Moving People Faster

AAPA Cruise Seminar
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2008 Saint John Cruise Season – At A Glance

- 82 Calls
- 185,000 Passengers
- 90,000 Crew
- $20 Million Economic Impact
Saint John - Moving People Faster

- Port Facilities/Infrastructure
  - Passenger Access Systems - FMT and conventional gangways in operation simultaneously
  - Improved Cruise Terminal Signage
  - No Tendering – Passengers are 5 minutes from Uptown Saint John
  - Second Cruise Terminal – Long Wharf (2007)
  - Cruise Terminal Facility – Pugsley (2008)
Saint John - Moving People Faster

- Long Wharf Cruise Terminal
  - Construction completed fall 2007
  - Invested in two 75 ft conventional gangways
  - Shuttle service to the Uptown
  - Organized transportation lanes with designated drop off and pick up areas
  - Future investment may include walking bridge from Long Wharf to Uptown area
• Cruise Terminal Facility - Pugsley
  - Scheduled to begin construction (winter 2008)
  - Design Plans Include:
    • FMT gangway and pedway system connecting cruise ship to terminal
    • Escalators from top floor reception area to main level exits
    • Handicapped access elevators
    • Enlarged doorways
    • Electronic directional signage
• Programs
  - Shore Excursions – ample space to organize booked tours
  - Meet and Greet – trained volunteers provide tourism information and direction on dock and in city center
  - Taxis – regulated, consistent taxi supply on cruise terminal in an un-congested transportation area
• Safety and Security
  - Canada Border Services - Agents onsite from ship’s arrival to departure
  - Cruise Security - In accordance with Transport Canada, excellent communication is maintained between Port Security and Ship’s Security
  - Commissioned Police Corp. - Positioned outside of cruise terminal to assist with safe pedestrian and motor traffic movement
• Operations
  • Operations Staff on dock at all times

• Constant communication between Port Operational Staff and Ship Operational Staff – permits timely response to problems on dock and both parties understand issues from either end

• Smooth transitions between the gangways and entrances to the ship