**

**FREQUENTIS**

**FREQUENTIS AG**  
Innovationsstraße 1  
1100 Vienna, Austria  
Tel: +43-1-811 50-0  
[www.frequentis.com](http://www.frequentis.com)

The information contained in this publication is for general information purposes only. The technical specifications and requirements are correct at the time of publication. Frequentis accepts no liability for any error or omission. Typing and printing errors reserved. The information in this publication may not be used without the express written permission of the copyright holder.