#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

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Guest Count</strong></td>
<td>1,200,000</td>
<td>1,077,000</td>
<td>889,162</td>
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<tr>
<td></td>
<td>6%</td>
<td>21%</td>
<td>7%</td>
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<tr>
<td><strong>Total Number of Sailings</strong></td>
<td>314</td>
<td>290</td>
<td>241</td>
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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 Expedite Bags/Guests

• Extensive work partnering with Vancouver Airport, Transport Canada, CBSA, USCBP and other travel partners to expedite 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 expedite US and Canadian residents through US Preclearance.
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 text 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

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