MOVING PEOPLE FASTER

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The number of passengers passing through our facilities has increased from 120,000 in 2000 to a projected total of 827,000 in 2008.
Pier 66 & Terminal 30
Case Study – Pier 66

Turning larger capacity vessels at smaller facilities
Growing Capacity

Passenger Capacity / Pier 66

<table>
<thead>
<tr>
<th>YEAR</th>
<th>Capacity</th>
<th>Vessel Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>1000</td>
<td>10</td>
</tr>
<tr>
<td>2001</td>
<td>1500</td>
<td>20</td>
</tr>
<tr>
<td>2002</td>
<td>2000</td>
<td>30</td>
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<tr>
<td>2003</td>
<td>2500</td>
<td>40</td>
</tr>
<tr>
<td>2004</td>
<td>3000</td>
<td>50</td>
</tr>
<tr>
<td>2005</td>
<td>3500</td>
<td>60</td>
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<tr>
<td>2006</td>
<td>4000</td>
<td>70</td>
</tr>
<tr>
<td>2007</td>
<td>4500</td>
<td>80</td>
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<tr>
<td>2008</td>
<td>5000</td>
<td>90</td>
</tr>
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</table>
Parameters Remain

- Footprint unchanged
- Duration of call is the same
- Ground transportation routes are fixed
What did we do?

- **Operational Changes**
- **Physical Changes**
- **External Coordination**
Operational Changes

- Progressive baggage layout
- Additional entry points
- Earlier embarkation and disembarkation
Physical Changes

The perception of “faster” could be eliminating some stop points

EMBARK - BEFORE
- Bags drop
- Escalator queue
- ID check
- Ticketing
- Passenger screening

EMBARK - NOW
- Bags drop
- ID check / screening
- Ticketing
Pier 66 – The Beginning
Collaboration with others

- Vessel personnel
- Government agencies
- Ship agents
- Stevedores & longshore
- Ground handlers
- Shore personnel
How will Pier 66 handle even larger capacity vessels?
Passenger Flow Analysis
Passenger Screening

Screening efficiency:
- Two stop points eliminated
Things that help

- Great coordination between ship and ground handlers
- Great collaboration with other operational groups
- Governmental agency support
Things that don’t

- Transportation shortages
  - Taxi
  - Shuttles/Busses
- Ship delays
- Road closures:
  - construction
  - city events
A Glance at 2008...

- 211 calls from NCL, HAL, PCL, CCL, & RCI
- Over 827,000 passengers
Looking to The Future...
Terminal 91
In Conclusion...

Another successful turn...