



FUTURE BORDERS COALITION

Passenger Journey Working Group Roundtables Capsule Summary:

Air-Cruise Transfers
Cross-Border Planning for World Cup 2023

Vancouver, BC, June 22nd, 2023

The FBC Coalition came together on June 22nd, 2023 to collaborate and discuss the future passenger journey

Goals for the Session

1. To brainstorm opportunities to streamline the intermodal process for passengers connecting between the cruise terminal at the Port of Vancouver and Vancouver Airport.
2. Initiate discussions and discuss planning for the FIFA World Cup 2026 to ensure readiness and commitment to delivering an exceptional experience.

Duration	Discussion Topic	Discussion Inputs
105 min	Passenger Journey 1: Air-Cruise Multi-Modal Transfer	<ul style="list-style-type: none">• Overview of what's happening at the Port of Vancouver• Introduction of panelists• Passenger and baggage flow<ul style="list-style-type: none">• Current operation• Potential long-term opportunities to improve the experience for passengers• Next steps and closer remarks
80 mins	Passenger Journey 2: FIFA World Cup 2026	<ul style="list-style-type: none">• Introductions• FIFA World Cup 2026• Key Vancouver venues• Driving force behind the event• Legacy and impact planning• Some of the big stuff on our desks right now and key milestones

We centered our discussions around air-cruise multi-modal transfers and the FIFA World Cup 2026

Session #1 – Passenger Journey: Air-Cruise Multi-Modal Transfer

- Growth at Canada Place, Vancouver's port (home of Alaska cruise operations), has been significant and has nearly reached its capacity. However, **innovative strategies are being explored to enhance efficiency and passenger movement.**
 - Vancouver's port is the **largest and most complex port** and aims to be the most **sustainable port** in the world.
 - Terminal activity can be busy, with **up to 18,000 people present on a single day**, evenly split between embarkation and disembarkation (9,000 each).
 - Direct and indirect economic impact: **\$2.16B in British Columbia** (increase of 36% from 2015) and **\$4B in Canada.**
 - Demographics of passengers by residency include 15% Canada, 62% United States, and 23% overseas with **expected 1.3M passengers in 2023.**
 - Cruise guests contribute to Vancouver's economy and **support 13,900 jobs.**
 - **Decrease from 74% to 63% of passengers staying overnight** in hotels before boarding their cruises and an increase from 12% to 25% of day only visits.
 - **Up to 81% of passengers are interested in new initiatives** including onboard airline check-in programs and mobile apps for passport control and clearance.
- Travelers, particularly in the cruise industry, are **receptive to using technology and modernizing their passenger journeys.**

Session #2 – FIFA World Cup 2026: Cross-Border Travel Planning

- The **FIFA World Cup is the most-watched sporting event globally**, with the 2022 Qatar Final attracting an audience of **1.5 billion viewers**, surpassing the viewership of the Super Bowl
- The upcoming FIFA World Cup in 2026 will be hosted by **16 cities across three countries. In early July 2026**, the tournament will feature 48 teams playing 104 matches, with Vancouver hosting at least five matches.
- During the peak days of the Doha World Cup, there were **1,137 aircraft arrivals** and departures, transporting over **130,000 passengers. Over 85% of flights operated on time.** The average check-in time per passenger was approximately 2 minutes. **Passport clearances were completed in under 10 minutes for over 95% of travelers.**
- Goal of FIFA World Cup in 2026 hosted in Vancouver: **Prioritize positive community impacts, benefits, and legacy rather than focusing solely on revenue and profit.**
- The event aims to leave a **lasting legacy and impact in various areas**, including soccer and sport, active living, tourism and economic development, art and culture, environmental sustainability, human rights, equity, inclusion, diversity, and anti-racism. **All of these efforts will be carried out within the framework of reconciliation.**
- Further planning is required including working with Host Nations to determine their involvement, nailing down contracts/legal work, setting up governance structures, etc, and it will be important to continue having conversations with various stakeholders

We defined areas of focus to evaluate key opportunities and challenges owned by the FBC Coalition and individual stakeholders

Areas of Focus

1

Individual Stakeholder area of focus encompasses priorities that are specific to individual members of the coalition.



Individual Stakeholder

Requires keeping the coalition informed, however, priorities will relate to individual stakeholder's specific needs.

2

FBC and Individual Stakeholder area of focus involves priorities that may have a direct impact on specific members of the coalition, as well as the coalition as a whole.



FBC and Individual Stakeholder

Requires keeping the coalition informed and engaged, as individual priorities may align with coalition's broader objectives.

3

FBC area of focus encompasses the key priorities that require collective discussion and coordination by all coalition members.



FBC

Involves addressing the context, key opportunities, and challenges faced by all members of the coalition.

Session #1: Air-Cruise Multi-Modal Transfer Recap

Key Opportunities

Cruise Passenger Capitalization

Encouraging low-risk cruise passengers to extend stay before or after cruise presents an opportunity for increased spending in community.



Check-In Kiosks on Cruise Ships

Allowing passengers to complete their check-in procedures (i.e., obtaining boarding passes, self-tagging, etc.) before reaching the airport for efficient bag handling.



Innovation Agenda

Experiment and innovate during off-season to implement new ideas and optimize operations through continuous pilots / testing.



Digital Baggage Tracking

Digital tracking of baggage allows travelers to easily monitor the whereabouts of their bags with real-time information about the bag's location.



Digital Dashboard / Credentials App

Developing an interoperable mobile dashboard that enables the dematerialization of passports, provides recommendations for places to visit, and other travel essentials.



Streamlining Pre-Clearance

Streamline clearance processes and declarations for travelers across rail, land, and air (i.e., manifests, sealed buses, bio-metrics, etc.)



Key Challenges

Limited Space at Canada Place

Canada Place has limited physical space available despite the use of creative solutions using the convention centre, parkade, etc.



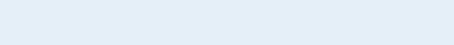
Limited Resources

Resourcing challenges are a concern, affecting all parties involved including the airports, hotels, and restaurants.



Baggage Handling Inefficiencies

Missed opportunity to leverage tourist potential due to baggage handling inefficiencies with many travelers seen at the terminal with their bags.



Lions Gate Bridge Tides

Increasing vessel sizes using the Lions Gate Bridge give rise to operational challenges, including the impact of high tides.



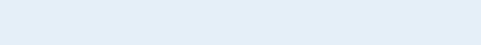
Interoperability / Privacy Issues

Interoperability poses a significant challenge in making schemes and systems compatible, as well as interchangeable for seamless travel.



Aging Demographic

Adoption of new mobile/technology processes can be difficult for older cruise travelers due to technical limitations and their seasonal travel.



Session #2: FIFA World Cup 2026 Recap

Key Opportunities

Prescreen Management

Enroll guests in pre-screen management programs (e.g., Nexus) to streamline cross-border travel.



Stakeholder Communication

Keep stakeholders connected and maintain communication with colleagues across borders to coordinate seamless border travel.



Enhanced Security Measures

Focus on maintaining a balance between facilitation and security through layered enforcement.



Bus Processing / Local Transport

Expedite processing of charter options or tourism groups enhancing efficiency of bus travel and mass transportation planning.



Maximize Impact on BC Economy

Plan for influx of guests crossing the border and create a vibrant atmosphere outside the stadiums to ensure a positive experience before, during, and after the matches.



Verifiable Credentials

Develop app that is anchored to an individual's identity with their tickets to streamline entry into matches.



Key Challenges

Short Lead Time

Preparation time for the planning of the upcoming FIFA event is limited with Vancouver having 3 years versus Qatar who had 7 years to prepare.



Multi-Country Management

Airspace coordination and management between three countries and 16 cities, particularly for journeys to and from Mexico.



Limited Border Processing

Limited capacity to handle traffic at a certain border crossings due to limited infrastructure, staffing, or operations resulting in North/South misalignment.



VISA Issues

Visa requirements and education about them for foreign travelers will be important to address potential bottlenecks and issues.



Border Construction Projects

Two border construction projects will be taking place during the 2026 FIFA World Cup across the US / Canada border near BC and Washington.



Limited Housing

Housing for support workers. Familiar dynamic from the Olympics in Vancouver where cruise ships were required for staff accommodation.



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Vancouver, BC