



#Cruise@Van
Kathy deLisser



Canada Place - Vancouver



3 Berths – Common Use/Multi User facility serving the Alaska market

Single level terminal for disembark and embark with baggage moving via elevators that is exceeding capacity

2 Borders – both USCBP and CBSA

One operation within a greater complex

70% Fly-In Market – 60% US Guests/15% CDN

Ceres manages all aspects of the terminal including stevedoring, security, ground transportation.



Managing Significant Growth

	2020	2019	2018
Total Guest Count	1,200,000 6% ↑	1,077,000 21% ↑	889,162 7% ↑
Total Number of Sailings	314	290	241

The number of 3 and 4 ship days is up 55% in 2019 over 2018 with several larger vessels



Location Challenges



Located in the heart of Vancouver on one of the most congested streets in the city.

Co-manage the impacts of several special events

Partnering to Expediate Bags/Guests

- Extensive work partnering with Vancouver Airport, Transport Canada, CBSA, USCBP and other travel partners to expediate guests and bags direct to airport.
- Direct to Bus
 - low risk US residents pre-cleared by CBSA guests/bags transferring direct to airport
- New approvals by CBSA to have local West Coast sightseeing tours have bags direct from dock to airport.



Leveraging Partner Technology



- Utilizing Airport automated border kiosks to expediate US and Canadian residents through US Preclearance.
- Trialing RCCL and Princess check in processes in 2019

Vancouver Vision 2024

- Expand and leverage airport technology to advance passenger and baggage processing from the ship/aircraft
- Multiple stakeholder groups including cruise lines, airlines, Ceres, VFPA, YVR, Government focused on technology solutions
- Pilot May 2019 – airline check in kiosks on cruise ships to test concept



Managing Ground Congestion

Ceres Dispatch System

- **2018** – Limousines, Shuttles & Private Tour Operators, Stores Trucks
- **2019** – Motor Coaches

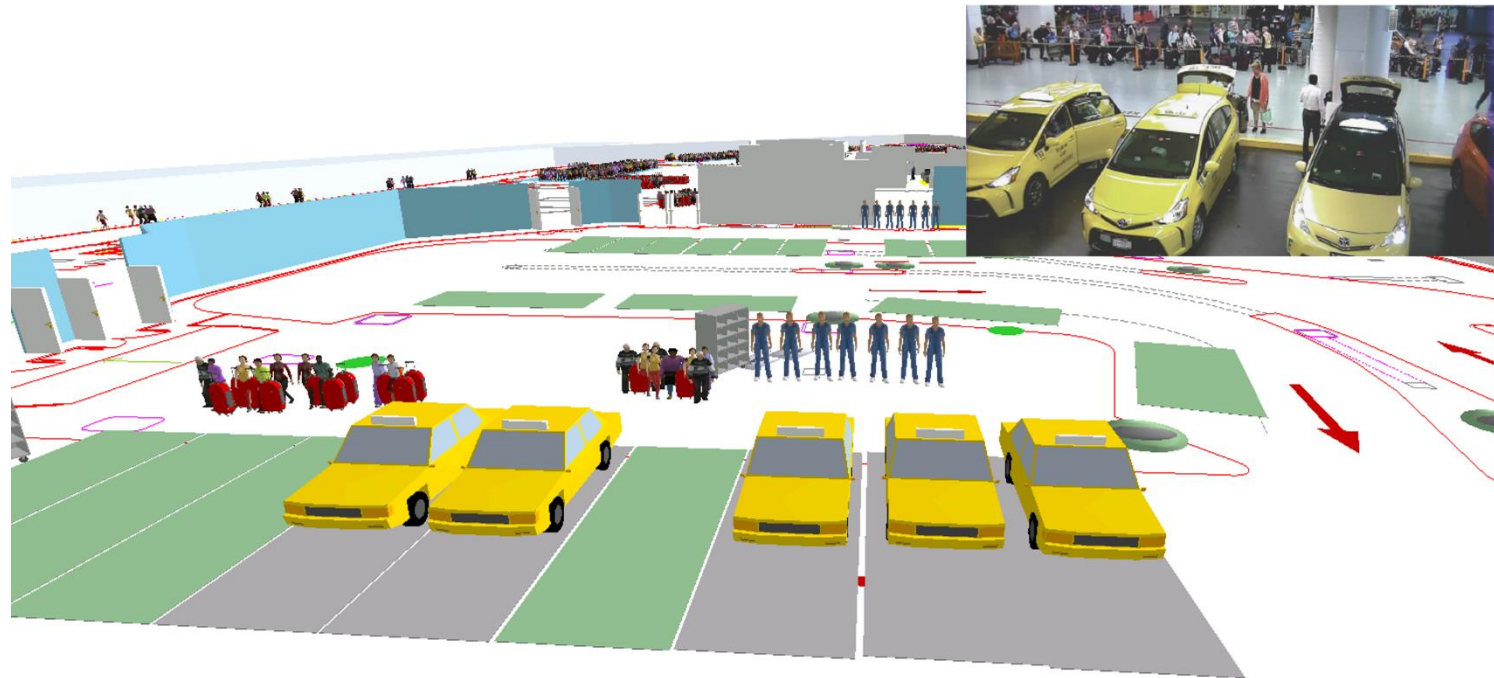
2018 Results:

- Reduction in limo/private shuttle wait times and cruise line rating increases
- Increased ability to manage fleet and track dwell time of vehicles
- Stronger relationships with providers



Using Simulation Technology

Taxi passengers pick-up at Porte Cochere



Simulation of Canada Place Cruise Ship Terminal at the Port of Vancouver



2018 Results – 30% reduction in taxi wait times over 2017





Thank You

