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**Improving Logistics and Passenger Movement**

**Discussion Leader:**

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Discussion Item #1: How do we move the most amount of people in the least amount of time with positive results?

Answers:

- Logistics and design layout can help by especially removing bottlenecks.
- CBP (Customs and Border Protection) can be a bottleneck and ports should partner with CBP in order to use better technologies that move folks more quickly.
- See if neighboring ports can provide help and services if they are in a slow period.
- Put CBP in foreign ports, since it is already done for cargo and air passengers.
- Look more in-depth at technology and design solutions.
- Centralize off-site parking and use a monorail or other forms of mass transportation.
- Implement a system of remote check-in similar to airports.
- Place parking above the terminal like for example at New Orleans.
- Leave all luggage in one-line considering that conveyer belts are good for luggage coming in but not good for return.
- Take more advantage of the public transportation system to get passengers in and out.
- Use better, not more, electronic signage to direct people – i.e. “smart signage.”
- Use escalators, staircases and ramps since more people go down ramps to get luggage.
- Improve communications with tour operators and taxis to avoid everyone coming at once. Ask for their input on how to improve passenger movement and logistics.
- Analyze surveys to get ideas for improvement.
- Use a zone system when passengers disembark.
- Implement “dry runs” and conference calls before new service takes effect to make sure everyone is prepared.
- Conduct a survey on how long wait times are at different time periods. For example, New York discovered that smaller ships had more of a backlog closer to the time of departure, but with larger ships that wasn’t a problem.
- Spread out arrival times so that the screening process of luggage doesn’t have a back log.
- Have first time cruisers come early because they take more time to check in.
- Tour excursions can be inefficient. Meet more often with tour operators to iron out problems.
- Aggressively promote walking into town/free transportation/water shuttles.

Discussion Item #2: What is the importance of quality infrastructure and what are examples of less successful solutions?

- Often cruise terminals get short notice on the direction the ship wants to dock which can cause logistical problems. Is your infrastructure flexible for different docking arrangements? Such a change can impact baggage, stores and storage loading. Gangway can also be a problem.
- Ports want to accommodate, but often the infrastructure doesn't support this which then converts into safety and bottleneck problems.
- New life boat overhangs and bigger ships are a problem for gangways. One solution was to use larger fenders but that impacted the loading of the ship.
- Shorepower often needs more space and modifications for space. At times shorepower doesn't reach the ship properly or interferes with other dock side activities.
- CBP isn't always flexible with their needs for infrastructure and often doesn't use much of the designed space.
- Perhaps folks need to say no earlier in the process.