



Port Everglades Cruise Passenger Survey



Prepared for:
Broward County's Port Everglades Department

Dickey Consulting Services for Moffatt & Nichol

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Executive Summary

Broward County's Port Everglades Department requested that Moffatt & Nichol / Dickey Consulting Services, Inc (Consultants), conduct a new Cruise Passenger Survey for Fiscal Year (FY) 2022/2023. The goal is to use the collected data, findings, and analyses to compare to the FY 2015 survey findings to help understand travel patterns and trip characteristics, planning for future travel demand, infrastructure needs and services, and trends.

The FY 2022/2023 survey was developed, approved, and administered over three weeks between December 2022 and March 2023 with 7,186 collected and 20,364 passengers approached. A second survey, specifically for Baleària, was developed following the December 2022 survey period to ensure the survey uses language relevant to a ferry service versus a cruise line.

Most respondents were surveyed on paper. Regardless of the instrument it was captured on, the raw data was transferred to Survey Monkey, exported to Microsoft Excel, then cleaned, coded, and analyzed. Results from each of the three survey periods were analyzed separately, then together as an aggregate. Observations were made by comparing the FY 2022/2023 results against the FY 2015 results and against each of the 2022/2023 survey time periods. Descriptive statistics and graphical representations are used in the presentation and the final report to share the survey outcome, observations, and recommendations. Given the large sample size for the FY 2022/2023 survey, the expected margin of error is +/-1.13% based on passenger throughput of the dates and vessels surveyed, therefore, the results accurately reflected the viewpoints of the representative population.

The key findings from the FY 2022/2023 survey results are:

- Cruising frequency has reduced since 2015, which may be attributed to a variety of societal and economic issues.
- Since 2015, passengers' geographic origins have shifted closer to Florida / Fort Lauderdale with a significant increase of travelers coming from the US Southeast region.
- This shift in passenger geographic origins likely links to a lower percentage of passengers that are staying in a hotel in 2023, and a reduction in the average length of hotel stays.
- Since passengers are more local to the port, passengers are more frequently driving their own vehicle to the Port, as opposed to taking the hotel shuttle, as was prevalent in 2015.
- While current passengers are spending about the same on hotels per day as they did in 2015, they are now spending more on food and beverages locally.
- Feedback from 2023 passenger comments suggest prioritizing terminal facilities, such as adding amenities and improving Wi-Fi, reducing wait time through security, check-in, and gate entry. These will see an increase in customer satisfaction with the port.

Consultants are making several recommendations based on survey data and analysis. Investment in regional marketing is recommended to expand the Port's popularity beyond the Southeast, US, and to place emphasis on reaching out to retirees and snowbirds who had longer hotel stays. Qualitative research, such as focus groups, is recommended to enrich the Port's understanding of cruise passengers' motivations for longer stays and that which limits their stays, as well as why people are cruise traveling less frequently.

Survey constructs informed recommendations. Open-ended responses tell us that priority should be given to adding more seating and food purchase options inside the terminals, improving signage to both parking and terminals, and shortening wait times at security, check-in, and gate entry. Avoid putting "Other" as an option to better understand spending trends, and remove this choice for most multiple-choice questions, as it is often misused, and the data provided was generally insignificant. If the survey is to be implemented again, it is recommended to tie goals to each question so that Surveyor better understand the intents of the questions.

1. Introduction and Methodology

Broward County's Port Everglades Department (Port) developed and administered a Cruise Passenger Origin and Destination (O&D) Survey in Fiscal Year (FY) 2015. The collected data, findings, and analyses conducted as part of the Survey benefited the Port in many ways, such as being able to understand travel patterns and trip characteristics, planning for future travel demand, infrastructure needs and services, and trends. As a follow-up to this study, the Port developed and administered this cruise passenger survey for the FY 2022/2023 cruise season.

The Port requested Consultants develop and administer a new Cruise Passenger Survey for FY 2022/2023, to capture current O&D. The purpose of this survey was to collect cruise passenger data, from embarking passengers (per scope), that could potentially be used for marketing pursuits and economic impact analyses. It was also meant to compare to the FY 2015 survey and see what, if anything, had changed.

Like the FY 2015 O&D Survey, the FY 2022/2023 O&D used a convenience sampling methodology, also known as a non-probability method of sampling. Since surveyors engaged passengers during predefined time windows, which is explained in detail in Section 2 of this report, the sampling methodology is based on convenience. In contrast, if a random sampling methodology was desired, surveyors must be available to engage all passengers who would embark on a particular vessel on a particular date. This would require surveyors to be available for long periods of time and at all possible entry points to the Port or terminal, to potentially access all passengers. Given the difficulty of having access to all embarking passengers for a random sample, the convenience sampling method was chosen. To overcome the absence of being able to scientifically draw conclusions to the entire passenger population, multiple samples from the 53 unique vessels and departure dates combination were collected, replicating a random sampling process. Further, passengers' arrival times to the Port were determined by the passengers as opposed to the surveyors, further supporting a random sampling process.

While the FY 2022/2023 O&D Survey utilized the same convenience sampling methodology, it was administered over 3 non-consecutive weeks during the period from December 2022 to March 2023. This decision not only expanded the number of surveys administered, increasing the number of samples collected, but it also tracked three potentially different travel times: Christmas/Hanukkah/Kwanza holiday, mid-Winter season, and Spring Break, versus only Spring Break in FY 2015.

There were new questions designed to better understand passengers and their port experiences, including how much of a factor was the greater Fort Lauderdale area in determining their cruise vacation; the cleanliness and facilities of the Port; ease of sailing from the Port; and the main consideration when booking a cruise. In addition, FY 2022/2023 surveys tracked age groups of all members in each party, versus the FY 2015 Survey, which collected only the respondent's age.

The FY 2022/2023 surveys also obtained the number of nights respondents stayed in the area prior to and following the cruise.

Some questions, listed in the scope, were taken out of the implemented surveys. In the interest of shortening the survey to respect respondents' limited time/attention, prevent survey fatigue, and to foster survey completion, Consultants and Port eliminated the main purpose of trip; location of parking; time party flew in and time of flight; length of total vacation; detailed expenses; expenses *after* the cruise; and recommending cruising to others. Two questions were eliminated after the December 2022 survey. First, the length of cruise was taken out because we had the information from dates of sailing and ship names, and it resulted in one less question. Second, was total household income, which most respondents felt uncomfortable with and did not want to answer. Additionally, although gender data was included in the 2015 survey, it was determined to be irrelevant for this study and was not included in the scope.

Additional changes were made following the Dec 2022 survey period. The date of sailing, ship names, and terminal numbers were added to the survey for Jan/Feb 2023 and March 2023 because they were not captured electronically in Dec 2022. Also, since Baleària differentiates itself as a passenger ferry or transportation service, as opposed to a cruise line, a second survey was developed specifically for their passengers. The survey was administered in the Jan/Feb 2023 and March 2023 survey periods. Most questions remained the same, however one question about their main consideration when booking a cruise, the "cruise line" option was replaced with "a pleasurable experience." Others were adjusted to distinguish the ferry service and its Bahamas destination but had no impact on the data itself.

The survey instrument was mostly a paper-and-pen questionnaire that had 19 questions, the majority of which were multiple choice with some open-ended questions. Some surveys were recorded electronically, but the use of the tablets turned out to be a cumbersome method and was discontinued for the Jan/Feb 2023 or March 2023 survey periods. Paper surveys were input manually, by trained staff, into a digital version that mirrored the paper version.

There were a few questions that required open-ended input from the passenger, e.g., place of residence; expenditures before and after cruise; and if they stayed in a hotel before the cruise, the hotel name, location, and number of nights. The last question solicited comments or suggestions from the respondent but was rarely answered. All answers were recorded directly on the questionnaire by the respondent. English, Spanish, and French versions of the questionnaire were available.

During survey periods Consultants provided a Microsoft Excel document every day with daily success statistics based on the number of passengers approached versus the number of surveys collected. A response rate of 45% or higher was anticipated in the scope, which was not tracked in the 2015 Survey. The actual average response rate for the FY 2022/2023 Survey was 34% of passengers who were asked to take the surveys, who stopped to provide information. The success rate data was analyzed in several ways including response differential by ship, by date,

and by cruise line, and a cumulative success rate was calculated by considering each unique date and vessel combination at a time. The cumulative success rate converged to within 1% of the average success rate of 34% after sixteen unique combinations out of fifty-three available combinations. The rapid convergence to the average indicates no bias on dates or vessels.

In addition, the sample size of the FY 2022/23 Survey exceeded the FY 2015 survey by a 4:1 ratio. The large sample size reduces uncertainty, especially as compared to prior survey results and analysis. Since the population size was 146,487 passengers, which was the total passenger throughput for the survey dates and vessels, the 2022/2023 survey sample size of 7,186 total respondents resulted in a +/- 1.13% margin of error with a desired confidence level of 95%, based on statistical analysis. If the findings were used to represent a larger population, the margin of error would potentially increase to between 1.13% to 2.5%, depending on the total desired population size. The small margin of error validates that the survey results accurately reflect the viewpoints of the representative population.

After the Survey was administered, Consultants transposed the data to create daily data sets in Microsoft Excel and delivered an expanded set of collection results after each of the three Survey periods. Consultants then analyzed the data, which they will utilize to develop the draft and final reports.

Consultants assigned a Data Manager to ensure that as survey responses were collected, the raw data, especially the paper surveys, were kept and entered into the data repository, Survey Monkey, accurately. Survey Monkey was selected as the raw data repository due to its features, including access management (permissions, data logging from multiple users simultaneously, survey open and close date restrictions), uniform entry screens, ease of data entry, and ease of data download. After the raw data was entered for each sampling period, Consultants manually reviewed the data for each survey question, then cleaned, edited, and interpreted the raw data. Examples of cleaning, editing, and interpretation include spelling errors and spelling preferences; Fort Lauderdale was entered as FTL, Ft. Lauderdale, Fort Lauderdale; Comfort Inn and Suites was entered as Comfort suites inn, Comfort, Comfort Suites. Consultants then manually categorized the cleaned raw data to analyze trends and draw data insights. For example, locations for current residence were categorized into domestic regions or international countries or continents. Microsoft Excel pivot tables were used to complete the analysis; if necessary, categories were adjusted based on new raw data received. Descriptive statistics, comparison tables, and simple graphs are used to present the results of the analyses in the presentation and this report. Recommendations and priorities for action/next steps are also provided in this document.

2. Survey Administration

The Survey was administered by trained Surveyors, in-person, using an intercept interviewing technique at cruise terminals identified by Port staff. Surveyors collected surveys from disembarking cruise passengers starting around 9:45 AM and 10:30 AM for embarking passengers as they waited to enter the cruise terminal, except for the Baleària ferry service, which commenced around 6:00 AM. The window of opportunity to administer the survey was roughly 3 hours each day for the cruise passengers and 2 hours for Baleària. In December 2022, surveyors were positioned exclusively outside the cruise terminals to approach passengers before entering the terminal. Surveyors had limited access to some of the terminals for the next two collection periods.

There were English, Spanish, and French speaking Surveyors who were supervised by a lead at each terminal as well as a Dickey Consulting Services (DCS) staff person each day to manage the collection of surveys. Surveyors wore yellow security vests, port-branded name tags, as well as a “Your Opinion Counts” pin. Surveyors adhered to Covid-19 policies/protocols. Shifts involved 4-12 surveyors per ship, based on the manifest provided by the Port.

After briefly introducing themselves, describing the purpose of the survey, and asking the passengers to participate, surveyors aided and guided respondents to complete the questionnaire, based on each respondent’s preference and willingness to participate.

The survey was conducted over 3 weeks in 1-week intervals over 3 months, which was designed to capture a variety of types of passenger traffic e.g., Christmas/Hanukkah/Kwanza holiday, mid-Winter season, and Spring Break. A pre-test survey, which preceded these designated times, was conducted on Thursday, December 15, 2022, for the purpose of ensuring effective logistics of the survey administration, a sufficient response rate, survey soundness and adequate collection times. Based on the results of the pre-test, no changes were made to the questionnaire or to the protocols for the survey administration.

Surveying was conducted on specific dates to accommodate the Port’s sampling of cruise ships: December 17-23, 2022, January 27-February 3, 2023, and March 11-18, 2023. The breakdown of all cruise ships that were surveyed is shown in Tables 1, 2, and 3, listing survey dates, ship names, terminal number, and cruise lines.

As explained in Section 1 of this report, in order to replicate a random selection process, the convenience sampling method targeted cruise ships from six of the Port’s cruise lines with varying cruise durations: Princess, Royal Caribbean, Celebrity, Holland America, Viking, and Silver Sea. In addition, the ferry service, Baleària Jaume II, was surveyed on two separate days, one in the Jan/Feb survey period and the other in March. This resulted in obtaining a large number of survey responses from 53 unique combinations of dates, vessels, and terminals.

Outside of the scope, Surveyors were provided tools to incentivize passengers to participate. DCS offered a \$100 raffle for each of the 3 survey periods, which will be administered in the middle of April 2023. For the Jan/Feb 2023 and March 2023 survey periods surveyors were supplied with luggage tag giveaways, provided by the Port. Both surveyors and respondents viewed these tools favorably.

There were some issues, however, that impeded the surveyor's ability to collect data. If these issues are addressed in future surveys, the survey team would gain lost hours.

- The window for surveying passengers was limited because there is typically a short distance from drop-off to the terminal entrances, and not all terminals had lines of passengers. Additionally, in Dec 2022 surveyors did not have access inside the terminals.
- In Jan/Feb 2023, terminals 2, 18, 25, and 29 allowed surveyors in limited areas inside the terminals. However, even with the letter of authorization, it took 60 minutes to show credentials at different security points to gain access inside terminal 25. Outside the same terminal, surveyors were questioned frequently and asked to leave by a 3rd party coordinator from a jazz cruise. The terminal liaison was contacted. In March 2023, terminal 18 staff had daily issues with the surveyors, who made efforts not impede the porters or other cruise line personnel from doing their jobs. A security supervisor was summoned on March 13 because of porter complaints. The supervisor acknowledged surveyors' rights to be there.
- In March 2023 cruise lines granted the team access inside their terminals: Terminal 18 RCI, and 25 Celebrity, which was half as many as the Jan/Feb 2023 survey period.
- Parking confusion also led to a loss of surveying time for the team. Parking permissions were not honored for Sunday, March 12, while the Port Administration building lot was full, which delayed the start. During Dec 2022 and January/February 2023 survey periods there were several days in which validation was an issue and DCS's team left their post to present a credit card at each garage.
- Certain ships were markedly disinterested in taking the survey, leaving fewer people to survey. In March 2023, Silver Moon passengers had their bags shipped, so they didn't need to check in at the terminal. Jaume II passengers were also difficult to engage in Jan/Feb 2023 and March 2023, perhaps because it was 6:30am.

Port Everglades Cruise Passenger Survey 2022/2023

Date	Ship	Cruise Terminal	# Passengers Approached	# of Respondents	% Success
12/17/2022	Celebrity Apex	25	292	124	42%
12/17/2022	Nieuw Statendam	26	428	74	17%
12/17/2022	Odyssey of the Seas	18	402	155	39%
12/17/2022	Sky Princess	2	365	94	26%
12/18/2022	Celebrity Beyond	25	154	51	33%
12/18/2022	Harmony of the Seas	18	401	69	17%
12/18/2022	Nieuw Amsterdam	26	54	23	43%
12/18/2022	Regal Princess	2	294	108	37%
12/19/2022	Enchanted Princess	2	473	118	25%
12/19/2022	Liberty of the Seas	18	1,260	252	20%
12/20/2022	Zaandam	26	700	198	28%
12/21/2022	Viking Star	19	820	242	30%
12/21/2022	Zaandam	26	632	236	37%
12/22/2022	Celebrity Edge	25	550	137	25%
12/22/2022	Island Princess	2	523	149	28%
12/22/2022	Viking Neptune	19	386	125	32%
12/22/2022	Zuiderdam	26	338	118	35%
12/23/2022	Celebrity Reflection	29	465	154	33%
12/23/2022	Liberty of the Seas	18	683	181	27%
12/23/2022	Nieuw Amsterdam	26	469	141	30%
1/27/2023	Caribbean Princess	2	397	135	34%
1/27/2023	Celebrity Millennium	25	213	78	37%
1/27/2023	Liberty of the Seas	19	219	134	61%
1/28/2023	Jaume II	19	50	12	24%
1/28/2023	Celebrity Apex	25	275	124	45%
1/28/2023	Odyssey of the Seas	18	431	180	42%
1/28/2023	Sky Princess	21	265	123	46%
1/29/2023	Celebrity Beyond	25	177	82	46%
1/29/2023	Harmony of the Seas	18	366	141	39%
1/29/2023	Regal Princess	2	279	92	33%
1/30/2023	Celebrity Equinox	25	468	193	41%
1/30/2023	Liberty of the Seas	18	652	204	31%
2/1/2023	Emerald Princess	2	478	199	42%
2/1/2023	Viking Star	19	182	94	52%
2/3/2023	Celebrity Millennium	29	410	155	38%
2/3/2023	Liberty of the Seas	19	561	234	42%
3/11/2023	Celebrity Apex	25	313	139	44%
3/11/2023	Nieuw Statendam	26	280	139	50%
3/11/2023	Odyssey of the Seas	18	637	183	29%
3/11/2023	Sky Princess	2	443	161	36%
3/12/2023	Celebrity Beyond	25	301	99	33%
3/12/2023	Nieuw Amsterdam	26	381	116	30%
3/12/2023	Regal Princess	2	283	162	57%
3/13/2023	Liberty of the Seas	18	648	200	31%

Port Everglades Cruise Passenger Survey 2022/2023

Date	Ship	Cruise Terminal	# Passengers Approached	# of Respondents	% Success
3/14/2023	Eurodam	26	362	145	40%
3/16/2023	Silver Moon	25	145	46	32%
3/17/2023	Jaume II	21	50	18	36%
3/17/2023	Celebrity Edge	25	258	101	39%
3/17/2023	Emerald Princess	2	158	78	49%
3/17/2023	Liberty of the Seas	18	372	162	44%
3/18/2023	Celebrity Apex	25	255	120	47%
3/18/2023	Rotterdam	26	200	95	48%
3/18/2023	Sky Princess	2	166	78	47%
Total			20,364	6,971	34%

Table 1. Survey Breakdown by Date, Ship, and Survey Success Rate

Ship	# Passengers Approached	# of Respondents	% Success
Caribbean Princess	397	135	34%
Celebrity Apex	1,135	507	45%
Celebrity Beyond	632	232	37%
Celebrity Edge	808	238	29%
Celebrity Equinox	468	193	41%
Celebrity Millennium	623	233	37%
Celebrity Reflection	465	154	33%
Emerald Princess	636	277	44%
Enchanted Princess	473	118	25%
Eurodam	362	145	40%
Harmony of the Seas	767	210	27%
Island Princess	523	149	28%
Jaume II	100	30	30%
Liberty of the Seas	4,395	1,367	31%
Nieuw Amsterdam	904	280	31%
Nieuw Statendam	708	213	30%
Odyssey of the Seas	1,470	518	35%
Regal Princess	856	362	42%
Rotterdam	200	95	48%
Silver Moon	145	46	32%
Sky Princess	1,239	456	37%
Viking Neptune	386	125	32%
Viking Star	1,002	336	34%
Zaandam	1,332	434	33%
Zuiderdam	338	118	35%
Total	20,364	6,971	34%

Table 2. Survey Breakdown by Ship

Port Everglades Cruise Passenger Survey 2022/2023

Cruise Line	# Passengers Approached	# of Respondents	% Success
Baleària	100	30	30%
Celebrity	4131	1557	38%
Holland America	3844	1285	33%
Princess	4124	1497	36%
Royal Caribbean	6632	2095	32%
Silver Sea	145	46	32%
Viking	1388	461	33%
Total	20,364	6,971	34%

Table 3. Survey Breakdown by Cruise Line

Table 4 compares the 2022/2023 vs. 2015 survey coverage.

* There is a 2.4% differential between the total reported number of surveys in the field versus the actual number of surveys entered into Survey Monkey. We attribute this increase to the surveys that were entered directly into a tablet by the survey respondents in the field that were not accounted for in the daily reporting. This differential is statistically insignificant toward the outcome.

	2015	2022/2023	% Increase
# of days surveys were conducted	8	20	150%
# of dates and ships combinations	20	53	165%
# of Cruise Lines / Ferry service covered	5	7	40%
# of Ships covered	14	25	79%
# of responses received	1,841	6,971*	279%
# of passengers approached	Data not available	20,364	-

Table 4. Survey Coverage 2015 vs. 2022/2023

3. Responses by Question

No*	Question	2022/2023		Type of Question
		Responses	Skipped	
1	Date of Sailing	4288	0	Multiple Choice
2	Cruise Ship Name	4257	0	Multiple Choice
3	Terminal Number	4288	0	Multiple Choice
4	Is this your first cruise from Port Everglades?	6800	386	Multiple Choice
5	How often do you take cruises?	7051	135	Multiple Choice
6	What is your main consideration when booking a cruise?	6907	279	Multiple Choice
7	Where do you currently live?	6787	399	Open-ended
8	Did you come from home today?	3881	407	Multiple Choice
9	Where did you COME FROM TODAY, <u>right before</u> heading to Port Everglades?	6721	465	Multiple Choice, open-ended
10	If you flew into the Fort Lauderdale-Hollywood International Airport, please select the most important reason you chose this airport.	3027	4159	Multiple Choice, open-ended
11	If you stayed in a hotel prior to the cruise, which one and for how many nights?	2588	4598	Open-ended
12	If you stayed in South Florida before the cruise, how much did you spend on average on each item below, each day, while visiting the area?	2764	4422	Open-ended
13	What is your trip destination after the cruise?	5454	1732	Multiple Choice, open-ended
14	If you are staying in a hotel after the cruise, which one and for how many nights?	1204	5982	Open-ended
15	What type of transportation did you use to get to Port Everglades today?	6010	1176	Multiple Choice
16	How was the cruise booked?	5932	1194	Multiple Choice, open-ended
17	Including yourself, how many people are in your party?	5681	1505	Open-ended
18	Please Enter the number of people in your party in each age group.	5770	1416	Drop downs
19	How much of a factor was the Fort Lauderdale area in determining your vacation?	5835	1351	Multiple Choice
20	How do you rate the ease of sailing from Port Everglades?	5782	1404	Multiple Choice
21	How do you rate Port Everglades' facilities compared to other ports visited?	5667	1519	Multiple Choice
22	How do you rate the cleanliness of Port Everglades?	5785	1401	Multiple Choice
23	If the cleanliness was rated Fair or Poor, why?	176	7010	Open-ended

24	What is your total annual household income?	956	1942	Open-ended
25	Do you have any comments or suggestions?	582	6604	Open-ended

Table 5. Number of Responses by Question

Table 5 and Figure 1 present the response rate by question. Hybrid questions are multiple-choice questions with the option for the respondents to select “Other” and type in a short open-ended response. Conditional questions would only be answered by respondents if they met a certain criterion, such as if they flew into the Fort Lauderdale-Hollywood International Airport. Question 4 and Question 22 were the first and last multiple-choice questions that were not conditional and existed across all surveys in 2022/2023. Q4 had 6,772 responses and Q22 had 5,756 responses. 85% of respondents answered both Q4 and Q22, indicating a 15% rate of decline in survey completion.

Note that the question numbers used in both Table 5 and Figure 1 are for analytical purposes only, they do not always match up with the actual survey question numbers due to survey changes throughout the three survey periods and conditional questions that are not applicable to all; the actual surveys may be found in Appendices A and B.

Port Everglades Cruise Passenger Survey 2022/2023

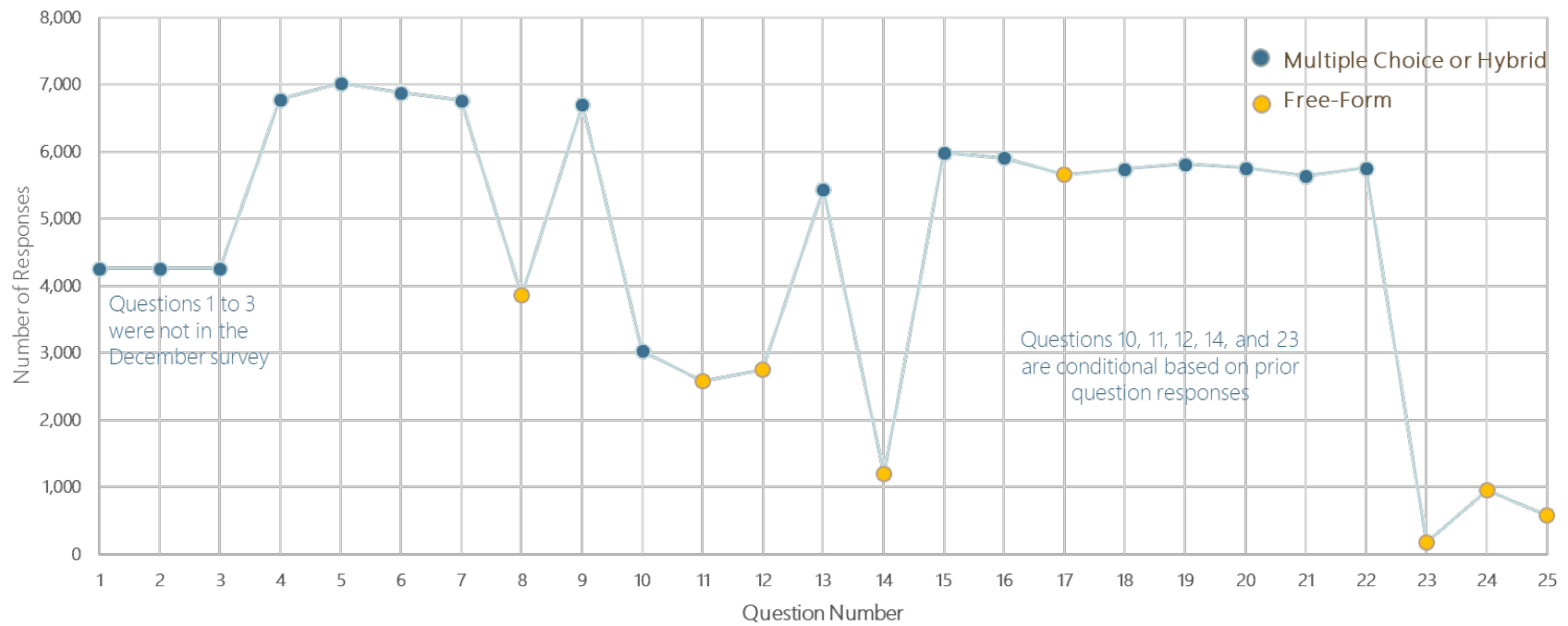


Figure 1. Number of Responses by Question

4. Passenger Cruising Profiles

Age of Traveling Parties

The average age across all survey respondents' traveling parties was estimated to be 46 years old. This is calculated using the average age of each age group. The mode age group of the 2022/2023 traveling groups was 45 to 54 years old.

In the Jan/Feb 2023 survey, the average age of all parties was 50 years old, compared to 43 and 45 for the Dec 2022 and Mar 2023 surveys respectively. Further, the average age of paired parties in Jan/Feb 2023 was 57 vs. 54 from the other survey periods. The Jan/Feb outlying datapoint is likely due to the timing of the survey, since Jan and Feb are not typical traveling months for full time working adults, students, or young children.

An age breakdown of the 2022/2023 respondents' traveling groups is shown in Table 6.

Age group	# of travelers	% of total
Under 18	2,051	10%
18 to 24	1,759	9%
25 to 34	2,501	12%
35 to 44	2,406	12%
45 to 54	3,486	17%
55 to 64	3,597	18%
65 to 74	3,329	16%
Over 75	1,076	5%
Total	20,205	

Table 6. Age Group Breakdown of all respondents' Traveling Parties

The 2015 survey collected age information regarding the respondents but not details of their parties, such as the number of companions and their ages. The mode age range of the 2015 respondents was 55-64 years old. The average age of 2015 respondents were between 45 and 64 years old, potentially indicating similar age demographic when comparing the two surveys.

First time taking a cruise from Port Everglades

Table 7 presents the number and percentage of respondents who were taking their first cruise from Port Everglades for both the 2015 and 2022/2023 survey results. The findings are comparable across the different time periods.

In 2022/2023, 46% of respondents who answered "Yes" to this question were also first-time cruisers (from any port); 10% of respondents who answers "No" took 3 or more cruises a year.

First Cruise from Port Everglades?	2015 % of respondents	2022/2023 % of respondents
Yes	42%	44%
No	58%	56%

Table 7. Comparison of First Time Cruisers from Port Everglades percentages

Cruise frequency

Figure 2 presents the cruising frequency habits of the 7,051 respondents in 2022/2023. Table 8 shows the breakdown of respondents' cruising frequency for both the 2022/2023 and 2015 survey results.

The cruising frequency of respondents has decreased as compared to the 2015 survey results:

- A 3%+ increase of first-time cruisers. Note that the FY 2015 survey data categorized "Did not answer or First Time Cruisers" together, combining the number of respondents who said they were first time cruisers from Port Everglades and the number of respondents who did not answer this question. Therefore, the increase of first-time cruisers comparing the 2022/2023 with the FY 2015 data was higher than 3%.
- A combined 9% decrease of respondents cruising once a year or twice a year was offset by only a 5% increase of respondents cruising 3+ more times a year.

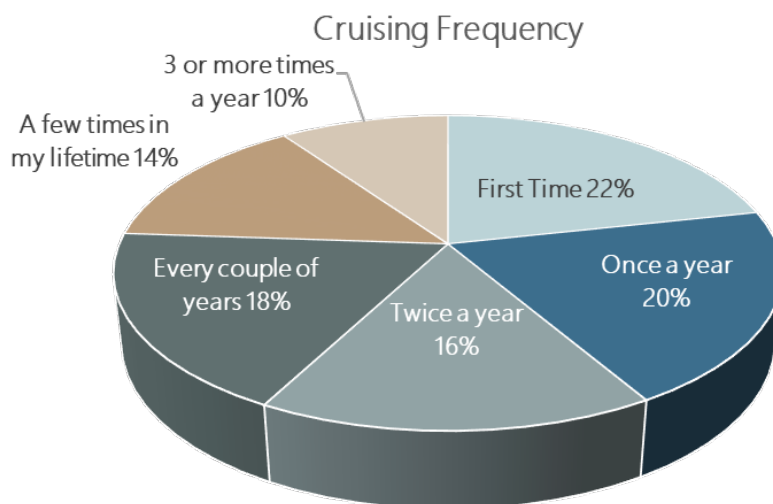


Figure 2. 2022/2023 Respondents' Cruising Frequency

First Cruise from Port Everglades?	2015 % of respondents	2022/2023 % of respondents	Increase / Decrease
First Time	18%*	22%	3%
Once a year	27%	20%	-7%
Twice a year	18%	16%	-2%
Every couple of years	16%	18%	2%
A few times in my lifetime**	15%	14%	-1%
3+ more times a year	5%	10%	5%

Table 8. Comparison of Cruising Frequencies

*2015 survey data was for "Did not answer or First Time Cruisers", combining the number of respondents who said they were first time cruisers from Port Everglades and the number of respondents who did not answer this question

**2015 survey data includes "Other"

Main consideration when booking a cruise

Destination of the cruise was the main consideration for 40% to 46% of respondents booking their cruise. "Pleasurable Experience" was an option for the respondents who took the Baleària survey. Considerations for cruise line and cost were almost equal for all survey periods in 2022/2023 except for March. In March 2023, cruise line commanded 6% higher consideration than cost. This question was not on the FY 2015 survey.

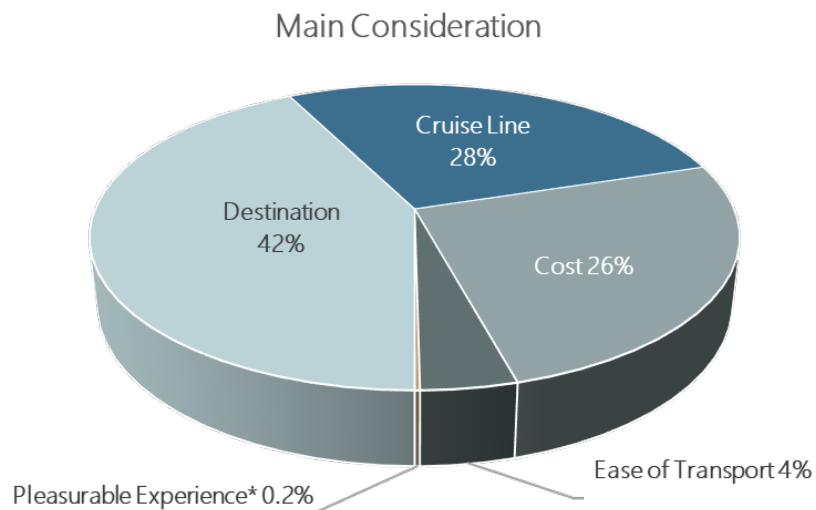


Figure 3. 2022/2023 Main Consideration when Booking a Cruise

Cruise Booking Methods

Figure 4 presents the methods used by respondents to book their cruise in FY 2022/2023. Respondents using travel agents and cruise lines to book their cruises were fairly evenly split, reporting at 36% and 34% respectively.

Table 9 shows the breakdown of respondents booking methods comparing the FY 2022/2023 survey results to those from FY 2015. When compared to FY 2015, 23% of respondents have shifted away from using Travel Agents and Cruise Lines, directly to booking through Online Travel Sites. This is likely due to technological changes, making these options easily accessible to many.

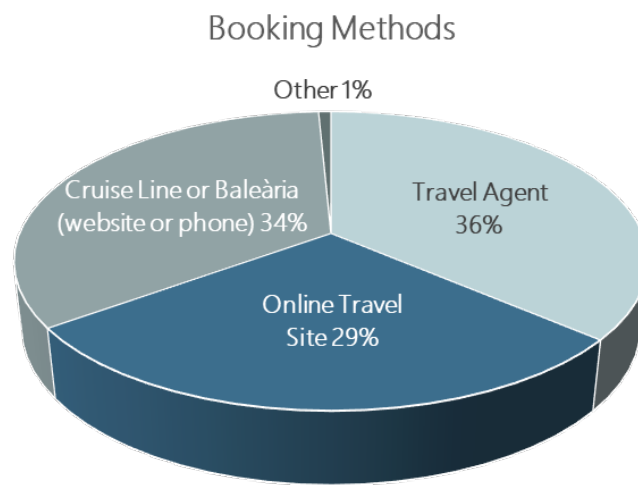


Figure 4. 2022/2023 Cruise Booking Methods

Booking Methods	2015 % of respondents	2022/2023 % of respondents	Increase / Decrease
Travel Agent (in person, phone, or email)	45%	36%	-9%
Cruise Line (website, phone, or email)	48%	34%	-14%
Online Travel Site	0%	29%	29%
Other	7%	1%	-6%

Table 9. Comparison of Cruise Booking Methods

Greater Fort Lauderdale area as a factor in vacation planning

Respondents were asked how much of a factor was the Fort Lauderdale area in determining their vacation. The intent is to understand the impact of the local area beyond the embarking port. Majority of respondents indicated that the greater Fort Lauderdale area had a medium level of influence over their vacation planning. This question was not on the FY 2015 survey.

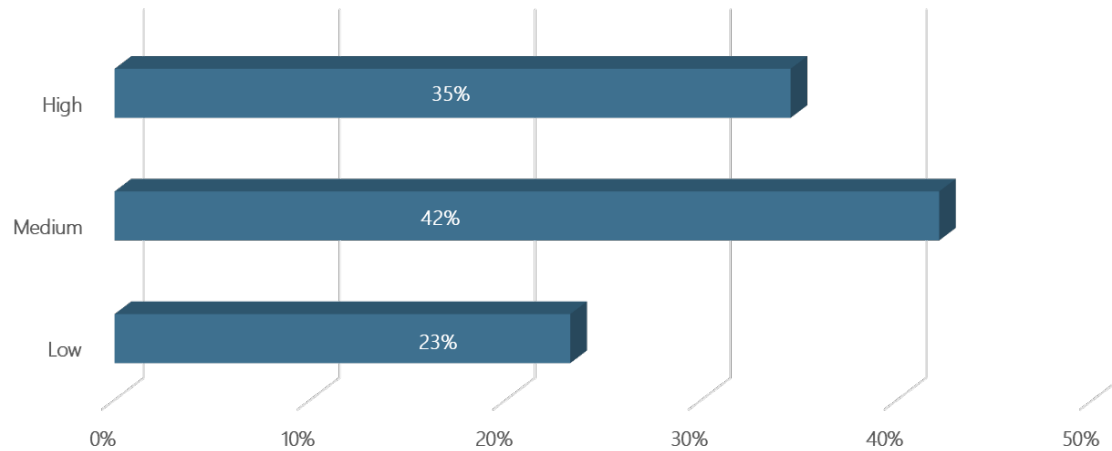


Figure 5. Fort Lauderdale area as a Factor in Vacation Planning

5. Origin and Destination

Place of Residence

Respondents were asked “Where do you currently live?” Eighty-three percent of respondents were from the US, 17% were from international locations. The FY 2022/2023 regional distribution of the domestic respondents is shown in Figure 6. A US regional map is available in Appendix A.

There were 2,969 respondents from the US Southeast out of 5,626 domestic respondents. Of the respondents from the US Southeast, 63% were from Florida, 9% from Georgia, and 7% from North Carolina. The top 3 cities of Florida respondents were from Miami, Orlando, and Fort Lauderdale.

While the US Southeast was the primary origin of domestic travelers for all FY 2022/2023 survey periods, the Jan/Feb 2023 survey results indicated a shift of increased travelers from the US Midwest region. This may suggest holiday travelers were coming from nearby cities and states, or travelers from further away avoided visiting South Florida for a cruise during holidays such as Christmas/Hanukah/Kwanza and Spring Break.

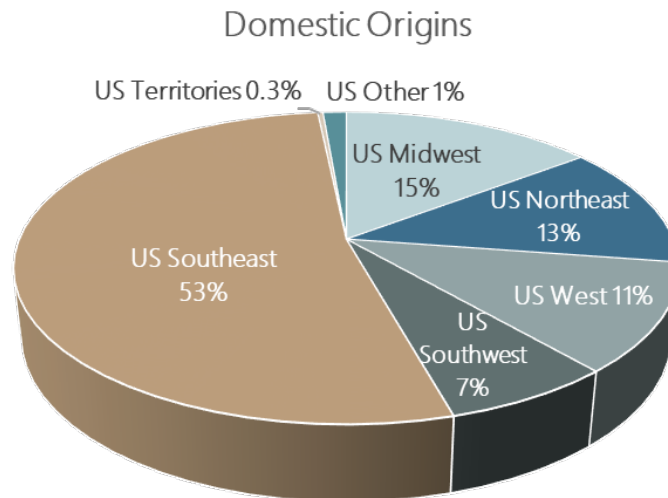


Figure 6. Respondents' Domestic Origins by US Regions

Some notable differences when comparing the 2015 and FY 2022/2023 survey results:

- An 11% increase of FY 2022/2023 respondents lived in the US vs. in FY 2015.
- A significant increase of domestic respondents from the US Southeast, offset by decreases of respondents from the US Midwest and US Northeast.

A detailed breakdown comparing all US regions is available in Table 10.

US Domestic Origin	2015 % of respondents	2022/2023 % of respondents	Increase / Decrease
US Southeast	38%	53%	15%
US Midwest	25%	15%	-10%
US Northeast	18%	13%	-5%
US West	16%	11%	-5%
US Southwest	4%	7%	3%
US Other	0%	1%	1%
US Territories	0%	0%	0%

Table 10. Comparison of Domestic Origins

Of the 17% respondents from outside of the US, 660 respondents, or 57% of the international travelers were from Canada. Figure 7 shows the breakdown of respondents' international origins.

While similar data by country / continent is not available from the 2015 survey, the top 3 international origin cities in the report were Toronto, Calgary, and Montreal, indicating Canada being the top international country of origin, consistent with the FY 2022/2023 results. Outside of Canada, the top international cities of origins in 2015 were London, Manchester, and Buenos Aires, suggesting similarity to the FY 2022/2023 survey.

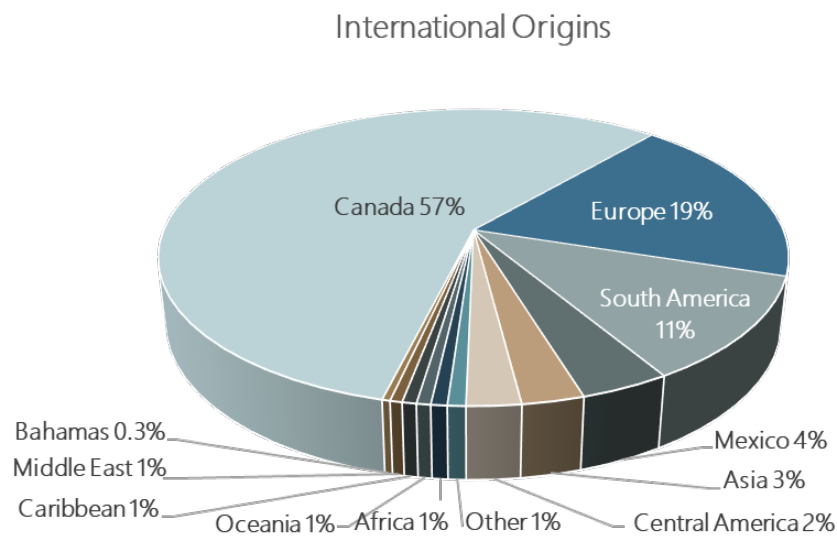


Figure 7. Respondents' International Origins

Origin of Trip before Port Everglades

Respondents were asked “Where did you COME FROM TODAY, right before heading to Port Everglades?” The intent of the question is to capture the intermediate stop between their home and the Port, including airports, as shown in Figure 8.

- 2,395 respondents (36%) came from a hotel or a vacation rental.
- Of the 26% respondents who came from their home, 86% were from the US Southeast
- For those who came from the Fort Lauderdale-Hollywood International Airport, 24% were from the US Southeast, 17% from US Northeast, 16% from US Midwest, 13% from US West, 12% from Canada.

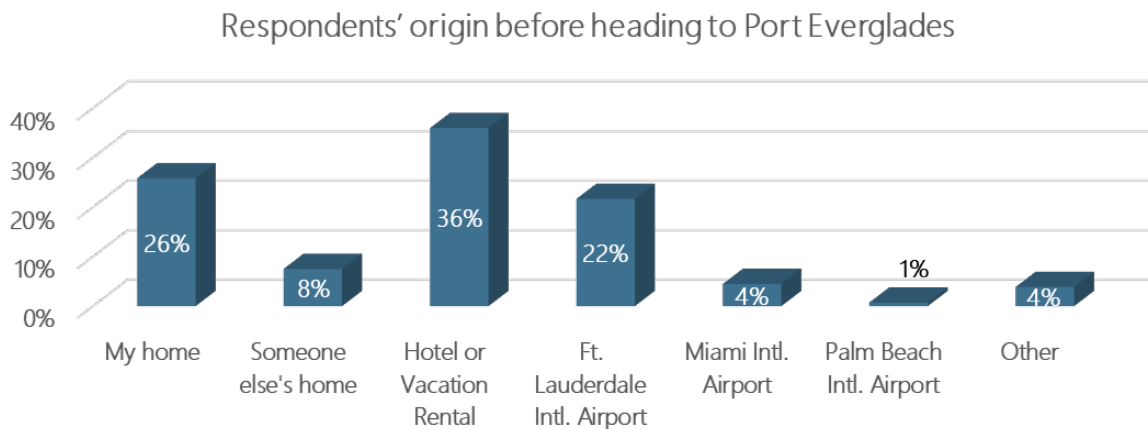


Figure 8. Respondents' Origins before heading to Port Everglades
*Percentages exclude skipped responses.

A comparison with the FY 2015 survey results in Table 11 shows a 9% increase of FY 2022/2023 respondents who came either directly from home or from someone else's home and a corresponding shift down of respondents coming directly from a hotel or vacation rental. This implies a lower utilization of local hotels, vacation rentals, or the Fort Lauderdale-Hollywood International Airport. This shift correlates with the domestic origins finding, which suggested lower travel distances of cruise passengers.

Origins before Port Everglades	2015 % of respondents	2022/2023 % of respondents	Increase / Decrease
Unanswered	1%	6%	5%
My Home	18%	24%	6%
Someone else's home	4%	7%	3%
Hotel or Vacation Rental	51%	34%	-17%
Fort Lauderdale Intl. Airport	21%	20%*	-1%
Miami Intl. Airport	2%	4%	2%
Palm Beach Intl. Airport	0%	1%	1%
Other	3%	4%	1%

Table 11. Comparison of Origins before heading to Port Everglades *The percentages for the 2022/2023 % of respondents in this table included "unanswered", or responses that left this question blank, for the purposes of comparing to the 2015 report results.

Hotels Before Cruise

Respondents were asked to provide their hotel stay information if they stayed in a hotel prior to the cruise.

- 2,273 respondents provided a hotel name, 2,013 respondents provided their length of stay, and 1,843 respondents provided the city of their hotel.
- Based on the number of respondents who provided a hotel name, 32% of all respondents stayed in a hotel prior to their cruise.
- The average hotel or vacation rental stay was 1.6 nights, with the range of stay between 1 to 100 nights.

In FY 2015, the survey asked a similar, but different question that captured all respondents who stayed overnight in South Florida prior to the cruise, regardless of where they stayed. At that time, 62% of respondents stayed overnight in South Florida, staying an average of 3.4 nights, with the range of stay between 1 to 180 days. Table 12 provides a comparison of hotel stay ranges.

Stay range before the cruise*	2015 % of respondents	2022/2023 % of respondents	Increase / Decrease
1 day	69%	66%	-3%
2-4 days	22%	31%	9%
5-7 days	3%	2%	-1%
8 or more days	5%	1%	-4%

Table 12. Comparison of Ranges of Stay before the Cruise

*2015 data is regardless of where respondents stayed (not just hotels and vacation rentals)

The FY 2015 survey did capture the top hotel names where respondents stayed. Table 13 shows the top 10 hotels comparison where respondents stayed prior to their cruise. A map of the 2022/2023 top three hotel chains in the Fort Lauderdale area is in Appendix B.

Top 10 hotels where respondents stayed before the cruise				
	2015 Hotel names	# of 2015 respondents	2022/2023 Hotel names	# of 2022/2023 respondents
1	Rodeway Inn	89	Marriott	193
2	Holiday Inn	82	Holiday Inn	183
3	Hilton	64	Hilton	167
4	Days Inn	61	Embassy Suites	126
5	Best Western	45	Hampton Inn	123
6	Hampton Inn	45	Best Western	67
7	Quality Inn	45	Hyatt	64
8	Embassy Suites	43	La Quinta	62
9	Marriott	38	Days Inn	61
10	Ramada	35	Fairfield Inn and Suites	49

Table 13. Comparison of top 10 Hotels Respondents stayed at Before the Cruise

Trip Destination after the Cruise

Respondents were asked what their trip destination was after their cruise. Majority, or 77%, of the respondents in FY 2022/2023 headed straight home after their cruise. The remaining 1,256 respondents were provided with the choices of Greater Fort Lauderdale, Orlando, Miami, or Other. The open-ended responses for "Other" captured different locations both within and outside of South Florida, the US Southeast region, and the US. A breakdown of all destinations excluding Home can be found in Figure 9. This question was on the FY 2015 survey.

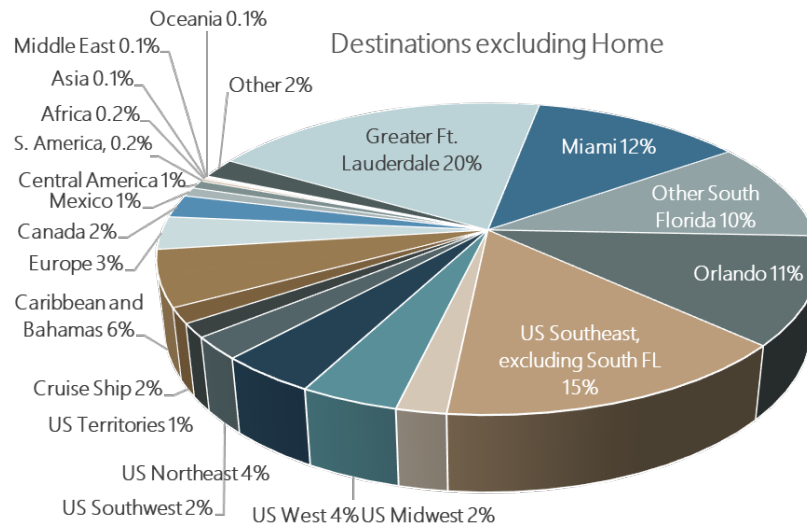


Figure 9. Trip Destination after the Cruise, excluding Home

Hotels After Cruise

Respondents were asked to provide their hotel stay information if they stayed in a hotel after the cruise.

- 512 respondents provided a hotel name, 561 respondents provided their length of stay, and 523 respondents provided the city of their hotel.
- Based on the number of respondents who provided their length of stay (highest number), 8% of all respondents stayed in a hotel after their cruise.
- The average hotel stay was 2 nights, with the range of stay between 1 to 16 nights.

In FY 2015, the survey asked a similar question that captured all respondents who stayed overnight in South Florida after the cruise, regardless of where they stayed. At that time, 21% of respondents stayed overnight in South Florida, staying an average of 2.6 nights, with the range of stay between 1 to 80 days. Table 14 provides a comparison of hotel stay ranges. Over 66% of the 2015 respondents who stayed in a hotel after the cruise also stayed in a hotel before the cruise, compared to the 46% respondents in FY 2022/2023 who did the same.

Stay range after the cruise*	2015 % of respondents	2022/2023 % of respondents	Increase / Decrease
1 day	55%	50%	-5%
2-4 days	32%	44%	12%
5-7 days	9%	4%	-5%
8 or more days	4%	1%	-3%

Table 14. Comparison of Ranges of Stay after the Cruise

*2015 data is regardless of where respondents stayed (not just hotels and vacation rentals)

Table 15 shows the top 10 hotels where FY 2022/2023 respondents stayed after their cruise. This is new information, since the FY 2015 survey did not ask for the name of the hotel or vacation rental where respondents stayed after their cruise.

Top 10 hotels where respondents stayed after the cruise		
	2022/2023 Hotel names	# of 2022/2023 respondents
1	Hilton	53
2	Marriott	51
3	Holiday Inn	30
4	Hampton Inn	29
5	Embassy Suites	20
6	La Quinta	15
7	Best Western	14
8	Days Inn	13
9	Hyatt	13
10	Springfields Suites	10

Table 15. Top 10 Hotels where respondents stayed after the Cruise

6. Market Behavior Characteristics

Number of People Traveling in Cruise Party

The average number of people traveling per party was 3.7. The total number ranged from one to one hundred. Parties of two made up 46% of all traveling parties. Table 16 presents the detailed breakdown of party size.

Party Size	# of parties surveyed	% of total
1	232	4%
2	2,578	45%
3 to 4	1,691	30%
5 to 10	1,004	18%
11 to 20	140	2%
21 and more	34	1%
Total	5,679	

Table 16. Party Size Breakdown

In FY 2015, the average number of people traveling per party was 3.8, with the total number ranging from one to eight-five in the party.

Expenditures while visiting South Florida before the Cruise

Passengers were asked how much was spent on average on Lodging, Food and Beverage, and Other items each day when visiting the area, if they stayed in South Florida before the cruise.

- Lodging expenditures averaged \$288 per day.
- Food and Beverage expenditures averaged \$134 per day.
- Other expenditures averaged \$450; majority of these expenditures lack comments to help understand spending categories. The few comments received indicated expenditures in transportation, shopping, and gambling.

Statistical analysis in Table 17 below shows a very large standard deviation of expenditure in the "Other" category, resulting in a large spread in confidence value, or margin of error to achieve 95% confidence level in the data.

Expenditures statistical analysis	Lodging	Food and Beverage	Other
Average or Mean	\$288	\$134	\$450
Standard Deviation	\$317	\$200	\$1,503
Sample Size	2,022	1,863	334
Confidence Level	95%	95%	95%
Confidence Value	\$14	\$9	\$334
Confidence Range	\$274 - \$302	\$125 - \$143	\$116 - \$784

Table 17. Confidence Level Analysis on 2022/2023 Expenditure Data

A comparison with the FY 2015 survey results in Table 18 indicates an increase in spending across all categories, after adjusting for inflation.

- Lodging expenditure has increased by 5%.
- Food and Beverage expenditure has increased by 19%.
- Other expenditures have increased by over 400%; however, given the limited number of responses and available comments, the data confidence is low and should not be used to compare with the FY 2015 expenditure categories.

Expenditure per day per item	2015 results*	2015 results inflation adj. **	2022/2023 results	# of respondents in 2022/2023
Lodging	\$213	\$273	\$288	2,017
Food and Beverage	\$88	\$113	\$134	1,853
Other	\$87	\$111	\$450	334
Rental Car	\$114	\$146	Categories were not in the 2022/2023 survey	
Land Tours	\$107	\$137		
Entertainment / Recreation	\$112	\$143		
Gifts	\$117	\$150		
Cabs	\$35	\$45		

Table 18. Comparison of Expenditure per day per item while staying in South Florida

*2015 survey asked respondents for expenditures before and after their cruises in two separate questions. The data displayed in Table 18 is an average of the expenditures from both questions for each spending category.

**Adjusted values obtained from US Bureau of Labor Statistics CPI Inflation Calculator

7. Transportation Characteristics

Transportation used to Access Port Everglades

Figure 10 shows the different types of transportation used by respondents to access Port Everglades.

- The top three methods were Taxi / Ride-Share, Own Vehicle, and Rental Car.
- 4,907 respondents, or 83%, utilized on-demand methods of transportation.
- Those who drove their own vehicle came from their home (60%) or from a Hotel / Vacation Rental (23%).
- Those who hired a Taxi / Ride-Share service came from a Hotel / Vacation Rental (42%), or Fort Lauderdale Intl. Airport (34%), or their home (9%).

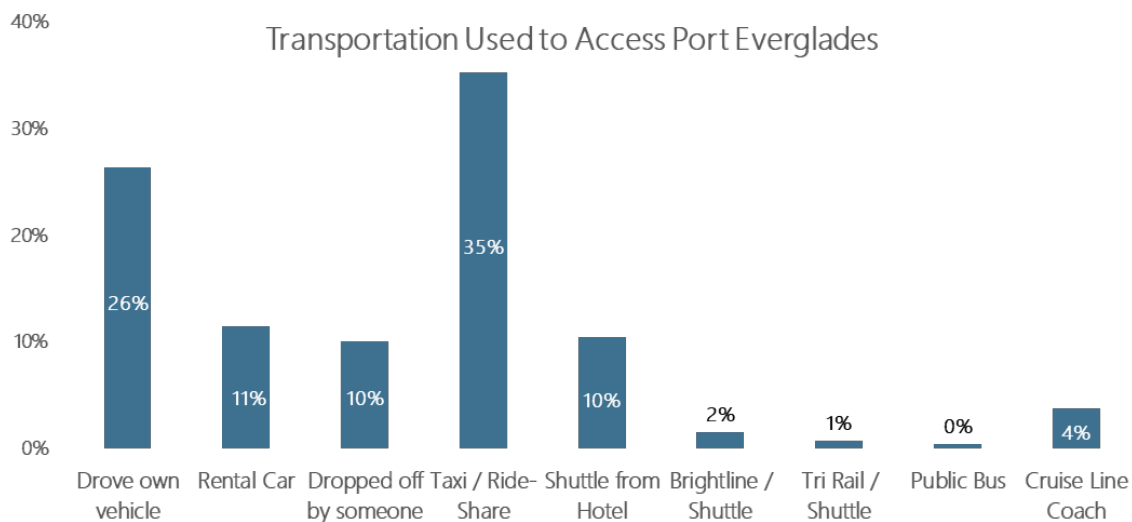


Figure 10. Transportation Used to Access Port Everglades

Based on the chart in the 2015 Final report, the top three methods of transportation were Taxi, Shuttle from Hotel, and Own Vehicle. Below figures are estimates.

- 550 out of 1,841 respondents took a Taxi to the Port (30%).
- 510 respondents rode the Hotel Shuttle (28%).
- 330 respondents drove their own vehicle (18%).

There is an 18% decrease in respondents who took a Hotel Shuttle when contrasting the FY 2015 and FY 2022/2023 survey results. This increase is offset by 8% and 5% increases in respondents who drove their own vehicle and took a Taxi / Ride-Share service respectively. This is due to more respondents coming directly from home, as seen in Section 5 Table 11. The shift may also be attributable to higher utilization of taxi or ride-share services due to technology changes leading to affordable and convenient on-demand service.

Reasons for Choosing Fort Lauderdale-Hollywood International Airport (FLL)

Respondents who flew into FLL were asked why they chose the airport. There were 2,724 respondents who answered this question. As shown in Figure 11 and Table 19, the majority (70%) chose FLL because it was the closest airport. This finding is consistent with that of FY 2015.

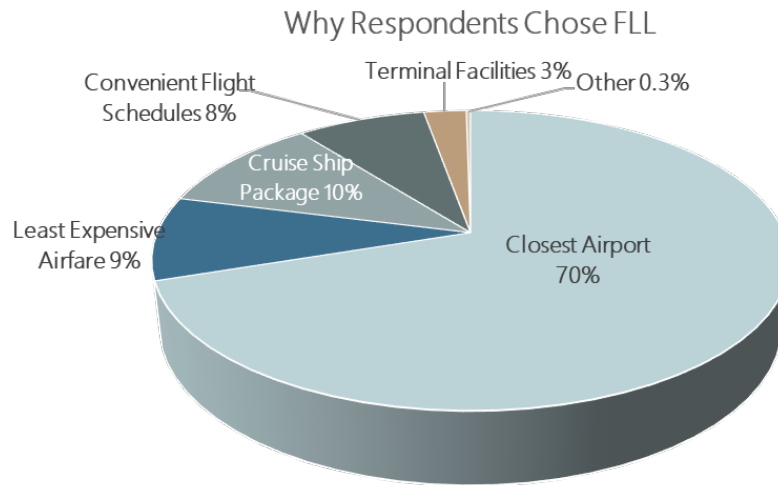


Figure 11. Reasons for Choosing FLL

Why Respondents Chose FLL	2015 % of respondents	2022/2023 % of respondents	Increase / Decrease
Closest Airport	66%	70%	4%
Least Expensive Airfare	10%	9%	-1%
Cruise Ship Package	10%	10%	0%
Convenient Flight Schedule	9%	8%	-1%
Terminal Facilities	1%	3%	2%
Other	4%	0%	-4%

Table 19. Comparison of Reasons for Choosing FLL

8. Port Facilities Experience

Facilities Ratings

Respondents were asked to rate their experience at Port Everglades by selecting one of the following ratings - Excellent, Good, Fair, Poor, for each of the following questions:

- How do you rate the ease of sailing from Port Everglades?
- How do you rate Port Everglades' facilities compared to other cruise ports visited?
- How do you rate the cleanliness of Port Everglades?

All questions received >93% combined Excellent and Fair ratings, as shown in Figure 12. Ease of sailing had the lowest gap between Excellent and Good, while Cleanliness had the highest gap. An additional open-ended question was asked to respondents who gave a Fair or Poor rating for cleanliness. The majority of the comments provided are related to general terminal cleanliness and bathroom cleanliness. All comments related to this question can be found in Appendix D. No alterations were made to these comments.

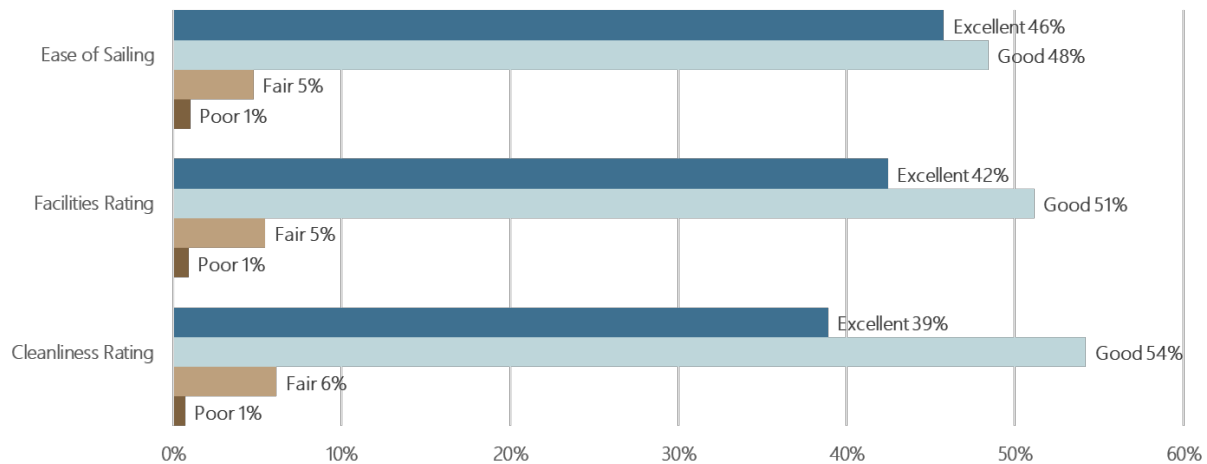


Figure 12. Port Facilities Experience Ratings

Open-Ended Comments and Suggestions

The last question in the survey asked the respondents for any comments and suggestions. Each comment was reviewed; nearly half were positive. The remaining comments, if possible, were categorized in order to rank the potential improvement areas. Table 20 presents a breakdown of the comment categories. All open-ended comments and suggestions are available in Appendix E. No alterations were made to these comments. The improvement comment categories identified were:

- *Terminal Facilities*: insufficient or uncomfortable seating, improve amenities and Wi-Fi.
- *Wait Time*: speed of check-in and gate entry, time required through security checkpoint.
- *Signage for Terminal*: confusion on how to reach terminals, particularly terminal 29; unclear shuttle locations, insufficient signs.
- *Access*: taxi and ride-share service stop areas are limited, need easier transport back to the airport, need more sidewalks.
- *Parking*: parking is too far away, not enough parking spaces, long wait for the parking shuttle.
- *Paratransit*: need more wheelchairs, shuttles are not handicap friendly.
- *Efficiency*: heavy traffic, security inefficiency.
- *Cleanliness*: primarily regarding bathrooms.
- *Service Improvement*: more help with luggage, attendants, and porters to be better trained to provide help.
- *Other*: taxi and hotel prices, complimentary bags, safety, construction status, etc.

No specific patterns between feedback categories and terminals or vessels were found.

The 2015 final report did not categorize the complaints, but mentioned logistics, signage, customer service, and waiting area amenities as a few examples.

Comment Categories	# of respondents	% of respondents
Positive	147	48%
Terminal Facilities	32	10%
Wait Time	25	8%
Signage for Terminal	20	7%
Other	16	5%
Access	15	5%
Parking	14	5%
Paratransit	11	4%
Efficiency	11	4%
Cleanliness	8	3%
Service Improvement	8	3%
Total	307	

Table 20. Open-Ended Comments Category Breakdown

9. Summary and Recommendations

Microsoft Excel was used to code and analyze the data with descriptive statistics, graphic representations, and confidence level interval statistics on numerical answers that were estimations.

The success rate data was analyzed in several ways including response differential by ship, by date, and by cruise line; no bias was detected. In addition, the sample size of the FY 2022/23 survey exceeded the FY 2015 survey by a 4:1 ratio. The large sample size reduces uncertainty, especially as compared to prior survey results and analysis.

Outcomes observed based on the FY 2022/2023 survey responses:

- Respondents' cruising frequency has decreased since FY 2015.
- FY 2022/2023 respondents came from locations closer to Fort Lauderdale and/or Port Everglades. This impacted local stay durations (decreased number of nights) and public transportation usage (more people driving their own vehicles).
- Respondents who took cruises outside of the major holiday windows (i.e., Jan/Feb respondents) stayed in a hotel after the cruise longer than others who traveled during the holidays. These respondents also originated more from outside the US Southeast region than the other time periods. The average age of these respondents was 4 years higher than that of the aggregate.
- Holiday Inn, Marriott, and Hilton hotels were the top hotel choices, displacing Rodeway Inn from FY 2015. It is worth noting that the top 3 counts excluded sister-brands of those hotel chains, such as Courtyard by Marriott or Tru by Hilton. Therefore, the total impact of the top 3 hotel brands was even more prevalent.
- There was little FY 2015 data to compare detailed age and group sizes against. The FY 2015 survey asked for the respondent's age group and not for individual party members' age.
- Respondents were spending 19% more on Food & Beverage in 2022/2023 vs. 2015, after adjusting for inflation, despite fewer days spent locally before and after their cruises.
- Open-ended comments received were generally clear and helpful in understanding the respondents' concerns, despite limited participation. Wayfinding, parking, and terminal facility issues were common threads.

Recommendations:

- Address the decrease in travel distances by investing in advertising for cruise vacation from Port Everglades in cities outside of the US Southeast Region and in Canada.

- Since the age of passengers who stayed longer and came from further away was 9% higher than the average age of the aggregate population, consider increasing marketing to retirees and snowbirds to further capture the opportunity.
- Based on the open-ended responses, priority should be given to adding more seating and food purchase options inside the terminals, improving signage to both parking and terminals, shortening wait times at security gates entering the Port and the check-in process inside and outside the terminal.
- Prior to the next survey, the government entities seeking insight from the survey should share specific strategic goals for the survey. Each question should be designed in concert with the entities to ensure alignment with the strategic goals. For key areas of concern, the entities can conduct their own focus groups to determine root causes. Examples could include:
 - How decreases in traveling frequencies and distances link to holiday travel constraints and/or COVID.
 - What factors impact local stay durations, such as cost of lodging, date-based airfare, school schedule, etc.
- Since the Waze mobile app information for Port Everglades is controlled by the port, the Port should encourage use of the app for real time information. e.g., directional support for parking garages and weather. It can be promoted via multiple channels and positioned as a value-added benefit to cruising from Port Everglades.
- The Port should conduct a passenger experience study using passenger journey maps to understand the breakdowns in signage, parking, access to concessions, bathrooms, seating, paratransit, and wait times.

Appendix A: Surveys

Cruise Passenger Survey: December 2022

Date _____
Time _____
Cruise Ship Name _____
Cruise Duration _____
Terminal _____



CRUISE PASSENGER SURVEY

Broward County's Port Everglades is conducting a cruise passenger survey to better understand and plan our seaport and transportation facilities. Please take a few minutes to assist the Port by answering the following questions.

Thank you very much for your time.

1. Is this the first time taking a cruise from Port Everglades Yes___ No___ Length of cruise? ____
2. How often do you take cruises? *(Please select one)*
 - (a) First Time
 - (b) Once a year
 - (c) Twice a year
 - (d) Every couple of years
 - (e) A few times in my lifetime
 - (f) Frequently, more than 3 times a year.
Estimate on how many times _____
3. What is your main consideration when booking a cruise?
 - (a) Destination
 - (b) Cost
 - (c) Cruise Line
 - (d) Ease of Transport
4. Where do you currently live?
City _____ State _____ Country _____
5. Where did you **come from TODAY. or which airport did you come from today?** *(Please select one)*
 - (a) My home (including work or office if applicable)
 - (b) Someone else's home located near the Port
 - (c) Hotel or Vacation Rental
 - (d) Fort Lauderdale-Hollywood International Airport
 - (e) Miami International Airport
 - (f) Palm Beach International Airport
 - (g) Somewhere else (specify) _____
6. If you came from the Fort Lauderdale-Hollywood International Airport, please select the most important reason you chose this airport. *(Please select one)*
 - (a) Closest Airport
 - (b) Least Expensive Airfare
 - (c) Cruise Ship Package
 - (d) Convenient Flight Schedules
 - (e) Terminal Facilities
 - (f) Other (specify) _____
7. If you stayed in a hotel prior to the cruise, which one and for how many nights?
Name _____ City _____ Nights _____
8. If you are staying in a hotel after your cruise, which one and for how many nights?
Name _____ City _____ Nights _____
9. How much did you spend on average on each item below, each day, while visiting the South Florida area?
Lodging \$ _____ Other (specify) \$ _____
Food/Beverage \$ _____

Turn over for Page 2

10. What type of transportation did you use to get to Port Everglades today? *(Please select one)*
- | | |
|------------------------------------|---------------------------|
| (a) Drove my own vehicle | (f) Brightline/ shuttle |
| (b) Rental Car | (g) Tri Rail/ shuttle |
| (c) Friend/Relative dropped me off | (h) Public Bus |
| (d) Taxi/Ride-Share | (i) Cruise Line Coach |
| (e) Shuttle from Hotel | (j) Other (specify) _____ |
11. How was the cruise booked? *(Please select one)*
- | | |
|------------------------|---------------------------------------|
| (a) Travel Agent | (c) Cruise Line (website or by phone) |
| (b) Online travel site | (d) Other |
12. Including yourself, how many people are in your party? _____ Please enter the number of people in each age group? _____ *(They should add up to the total number of people in your party.)*
- | | | | |
|--------------------|-----------------|-----------------|-----------------------|
| (a) Under 18 _____ | (c) 25-34 _____ | (e) 45-54 _____ | (g) 65-74 _____ |
| (b) 18-24 _____ | (d) 35-44 _____ | (f) 55-64 _____ | (h) 75 or older _____ |
13. What is your trip destination after the cruise? _____
14. How much of a factor was the Fort Lauderdale area in determining your vacation?
High __ Medium __ Low __
15. How do you rate the ease of sailing from Port Everglades?
Excellent __ Good __ Fair __ Poor __
16. How do you rate Port Everglades' facilities compared to other cruise ports visited?
Excellent __ Good __ Fair __ Poor __
17. How do you rate the cleanliness of Port Everglades?
Excellent __ Good __ Fair __ Poor __ Why? _____
18. Total annual household income _____
19. Do you have any comments or suggestions? _____

Cruise Passenger Survey: January / February 2023



Broward County's Port Everglades is conducting a cruise passenger survey to better understand and plan our seaport and transportation facilities. Please take a few minutes to assist the Port by answering the following questions.

Thank you very much for your time.

DATE OF SAILING:

- | | | |
|---------------|---------------|---------------|
| (a) 1/27/2023 | (c) 1/29/2023 | (e) 21/1/2023 |
| (b) 1/28/2023 | (d) 1/30/2023 | (f) 2/3/2023 |

CRUISE SHIP NAME:

- | | | |
|-------------------------|--------------------------|----------------------|
| (a) Liberty of the Seas | (f) Celebrity Millennium | (k) Emerald Princess |
| (b) Odyssey of the Seas | (g) Celebrity Apex | (l) Viking Star |
| (c) Harmony of the Seas | (h) Caribbean Princess | (m) Jaume II |
| (d) Celebrity Equinox | (i) Enchanted Princess | |
| (e) Celebrity Beyond | (j) Regal Princess | |

TERMINAL NUMBER:

- | | | |
|--------|--------|--------|
| (a) 2 | (c) 19 | (e) 26 |
| (b) 18 | (d) 25 | (f) 29 |

1. Is this the first time taking a cruise from Port Everglades Yes___ No___
2. How often do you take cruises? *(Please select one)*

(a) First Time	(d) Every couple of years
(b) Once a year	(e) A few times in my lifetime
(c) Twice a year	(f) 3 or more times a year
3. What is your main consideration when booking a cruise? *(Please select one)*

(a) Destination	(c) Cruise Line
(b) Cost	(d) Ease of Transport
4. Where do you currently live?
City _____ State _____ Country _____ Did you come from there today? Y ___ N ___
5. Where did you **COME FROM TODAY right before heading to Port Everglades?** *(Please select one)*

(a) Fort Lauderdale-Hollywood International Airport	(e) Someone else's home (traveled straight to the Port)
(b) Miami International Airport	(f) My home (traveled straight to the Port)
(c) Palm Beach International Airport	(g) Somewhere else (specify) _____
(d) Hotel or Vacation Rental	

Turn over for Page 2

6. **If you came from the Fort Lauderdale-Hollywood International Airport today**, please select the most important reason you chose this airport. *(Please select one)*
- (a) Closest Airport (d) Convenient Flight Schedules
(b) Least Expensive Airfare (e) Terminal Facilities
(c) Cruise Ship Package (f) Other (specify) _____
7. **If you stayed in a hotel prior to the cruise**, which one and for how many nights?
- Name _____ City _____ Nights _____
8. **If you stayed in South Florida before the cruise**, how much did you spend on average on each item below, each day while visiting the area?
- Lodging \$ _____ Other (specify) \$ _____
Food/Beverage \$ _____
9. What is your trip destination after the cruise?
- (a) Home (d) Miami
(b) Greater Ft/ Lauderdale (e) Other (specify) _____
(c) Orlando
10. If you are staying in a hotel after your cruise, which one and for how many nights?
- Name _____ City _____ Nights _____
11. What type of transportation did you use to get to Port Everglades today? *(Please select one)*
- (a) Drove my own vehicle (f) Brightline/ shuttle
(b) Rental Car (g) Tri Rail/ shuttle
(c) Friend/Relative dropped me off (h) Public Bus
(d) Taxi/Ride-Share (Lyft, Uber) (i) Cruise Line Coach
(e) Shuttle from Hotel
12. How was the cruise booked? *(Please select one)*
- (a) Travel Agent (c) Cruise Line (website or by phone)
(b) Online travel site (d) Other
13. Including yourself, how many people are in your party? _____ Please enter the number of people in each age group. *(They should add up to the total number of people in your party.)*
- (a) Under 18 _____ (c) 25-34 _____ (e) 45-54 _____ (g) 65-74 _____
(b) 18-24 _____ (d) 35-44 _____ (f) 55-64 _____ (h) 75 or older _____
14. How much of a factor was the Fort Lauderdale area in determining your vacation?
- High _____ Medium _____ Low _____
15. How do you rate the ease of sailing from Port Everglades?
- Excellent _____ Good _____ Fair _____ Poor _____
16. How do you rate Port Everglades' facilities compared to other cruise ports visited?
- Excellent _____ Good _____ Fair _____ Poor _____
17. How do you rate the cleanliness of Port Everglades?
- Excellent _____ Good _____ Fair _____ Poor _____ **If Fair or Poor, why?** _____
18. Do you have any comments or suggestions? _____

Cruise Passenger Survey: March 2023



CRUISE PASSENGER SURVEY

Broward County's Port Everglades is conducting a cruise passenger survey to better understand and plan our seaport and transportation facilities. Please take a few minutes to assist the Port by answering the following questions.

Thank you very much for your time.

DATE OF SAILING:

- | | | |
|---------------|---------------|---------------|
| (a) 3/11/2023 | (d) 3/14/2023 | (g) 3/18/2023 |
| (b) 3/12/2023 | (e) 3/16/2023 | |
| (c) 3/13/2023 | (f) 3/17/2023 | |

CRUISE SHIP NAME:

- | | | |
|--------------------------------|--------------------------------|----------------------|
| (a) Celebrity Apex | (f) Nieuw Amsterdam | (k) Celebrity Edge |
| (b) Nieuw Statendam | (e) Regal Princess | (l) Emerald Princess |
| (c) Sky Princess | (g) Liberty of the Seas | (m) Rotterdam |
| (d) Odyssey of the Seas | (h) Eurodam | |
| (e) Celebrity Beyond | (j) Silver Moon | |

TERMINAL NUMBER:

- | | | |
|--------|--------|--------|
| (a) 2 | (c) 19 | (e) 26 |
| (b) 18 | (d) 25 | |


1. Is this the first time taking a cruise from Port Everglades Yes ___ No ___
2. How often do you take cruises? *(Please select one)*

(a) First Time	(d) Every couple of years
(b) Once a year	(e) A few times in my lifetime
(c) Twice a year	(f) 3 or more times a year
3. What is your main consideration when booking a cruise? *(Please select one)*

(a) Destination	(c) Cruise Line
(b) Cost	(d) Ease of Transport
4. Where do you currently live?
City _____ State _____ Country _____ Did you come from there today? Y ___ N ___
5. Where did you **COME FROM TODAY right before heading to Port Everglades?** *(Please select one)*

(a) Fort Lauderdale-Hollywood International Airport	(e) Someone else's home (traveled straight to the Port)
(b) Miami International Airport	(f) My home (traveled straight to the Port)
(c) Palm Beach International Airport	(g) Somewhere else (specify) _____
(d) Hotel or Vacation Rental	

Turn over for Page 2

6. **If you flew into the Fort Lauderdale-Hollywood International Airport**, please select the most important reason you chose this airport. *(Please select one)*
- | | |
|-----------------------------|---------------------------------|
| (a) Closest Airport | (d) Convenient Flight Schedules |
| (b) Least Expensive Airfare | (e) Terminal Facilities |
| (c) Cruise Ship Package | (f) Other (specify) _____ |
7. **If you stayed in a hotel prior to the cruise**, which one and for how many nights?
- Name _____ City _____ Nights _____
8. **If you stayed in South Florida before the cruise**, how much did you spend on average on each item below, each day while visiting the area?
- Lodging \$ _____ Other (specify) \$ _____
Food/Beverage \$ _____
9.  What is your trip destination after the cruise?
- | | |
|----------------------------|---------------------------|
| (a) Home | (d) Miami |
| (b) Greater Ft. Lauderdale | (e) Other (specify) _____ |
| (c) Orlando | |
- ☐
10. If you are staying in a hotel after your cruise, which one and for how many nights?
- Name _____ City _____ Nights _____
11. What type of transportation did you use to get to Port Everglades today? *(Please select one)*
- | | |
|------------------------------------|-------------------------|
| (a) Drove my own vehicle | (f) Brightline/ shuttle |
| (b) Rental Car | (g) Tri Rail/ shuttle |
| (c) Friend/Relative dropped me off | (h) Public Bus |
| (d) Taxi/Ride-Share (Lyft, Uber) | (i) Cruise Line Coach |
| (e) Shuttle from Hotel | |
12. How was the cruise booked? *(Please select one)*
- | | |
|------------------------|---------------------------------------|
| (a) Travel Agent | (c) Cruise Line (website or by phone) |
| (b) Online travel site | (d) Other |
13. Including yourself, how many people are in your party? _____ Please enter the number of people in each age group. *(They should add up to the total number of people in your party.)*
- | | | | |
|--------------------|-----------------|-----------------|-----------------------|
| (a) Under 18 _____ | (c) 25-34 _____ | (e) 45-54 _____ | (g) 65-74 _____ |
| (b) 18-24 _____ | (d) 35-44 _____ | (f) 55-64 _____ | (h) 75 or older _____ |
14. How much of a factor was the Fort Lauderdale area in determining your vacation?
- High _____ Medium _____ Low _____
15. How do you rate the ease of sailing from Port Everglades?
- Excellent _____ Good _____ Fair _____ Poor _____
16. How do you rate Port Everglades' facilities compared to other cruise ports visited, if applicable?
- Excellent _____ Good _____ Fair _____ Poor _____
17. How do you rate the cleanliness of Port Everglades?
- Excellent _____ Good _____ Fair _____ Poor _____ **If Fair or Poor, why?** _____
18. Do you have any comments or suggestions? _____

Baleària Survey: January / February 2023



BALEARIA PASSENGER SURVEY

Broward County's Port Everglades is conducting a passenger survey to better understand and plan our seaport and transportation facilities. Please take a few minutes to assist the Port by answering the following questions.

Thank you very much for your time.

DATE OF SAILING:

(a) 1/28/2023

TERMINAL NUMBER:

(a) 19

1. Is this the first time taking the ferry from Port Everglades Yes___ No___
2. How often do you travel to the Bahamas on the ferry? *(Please select one)*
 - (a) First Time
 - (b) Once a year
 - (c) Twice a year
 - (d) Every couple of years
 - (e) A few times in my lifetime
 - (f) 3 or more times a year.
3. What is your main consideration when booking transportation to the Bahamas? *(Please select one)*
 - (a) Convenient Location
 - (b) Cost
 - (c) Pleasurable Experience
 - (d) Ease of Transport
4. Where do you currently live?
City _____ State _____ Country _____ Did you come from there today? Y ___ N ___
5. Where did you **COME FROM TODAY right before heading to Port Everglades?** *(Please select one)*
 - (a) My home (including work or office if applicable)
 - (b) Someone else's home located near the Port
 - (c) Hotel or Vacation Rental
 - (d) Fort Lauderdale-Hollywood International Airport
 - (e) Miami International Airport
 - (f) Palm Beach International Airport
 - (g) Somewhere else (specify) _____
6. **If you came from the Fort Lauderdale-Hollywood International Airport today**, please select the most important reason you chose this airport. *(Please select one)*
 - (a) Closest Airport
 - (b) Least Expensive Airfare
 - (c) ~~Baleària~~ Package
 - (d) Convenient Flight Schedules
 - (e) Terminal Facilities
 - (f) Other (specify) _____
7. **If you stayed in a hotel prior to the cruise**, which one and for how many nights?
Name _____ City _____ Nights _____
8. **If you stayed in South Florida before your ferry trip to the Bahamas**, how much did you spend on average on each item below, each day while visiting the area?
Lodging \$ _____ Other (specify) \$ _____

Turn over for Page 2

Food/Beverage \$_____

9. What is your trip destination after the Bahamas? If other, where? _____
(a) Home (c) Orlando (e) Other
(b) Greater Ft Lauderdale (d) Miami
10. If you are staying in a hotel after your cruise, which one and for how many nights?
Name _____ City _____ Nights _____
11. What type of transportation did you use to get to Port Everglades today? *(Please select one)*
(a) Drove my own vehicle (f) Brightline/ shuttle
(b) Rental Car (g) Tri Rail/ shuttle
(c) Friend/Relative dropped me off (h) Public Bus
(d) Taxi/Ride-Share (Lyft; Uber) (i) Cruise Line Coach
(e) Shuttle from Hotel
12. How was the cruise booked? *(Please select one)*
(a) Travel Agent (c) Directly with ~~Balearia~~ Balearia (website or by phone)
(b) Online travel site (d) Other
13. Including yourself, how many people are in your party? _____ Please enter the number of people in each age group. *(They should add up to the total number of people in your party.)*
(a) Under 18____ (c) 25-34____ (e) 45-54____ (g) 65-74____
(b) 18-24____ (d) 35-44____ (f) 55-64____ (h) 75 or older____
14. How much of a factor was the Fort Lauderdale area in determining your vacation?
High ____ Medium ____ Low ____
15. How do you rate the ease of sailing from Port Everglades?
Excellent ____ Good ____ Fair ____ Poor ____
16. How do you rate Port Everglades' facilities compared to other cruise ports visited?
Excellent ____ Good ____ Fair ____ Poor ____
17. How do you rate the cleanliness of Port Everglades?
Excellent ____ Good ____ Fair ____ Poor ____ If poor, why? _____
18. Do you have any comments or suggestions? _____

Baleària Survey: March 2023



BALEARIA PASSENGER SURVEY

Broward County's Port Everglades is conducting a passenger survey to better understand and plan our seaport and transportation facilities. Please take a few minutes to assist the Port by answering the following questions.

Thank you very much for your time.

DATE OF SAILING:

(a) 3/17/2023

TERMINAL NUMBER:

(a) 21

1. Is this the first time taking the ferry from Port Everglades Yes___ No___
2. How often do you travel to the Bahamas on the ferry? *(Please select one)*
 - (a) First Time
 - (b) Once a year
 - (c) Twice a year
 - (d) Every couple of years
 - (e) A few times in my lifetime
 - (f) 3 or more times a year.
3. What is your main consideration when booking transportation to the Bahamas? *(Please select one)*
 - (a) Convenient Location
 - (b) Cost
 - (c) Pleasurable Experience
 - (d) Ease of Transport
4. Where do you currently live?
City _____ State _____ Country _____ Did you come from there today? Y ___ N ___
5. Where did you **COME FROM TODAY right before heading to Port Everglades?** *(Please select one)*
 - (a) My home (including work or office if applicable)
 - (b) Someone else's home located near the Port
 - (c) Hotel or Vacation Rental
 - (d) Fort Lauderdale-Hollywood International Airport
 - (e) Miami International Airport
 - (f) Palm Beach International Airport
 - (g) Somewhere else (specify) _____
6. **If you flew into the Fort Lauderdale-Hollywood International Airport**, please select the most important reason you chose this airport. *(Please select one)*
 - (a) Closest Airport
 - (b) Least Expensive Airfare
 - (c) ~~Baleària~~ Package
 - (d) Convenient Flight Schedules
 - (e) Terminal Facilities
 - (f) Other (specify) _____
7. **If you stayed in a hotel prior to the sailing**, which one and for how many nights?
Name _____ City _____ Nights _____

Turn over for Page 2

8. **If you stayed in South Florida before your ferry trip to the Bahamas**, how much did you spend on average on each item below, each day while visiting the area?

Lodging \$ _____

Other (specify) \$ _____

Food/Beverage \$ _____

9. What is your trip destination after the Bahamas? If other, where? _____

(a) Home

(c) Orlando

(e) Other

(b) Greater Ft Lauderdale

(d) Miami

10. If you are staying in a hotel after your sailing, which one and for how many nights?

Name _____ City _____ Nights _____

11. What type of transportation did you use to get to Port Everglades today? *(Please select one)*

(a) Drove my own vehicle

(f) Brightline/ shuttle

(b) Rental Car

(g) Tri Rail/ shuttle

(c) Friend/Relative dropped me off

(h) Public Bus

(d) Taxi/Ride-Share (Lyft, Uber)

(i) Cruise Line Coach

(e) Shuttle from Hotel

12. How was the travel booked? *(Please select one)*

(a) Travel Agent

(c) Directly with ~~Balearia~~ (website or by phone)

(b) Online travel site

(d) Other

13. Including yourself, how many people are in your party? ____ Please enter the number of people in each age group. *(They should add up to the total number of people in your party.)*

(a) Under 18 ____

(c) 25-34 ____

(e) 45-54 ____

(g) 65-74 ____

(b) 18-24 ____

(d) 35-44 ____

(f) 55-64 ____

(h) 75 or older ____

14. How much of a factor was the Fort Lauderdale area in determining your vacation?

High ____ Medium ____ Low ____

15. How do you rate the ease of sailing from Port Everglades?

Excellent ____ Good ____ Fair ____ Poor ____

16. How do you rate Port Everglades' facilities compared to other ports visited?

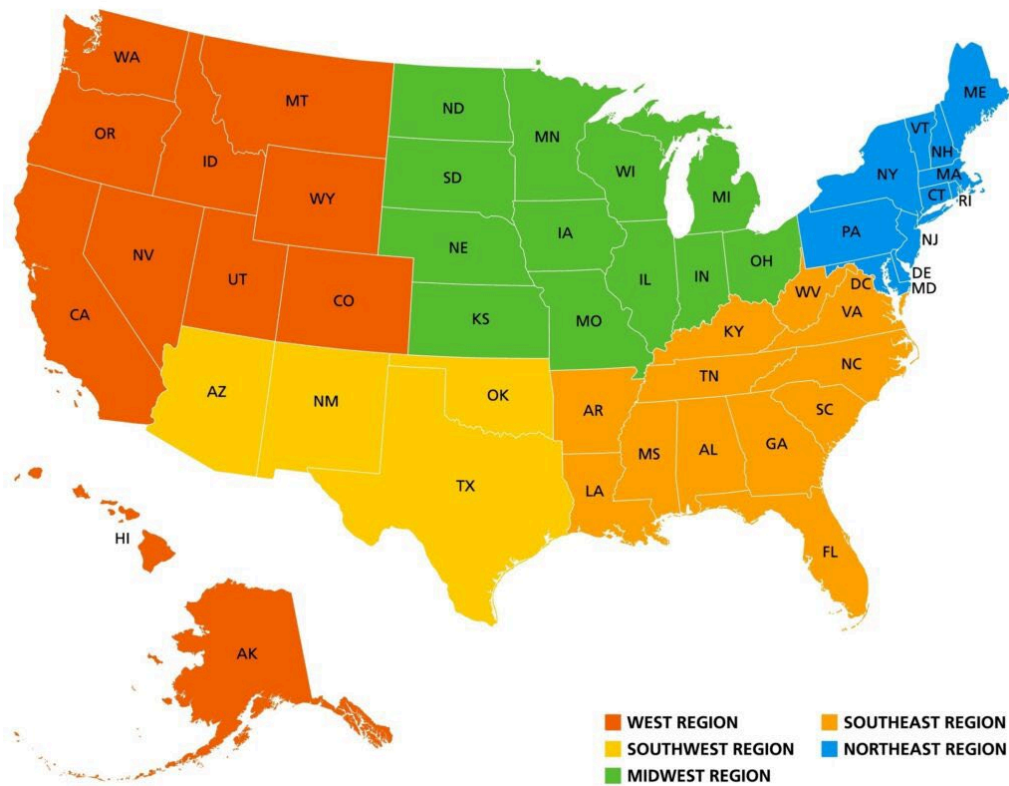
Excellent ____ Good ____ Fair ____ Poor ____

17. How do you rate the cleanliness of Port Everglades?

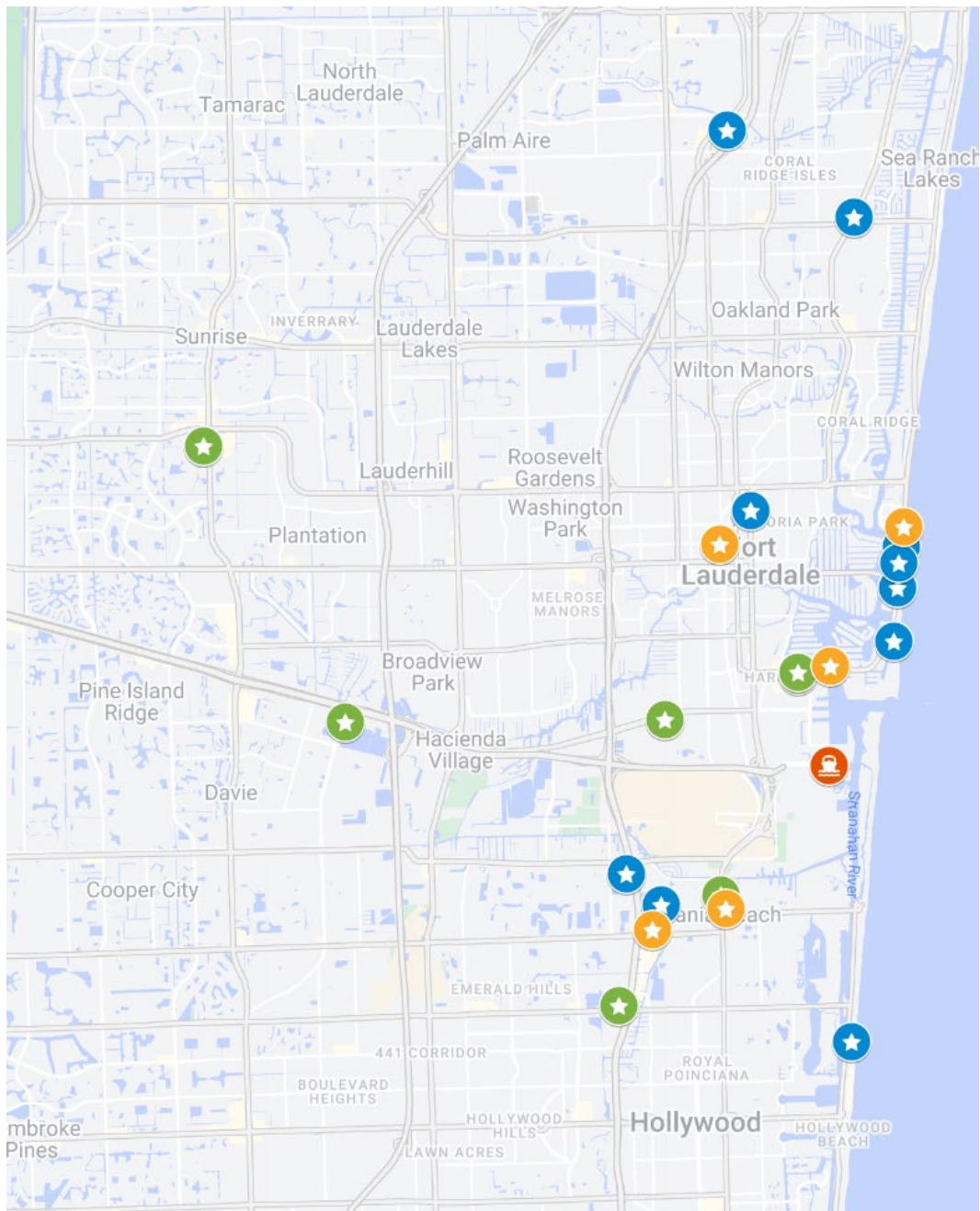
Excellent ____ Good ____ Fair ____ Poor ____ If poor, why? _____

18. Do you have any comments or suggestions? _____

Appendix B: Map of US Regions



Appendix C: Hotels in the Greater Fort Lauderdale Area



- ★ Marriott Hotels
- ★ Hilton Hotels
- ★ Holiday Inn Hotels

Appendix D: Cleanliness Rating Comments*

*Dates shown outside of the Dec 2022 survey window are the input date into Survey Monkey, because the date of sailing, ship name, and terminal number were added after December.

Date	Ship Name	Terminal #	Comment	Category
12/15/2022			10	
12/15/2022			Ok	
12/15/2022			Very clean outside the terminal	
12/15/2022			Fair	
12/17/2022			Was great	
12/17/2022			Bathrooms and grounds. Employee smoking.	
12/17/2022			It looks clean	
12/17/2022			It's clean	
12/17/2022			They can do better	
12/17/2022			I have seen worse	
12/17/2022			It's a mess.	
12/17/2022			Needs a power washing. To be cleaned. Looks junky.	General Cleanliness
12/17/2022			First time impression	
12/18/2022			Great	
12/18/2022			More bathrooms are needed	Not enough bathrooms
12/18/2022			Nothing to compare it to	
12/18/2022			Good	
12/18/2022			Dirty	General Cleanliness
12/18/2022			Clean	
12/18/2022			Pretty nice area	
12/18/2022			It's about average	
12/18/2022			Pretty nice area	
12/18/2022			Well kept up area	
12/18/2022			Nice area	
12/19/2022			Always clean and organized	
12/19/2022			No trash	
12/19/2022			Don't see any garbage	
12/19/2022			It's alright	
12/20/2022			BANOS LIMPIOS	
12/20/2022			LOS BANOS Y AREAS ESTABAN LIMPIOS	
12/20/2022			transportation	Unrelated Comment
12/20/2022			everyone was contras	Unrelated Comment
12/20/2022			BATHROOM WAS CLEAN AND STOCKED, NO VISIBLE TRASH	
12/20/2022			TO BE GOOD, MUST BE MORE ORGANIZED	Unrelated Comment
12/21/2022			VERY CLEAN	
12/21/2022			Pretty clean area	
12/21/2022			Great porters, staff excellent, very easy to park, drop off, and get around compared to Miami	Unrelated Comment
12/21/2022			Great	
12/21/2022			Great	
12/21/2022			Great	
12/21/2022			Excellent	

Port Everglades Cruise Passenger Survey 2022/2023

Date	Ship Name	Terminal #	Comment	Category
12/21/2022			Best ever	
12/21/2022			Better than Miami	
12/21/2022			Great terminal	
12/23/2022			Great with disabilities benches every	
12/23/2022			Needs signage	Unrelated Comment
12/29/2022			No wifi	Unrelated Comment
12/31/2022			No	
12/31/2022			Good	
1/3/2023			Devin was very nice	Unrelated Comment
1/3/2023			Great organization for letting passengers off their transportation	Unrelated Comment
1/3/2023			No	
1/3/2023			WELL MAINTAINED. GOOD JOB EVERYONE	
1/3/2023			Just got here and haven't seen much	
1/4/2023			No trash and helpful people	
1/4/2023			FASTER SHUTTLE SERVICE AND MORE SPACE FOR SEATING. OVERCROWDED	Unrelated Comment
1/4/2023			Bathroom lobby walkways were all clean	
1/5/2023			Benches by the taxi shelters with design + art possibly memorial.	Unrelated Comment
1/5/2023			Complimentary bags	
1/5/2023			Nada no	
1/5/2023			No bathroom before customs from ship bathrooms after Cruise. Staff that doesn't act like peeing yourself is better than having a bathroom	Not enough bathrooms
1/5/2023			Been to Baltimore?	Unrelated Comment
1/5/2023			DID NOT ANSWER BECAUSE HAVEN'T GOT THERE YET	
1/6/2023			haven't been inside yet	
1/6/2023			Mark the parking lot sooner	Unrelated Comment
1/27/2023	Caribbean Princess	2	Could be cleaner	General Cleanliness
1/27/2023	Caribbean Princess	2	Paper and trash about	General Cleanliness
1/27/2023	Caribbean Princess	2	Bathrooms dirty. Papers flying around on ground	Bathroom Cleanliness
1/27/2023	Liberty of the Seas	19	Paper and trash flying around	General Cleanliness
1/27/2023	Liberty of the Seas	19	Parking lot full at 11:40 am	Unrelated Comment
1/27/2023	Celebrity Millennium	25	Garbage around seating Dirty!	General Cleanliness
1/28/2023	Odyssey of the Seas	18	Dirty	General Cleanliness
1/28/2023	Celebrity Apex	21	Bathroom not great	Bathroom Cleanliness
1/28/2023	Sky Princess	21	Porters are rude	Unrelated Comment
1/28/2023	Sky Princess	21	Dirty bathrooms	Bathroom Cleanliness
1/28/2023	Sky Princess	21	Not good in instructions, waiting hungry and thirsty	Unrelated Comment
1/28/2023	Celebrity Apex	25	Bathrooms bad -- waste everywhere	Bathroom Cleanliness
1/28/2023	Celebrity Apex	25	Couldn't locate any restrooms and once found they were dirty	Bathroom Cleanliness
1/28/2023	Celebrity Apex	25	Needs better cleaning	General Cleanliness
1/28/2023	Celebrity Apex	25	I'm watching trash fly around	General Cleanliness
1/28/2023	Celebrity Apex	25	Fix Water fountains	General Cleanliness

Port Everglades Cruise Passenger Survey 2022/2023

Date	Ship Name	Terminal #	Comment	Category
1/29/2023	Harmony of the Seas	18	No comment	
1/29/2023	Celebrity Beyond	25	Cigarette buds everywhere	General Cleanliness
1/29/2023	Celebrity Beyond	25	Dirty	General Cleanliness
1/30/2023	Liberty of the Seas	18	Dirty	General Cleanliness
1/30/2023	Liberty of the Seas	18	Screw this port and this cruise line	
1/30/2023	Liberty of the Seas	18	Cigarettes butts outside floor. Outside concrete dirty	General Cleanliness
1/30/2023	Liberty of the Seas	18	Bathrooms dirty	Bathroom Cleanliness
1/30/2023	Liberty of the Seas	18	Dirty restrooms	General Cleanliness
1/30/2023	Liberty of the Seas	18	Dirty	General Cleanliness
1/30/2023	Celebrity Equinox	25	Don't know yet	
2/1/2023	Emerald Princess	2	Bathroom needs better cleaning	Bathroom Cleanliness
2/1/2023	Emerald Princess	2	Not very clean	General Cleanliness
2/1/2023	Emerald Princess	2	Unclean	General Cleanliness
2/1/2023	Viking Star	19	Needs help	Facilities Outdated
2/1/2023	Viking Star	19	Old. Needs updating.	Facilities Outdated
2/1/2023	Viking Star	19	Needs painting	Facilities Outdated
2/1/2023	Viking Star	19	Bathrooms need cleaning	Bathroom Cleanliness
2/1/2023	Viking Star	19	Not very clean	General Cleanliness
2/3/2023	Liberty of the Seas	2	Parking complicated	Unrelated Comment
2/3/2023	Liberty of the Seas	19	Trash flying about	General Cleanliness
2/3/2023	Liberty of the Seas	19	Rude people	Unrelated Comment
2/3/2023	Liberty of the Seas	19	Terrible instructions and people stressed	Unrelated Comment
2/3/2023	Liberty of the Seas	19	Not clean, needs tidying up	General Cleanliness
2/3/2023	Liberty of the Seas	19	Needs more cleaning	General Cleanliness
2/3/2023	Liberty of the Seas	19	They found the wait totally uncalled for	Unrelated Comment
2/3/2023	Liberty of the Seas	19	Dirty	General Cleanliness
2/3/2023	Liberty of the Seas	19	Dirty	General Cleanliness
2/3/2023	Celebrity Millennium	29	Terminal 29 is very dated	Facilities Outdated
2/3/2023	Celebrity Millennium	29	No restroom outside the terminal, terminal 29 no restroom just disgusting Port o potty 😞	Bathroom Cleanliness
3/11/2023	Odyssey of the Seas	18	Bathrooms	Bathroom Cleanliness
3/11/2023	Odyssey of the Seas	18	Dirty bathrooms	Bathroom Cleanliness
3/11/2023	Celebrity Apex	25	Trash flying around	General Cleanliness
3/11/2023	Celebrity Apex	25	Food and drinks for passengers would be great	Unrelated Comment
3/12/2023	Regal Princess	2	Needs more work	General Cleanliness
3/12/2023	Regal Princess	2	Dirty	General Cleanliness
3/12/2023	Regal Princess	2	Needs better care	General Cleanliness
3/12/2023	Regal Princess	2	Bathroom outside needs more cleaning	Bathroom Cleanliness
3/12/2023	Celebrity Beyond	25	Needs cleaning, paper	General Cleanliness
3/12/2023	Nieuw Amsterdam	26	Instruction for handicap parking is poor, not good client service	Unrelated Comment
3/12/2023	Nieuw Amsterdam	26	Dirty	General Cleanliness
3/12/2023	Nieuw Amsterdam	26	Bathrooms are kinda dirty	Bathroom Cleanliness
3/12/2023	Nieuw Amsterdam	26	Don't know yet	
3/12/2023	Nieuw Amsterdam	26	Traffic was horrible and no parking. Had to park at terminal 4	Unrelated Comment
3/13/2023	Liberty of the Seas	18	Bathrooms Are Trashy	Bathroom Cleanliness

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Date	Ship Name	Terminal #	Comment	Category
3/13/2023	Liberty of the Seas	18	Bathrooms not clean	Bathroom Cleanliness
3/14/2023	Eurodam	26	Not good	General Cleanliness
3/14/2023	Eurodam	26	The bathrooms are dirty and too small.	Bathroom Cleanliness
3/16/2023	Silver Moon	25	Based on what we can see	General Cleanliness
3/17/2023	Emerald Princess	2	Needs to be cleaned Needs signs	General Cleanliness
3/17/2023	Emerald Princess	2	from what we've seen	General Cleanliness
3/17/2023	Emerald Princess	2	Needs more cleaning in the bathroom	Bathroom Cleanliness
3/17/2023	Liberty of the Seas	18	A little unkept	General Cleanliness
3/17/2023	Liberty of the Seas	18	Very dirty	General Cleanliness
3/17/2023	Celebrity Edge	25	There was no soap in ladies' room	Bathroom Cleanliness
3/17/2023	Celebrity Edge	25	Bathroom needs cleaning	Bathroom Cleanliness
3/18/2023	Celebrity Apex	25	Needs paper in toilette	Bathroom Cleanliness
3/18/2023	Celebrity Apex	25	Bathrooms need cleaning	Bathroom Cleanliness
3/18/2023	Nieuw Statendam	26	Not very clean	General Cleanliness
3/18/2023	Nieuw Statendam	26	It needed more tissues in the restroom	Bathroom Cleanliness

Appendix E: Open-Ended Comments*

*Dates shown outside of the Dec 2022 survey window are the input date into Survey Monkey, because the date of sailing, ship name, and terminal number were added after December.

Date	Ship Name	Terminal #	Comment	Category
12/15/2022			Parking is troublesome, shuttle long wait	Parking
12/17/2022			Better terminal pickup, signs to show passengers where to go if being picked up by shuttle or bus	Signage for Transportation
12/17/2022			Improve car rental services	Other
12/17/2022			Security and Customs personnel are very rude.	Other
12/18/2022			More seating when leaving for long airport layover	Terminal facilities
12/18/2022			Cheaper taxis and transportation	Other
12/19/2022			More bathrooms and benches	Terminal facilities
12/19/2022			They need murals inside the buildings of ships, Islands...	Terminal facilities
12/20/2022			More washrooms, family rooms, nursing rooms	Terminal facilities
12/20/2022			need more restrooms. Ride hasn't arrived. Said they were at "entrance" Inside it was a little chaos to go in	Terminal facilities
12/20/2022			more lines	Wait time
12/20/2022			people helping me loud.	Other
12/20/2022			HECTIC TIME, WE EMBARKED ONE TERMINAL AND DISEMBARKED ON ANOTHER	Other
12/20/2022			NEEDS BETTER PARKING	Parking
12/21/2022			FASTER CHECK IN	Wait time
12/21/2022			MORE SEATING	Terminal facilities
12/21/2022			SAFER OK	Other
12/21/2022			QUICKER GATE ENTRANCE	Wait time
12/21/2022			QUICKER GATE ENTRANCE	Wait time
12/21/2022			VALET PARKING	Parking
12/21/2022			FOUND CONFUSING AS FAR AS REACHING TERMINAL	Signage for Transportation
12/21/2022			IT WOULD BE NICE IF THE TERMINAL WAS OPEN AT ALL TIMES SO PEOPLE WOULDN'T HAVE TO WAIT OUTSIDE	Wait time
12/21/2022			SHOULDN'T HAVE TO WAIT TOO MUCH OUTSIDE	Wait time
12/21/2022			IT TAKES TOO TO LONG WAIT WITH LUGGAGE	Wait time
12/21/2022			THE SUGGESTION IS TO HAVE MORE SHUTTLES ESPECIALLY FROM MIAMI	Access
12/21/2022			FINISH CONSTRUCTION	Other
12/21/2022			No me gusta gae El policia del estacionamiento nos grite Como animales. No vine a escuchar gritos	Other

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Date	Ship Name	Terminal #	Comment	Category
12/22/2022			Initial security check of vehicles "interesting", excessive?	Efficiency
12/22/2022			Better transp for handicap	Paratransit
12/22/2022			THE UBER RIDE SHARE AREA NEEDS TO BE EXPANDED	Access
12/22/2022			BETTER LIVE TV	Terminal facilities
12/23/2022			A FEW MORE CHAIRS	Terminal facilities
12/23/2022			FOOD, MEAN EMPLOYEES	Terminal facilities
12/23/2022			BETTER DIRECTIONS	Signage for Transportation
12/23/2022			Traffic	Efficiency
12/23/2022			Need handicap room	Paratransit
12/23/2022			Have been waiting 45 minutes for hotel shuttle still not arrived will not book transfer from ship again	Wait time
12/27/2022			More buses available from certain points in ft lauderdale	Access
12/27/2022			We waited a lot for friends to arrive, we wish there was a coffee shop here before boarding	Terminal facilities
12/27/2022			Cape Canaveral is easier to navigate, and everglades is the busiest we've seen	Signage for Transportation
12/27/2022			There site is terrible	Terminal facilities
12/28/2022			WAITED TOO MUCH	Wait time
12/29/2022			free wifi at the port	Terminal facilities
12/29/2022			PARKING WAS NOT GOOD. HAD TO PARK AT HERON AND TAKE SHUTTLE	Parking
12/29/2022			BETTER PARKING	Parking
12/29/2022			Restrooms could be cleaner	Cleanliness
12/29/2022			A little confusing through GPS to get to terminal	Signage for Transportation
12/29/2022			Bathroom not so clean	Cleanliness
12/30/2022			PORT IS VERY "UNORGANIZED"	Efficiency
12/31/2022			ONLY PROBLEM IS GETTING IN AT THE GATE. HUGE LINES OF CARS AT SECURITY POINT. MAYBE THEY NEED SECURITY GUARDS THERE	Wait time
12/31/2022			BATHROOMS NEED FREQUENT CLEANING	Cleanliness
12/31/2022			HELP IN LUGGAGE WHEN IN THE TERMINAL AND CARRY TO CABIN HAND LUGGAGE. WOULD PAY FOR HELP	Service Improvement
12/31/2022			There should be more taxi stops taxi driver said he drove around and around, and he couldn't stop until some places	Access
12/31/2022			note that the cab driver ripped us off. i do not know what you can do about it, but something should be done about these criminals	Other
12/31/2022			Easier rideshare availability when leaving	Other
1/3/2023			My feet hurt from walking so much.	Access

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Date	Ship Name	Terminal #	Comment	Category
1/3/2023			Nicer terminals	Terminal facilities
1/3/2023			Proper signage to parking garage, improve guests experience by providing guest service associates that can friendly assist in navigating the port	Signage for Transportation
1/3/2023			Install sidewalks on both sides of the road, especially on Eisenhower!	Access
1/3/2023			CLOSER PARKING	Parking
1/3/2023			Self parking could be easier	Parking
1/4/2023			DISAPPOINTED TODAY WITH PARKING-- GETTING RUN-AROUND TO PARK, TO THE POINT HE HAD TO DRIVE TO TERMINAL 2 AND BACK :(Parking
1/4/2023			Parking is troublesome. Shuttle, long wait	Parking
1/4/2023			PARKING COULD BE BETTER	Parking
1/4/2023			COVERED WAIT AREA	Terminal facilities
1/4/2023			FINDING COULD BE BETTER. SIGNS TO PARK	Signage for Transportation
1/4/2023			TIME ASSIGNED FOR SECURITY CHECK IN	Wait time
1/5/2023			Complimentary bags	Other
1/5/2023			Improve route to port and park facilities in terminal 29	Signage for Transportation
1/5/2023			Closer parking terminal 29	Parking
1/5/2023			Change the way they take our luggages	Service Improvement
1/5/2023			Disembarking could be easier like it is to embark	Efficiency
1/5/2023			More services in the parking lot. Terminal 29	Service Improvement
1/5/2023			MAN CARRYING LUGGAGE LOOKING FOR MORE TIPS. WE THOUGHT THEY WERE POOLED, VERY UNCOMFORTABLE. OTHER LUGGAGE CARRIERS ARE WONDERFUL.	Service Improvement
1/5/2023			PARKING/ SHUTTLE VERY BAD FOR HANDICAP	Paratransit
1/6/2023			You guys should open some cafe. We flew in, came straight here, and have to wait without drinks or food.	Terminal facilities
1/6/2023			The bathroom could be cleaner	Cleanliness
1/6/2023			Cleanliness could improve	Cleanliness
1/6/2023			Improve organization of pickup points to get shuttle to the airport	Signage for Transportation
1/6/2023			Place more benches so we can sit-down during the embarkment	Terminal facilities
1/6/2023			Mark the parking lot sooner	Parking
1/27/2023	Caribbean Princess	2	Brevet? Bilingual	Other
1/27/2023	Caribbean Princess	2	Better parking directions. Instruction could be clearer	Signage for Transportation
1/27/2023	Caribbean Princess	2	Restrooms were dirty	Cleanliness
1/27/2023	Caribbean Princess	2	Bathrooms dirty	Cleanliness
1/27/2023	Caribbean Princess	2	Better wheelchair assist	Paratransit
1/27/2023	Caribbean Princess	2	More wheelchairs	Paratransit

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Date	Ship Name	Terminal #	Comment	Category
1/27/2023	Caribbean Princess	2	More wheelchairs	Paratransit
1/27/2023	Caribbean Princess	2	Better communication of time of group boarding	Efficiency
1/27/2023	Liberty of the Seas	19	A little traffic	Wait time
1/27/2023	Liberty of the Seas	19	Terminal on boarding pass didn't match drop off	Other
1/27/2023	Liberty of the Seas	19	Difficulty getting off ship	Efficiency
1/27/2023	Liberty of the Seas	19	Dropped off at wrong terminal. Update system to inform of changes like the airport	Other
1/27/2023	Liberty of the Seas	19	Faster off boarding	Wait time
1/27/2023	Liberty of the Seas	19	Make sure vending machines are stocked with drinks	Terminal Facilities
1/27/2023	Liberty of the Seas	19	Move checkout and customs help	Wait time
1/27/2023	Liberty of the Seas	19	More security	Wait time
1/27/2023	Liberty of the Seas	19	More signs for rideshare. Confused where to go. Dropped off at wrong terminal	Signage for Transportation
1/27/2023	Liberty of the Seas	19	Miscommunication. Everyone had to hold their luggage, ramp was scary for elders	Paratransit
1/27/2023	Celebrity Millennium	25	Parking could be way better	Parking
1/27/2023	Celebrity Millennium	25	Prepaid for transfer and we're stranded	Other
1/27/2023	Celebrity Millennium	25	Bar needs	Terminal Facilities
1/27/2023	Celebrity Millennium	25	Construction issues, like selected time	Wait time
1/27/2023	Celebrity Millennium	25	Confusion boarding	Efficiency
1/27/2023	Celebrity Millennium	25	Trolley for parking garage	Terminal Facilities
1/27/2023	Celebrity Millennium	25	Too much construction	Efficiency
1/28/2023	Odyssey of the Seas	18	Smoking allowed anywhere would be great	Terminal Facilities
1/28/2023	Odyssey of the Seas	18	Could use more shuttles	Access
1/28/2023	Odyssey of the Seas	18	More benches	Terminal Facilities
1/28/2023	Odyssey of the Seas	18	Ready to go home	Efficiency
1/28/2023	Odyssey of the Seas	18	They wish that the crew speak more in spanish	Other
1/28/2023	Sky Princess	21	These Porters are gonna hit someone	Service Improvement
1/28/2023	Sky Princess	21	Instructions for parking is not good	Signage for Transportation
1/28/2023	Sky Princess	21	Porters need to be nicer	Service Improvement
1/28/2023	Sky Princess	21	Instructions for parking is poor	Signage for Transportation
1/28/2023	Celebrity Apex	21	Not enough wheelchairs	Paratransit
1/28/2023	Celebrity Apex	21	Not enough parking	Parking
1/28/2023	Sky Princess	21	Needs a waiting room	Terminal Facilities
1/28/2023	Celebrity Apex	25	First time expecting excursions	Terminal Facilities
1/28/2023	Celebrity Apex	25	Wait is too long to board	Wait time
1/28/2023	Celebrity Apex	25	My luggage was lost when here in Nov. It took 4 hours to get out of the port. Poor transportation	Access
1/28/2023	Celebrity Apex	25	Seating is too hard	Terminal Facilities
1/28/2023	Celebrity Apex	25	I didn't find information about rental car stores or transfers	Signage for Transportation
1/28/2023	Celebrity Apex	25	Process needs to be smoother	Efficiency

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Date	Ship Name	Terminal #	Comment	Category
1/28/2023	Celebrity Apex	25	More chairs close to where people have to line up	Terminal Facilities
1/29/2023	Regal Princess	2	Could use restrooms in the parking garage. Due to long walk to terminals	Access
1/29/2023	Regal Princess	2	More wheelchairs	Paratransit
1/29/2023	Harmony of the Seas	18	The RCL Bus transportation system is terrible, poorly managed waste of time.	Access
1/29/2023	Celebrity Beyond	25	Too far to walk with cane	Access
1/29/2023	Celebrity Beyond	25	Walking to terminals no good. Better system for that would be great	Access
1/29/2023	Celebrity Beyond	25	Spread the cruises out more. More options throughout the week	Efficiency
1/29/2023	Celebrity Beyond	25	Better entrance process at the gate. Time consuming	Wait time
1/30/2023	Liberty of the Seas	18	Need better sign for parking and finding terminals	Signage for Transportation
1/30/2023	Celebrity Equinox	25	Need to accommodate people flying in and don't have a good time to enter the terminal	Terminal Facilities
1/30/2023	Celebrity Equinox	25	Better parking directions	Signage for Transportation
1/30/2023	Celebrity Equinox	25	Shuttles for the handicapped would be GREAT	Paratransit
1/30/2023	Celebrity Equinox	25	More wheelchairs	Paratransit
1/30/2023	Celebrity Equinox	25	Transportation is complex	Access
2/1/2023	Emerald Princess	2	Needs signs and better instructions where to get on Uber and shuttle	Signage for Transportation
2/1/2023	Viking Star	19	Need better instructions where to pick up shuttle/uber to airport	Signage for Transportation
2/1/2023	Viking Star	19	Could be cleaner	Cleanliness
2/1/2023	Celebrity Millennium	29	Marriott needs new elevators	Terminal Facilities
2/3/2023	Liberty of the Seas	19	When you are told to go to another parking area, you are shuttled to the terminal. It would be a good idea to make sure the shuttle you back to your car	Access
2/3/2023	Liberty of the Seas	19	Found out the system inside the terminal is slow so it made the line to get inside for registration really long. Horrible. Had to pull passengers out of line to translate Spanish no employees spoke it. Took 2 hours to get through customs. I will not be booking a cruise at this terminal ever again. Very disappointed	Wait time
2/3/2023	Liberty of the Seas	19	Confusing. This day line was out the door and down the terminal	Wait time
2/3/2023	Liberty of the Seas	19	Staff was very rude in blue and white colored shirts at the door.	Service Improvement
2/3/2023	Liberty of the Seas	19	Needs to speed up process	Wait time
2/3/2023	Liberty of the Seas	19	Disembark process needs streamlining faster	Wait time
2/3/2023	Liberty of the Seas	19	Needs better updates, signs, needs facial recognition, technology is outdated	Terminal Facilities

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Date	Ship Name	Terminal #	Comment	Category
2/3/2023	Liberty of the Seas	19	Complications getting in	Signage for Transportation
2/3/2023	Liberty of the Seas	19	Takes too long to board the cruise	Wait time
2/3/2023	Liberty of the Seas	29	Slow passport control	Wait time
2/3/2023	Celebrity Millennium	29	Marriott needs new elevator	Terminal Facilities
2/3/2023	Celebrity Millennium	29	Marriott need new elevator	Terminal Facilities
2/3/2023	Celebrity Millennium	29	Marriott needs new elevators	Terminal Facilities
2/3/2023	Celebrity Millennium	29	Should make clear which terminal is easier than saying Buoy 29 say terminal 29 for example	Signage for Transportation
2/3/2023	Celebrity Millennium	29	Would have been better to start security screening and then let people sit instead of stand -- many elderly.	Wait time
2/3/2023	Celebrity Millennium	29	Rusty steel. Stored doesn't look good.	Terminal Facilities
2/3/2023	Celebrity Millennium	29	More shuttle service information between back-to-back cruises.	Access
3/11/2023	Sky Princess	2	Thank you	Positive
3/11/2023	Sky Princess	2	Organized	Positive
3/11/2023	Sky Princess	2	Everything good	Positive
3/11/2023	Sky Princess	2	Port survey person was excellent	Positive
3/11/2023	Sky Princess	2	Very organized	Positive
3/11/2023	Sky Princess	2	More parking space	Parking
3/11/2023	Sky Princess	2	Easier to fly here	Positive
3/11/2023	Sky Princess	2	People are jerks	Service Improvement
3/11/2023	Sky Princess	2	Will definitely consider this Port to sail to uk from in the future	Positive
3/11/2023	Sky Princess	2	No tissue paper in restroom	Terminal Facilities
3/11/2023	Sky Princess	2	Thank You	Positive
3/11/2023	Sky Princess	2	Need better signs	Signage for Transportation
3/11/2023	Odyssey of the Seas	18	Very friendly	Positive
3/11/2023	Odyssey of the Seas	18	Stop yelling at people	Service Improvement
3/11/2023	Odyssey of the Seas	18	Amenities for tourist	Terminal Facilities
3/11/2023	Odyssey of the Seas	18	Great staff. Very helpful	Positive
3/11/2023	Odyssey of the Seas	18	It's very good	Positive
3/11/2023	Odyssey of the Seas	18	Smooth process getting out of the airport to my terminal	Positive
3/11/2023	Odyssey of the Seas	18	Porter was great!	Positive
3/11/2023	Odyssey of the Seas	18	Great staff	Positive
3/11/2023	Celebrity Apex	25	Preloading and integration between rideshare and Cruise line	Efficiency
3/11/2023	Celebrity Apex	25	Food to buy would be great	Terminal Facilities
3/11/2023	Celebrity Apex	25	Sitting areas and food	Terminal Facilities
3/11/2023	Celebrity Apex	25	All good	Positive
3/11/2023	Celebrity Apex	25	Shuttle from long term parking	Parking
3/11/2023	Celebrity Apex	25	Excellent	Positive
3/11/2023	Celebrity Apex	25	great job!	Positive
3/11/2023	Celebrity Apex	25	Need more seating for waiting area	Terminal Facilities
3/11/2023	Celebrity Apex	25	More terminals like 25.	Terminal Facilities
3/11/2023	Celebrity Apex	25	"Keep up the good work."	Positive

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Date	Ship Name	Terminal #	Comment	Category
3/11/2023	Celebrity Apex	25	Smooth	Positive
3/11/2023	Celebrity Apex	25	Parking	Parking
3/11/2023	Nieuw Statendam	26	Great workers	Positive
3/11/2023	Nieuw Statendam	26	Crazy traffic	Efficiency
3/11/2023	Nieuw Statendam	26	Need more vendors	Terminal Facilities
3/11/2023	Nieuw Statendam	26	Traffic jam at the port	Efficiency
3/11/2023	Nieuw Statendam	26	So far so good	Positive
3/11/2023	Nieuw Statendam	26	Needs more parking	Parking
3/11/2023	Nieuw Statendam	26	Easy going	Positive
3/11/2023	Nieuw Statendam	26	Drink fountains and food	Terminal Facilities
3/11/2023	Nieuw Statendam	26	Veining machines or accessible food would be great	Terminal Facilities
3/11/2023	Nieuw Amsterdam	26	Attendants should be better trained. Parking is bad.	Service Improvement
3/12/2023	Regal Princess	2	Great Experience	Positive
3/12/2023	Regal Princess	2	Very Organized and Friendly	Positive
3/12/2023	Regal Princess	2	Love it here	Positive
3/12/2023	Regal Princess	2	Need more clearly marked signs for parking	Signage for Transportation
3/12/2023	Regal Princess	2	Rude people -- staff and police when unloading luggage	Service Improvement
3/12/2023	Regal Princess	2	Everyone is very friendly and welcoming	Positive
3/12/2023	Regal Princess	2	More signs	Signage for Transportation
3/12/2023	Regal Princess	2	Needs signs to direct Cruise passengers	Signage for Transportation
3/12/2023	Regal Princess	2	Better instructions to park	Signage for Transportation
3/12/2023	Regal Princess	2	"First time I don't know" about the facilities...	Other
3/12/2023	Regal Princess	2	Car rental at cruise port	Access
3/12/2023	Regal Princess	2	More parking space	Parking
3/12/2023	Regal Princess	2	More signs written leaving Cruise ship indicating various shuttle's locations it gets quite confusing where to go	Signage for Transportation
3/12/2023	Regal Princess	2	More bottled water	Terminal Facilities
3/12/2023	Regal Princess	2	Convenient shuttle	Access
3/12/2023	Regal Princess	2	Better maintenance	Terminal Facilities
3/12/2023	Celebrity Beyond	2	We had lots of fun on our cruise.	Positive
3/12/2023	Celebrity Beyond	25	Benches outside for those waiting to board	Terminal Facilities
3/12/2023	Celebrity Beyond	25	Person taking survey nice. People in the terminals very rude	Service Improvement
3/12/2023	Celebrity Beyond	25	Traffic bad	Efficiency
3/12/2023	Celebrity Beyond	25	Attendants at entrance needs to be more happy greeting	Service Improvement
3/12/2023	Celebrity Beyond	25	Need more parking space	Parking
3/12/2023	Celebrity Beyond	25	People need to give better directions	Service Improvement
3/12/2023	Celebrity Beyond	25	Faster WIFI.	Terminal Facilities
3/12/2023	Celebrity Beyond	25	no.	
3/12/2023	Celebrity Beyond	25	No.	
3/12/2023	Celebrity Beyond	25	Uber area is bad design.	Access

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Date	Ship Name	Terminal #	Comment	Category
3/12/2023	Nieuw Amsterdam	26	Horrible traffic	Efficiency
3/12/2023	Nieuw Amsterdam	26	Traffic horrible	Efficiency
3/12/2023	Nieuw Amsterdam	26	WIFI connection needs to improve	Terminal Facilities
3/12/2023	Nieuw Amsterdam	26	Great	Positive
3/12/2023	Nieuw Amsterdam	26	Terminal number unknown until we got to Port.	Other
3/12/2023	Nieuw Amsterdam	26	Awesome cruise!	Positive
3/12/2023	Nieuw Amsterdam	26	Long wait before getting in, City or cruise greet us with donuts and coffee	Wait Time
3/12/2023	Nieuw Amsterdam	26	Needs to take better care of passengers at entrance	Service Improvement
3/13/2023	Liberty of the Seas	18	Easier transport back to the airport	Access
3/13/2023	Liberty of the Seas	18	Seattle from packing	Other
3/14/2023	Eurodam	26	everything is perfect and easy	Positive
3/14/2023	Eurodam	26	Everyone is very polite	Positive
3/14/2023	Eurodam	26	More smoking friendly	Terminal Facilities
3/14/2023	Eurodam	26	more parking	Parking
3/14/2023	Eurodam	26	Needs to be updated	Terminal Facilities
3/14/2023	Eurodam	26	Everything was fast and easy	Positive
3/16/2023	Silver Moon	25	way better than Miami	Positive
3/16/2023	Silver Moon	25	difficult if you are driving your own vehicle	Parking
3/16/2023	Silver Moon	25	Need more facilities, restaurants, lounges, shops	Terminal Facilities
3/16/2023	Silver Moon	25	Good service	Positive
3/17/2023	Emerald Princess	2	Enjoy cruising from here	Positive
3/17/2023	Emerald Princess	2	more signage for parking	Signage for Transportation
3/17/2023	Emerald Princess	2	An enjoyable vacation.	Positive
3/17/2023	Liberty of the Seas	18	.)	Positive
3/17/2023	Liberty of the Seas	18	Great trip. Friendly workers.	Positive
3/17/2023	Liberty of the Seas	18	Passengers pick up is rather disorganized.	Access
3/17/2023	Liberty of the Seas	18	Make it cheaper	Other
3/17/2023	Liberty of the Seas	18	More closer parking	Parking
3/17/2023	Liberty of the Seas	18	People are professional and helpful	Positive
3/17/2023	Liberty of the Seas	18	More Parking spaces	Parking
3/17/2023	Liberty of the Seas	18	More efficient security	Efficiency
3/17/2023	Liberty of the Seas	18	Wheel chair closer to the people	Paratransit
3/17/2023	Liberty of the Seas	18	Great job	Positive
3/17/2023	Celebrity Edge	25	Everything is good so far	Positive
3/17/2023	Liberty of the Seas	25	Wait time and cushioned seats	Wait Time
3/17/2023	Celebrity Edge	25	Great Port all staff is friendly and nice	Positive
3/17/2023	Celebrity Edge	25	Instructions from attendants should be clear as to which terminal to take, need better training	Service Improvement
3/17/2023	Celebrity Edge	25	Better check in signage where to go	Signage for Transportation
3/17/2023	Celebrity Edge	25	Nice people to work with	Positive
3/17/2023	Celebrity Edge	25	Long waits, no bueno	Wait Time
3/17/2023	Celebrity Edge	25	Allow more wine per stateroom	Other

Port Everglades Cruise Passenger Survey 2022/2023

Date	Ship Name	Terminal #	Comment	Category
3/17/2023	Celebrity Edge	25	Surveyor jazz did a great job and thank you so much for the luggage tags.	Positive
3/18/2023	Sky Princess	2	More seating outside for waiting passengers after cruising for transport	Terminal Facilities
3/18/2023	Sky Princess	2	Have a smoking area	Terminal Facilities
3/18/2023	Sky Princess	2	Have food. Signage also for ship and terminal	Signage for Transportation
3/18/2023	Sky Princess	2	Very happy	Positive
3/18/2023	Sky Princess	2	The Signage, terminals and ships don't match	Signage for Transportation
3/18/2023	Sky Princess	2	Smoking area and seating	Terminal Facilities
3/18/2023	Sky Princess	2	lower hotel prices	Other
3/18/2023	Sky Princess	2	signage was an issue	Signage for Transportation
3/18/2023	Celebrity Apex	25	The employees are friendly	Positive
3/18/2023	Celebrity Apex	25	Extremely nice for wheelchairs	Positive
3/18/2023	Celebrity Apex	25	Not easy for Uber and lyft to get by	Access
3/18/2023	Celebrity Apex	25	We are avid cruisers. Love to travel.	Positive
3/18/2023	Celebrity Apex	25	Keep up the good work	Positive
3/18/2023	Celebrity Apex	25	Easiest port to navigate	Positive
3/18/2023	Celebrity Apex	25	It was not very easy to move around	Access
3/18/2023	Rotterdam	26	Better signage	Signage for Transportation
3/18/2023	Rotterdam	26	Nice lady doing surveys	Positive
3/18/2023	Nieuw Statendam	26	Personnel could explain better where to park	Service Improvement
3/18/2023	Nieuw Statendam	26	Instructions and signs need more clarity	Signage for Transportation
3/18/2023	Nieuw Statendam	26	Poor instructions	Signage for Transportation
3/18/2023	Nieuw Statendam	26	more signs	Signage for Transportation

Appendix F: Roster of Ships

Date	Vessel Name		Passenger Capacity	Temps	Total Temps	Embarking passengers	Surveys taken	Terminal
Saturday, December 17, 2022	Jaume II	Balearia	600					
Saturday, December 17, 2022	Celebrity Apex	Celebrity	2910	8		2746	124	CT25
Saturday, December 17, 2022	Nieuw Statendam	Holland America	2666	8		2560	74	CT26
Saturday, December 17, 2022	Volendam	Holland America	1432					
Saturday, December 17, 2022	Sky Princess	Princess Cruises	3660	8		2431	94	CT2
Saturday, December 17, 2022	Odyssey of the Seas	RCI	4210	12	36	4647	155	CT18
Sunday, December 18, 2022	Jaume II	Balearia	654	0				
Sunday, December 18, 2022	Celebrity Beyond	Celebrity	2900	8		2629	51	CT25
Sunday, December 18, 2022	Celebrity Reflection	Celebrity	3046					
Sunday, December 18, 2022	Nieuw Amsterdam	Holland America	2106	8		2059	23	CT26
Sunday, December 18, 2022	Regal Princess	Princess Cruises	3560	8		2997	108	CT2
Sunday, December 18, 2022	Caribbean Princess	Princess Cruises	3140					
Sunday, December 18, 2022	Harmony of the Seas	RCI	5479	12	36	6209	69	CT18
Monday, December 19, 2022	Jaume II	Balearia	654	4				CT21
Monday, December 19, 2022	Enchanted Princess	Princess Cruises	3660	8		2664	118	CT2
Monday, December 19, 2022	Liberty of the Seas	RCI	3634	12	24	4423	252	CT18
Tuesday, December 20, 2022	Jaume II	Balearia	654					
Tuesday, December 20, 2022	Zaandam	Holland America	2272	8	8	1298	198	CT26

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Wednesday, December 21, 2022	Jaume II	Balearia	654					
Wednesday, December 21, 2022	Rotterdam	Holland America	3218	8		2578	236	CT26
Wednesday, December 21, 2022	Eurodam	Holland America	2104					
Wednesday, December 21, 2022	Viking Star	Viking Ocean Cruises	930	8	16	878	242	CT19-CT4

Thursday, December 22, 2022	Jaume II	Balearia	654					
Thursday, December 22, 2022	Celebrity Edge	Celebrity	2918	8		2784	137	CT25
Thursday, December 22, 2022	Celebrity Equinox	Celebrity	2852					
Thursday, December 22, 2022	Zuiderdam	Holland America	2272	8		1905	118	CT26
Thursday, December 22, 2022	Island Princess	Princess Cruises	2200	8		1612	149	CT2
Thursday, December 22, 2022	Viking Neptune	Viking Ocean Cruises	930	8	32	825	125	CT19

Friday, December 23, 2022	Jaume II	Balearia	654					
Friday, December 23, 2022	Celebrity Reflection	Celebrity	3046	8		3065	154	CT29
Friday, December 23, 2022	Celebrity Apex	Celebrity	2910					
Friday, December 23, 2022	Nieuw Amsterdam	Holland America	2106	8		2026	141	CT26
Friday, December 23, 2022	Odyssey of the Seas	RCI	4198	12		4760	181	CT18
Friday, December 23, 2022	Liberty of the Seas	RCI	3798					

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Friday, January 27, 2023	Caribbean Princess	Princess Cruises	3140	8		2595	135	CT2
Friday, January 27, 2023	Liberty of the Seas	RCI	3798	12		4091	134	CT19
Friday, January 27, 2023	Vision of the Seas	RCI	2050	0				
Friday, January 27, 2023	Celebrity Millennium	Celebrity	2218	8		1759	78	CT25
Friday, January 27, 2023	Jaume II	Balearia	654	0	28			CT21
Saturday, January 28,,2023	Celebrity Apex	Celebrity	2910	8		2237	124	CT25
Saturday, January 28,,2023	Enchanted Princess	Princess Cruises	3660	0				CT2
Saturday, January 28,,2023	Nieuw Statendam	Holland America	2666	0	Charter			CT26
Saturday, January 28,,2023	Odyssey of the Seas	RCI	4198	8-12		4284	180	CT18
Saturday, January 28,,2023	Sky Princess	Princess Cruises	3660	8		2762	123	CT21
Saturday, January 28,,2023	Jaume II	Balearia	654	4		148	12	CT19
Sunday, January 29, 2023	Celebrity Beyond	Celebrity	3260	8		2339	82	CT25
Sunday, January 29, 2023	Celebrity Reflection	Celebrity	3046	0				CT29
Sunday, January 29, 2023	Harmony of the Seas	RCI	5479	12		5736	141	CT18
Sunday, January 29, 2023	Nieuw Amsterdam	Holland America	2106	0	Charter			CT19
Sunday, January 29, 2023	Regal Princess	Princess Cruises	3560	8		2931	92	CT2
Sunday, January 29, 2023	Jaume II	Balearia	654	0	28			CT21
Monday, January 30, 2023	Celebrity Equinox	Celebrity	2852	8		2560	193	CT25
Monday, January 30, 2023	Liberty of the Seas	RCI	3798	12		4061	204	CT19
Monday, January 30, 2023	Jaume II	Balearia	654		20			21
Wednesday, February 1, 2023	Emerald Princess	Princess Cruises	3114	8		2252	199	CT2
Wednesday, February 1, 2023	Viking Star	Viking Ocean Cruises	930	8		878	94	CT19
Wednesday, February 1, 2023	Jaume II	Baleria	654	4	20			CT21

Port Everglades Cruise Passenger Survey 2022/2023

Friday, February 3, 2023	Celebrity Edge	Celebrity	2918	0				25
Friday, February 3, 2023	Celebrity Millennium	Celebrity	2218	8		2118	155	CT29
Friday, February 3, 2023	Liberty of the Seas	RCI	3798	12	20	4199	234	CT19
Saturday, March 11, 2023	Jaume II	Balearia	654					
Saturday, March 11, 2023	Celebrity Apex	Celebrity	2910	8		3021	139	CT25
Saturday, March 11, 2023	Nieuw Statendam	Holland America	2666	8		2655	139	CT26
Saturday, March 11, 2023	Sky Princess	Princess Cruises	3660	8		3225	161	CT2
Saturday, March 11, 2023	Odyssey of the Seas	RCI	4198	12	36	4945	183	CT18
Sunday, March 12, 2023	Jaume II	Balearia	654	0				CT19
Sunday, March 12, 2023	Celebrity Beyond	Celebrity	3260	8		3347	99	CT25
Sunday, March 12, 2023	Celebrity Reflection	Celebrity	3046					
Sunday, March 12, 2023	Nieuw Amsterdam	Holland America	2106	8		2252	116	CT26
Sunday, March 12, 2023	Regal Princess	Princess Cruises	3560	8		3428	162	CT2
Sunday, March 12, 2023	Caribbean Princess	Princess Cruises	3140		24			
Monday, March 13, 2023	Jaume II	Balearia	654					
Monday, March 13, 2023	Liberty of the Seas	RCI	3798	12	12	4474	200	CT18
Tuesday, March 14, 2023	Jaume II	Balearia	654					
Tuesday, March 14, 2023	Eurodam	Holland America	2104	8	8	1984	145	CT26
Wednesday, March 15, 2023	Jaume II	Balearia	654		0			
Thursday, March 16, 2023	Jaume II	Balearia	654					
Thursday, March 16, 2023	Silver Moon	Silversea	596	8	8	437	46	CT25

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Friday, March 17, 2023	Jaume II	Balearia	654	4		160	18	CT21
Friday, March 17, 2023	Celebrity Edge	Celebrity	2918	8		2661	101	CT25
Friday, March 17, 2023	Emerald Princess	Princess Cruises	3114	8		1987	78	CT2
Friday, March 17, 2023	Liberty of the Seas	RCI	3798	12	32	4419	162	CT19
Saturday, March 18, 2023	Jaume II	Balearia	654					
Saturday, March 18, 2023	Celebrity Apex	Celebrity	2910	8		2940	120	CT25
Saturday, March 18, 2023	Celebrity Equinox	Celebrity	2852					
Saturday, March 18, 2023	Rotterdam	Holland America	3218	8		2544	95	CT26
Saturday, March 18, 2023	Nieuw Statendam	Holland America	2666					
Saturday, March 18, 2023	Volendam	Holland America	1432					
Saturday, March 18, 2023	Sky Princess	Princess Cruises	3660	8	24	1962	78	CT2
				460	412			

Appendix G: 2015 Survey Final Report

Port Everglades Cruise Passenger Survey



Prepared for:

**Broward County's
Port Everglades Department**

AECOM

Dickey Consulting Services



Port Everglades Cruise Survey

Port Everglades Cruise Passenger Survey

Prepared for:
Broward County's Port Everglades Department

AECOM



May 23, 2015

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Executive Summary

Broward County's Port Everglades Department contracted with AECOM to conduct a cruise passenger survey during the FY 2014/2015 cruise season. The purpose of the survey was to collect cruise passenger data that will potentially be used for marketing pursuits and economic impact analyses by the Port. Data points included age and gender demographics, trip origin, expenditures before the cruise, expected expenditures after the cruise, means of transportation to the Port, means of booking the cruise, and cruising frequency. The survey also gathered information about specific South Florida destinations after the cruise, number of people in the cruising party, and if the respondent was a college student on Spring Break. Most of the questions on the questionnaire were either multiple choice or close-ended. There were a few questions that required specific input from the passenger, e.g., place of residence, expenditures before and after cruise; and if they stayed in a hotel before the cruise, the hotel name and location. The last question solicited comments or suggestions from the respondent. All answers were recorded directly on the questionnaire by the respondent.

As with the Port's 2007 Origin and Destination (O&D) Survey, a convenience sampling methodology was utilized for this survey. Also known as a non-probability method of sampling, a convenience sample is neither a complete enumeration of all possible data, e.g., all passengers who had boarded ships on the selected cruise survey days or all ships during the FY 2014-2015 cruise season, nor a scientific random sample where all members of the population have a chance of being selected for the survey. When a random sampling method is used, conclusions can be extrapolated about the underlying population of interest, or the FY 2014/2015 Port Everglades cruise population. In summary, the use of a random sample relies on an objective scientific mechanism to select members from the population.

Given the difficulty of having access to all boarding cruise passengers for a random sample, and since the intended uses of the data were for marketing reports and economic impact analyses, the convenience sampling method was chosen. To overcome the absence of being able to scientifically draw conclusions to the entire cruise population, multiple samples from 20 different cruise ships were collected, making it possible to replicate a random selection process. Advantages associated with convenience sampling are listed below.

- Expedited Data Collection – The window of opportunity to collect the data was limited for each ship and only the cruise passengers who were waiting in the terminal passenger lounges were selected.
- Ease of Research – The 24-question questionnaire was the survey instrument used to collect the data without the burden of defining and implementing a

random selection process. Once the data was collected, the survey team concentrated on the data analysis, without the concern or worry whether the sample was a scientific representation of the population.

There were 24 questions posed on the paper-and-pen questionnaire that was administered by trained surveyors to embarking cruise passengers as they were waiting in the cruise terminal in the morning to board the ship. Both English and Spanish versions of the questionnaire were available. The English version of the questionnaire is contained in Appendix A. The surveyors were strategically positioned within the terminal to approach passengers in the waiting lounge. After briefly introducing themselves, describing the purpose of the survey, and asking the passengers to participate, the surveyors provided assistance and guidance to the respondents as they independently completed the questionnaire.

The survey was conducted over a total of eight days, including a pretest. The pretest was conducted on Tuesday, March 10, 2015, for the purpose of ensuring effective logistics of the survey administration, a sufficient response rate, survey soundness and adequate collection times. Based on the results of the pretest, no changes were made to the questionnaire or to the procedures for the survey administration. Following the pretest, two weekends (Saturday, Sunday and Monday) and a Thursday (for a four-day cruise) were scheduled for the survey. The breakdown of all cruise ships that were surveyed is shown in Table ES.1, below.

The cruise ships that were selected comprised the various cruise lines that call the Port, namely Princess, Royal Caribbean (RCCL), Celebrity, Holland America, and Carnival. In addition, the daily ferry service, Balaeria Bahamas Express, was surveyed on two separate days, as noted. With the exception of the one 1-day ferry service, the cruise durations of the surveyed ships ranged from four days to 15 days. For the 20 different ship calls, 1,841 questionnaires were completed. Two ships were the 1-day ferry to the Bahamas; one ship was the 4-day cruise; four were 5-day cruises; one was a 6-day cruise; seven were 7-day cruises; two were 8-day cruises; two were 11-day cruises; and one was a 15-day cruise. With the exception of the 1-day ferry to the Bahamas, the majority of the cruises had Western or Eastern Caribbean itineraries. One of the 8-day cruises sailed to the Southern Caribbean; one of the 11-day cruises included Grand Cayman, Colombia and Belize in its itinerary; and the single 15-day cruise sailed to Portugal, Spain and Rome.

Table ES. 1 - Cruise Ship Survey Breakdown

Date	Ship	Cruise Terminal	Cruise Duration (days)	Survey Respondent Count
3/10/15	Princess - <i>Coral Princess</i> (pretest)	2	11	76
3/14/15	RCCL - <i>Independence of the Seas</i>	29	8	78
3/14/15	RCCL - <i>Liberty of Seas</i>	25	5	94
3/14/15	Balearia - <i>Bahamas Express</i>	30	1	30
3/14/15	Princess - <i>Caribbean Princess</i>	2	7	89
3/15/15	Celebrity - <i>Celebrity Silhouette</i>	25	7	26
3/15/15	Carnival - <i>Carnival Conquest</i>	19	6	172
3/15/15	Holland America - <i>Nieuw Amsterdam</i>	26	7	126
3/16/15	Holland America - <i>Zuiderdam</i>	26	15	123
3/16/15	Celebrity - <i>Celebrity Constellation</i>	4	5	48
3/16/15	Celebrity - <i>Celebrity Equinox</i>	18	11	60
3/19/15	RCCL - <i>Liberty of Seas</i>	18	4	76
3/21/15	Princess - <i>Caribbean Princess</i>	2	5	121
3/21/15	Carnival - <i>Carnival Conquest</i>	19	8	174
3/21/15	Holland America - <i>Westerdam</i>	26	7	128
3/22/15	RCCL - <i>Allure of Seas</i>	18	7	109
3/22/15	Princess - <i>Regal Princess</i>	2	7	149
3/22/15	Holland America - <i>Eurodam</i>	21	7	110
3/23/15	RCCL - <i>Liberty of Seas</i>	18	5	34
3/23/15	Balearia - <i>Bahamas Express</i>	1	1	18
Total Respondents				1,841

Microsoft Excel was used to code and analyze the data with descriptive statistics, graphic representations and confidence level interval statistics on select questions. Key findings from the survey are summarized below. The mode statistic is defined as the value that occurred most often.

- 24 percent of the respondents were 55-64 years of age, the mode. The next largest range of ages was the 45-54 age group.
- Five of the top 10 cities of the places of residence for the passengers were concentrated along the U.S. East Coast, with a heavy concentration in the Southeast (38%). The Midwest region of the U.S. constituted 25 percent of the

sample from the U.S. The Number 1 place of residence was Toronto, Canada. Besides Toronto, there were four other Canada cities that were in the top 25 of places of residence.

- 62 percent of the sample stayed one or more nights in South Florida before the cruise. The average number of nights was 3.4. The range of number of nights spent by the passengers spanned from one to 180.
- The majority of passengers (51 percent) came from a hotel before heading to Port Everglades for their cruise. Over 21 percent came directly from Fort Lauderdale-Hollywood International Airport.
- Two well-known hotel chains, Rodeway Inn and Holiday Inn, topped the list of hotels where passengers stayed before the cruise.
- 21 percent of the sample stayed one or more nights in South Florida after the cruise. The average number of nights was 2.6. The range of number of nights spanned from one to 80. Fort Lauderdale was overwhelmingly the Number 1 destination (46 percent) for passengers who planned on staying overnight in South Florida after the cruise.
- Lodging expenditures accounted for the greatest proportion of expenditures per traveling party that stayed one or more nights in South Florida either before the cruise or after the cruise. On average, \$210 was spent per day and \$215 was spent per day respectively.
- When ranges of days were compared for before and after cruisers, 22 percent spent two to four days before the cruise; 32 percent spent two to four days after the cruise.
- The three most widely used methods to access the Port were taxi, hotel shuttle, and personal vehicle. Combined, taxi and hotel shuttle accounted for 57 percent of the total.
- The majority of passengers (66 percent) who flew into Fort Lauderdale-Hollywood International Airport (FLL) chose FLL because it was the closest airport.
- The mode response (31 percent) for how the respondent booked the cruise was the cruise line web site.
- 63 percent booked their cruise separately from their air travel booking.
- 15 percent of the respondents answered that this was their first cruise and the mode of cruise frequency was once per year (27 percent).
- For 42 percent of the respondents, this was their first cruise out of Port Everglades.
- The mode age group was 55-64 years of age for passengers who cruise once per year.
- The mode age group was 65-74 years of age for passengers who cruise twice per year.

- Confidence level interval statistics were calculated for five questions at a 95 percent confidence level. Questions 6, 8, 10, 14 and 21 each had small margins of error indicating evidence of the potential precision level and reliability of the measures.

Recommendations/Considerations

A number of findings from the survey may be useful for future marketing efforts and programs for the Port's cruise business.

- When comparing results of Questions 3 and 10, number of nights in South Florida before cruise and after cruise, respectively, more passengers stayed before the cruise, than after.
 - 1,146 respondents, or 62 percent of the sample, spent one or more nights in South Florida before the cruise.
 - 379 respondents, or 21 percent of the sample, planned to stay one or more nights in South Florida after the cruise.
- The average number of nights spent in South Florida before the cruise was slightly higher (average 3.4 nights) than the average number of nights spent in South Florida after the cruise (average 2.6 nights).
- Expenditures before and after the cruise were nearly identical. However, more money was planned to be spent on land tours after the cruise than before the cruise.
 - \$80 spent on land tours before cruise.
 - \$133 to be spent on land tours after cruise.
- Older age groups cruise more frequently than age groups younger than 45.
- Of the 1,841 respondents who completed the questionnaires, 322 provided comments and suggestions. The full composite of the comments/suggestions is provided in Appendix B and are verbatim as recorded by the passengers. They have not been edited to correct misspelled words or errors in punctuation/grammar. The comments are sorted by age, origin, frequency of cruising, and whether this cruise was their first out of Port Everglades. While the majority of the comments are positive, i.e., the passengers love the respective cruise line and/or the Port, there were a few complaints/suggestions related to logistics, signage, customer service and waiting area amenities. There was not an apparent pattern, however, related to the sorted responses, i.e., there were no more positive comments from any specific age group, or origin, or frequency of cruising, or first time Port Everglades cruisers.
- Considerations for future surveys may include the following points:

- Expand the place of residence question to separate part time residents who are “snowbirds”, i.e., those individuals who spend a large portion of winter months in Florida.
- Schedule the next survey to cover another period of time, e.g., December/January that could gauge the reliability of this survey.
- Add in “Another Cruise” as an optional answer to the question, “Where did you come from before heading to Port Everglades today?” (Question 6).
- Create a new question asking if the passenger spent time in Florida, other than South Florida before the cruise, and if so, where.

1. Introduction and Methodology

In 2007, Broward County's Port Everglades Department, in conjunction with the Broward County Aviation Department, participated in an Origin and Destination (O&D) Survey conducted at both the Port and the Fort Lauderdale-Hollywood International Airport. The purpose of the 2007 survey was to collect data from cruise passengers related to travel patterns, modes of transportation, and income. The information was further used by the Port to conduct economic impact analyses.

As a follow-up to the Port's 2007 Origin and Destination (O&D) Survey, the Port developed and administered this cruise passenger survey for the FY 2014/2015 cruise season. The purpose of this survey was to collect Port cruise passenger data that will potentially be used for marketing pursuits and economic impact analyses. Data points included age and gender demographics, trip origin, expenditures before the cruise, expected expenditures after the cruise, means of transportation to the Port, means of booking the cruise, and cruising frequency. The survey also gathered information about specific South Florida destinations after the cruise, number of people in the cruising party, and whether the respondent was a college student on Spring Break.

The survey instrument was a paper-and-pen questionnaire that had 24 questions, the majority of which were a combination of multiple choice and close-ended. There were a few questions that required specific input from the passenger, e.g., place of residence, expenditures before and after cruise, and if they stayed in a hotel before the cruise, the hotel name and location. The last question solicited comments or suggestions from the respondent. All answers were recorded directly on the questionnaire by the respondent. Both English and Spanish versions of the questionnaire were available. The English version of the questionnaire is contained in Appendix A. Appendix B contains the responses to the last question that solicited comments/suggestions by the cruise passengers. The responses have not been edited to correct misspelled words or errors in punctuation/grammar; and are sorted by age, trip origin, cruise frequency, and whether they are first time Port Everglades cruisers.

As with the Port's 2007 Origin and Destination (O&D) Survey, a convenience sampling methodology was utilized for this survey. Also known as a non-probability method of sampling, a convenience sample is neither a complete enumeration of all possible data, e.g., all passengers who had boarded ships on the selected cruise survey days or all ships during the FY 2014-2015 cruise season, nor a scientific random sample where all members of the population have a chance of being selected for the survey. When a random sampling method is used, conclusions can be extrapolated about the underlying population of interest, or the FY 2014/2015 Port Everglades cruise population. In summary, the use of a random sample relies on an objective mechanism to select members from the population. Random selection is typically done by a computer (for simple random, systematic, stratified, or cluster), but is sometimes obtained by rolling dice, choosing playing cards, or choosing every 10th cruise passenger from a random

starting point. A random sample would require, however, having access to all cruise passengers.

Given the difficulty of having access to all boarding cruise passengers for a random sample, and since the intended uses of the data were for marketing reports and economic impact analyses, the convenience sampling method was chosen. To overcome the absence of being able to scientifically draw conclusions to the entire cruise population, multiple samples from 20 different cruise ships were collected, making it possible to replicate a random selection process. Advantages associated with convenience sampling are listed below.

- Expedited Data Collection – The window of opportunity to collect the data was limited for each ship and only the cruise passengers who were waiting in the terminal passenger lounges were selected.
- Ease of Research – The questionnaire was the survey instrument used to collect the data without the burden of defining the random selection process. Once the data was collected, the survey team concentrated on the data analysis, without the concern or worry whether the sample was a scientific representation of the population.

The questionnaire and its administration were designed to be maximally efficient within the timeframe allotted, namely the period between passenger arrival at the terminal and ship embarkation, guidance provided by the surveyors, and the collection of completed surveys. Convenience sampling allowed for gathering more valuable information from as many possible participants without limitations of strict statistical methods that are typical of probability research sampling methods, e.g., simple random, systematic, cluster, or stratified sampling. The selected method of the survey administration was considered to be most valuable in meeting the goals and objectives of Port Everglades. The primary goal was to use a large sample size to draw potential conclusions to the overall cruise population. Based on the time that was calculated to complete the questionnaire, it was estimated that 1,138 questionnaires would be completed by the passengers on the 20 different ship calls. Microsoft Excel was used to code and analyze the data with descriptive statistics, graphic representations and confidence level interval statistics on select questions.

2. Survey Administration

Trained surveyors administered the survey to embarking cruise passengers as they were waiting in the cruise terminal to board the ship. The window of opportunity that was available to administer the survey was between one and two hours, roughly between 10:30 am and 12 noon, at which time the passengers were escorted onto the ship by cruise line personnel. The surveyors were strategically positioned within the cruise terminal to approach passengers waiting in the cruise terminal lounge. After briefly introducing themselves, describing the purpose of the survey, and asking the passengers to participate, the surveyors provided assistance and guidance to the respondents as they independently completed the questionnaire.

The survey was conducted over a total of eight days, including a pretest. The pretest was conducted on Tuesday, March 10 for the purpose of ensuring effective logistics of the survey administration, a sufficient response rate, survey soundness and adequate collection times. Based on the results of the pretest, no changes were made to the questionnaire or to the procedures for the survey administration. Following the pretest, two weekends (Saturday, Sunday and Monday) and a Thursday (for a four-day cruise) were scheduled for the survey. The breakdown of all cruise ships that were surveyed is shown in Table 2.1, below, listing survey dates, cruise duration, and number of completed surveys.

In an effort to replicate a random selection process, the convenience sampling method targeted cruise ships from the Port's six primary cruise lines with varying cruise durations. The cruise ships that were selected for the survey comprised the various cruise lines that call the Port, namely Princess, Royal Caribbean (RCCL), Celebrity, Holland America, and Carnival. In addition, the daily ferry service, Balaeria Bahamas Express, was surveyed on two separate days, as noted. With the exception of the daily ferry service, the cruise durations of the surveyed ships ranged from four days to 15 days. For the 20 different ships, 1,841 questionnaires were completed.

Table 2. 1 - Cruise Ship Survey Breakdown

Date	Ship	Cruise Terminal	Cruise Duration (days)	Survey Respondent Count
3/10/15	Princess - <i>Coral Princess</i> (pretest)	2	11	76
3/14/15	RCCL - <i>Independence of the Seas</i>	29	8	78
3/14/15	RCCL - <i>Liberty of Seas</i>	25	5	94
3/14/15	Balearia - <i>Bahamas Express</i>	30	1	30
3/14/15	Princess - <i>Caribbean Princess</i>	2	7	89
3/15/15	Celebrity - <i>Celebrity Silhouette</i>	25	7	26
3/15/15	Carnival - <i>Carnival Conquest</i>	19	6	172
3/15/15	Holland America - <i>Nieuw Amsterdam</i>	26	7	126
3/16/15	Holland America - <i>Zuiderdam</i>	26	15	123
3/16/15	Celebrity - <i>Celebrity Constellation</i>	4	5	48
3/16/15	Celebrity - <i>Celebrity Equinox</i>	18	11	60
3/19/15	RCCL - <i>Liberty of Seas</i>	18	4	76
3/21/15	Princess - <i>Caribbean Princess</i>	2	5	121
3/21/15	Carnival - <i>Carnival Conquest</i>	19	8	174
3/21/15	Holland America - <i>Westerdam</i>	26	7	128
3/22/15	RCCL - <i>Allure of Seas</i>	18	7	109
3/22/15	Princess - <i>Regal Princess</i>	2	7	149
3/22/15	Holland America - <i>Eurodam</i>	21	7	110
3/23/15	RCCL - <i>Liberty of Seas</i>	18	5	34
3/23/15	Balearia - <i>Bahamas Express</i>	1	1	18
Total Respondents				1,841

3. Passenger Demographics

Gender

Table 3.1 displays the gender breakdown of the survey respondents. The majority of the respondents completing the survey were female, or 62 percent. A relatively small number chose not to answer this question, less than one percent.

Table 3. 1 - Gender Breakdown

Gender	Total	%
Unanswered	11	0.6%
Male	693	37.6%
Female	1137	61.8%
Grand Total	1,841	100%

Age

As shown in Figure 3.1, the mode age range of respondents was 55–64, or 24 percent of the respondents. Figure 3.2 displays combined age ranges, and the mode range was 45-64, or 46 percent of the respondents.

Figure 3. 1 - Age of Respondents 1

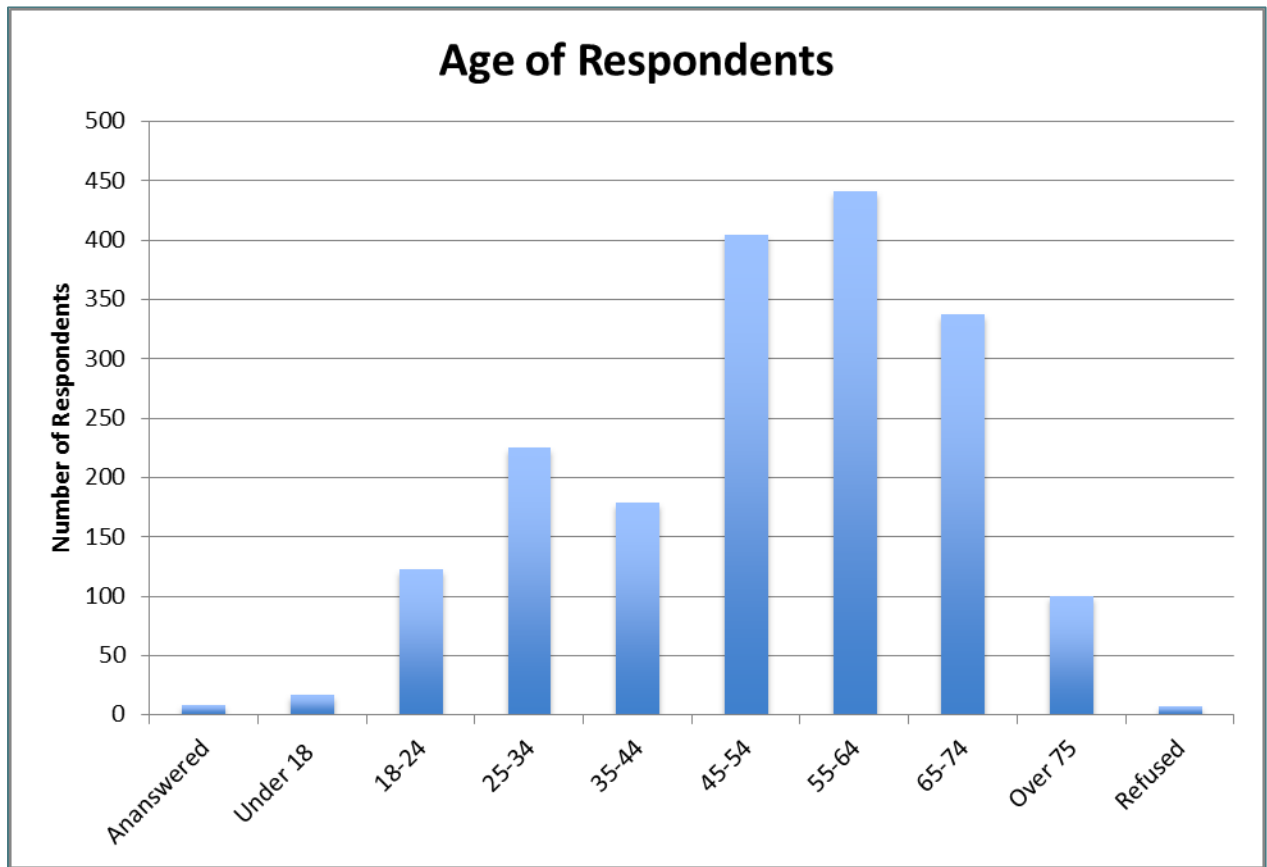
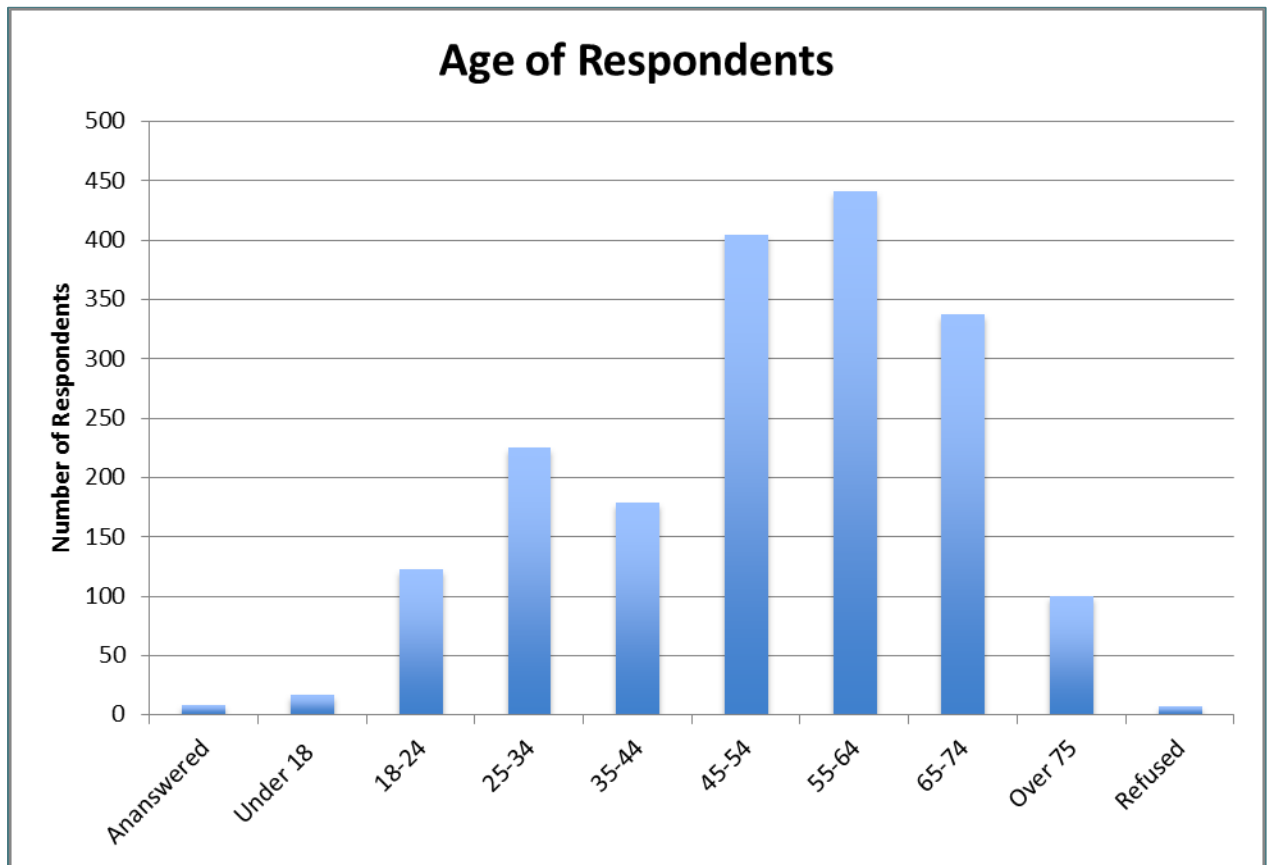


Figure 3. 2 - Age of Respondents 2



4. Origin and Destination

Place of Residence

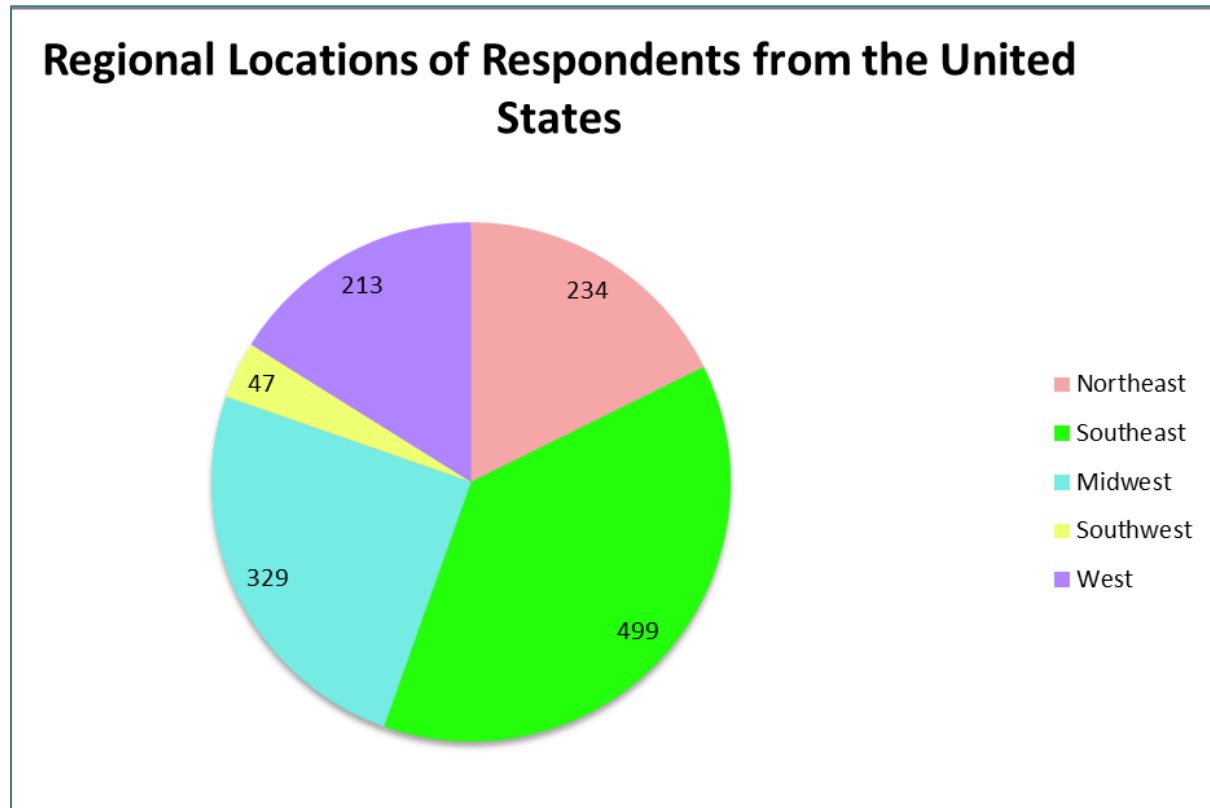
Respondents were asked “Where do you currently reside?” The top 25 cities, which constitute 17 percent of the grand total, are listed in Table 4.1. Of the top 25, five are in Canada and the Number 1 city is Toronto. Besides Canada, the top cities outside the U.S. are London, Manchester, and Buenos Aires. Five of the top 10 cities are located along the U.S. East Coast, with Miami ranking as the Number 1 U.S. city.

Table 4. 1 - Top 25 Cities

Top 25 Cities			
Toronto	31	St. Louis	11
Miami	23	Charlotte	9
Boston	18	Kansas City	9
Chicago	19	London	9
Baltimore	17	Manchester	9
Calgary	14	San Diego	9
Denver	13	Vancouver	9
New York	13	Knoxville	8
Atlanta	12	Richmond	8
Montreal	12	Rochester	8
Orlando	12	Buenos Aires	7
Ottawa	12	Buffalo	7
Jacksonville	11	Total	310

The regional distribution of the U.S. respondents is shown in Figure 4.1. There were 1,322 respondents from the U.S. or 72 percent of the sample. The mode region is the Southeast, where nearly 38 percent of U.S. respondents resided. The next largest region was the Midwest, where 25 percent of the U.S. respondents resided.

Figure 4. 1 - US Respondents by Region



Number of Nights in South Florida Before Cruise

The number of passengers who stayed in South Florida overnight before their cruise totaled 1,144, or 62 percent of the sample. The average number of nights was 3.4. The number of nights spent by the passengers, regardless of where they stayed, spanned from one to 180. Seven respondents indicated that they spent 120 days or more in South Florida before the cruise. One respondent spent 180 days. Table 4.2 summarizes ranges of days spent before the cruise. The majority (69 percent) of the passengers spent 1 day; 22 percent spent two to four days.

Table 4. 2 - Range of Days Before Cruise

Range of Days Spent Before Cruise	# Passengers
1 Day	794
2 - 4 Days	255
5 - 7 Days	40
8 - 14 Days	21
15 - 30 Days	15
31 - 60 Days	8
61 Days or More	11

Origin of Trip Before Port Everglades

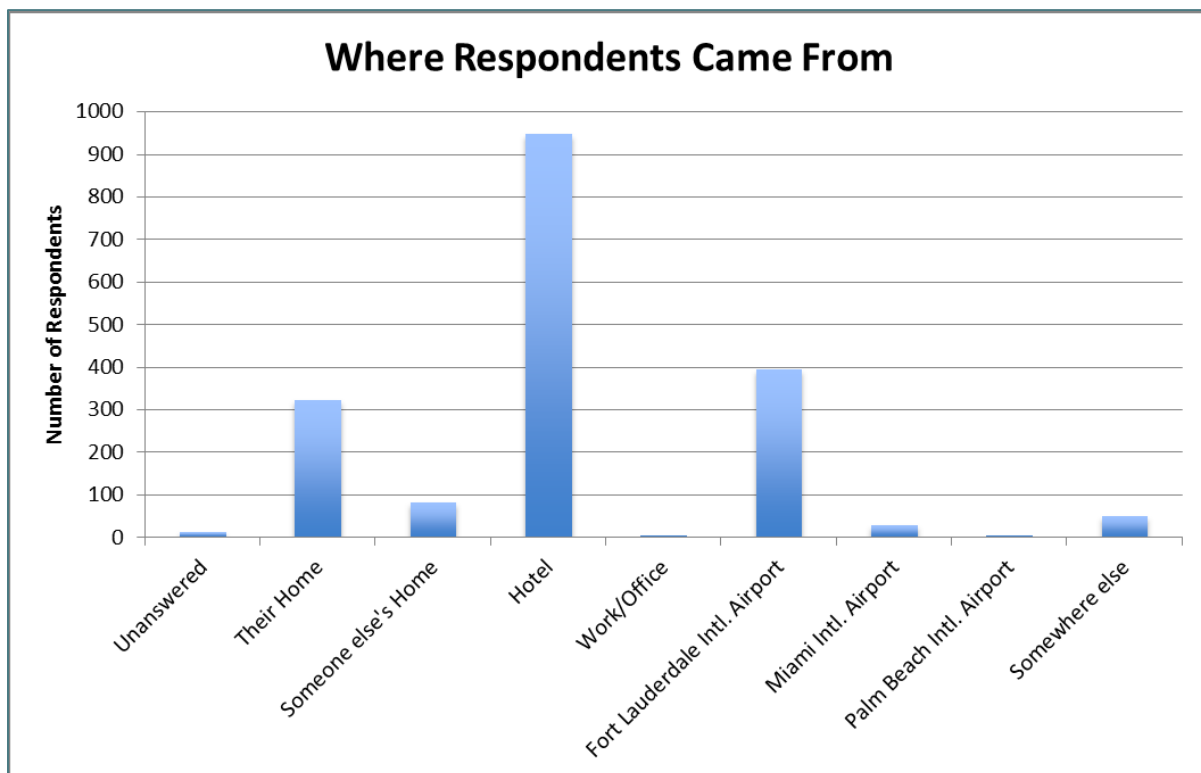
Question 6 of the survey asked respondents, “Where did you come from before heading to Port Everglades today?” Realizing that not all passengers come directly from home, the intent of this question was to capture information, as applicable, between their place of residence and Port Everglades. As shown in Table 4.3 and in Figure 4.2, the majority (51 percent) came from a hotel; and over 21 percent came directly from Fort Lauderdale-Hollywood International Airport. Of the 947 passengers who came from a hotel, 680, or 72 percent, spent one night at a hotel; 14 percent spent two nights.

One of the available answers was “Somewhere Else” to which 48 respondents replied. Examination of the respective questionnaires showed several passengers were actually coming from another cruise, and some namely from PortMiami. There were also a few passengers who indicated an RV park/campground; and still others who answered with a specific city/region of Florida. For those, it is possible that their cruise was preceded by a road excursion through Florida, as some of these respondents used a rental car or personal vehicle to get to Port Everglades.

Table 4.3 - Trip Origin

Place of Origin	Total	%
Unanswered	13	0.7%
Their Home	322	17.5%
Someone else's Home	82	4.5%
Hotel	947	51.4%
Work/Office	3	0.2%
Fort Laud-Holly Int'l Airport	394	21.4%
Miami Int'l Airport	29	1.6%
Palm Beach Int'l Airport	2	0.1%
Somewhere else	48	2.6%
Grand Total	1,841	100%

Figure 4.2 - Trip Origin (Where Respondents Came From)



The maximum margin of error for trip origin for the sample size of 1,841 passengers is +/- 0.2 points of the statistics at the 95 percent confidence level, indicating evidence of potential precision and reliability.

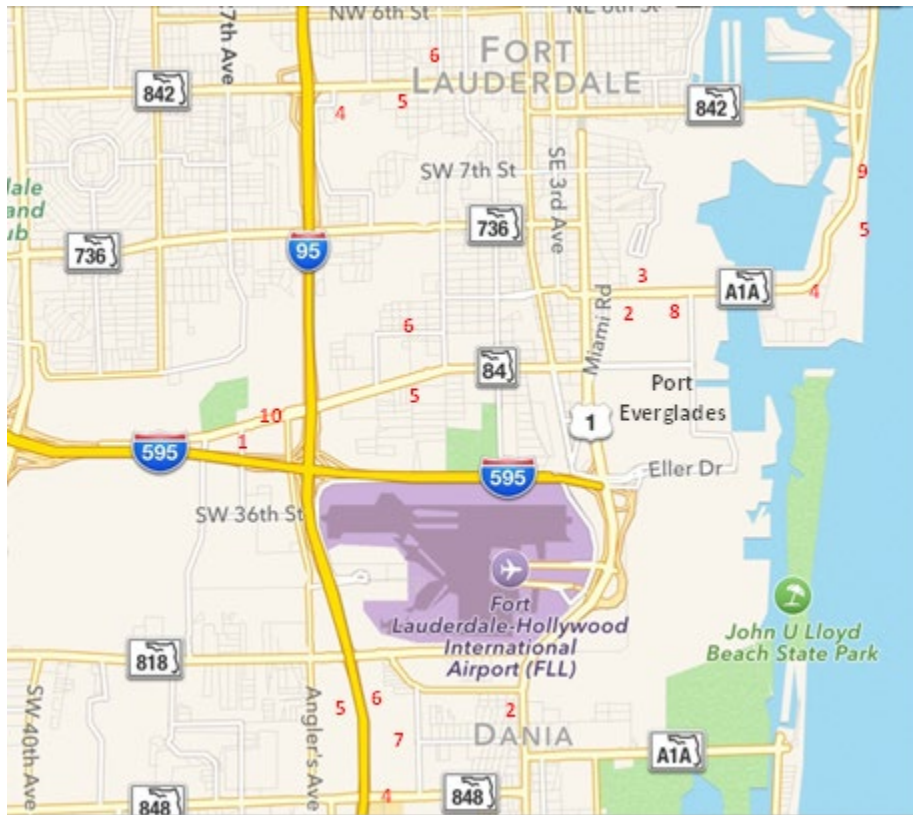
Top 25 Hotels Before Cruise

The top 25 hotels where respondents stayed before heading to the Port for their cruise are listed in Table 4.4. Even though the question also asked for the location of the hotel, only half of the respondents provided the location. The top two hotels are Rodeway Inn and Holiday Inn, which includes the Holiday Inn Express chain. There are only two Rodeway Inns in South Florida, one in Fort Lauderdale and one in Miami. There are numerous Holiday Inns throughout South Florida. A map of the top 10 hotels is displayed in Figure 4.3, regardless of whether this was the exact location of the respondents' respective hotels.

Table 4.4 - Top Hotels Before Cruise

Top 25 Hotels Respondents Stayed At		
1	Rodeway Inn	89
2	Holiday Inn	82
3	Hilton	64
4	Days Inn	61
5	Best Western	45
6	Hampton Inn	45
7	Quality Inn	45
8	Embassy Suites	43
9	Marriott	38
10	Ramada	35
11	Hyatt	32
12	Cambria	27
13	Comfort Inn and Suites	25
14	Red Carpet Inn	19
15	Renaissance Inn	19
16	Courtyard Marriott	17
17	La Quinta	17
18	Westin	17
19	Crowne Plaza	15
20	Fairfield Inn	15
21	Sheraton	15
22	Bahia Mar	12
23	Candlewood Suites	8
24	Extended Stay	7
25	Doubletree	6

Figure 4.3 – Top 10 Hotel Locations (Numbering corresponds to Table 4.4)



Number of Nights in South Florida After Cruise

The number of passengers who planned to stay in South Florida overnight after their cruise totaled 379, or 21 percent of the sample. The average number of nights was 2.6. The number of nights spanned from one to 80. Table 4.5 summarizes ranges of days spent after the cruise. Of the 379 who plan to stay after the cruise, the majority (55 percent or 210 respondents) plan to spend one day.

Of the 210 respondents who plan to stay one day after the cruise, 48 percent also spent one night before the cruise; 16 percent spent two nights before the cruise. Thirty-two percent or 121 respondents spent two to four days after the cruise. Of the 121 respondents who plan to spend two to four days after the cruise, 38 percent also spent two to four days before the cruise.

Table 4.5 - Range of Days After Cruise

Range of Days Spent After Cruise	# Passengers
1 Day	210
2 - 4 Days	121
5 - 7 Days	33
8 - 14 Days	8
15 - 30 Days	6
31 - 60 Days	0
61 or more	1

The maximum margin of error for the number of nights spent after the cruise for the sample size of 1,841 passengers was +/- 0.7 points at the 95 percent confidence level, indicating evidence of potential precision and reliability.

Top Areas After Cruise

Table 4.6 lists the top areas for the 379 passengers who planned on staying one or more nights in South Florida after the cruise. Fort Lauderdale was overwhelmingly the Number 1 destination (40 percent), with Miami Number 2 and Orlando Number 3.

Table 4.6 - Top Areas After Cruise

Top Areas After Cruise	
Fort Lauderdale	173
Miami	28
Orlando	18
Hollywood	11
Miami Beach	11
Pompano Beach	6
Key West	5
Fort Myers	4
Plantation	3
Sunrise	3
Sarasota	3
Boynton Beach	3

5. Market Behavior Characteristics

Number of People Traveling in Cruise Party

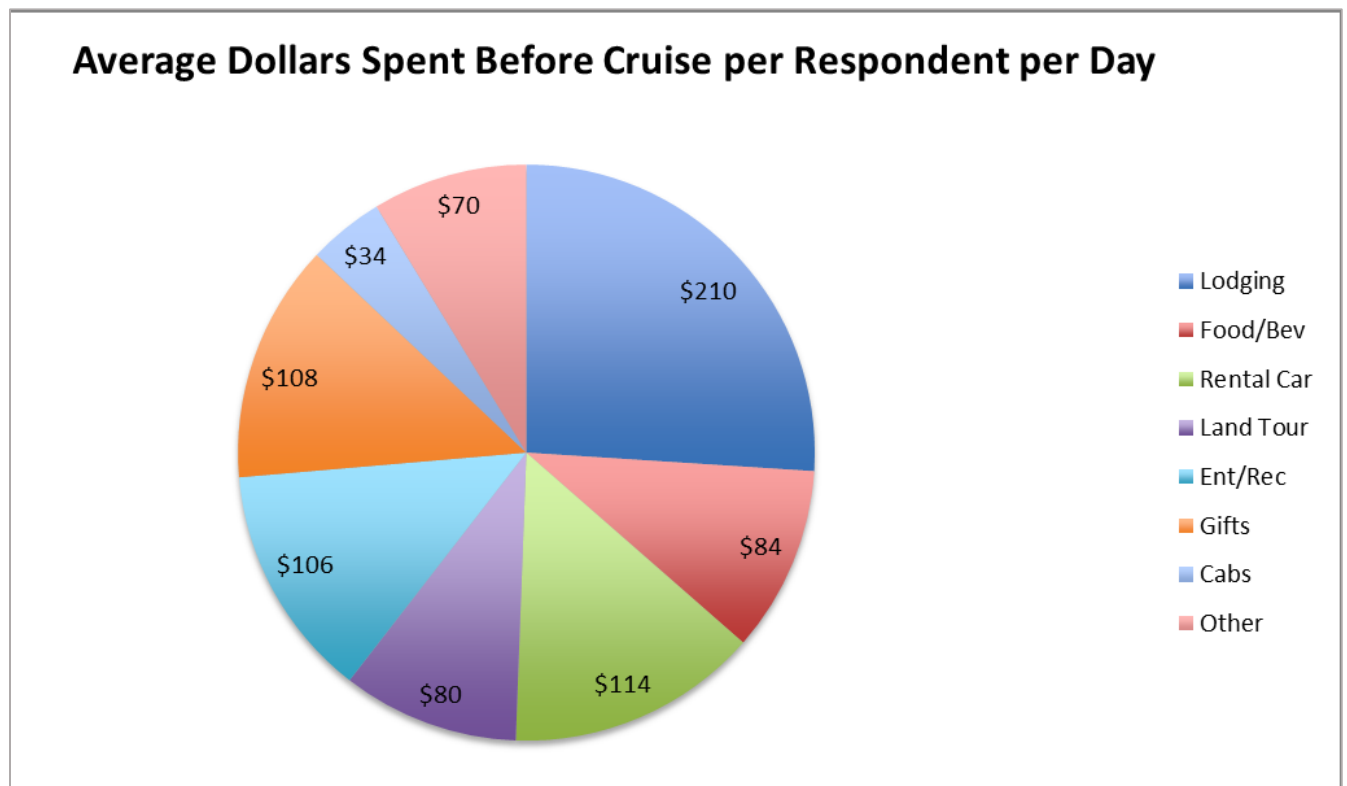
The average number of people traveling per party was 3.8. The total number ranged from one to 85. The vast majority of the passengers traveled in pairs, but there were quite a few groups of passengers, i.e., parties of four or more, traveling together.

Expenditures Per Day Prior to Cruise and Number of People Covered

Figure 5.1 displays expenditures per day that were spent by the traveling parties prior to embarking on the cruise.

- Lodging expenditures accounted for the greatest proportion of expenditures per party. On average \$210 was spent per day.
- Average rental car expenditures per day was \$114.
- When compared with other average expenditures, food/beverage was lower (\$84).
- Average number of people covered by the expenditures prior to the cruise was 2.7.

Figure 5.1 - Average Dollars Spent Before Cruise per Respondent per Day



The maximum margins of error for expenditures per day before the cruise are displayed in Table 5.1. These margins of error are for the sample size of 1,841 passengers at the 95 percent confidence level. Each indicates evidence of potential precision and reliability. For example, there is a 95 percent potential probability that the calculated interval (+/- \$17 margin of error) for the lodging expenditures is between \$193 and \$227.

Table 5.1 - Margins of Error for Expenditures Before Cruise

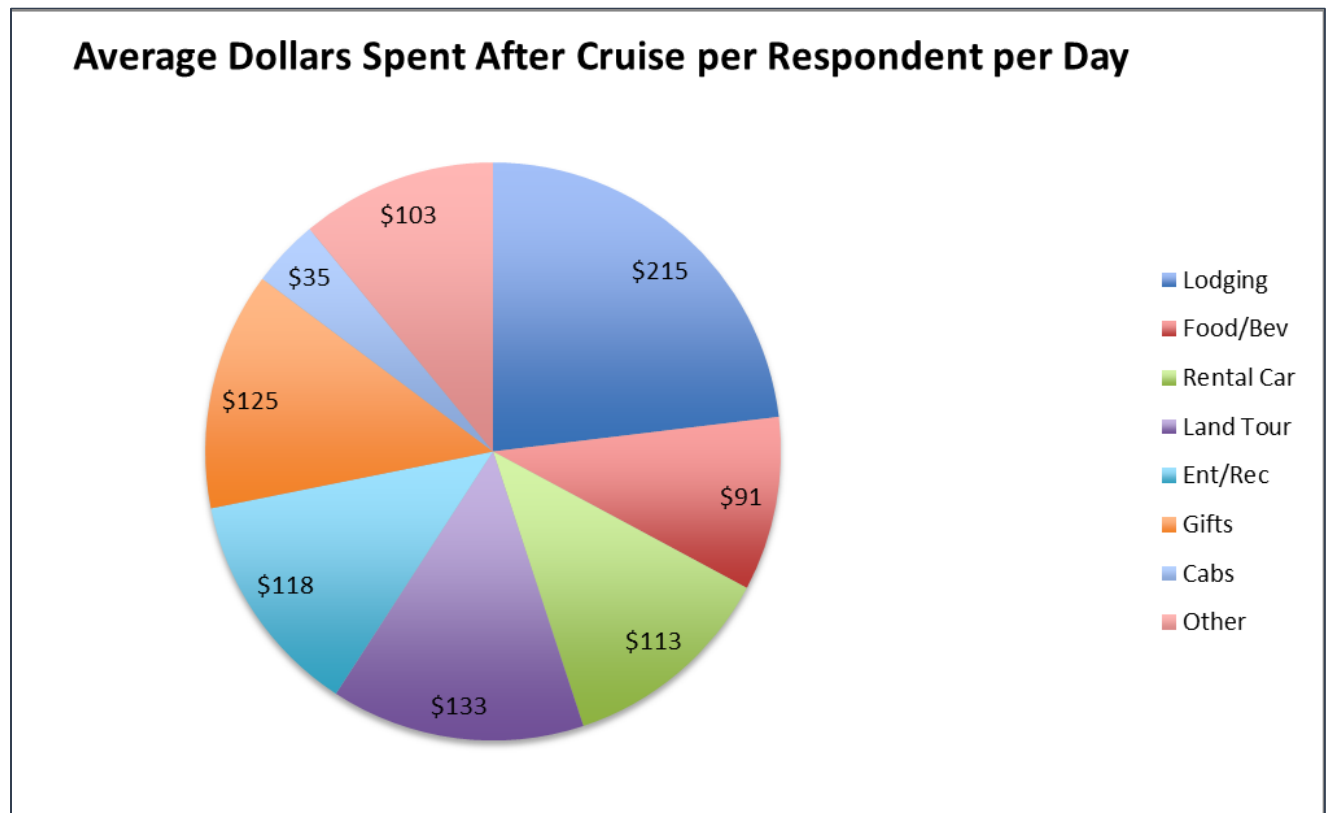
Measure	Margin of Error
Lodging	+/- \$17
Food/Beverage	+/- \$12
Rental Car	+/- \$18
Land Tour	+/- \$10
Entertainment/Recreation	+/- \$18
Gifts	+/- \$45
Cabs	+/- \$4

Expenditures Per Day After Cruise and Number of People Covered

Figure 5.2 displays expenditures per day that are planned on being spent by the traveling parties after the cruise.

- Lodging expenditures accounted for most per party. On average, \$215 was spent per day.
- Average expenditures on land tours were \$133.
- Gifts averaged \$125.
- When compared with other average expenditures, food/beverage was lower (\$91).
- Average number of people covered by the expenditures after the cruise was 2.6.

Figure 5.2 - Average Dollars Spent After Cruise per Respondent per Day



Luggage Quantity

The average number of luggage items per traveling party was 4. The average number of luggage items per person was one.

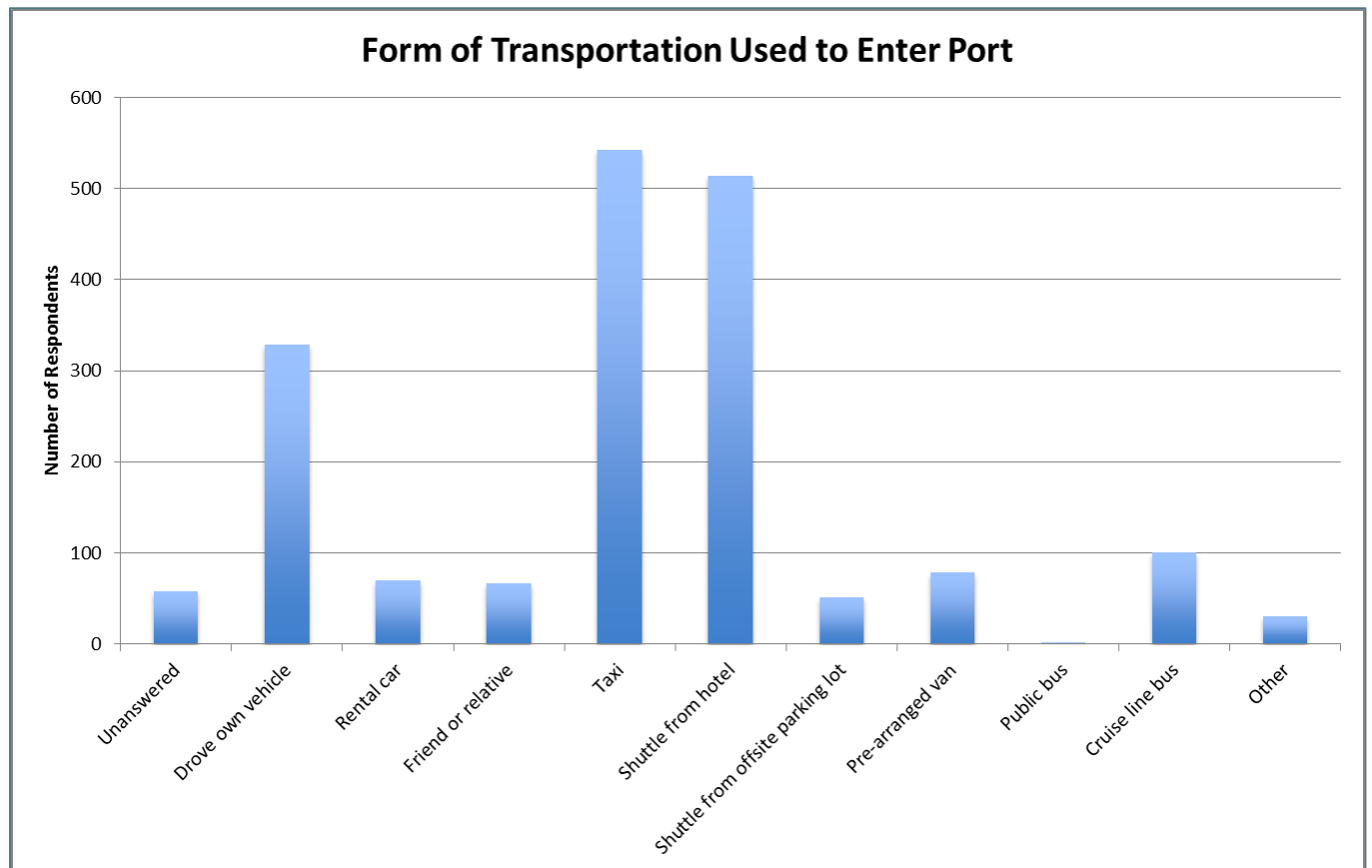
6. Transportation Characteristics

Form of Transportation Used to Access Port Everglades

Figure 6.1 shows how the respondent accessed the Port. The three most widely used methods were taxi, hotel shuttle, and personal vehicles. Combined, taxi and hotel shuttle accounted for 57 percent of the total.

- For those respondents who drove their own vehicle to the Port, 45 percent came from their home; 43 percent came from a hotel.
- For those respondents who took a taxi to the Port, 12 percent came from home; 32 percent came from a hotel; and 49 percent came from the Fort Lauderdale-Hollywood International Airport.
- For those respondents who took a cruise line bus to the Port, 10 percent came from home; and 62 percent came from the Fort Lauderdale-Hollywood International Airport.

Figure 6.1 - Form of Transportation Used to Enter Port



The maximum margin of error for form of transportation to Port Everglades for the sample size of 1,841 passengers was +/- 0.3 points at the 95 percent confidence level, indicating evidence of potential precision and reliability.

Car Park Location

Respondents who personally drove vehicles were asked where they parked their cars. A total of 380 respondents answered this question, which reflects both personal vehicles and rental cars. Of those 380, 62 percent parked their vehicle at the Port, i.e., on-site in the Port Everglades parking facilities. The remaining 38 percent who parked off-site spent on average \$6.80 per day in parking fees.

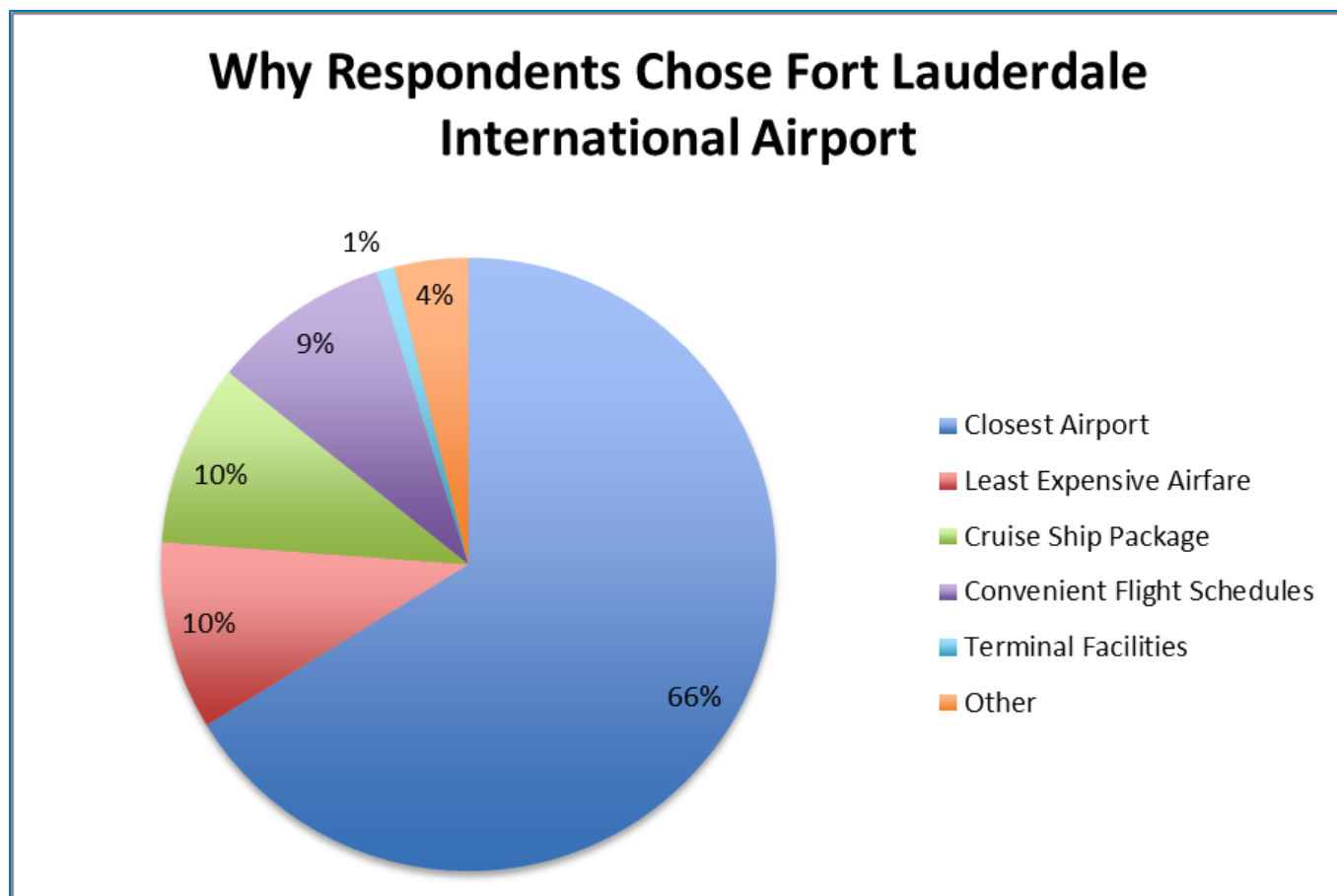
Reasons for Choosing Fort Lauderdale-Hollywood International Airport (FLL)

Respondents who flew into FLL were asked why they chose the airport. There were 948 respondents who answered the question. As shown in Table 6.1 and Figure 6.2, the majority (66 percent) chose FLL because it was the closest airport.

Table 6.1 - Reason for Choosing FLL

Reason for Choosing FLL	Total	% of 948
N/A – Did not fly into FLL	893	N/A
Closest Airport	628	66%
Least Expensive Airfare	94	10%
Cruise Ship Package	91	10%
Convenient Flight Schedules	89	9%
Terminal Facilities	9	1%
Other	37	4%
Grand Total	1,841	100%

Figure 6.2 - Reasons for Choosing FLL



When the data were cross tabulated with age and the method of booking the cruise, the following observations were made:

- 47 percent of respondents chose FLL because it was the **closest airport** are in the 45 to 64 years of age range.
- 45 percent of respondents chose FLL because it was the **closest airport** booked their cruise with a travel agent, either in person or over the phone; 32 percent booked their cruise via the cruise line web site.
- 40 percent of respondents chose FLL because it was the **least expensive** airport are in the 35 to 54 years of age range.
- 64 percent of respondents chose FLL because it was the **least expensive** booked their cruise with a travel agent, either in person or over the phone.
- 56 percent of respondents, who chose FLL because of **convenient flight schedules**, are in the 45 to 64 years of age range.
- 54 percent of respondents who chose FLL because of **convenient flight schedules** booked their cruise with either a travel agent over the phone or via the cruise line web site.

7. Cruising Profile

How Cruise was Booked

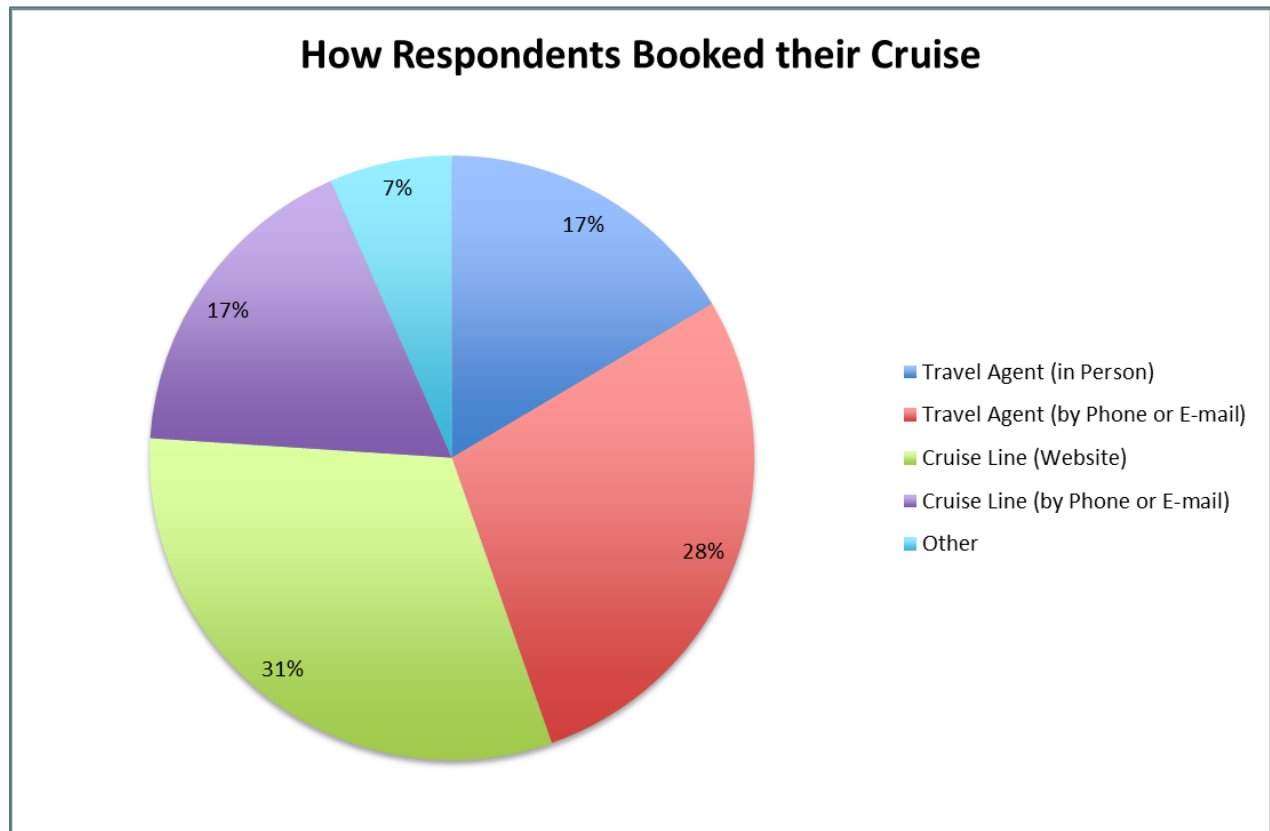
Table 7.1 and Figure 7.1 present the methods used by the respondent to book their cruise.

- The mode method was the cruise line web site (33 percent).
- The next highest used method was a travel agent over the phone or email (27 percent). Whether using a travel agent over the phone/email or in-person, the method of booking the cruise constituted 43 percent of the total.
- 63 percent booked their air travel separately from their cruise.

Table 7.1 - Method to Book Cruise

How Respondents Booked Their Cruise	Total	% of 1765
Unanswered	76	N/A
Travel agent (in person)	291	17%
Travel agent (by phone or e-mail)	497	28%
Cruise line (website)	554	31%
Cruise line (by phone or e-mail)	307	17%
Other	116	7%
Grand Total	1,841	100%

Figure 7.1 - Method to Book Cruise



Cruise Frequency

Passengers were asked a few questions about how often they cruise.

- 15 percent indicated that this cruise was their first.
- The mode of cruise frequency was once per year (505 passengers or 27 percent), when asked how often they cruise. The number who cruise twice per year totaled 332, or 18 percent; number who cruise every two years totaled 302, or 16 percent.
- This was their first cruise out of Port Everglades for 42 percent of the respondents.

Table 7.2 shows the breakdown of the cruising frequency.

Table 7.2 - How Often Does Respondent Cruise

Frequency	Total	%
Did not answer or First Time Cruisers	334	18.1%
Monthly	12	0.7%
Every 3 Months	73	4.0%
Twice a year	332	18.0%
Once a year	505	27.4%
Every two years	302	16.4%
Every five years	158	8.6%
Other	125	6.8%
Grand Total	1,841	100%

When cross-tabulated with age, how often the passengers take a cruise had some varying characteristics.

- For those passengers who cruise twice per year, the mode age group was 65-74 years of age (29 percent); 26 percent were 55-64 years of age; and nine percent were 75 years of age or more.
- For those who cruise once per year, the mode age group was 55-64 years of age, or 27 percent.
- For those who cruise once every two years, the mode age group was 55-64 years of age, or 24 percent.

The maximum margin of error for cruise frequency for the sample size of 1,841 passengers was +/- 0.3 points at the 95 percent confidence level, indicating evidence of potential precision and reliability.

College Students on Spring Break

When asked if they were college students on Spring Break, 89 percent (1,641) of the passengers were not Spring Breakers, as displayed in Table 7.3.

Table 7.3 - College Students on Spring Break

"Are you a college student on Spring Break?"	Total	%
Unanswered	74	4%
Yes	126	6.8%
No	1641	89.1%
Grand Total	1,841	100%

8. Summary and Recommendations/Considerations

Microsoft Excel was used to code and analyze the data with descriptive statistics, graphic representations and confidence level interval statistics on select questions.

- When comparing results of Questions 3 and 10, number of nights in South Florida before cruise and after cruise, respectively, more passengers stayed before the cruise, than after.
 - 1,146 passengers, or 62 percent of the sample, spent one or more nights in South Florida before the cruise.
 - 379 passengers, or 21 percent of the sample, planned to stay one or more nights in South Florida after the cruise.
- The average number of nights spent in South Florida before the cruise was slightly higher (average 3.4 nights) than the average number of nights spent in South Florida after the cruise (average 2.6 nights). The range of the overall number of days spent before the cruise spanned from one to 180 days. The range of the overall number of days to be spent after the cruise spanned from one to 80 days.
- When ranges of days were compared for before and after cruisers, 22 percent spent two to four days before the cruise; 32 percent spent two to four days after the cruise.
- Expenditures before and after the cruise were nearly identical. However, more money was planned to be spent on land tours after the cruise than before the cruise.
 - \$80 spent on land tours before cruise.
 - \$133 to be spent on land tours after cruise.
- Older age groups cruise more frequently than age groups younger than 45.
- Confidence level interval statistics were calculated for five questions at a 95 percent confidence level. Questions 6 (origin), 8 (expenditures before cruise), 10 (number of nights after cruise), 14 (transportation to Port), and 21 (cruise frequency) each had small margins of error indicating the evidence of potential precision levels and reliability of the measures.
- Of the 1,841 respondents who completed questionnaires, 322 provided comments and suggestions. The full composite of the comments/suggestions is provided in Appendix B and are verbatim as recorded by the passengers. They have not been edited to correct misspelled words or errors in punctuation/grammar. The comments are sorted by age, origin, frequency of cruising, and whether this cruise was their first out of Port Everglades. While the majority of the comments are positive, i.e., the passengers love the respective cruise line and/or

the Port, there were a few complaints related to logistics, signage, customer service and waiting area amenities. There was not an apparent pattern, however, related to the sorted responses, i.e., there were no more positive comments from any specific age group, or origin, or frequency of cruising, or first time Port Everglades cruisers.

- Considerations for future surveys may include the following points:
 - Expand the place of residence question to separate part time residents who are “snowbirds”, i.e., those individuals who spend a large portion of winter months in Florida.
 - Schedule the next survey to cover another period of time, e.g., December/January that could gauge the reliability of this survey.
 - Add in “Another Cruise” as an optional answer to the question, “Where did you come from before heading to Port Everglades today”.
 - Create a new question asking if the passenger spent time in Florida, other than South Florida before the cruise, and if so, where.

9. [Appendix A: Cruise Passenger Survey Questionnaire](#)

Date _____
 Time _____
 Cruise Ship Name _____
 Cruise Duration _____
 Terminal _____



CRUISE PASSENGER SURVEY

Broward County's Port Everglades is conducting a cruise passenger survey in order to better understand and plan our seaport and transportation facilities. Please take a few minutes to assist the Port by answering the following questions.

Thank you very much for your time.

- What is your gender?
 (a) Male (b) Female
- Where do you currently reside?
 City _____ State _____ Country _____
- How many nights did you spend in the South Florida area before the cruise? _____
- Including yourself, how many people (family/friends/associates) are traveling in your party? _____
- Which is your age group?

(a) Under 18	(c) 25-34	(e) 45-54	(g) 65-74	(i) Refused
(b) 18-24	(d) 35-44	(f) 55-64	(h) 75 or older	
- Where did you **COME FROM** before heading to Port Everglades today? (*Please select one*)

(a) My home	(e) Fort Lauderdale-Hollywood International Airport
(b) Someone else's home	(f) Miami International Airport
(c) Hotel	(g) Palm Beach International Airport
(d) Work/Office	(h) Somewhere else (specify) _____
- If you stayed in a hotel, what is the name and approximate location?

- How much did you spend on average per day on each item below while visiting the South Florida area prior to this cruise? (*Please estimate*)

Lodging \$ _____	Land side tour \$ _____	
Food/Beverage \$ _____	Entertainment/Recreation \$ _____	In-town cabs \$ _____
Rental Car \$ _____	Gifts/Souvenirs/Retail Purchases \$ _____	Other (specify) \$ _____
- How many people in your party were covered by these expenditures above? _____
- After disembarking your cruise, how many nights will you be spending in the South Florida area?
 # of nights: _____ (*Enter 0 if disembarking your cruise and live locally or are leaving the South Florida area at the end of the cruise*)
- If staying in South Florida, where will you be staying after your cruise (city or area)? _____
- How much do you plan to spend per day on each item below while visiting the South Florida area after this cruise?

Lodging \$ _____	Land side tour \$ _____	
Food/Beverage \$ _____	Entertainment/Recreation \$ _____	In-town cabs \$ _____
Rental Car \$ _____	Gifts/Souvenirs/Retail Purchases \$ _____	Other (specify) \$ _____
- How many people in your party will be covered by these expenditures above? _____

Turn over for Page 2

Port Everglades Cruise Survey

14. What type of transportation did you use to get to Port Everglades? (*Please select one*)

- | | |
|------------------------------------|--------------------------------------|
| (a) Drove my own vehicle | (f) Shuttle from offsite parking lot |
| (b) Rental Car | (g) Pre-arranged Van Transportation |
| (c) Friend/Relative dropped me off | (h) Public Bus |
| (d) Taxi | (i) Cruise Line Bus |
| (e) Shuttle from Hotel | (j) Other (specify) _____ |

15. If you drove here where did you park your car? (*Please select one*)

- | | |
|------------------------------------------------|------------------------------------------------------------------------|
| (a) On site (at Port Everglades) | (c) What is the cost per day of parking your car off-site?
\$ _____ |
| (b) Off-site (Private/Outside Port Everglades) | |

16. If you came from the Fort Lauderdale-Hollywood International Airport, please select the most important reason you chose Fort Lauderdale-Hollywood International for your flight today. (*Please select one*)

- | | |
|-----------------------------|---------------------------------|
| (a) Closest Airport | (d) Convenient Flight Schedules |
| (b) Least Expensive Airfare | (e) Terminal Facilities |
| (c) Cruise Ship Package | (f) Other (specify) _____ |

17. How many pieces of luggage does your party have for this cruise? _____

18. How did you book your cruise? (*Please select one*)

- | | |
|--------------------------------------|----------------------------|
| (a) Travel Agent (in-person) | (d) Cruise Line (by phone) |
| (b) Travel Agent (by phone or email) | (e) Other (specify) _____ |
| (c) Cruise Line (website) | |

19. Did you book your air travel and your cruise separately? Yes ____ No ____

20. Is this your first cruise? Yes ____ No ____

21. If no, how often do you take cruises? (*Please select one*)

- | | |
|--------------------|----------------------|
| (a) Monthly | (e) Every Two Years |
| (b) Every 3 months | (f) Every Five Years |
| (c) Twice a Year | (g) Other _____ |
| (d) Once a Year | |

22. Is this your first cruise at Port Everglades? Yes ____ No ____

23. Are you a college student on Spring Break? Yes ____ No ____

24. Do you have any comments or suggestions?

10. Appendix B: Comments and Suggestions Provided for Question 24

Port Everglades Cruise Survey

Q6 (Origin)	Q21 (Cruise Frequency)	Q22 (First Time at Port Everglades)	Q24 (Comments)
Under 18 Years of Age			
Hotel			
	Every two years	No	Awesome service
Fort Lauderdale International Airport			
	Unanswered	Yes	A lot of workers did not know where to tell us where we were supposed to go, many unhelpful, wouldn't answer the question
18 to 24 Years of Age			
Their Home			
	Unanswered	Yes	The luggage crew was a little rude about the tip, but they are tipped from our fees
	Unanswered	Yes	Thank You
	Unanswered	Yes	So excited
	Once a year	Yes	Nice lady who took our luggage outside
	Every two years	No	Make cheaper parking
	Every five year	No	Love the port
Someone else's Home			
	Once a year	No	Rage
Hotel			
	Unanswered	Yes	Have more shuttles that go to the port from other cities in South Florida
	Unanswered	Yes	It would be nice to know when boarding is going to begin
	Once a year	Yes	Improve terminal 29 (better facilities)
Fort Lauderdale International Airport			
	Unanswered	Yes	Don't recommend Spirit Airlines
	Twice a year	Yes	Excellent. Went smoothly
	Every two years	Yes	The terminal was very hot
	Every five year	Yes	Hope to have fun!
	Every five year	Yes	More reasonably priced alcohol packages and/or bar in waiting lounge
Miami International Airport			
	Every five year	Yes	Keep up the good work
	Other	Yes	More snacks in waiting area
Somewhere else			
	Once a year	Yes	No, good check-in experience.
25 to 34 Years of Age			
Didn't answer			
	Unanswered	Yes	More signage once inside the terminal. Refreshments would also be nice (water at least). Free wi-fi!
Their Home			
	Twice a year	No	Teacher on Spring Break
	Once a year	No	Royal Caribbean is a classy and unforgettable experience everytime. Service is top
	Every two years	No	Woman at security was not helpful and was rude
	Other	Yes	Good service at the port, but would have appreciated more info prior to cruise about times, boarding, and parking
Someone else's Home			
	Unanswered	Yes	Everything went amazingly well, very efficient. Customs, parking, shuttle
	Once a year	Yes	Great place and everyone is lovely!
Hotel			
	Twice a year	Yes	Parking directions are awful
	Once a year	Yes	Great speedy check in very friendly staff.
	Every two years	Yes	Everyone was very friendly
	Every two years	Yes	Very quick process
	Every two years	Yes	Check-in was fast and easy!
	Every two years	No	Smile even though some people are strange
	Every five year	Yes	Make check-in cut off more clear!

Port Everglades Cruise Survey

Q6 (Origin)	Q21 (Cruise Frequency)	Q22 (First Time at Port Everglades)	Q24 (Comments)
	Every five year	No	Get an app to complete this process. Less work for you.
	Other	Yes	Awesome
Fort Lauderdale International Airport			
	Unanswered	Yes	Getting here early was great!
	unanswered	Yes	Better organization of crowd traffic outside the entrance/luggage area. You guys have
	Unanswered	Yes	Continue working on informing all staff about where people seating with crew
	Twice a year	No	better organization at check-in. unnecessary lines/wait; seating scattered. I am a Ruby
	Once a year	Yes	Signage directing customers would be helpful
	Once a year	Yes	Faster boarding since I do have time to do this survey
	Once a year	Yes	A better checkin system would be nice
	Other	Yes	Dislike sitting ans waiting to board ship. We were told we could board earlier so that is why we came straight here. We are now sitting and very hungry. Even a vending machine would be nice.
Miami International Airport			
	Unanswered	Yes	Credit card acceptance at drink machines too
	Every five year	Yes	Miami Airport is very untidy, unlike other airport standards
Somewhere else			
	Every two years	No	Falta alguna cafeteria - restaurante en el aeren de embraque
35 to 44 Years of Age			
Their Home			
	Unanswered	Yes	None, keep check in the same, was nice.
	Every three months	No	Easier, closer parking to port ship entrances.
	Twice a year	Yes	Everyone was very nice.
	Once a year	Yes	Better/more (specific and pronounced) directions on what to do entering the terminal
	Once a year	Yes	Should leave a cabin open for upgrades if needed
	Once a year	No	Because the port looks so industrial, to the typical passenger, it would not dawn on them that you can stay in the area and do other things unlike Port Canaveral
	Once a year	No	It's hot in here while waiting
	Once a year	No	More organization dropping off bags and parking instructions
	Every two years	Yes	Cheaper rates for parking
	Every two years	No	Offer more pre-boarding oprions and card lounge to Gold members
Someone else's Home			
	Once a year	No	Holland needs better rewards for frequent cruisers with them.
Hotel			
	Unanswered	Yes	No signs to say what to do with luggage
	Unanswered	Yes	Alcohol package is a rip-off!
	Unanswered	Yes	Karen at counter made me and family welcomed and I love that she was friendly, funny and made us feel partof
	Twice a year	Yes	It was convenient to drop luggage curbside prior to parking
	Twice a year	Yes	Stay away from Super 8 on Federal Highway
	Once a year	Yes	Need better seating arrangement signs (Zone - faster to fun)
	Once a year	No	Love the weather, glad there is no snow, very clean, very organized.
	Once a year	No	Diet coke in vending machines; it was loaded so I would have had to purchase 2 other sodas to get to a diet coke
	Once a year	No	The ship should provide free wifi
	Every two years	Yes	Better parking and explanation of directions
	Every two years	No	The Quality Inn was describe as being a horrible place, patron checked out and stayed at the Crown Plaza
	Every two years	No	Have option where air/hotel/luggage/cruise are part of one single booking process
	Every five year	Yes	Great experience so far. Thanks!
	Every five year	Yes	Great experience so far
	Other	Yes	Everyone has been so helpful! Thanks!

Port Everglades Cruise Survey

Q6 (Origin)	Q21 (Cruise Frequency)	Q22 (First Time at Port Everglades)	Q24 (Comments)
Fort Lauderdale International Airport			
	Unanswered	Yes	This is my first time so I don't know what to expect. Maybe on my next cruise I will know more or give better suggestions.
	Once a year	Yes	Easy and organized check-in
	Once a year	Yes	Wear fun Hawaiian shirts
	Every two years	No	Carnival transportation to/from airport is expensive - paid \$15 for 4 people at airport taxi.
	Other	No	Free pizza and beer while filling out this survey
Miami International Airport			
	Every five years	Yes	Tendria Que Haber, en este Puerto, Un Wigar Para Poder Esperar (Café, snack, restaurante),. Llegamos bastante antes del embarque y no may ni asientos!! Gracias
	Other	Yes	Podrian tener un coffee shop, mienoras se espera.
Somewhere else			
8	Unanswered	Yes	So far so good
45 to 54 Years of Age			
Their Home			
	Unanswered	Yes	Everything went smoothly. Great system. All personnel courteous & professional.
	Unanswered	Yes	Yes, we asked the applicable cruiseline agent at the airport when we could check in, she was very rude and said don't go there until after 12:30. Don't even get a cab, the building where you will check in is locked and will not unlock the doors till 12:30m there is no where to sit, no air conditioning. She said since we did not book our flight through the cruise liner we were not allowed to ride the shuttle over until all the others were shuttled first. She also wanted to charge us almost \$40 to go 1.2 miles, we got in a cab in 5 min, it only cost \$14 with a tip, they dropped us off at the front door, we checked in and are sitting in the air conditioning!!!
	Twice a year	Yes	So far a very positive experience
	Twice a year	No	This is our 12th cruise (8th out of Port Everglades!!) Royal Caribbean is our favorite.
	Twice a year	No	Very smooth
	Twice a year	No	I enjoy departing from Port Everglades because it is very organized and orderly. Staff is always friendly and helpful.
	Twice a year	No	Great, friendly check-in. Go Angela!
	Twice a year	No	Very nice people at Port Everglades! Thanks!
	Twice a year	No	Always have enjoyed RC & Allure of the Seas, 7th visit on this boat!!
	Once a year	Yes	Front desk check in person he was not very nice. Line everything up along counter as group instead of individuals. Kept repeating in a hurried nervous loud way. Otherwise rest of boarding was smooth.
	Once a year	No	Want beverages while waiting
	Once a year	No	The port in Miami seems nicer, but the people here are very friendly
	Once a year	No	We love cruising
	Once a year	No	Physical signs indicating where to leave luggage to be placed boarding the vessel
	Every five years	Yes	Appetizers and drinks for waiting passengers.
	Every five years	No	I hope to have fun
	Other	Yes	Wonderful people and kind - except for the cab driver from the airport to the hotel
	Other	Yes	Looking forward to cruise.
Someone else's Home			
	Every five years	No	This is our 1st time with Princess, have been with other cruise lines.
	Every five years	No	Very hard to hear the PA system, strong echo in area
	Other	Yes	All food should be with cruise. No \$
Hotel			
	Unanswered	Yes	So excited!
	Every three months	No	Great Elite lounge, thank you

Port Everglades Cruise Survey

Q6 (Origin)	Q21 (Cruise Frequency)	Q22 (First Time at Port Everglades)	Q24 (Comments)
	Twice a year	No	Great location cruise and facility
	Twice a year	No	No complaints
	Twice a year	No	Allow Uber to get passengers into the port easier
	Twice a year	No	Up charges on the Liberty of the Seas (3 weeks ago) in the dining hall were very upsetting
	Twice a year	No	Great job by port authority on the traffic flow
	Twice a year	No	More open area after first coming in. Update décor, painting, etc. Move outside waiting line to indoors.
	Twice a year	No	Very smooth check-in
	Once a year	Yes	Crummy area, parking is bad, parking lots in need of repair - signage is poor to know where to go and be. Non-airconditioned waiting area - been to 3 other ports and all were better by far
	Once a year	Yes	The experience so far has been good. The cruise port is very organized. The staff has been extremely friendly and helpful.
	Once a year	Yes	Enjoyed the cruises previously
	Once a year	Yes	I love Carnival
	Once a year	Yes	Florida is a very beautiful place to visit. Port Everglades is huge and amazing with all different cruise lines. I will come back again next summer.
	Once a year	Yes	the port seems highly disorganized
	Once a year	Yes	Very disorganized. Parking garage locked and had to have someone open it. RCCL staff unorganized. Security not ready. Waited extra 15 minutes to open doors of terminal. Tampa port way better.
	Once a year	No	Keep up the good work. This is our 4th cruise and Port Everglades operates very smoothly. Thank you!
	Once a year	No	Lower cruise fares to compensate for other expenses before & after cruise
	Once a year	No	Traffic is hideous
	Once a year	No	All is well!
	Once a year	No	Keep traffic flowing and we will continue to love port everglades
	Once a year	No	We arrived with first shuttle, so it was very easy!
	Once a year	No	We love RCC's.
	Every two years	No	Everyone is really nice. The experience is always excellent!! Even the woman doing the survey is awesome!
	Every two years	No	Everyone at cruise terminal was friendly and welcoming. Kudos to them they work hard!
	Every two years	No	Like free wifi and check in was efficient. A starbucks kiosk would be nice
	Every two years	No	Love cruising! (Royal Caribbean)!!
	Every five year	Yes	Great place to visit! Enjoyed the area
	Every five year	Yes	Please tell employees to smile and be nice!
	Every five year	Yes	Organized. Went well. Thankful to be on vacation
	Other	Yes	Smooth boarding
	Other	No	Great organized check in, thank you!
Fort Lauderdale International Airport			
	Unanswered	Yes	Need more porters for luggage
	Unanswered	Yes	Allow people to know time frames on arrival until they can board. Sitting forever after much travel just leads to more frustration. Put more faster to the fun packages available on the day of the cruise
	Monthly	No	Speed up entry into port. Our entry point took 15 minutes to get through.
	Twice a year	No	Pleased with efficiency of Holland America
	Once a year	Yes	Excited for the trip
	Once a year	No	Very stream-lined check-in and friendly staff
	Once a year	No	Great family vacation!

Port Everglades Cruise Survey

Q6 (Origin)	Q21 (Cruise Frequency)	Q22 (First Time at Port Everglades)	Q24 (Comments)
	Once a year	No	Have a more affordable rate for the shuttle from the airport to the port. A cab is much cheaper
	Every two years	No	Port should tell us what is going on. Waited in line (no problem) but update us why we are waiting. Then we were told to sit in a certain area, then told to move (rudely).
	Every five year	Yes	So far everything ran smoothly
	Every five year	Yes	Nice well run port
	Other	Yes	Check in was good
	Other	Yes	Great so far!
	Other	Yes	Excellent assistance for handicaped
55 to 64 Years of Age			
Didn't answer			
	Twice a year	No	We need refreshments at waiting area.
Their Home			
	Unanswered	Yes	Take the early shuttle
	Unanswered	Yes	Everything very good.
	Every three months	No	Trans Atlantic Ship - rented car to get here.
	Twice a year	No	Have had several boarding and disembarkations where the automated gateway was not functioning. On one trip my elderly mother was in a wheelchair and had to walk and be carried - very poor maintenance and upkeep
	Twice a year	No	Check in process is very length - check-in is floowed by a separate line again to board - consolidate steps
	Twice a year	No	Great
	Twice a year	No	Small port
	Twice a year	No	I love how close airport is to Port!
	Twice a year	No	Put a bar in the waiting area.
	Once a year	No	Couldn't get dinner time wanted - booked at least 8 months out
	Once a year	No	Nice clean organized
	Every five year	Yes	We love Royal Carribean
Someone else's Home			
	Once a year	No	Fabulous terminal. Staff amazing, helpful & caring. Big improvement with road connection.
	Once a year	No	Have a courtesy telephone upon debarkation to get in touch with friends or car rentals.
Hotel			
	Unanswered	Yes	I suggest you offer free WiFi as a 50th Anniversary gift to the loyalty of your customers. Free WiFi is in most little coffee shops. I was surprised that a luxury liner would charge for this service that is so common place today.
	Unanswered	Yes	Expecting a great experience!
	Unanswered	Yes	Free shuttles from airport
	Every three months	No	Great port
	Every three months	No	Wine and cheese! LOL! You do an awesome job . Great land based Princess staff.
	Every three months	No	Good port!
	Twice a year	No	Check-in was easy
	Twice a year	No	Very nice port.
	Twice a year	No	Love your weather. Have stayed in Miami Beach.
	Twice a year	No	Better help with luggage at the terminal when checking in.
	Twice a year	No	All is good!
	Twice a year	No	Improve your passenger terminal 19. It is not inviting and does not put you in a cruise mood. Closer to a prison than a cruise terminal. This is not typical of anything else in Fort Lauderdale. This is more like a city bus terminal.
	Twice a year	No	We had medical problems on last cruise and Joy at the Port was very helpful.

Port Everglades Cruise Survey

Q6 (Origin)	Q21 (Cruise Frequency)	Q22 (First Time at Port Everglades)	Q24 (Comments)
	Twice a year	No	Royal Caribbean terminal is well organized and spacious. Good terminal. Thanks.
	Twice a year	No	Pretty well organized
	Once a year	Yes	Very organize and clean
	Once a year	Yes	Can be confusing
	Once a year	Yes	Hire a mgmt consultant to streamline boarding process. Turn in paperwork info online to reduce bottleneck effect.
	Once a year	Yes	Love Carnival!
	Once a year	No	Need to clean the bathroom in the Princess terminal
	Once a year	No	Ramada should be closed, otherwise we enjoy the area greatly (11th Cruise)
	Once a year	No	You should serve little sample drinks for doing the survey while waiting
	Once a year	No	Fix terminals 29 and 25
	Once a year	No	Always a great experience at port everglades
	Once a year	No	Great service at check-in
	Once a year	No	A cold beverage or coffee, etc. would have been nice (or even water).
	Once a year	No	Getting here was easy by cab and drop off and embarkation was very organized and people courteous
	Once a year	No	Inform cruise personnel on who goes where. We were shuttled from a non suite to a wedding party which we were not a part of. And finally after I fussed, to the elite lounge.
	Once a year	No	Very efficient Port check in
	Once a year	No	Love Princess. Glad to be back. Looking forward to this new ship.
	Once a year	No	All hotels should provide free shuttle service to Port Everglades. I selected this hotel because it offered free service. Free service will increase revenue for Fort Lauderdale as cruisers will come early before the cruise and spend more money in the area.
	Once a year	No	So far we've only cruised Princess and we've been happy.
	Once a year	No	I would not recommend the hotel to anyone. Too costly and poorly kept up. Poor customer service. I anticipate a great cruise, Holland america is a great cruise line
	Every two years	Yes	Excellent personal service
	Every two years	Yes	Mark drop off area and parking more plainly - bigger signs
	Every two years	Yes	Assistance for handicapped is excellent
	Every two years	No	The terminal was very hot
	Every two years	No	In the staging area (seating) a video of Princess designation would be nice! A bathroom was nice while inline at the Ramp! Your tax rate was correct!
	Every two years	No	Why when we bring 2 couples other than us, we are not permitted in the premium seating. One of your reps told us it won't go from RCCL to Princess, Last RCCL Cruise, see my RCCL Credit Card
	Every two years	No	Shuttle service for walk-ins from public bus dropoff to cruise terminals
	Every two years	No	Check in process greatly improved over last time.
	Every two years	No	No; we moved quickly this time, check in was much faster.
	Every two years	No	Love princess cruising
	Every two years	No	Nice Port to travel from. Organized. Will be back again
	Every two years	No	Processing in was very smooth, thanks
	Every two years	No	Need parking for RVs
	Every two years	No	Getting more efficient, friendly. Expensive overnight stay
	Every five year	Yes	Princess cruise lines are great!
	Every five year	No	Loving Princess Cruise Line!
	Every five year	No	Please do a better job of explaining 1- onsite port Everglades parking options 2- cab and shuttle options 3- security at shipside. The website information is not clear or easy to find for first time visitors to Port Everglades
	Other	Yes	Better signage to and from with times of boarding, etc.
	Other	Yes	Very well organized - pleasant experience
Fort Lauderdale International Airport			

Port Everglades Cruise Survey

Q6 (Origin)	Q21 (Cruise Frequency)	Q22 (First Time at Port Everglades)	Q24 (Comments)
	Every three months	No	The cruise terminal is very organized.
	Every three months	No	Princess is a wonderful cruising experience. Friendly, courteous staff. Very attentive. Always someone there to assist you.
	Every three months	No	We generally stay overnight in Ft. Lauderdale one night before our cruise but did not do so this time because of our job schedule
	Twice a year	No	Fewer lines
	Once a year	Yes	I do not like the fact that the porters are very insistent on being tipped. We could not enter the terminal without luggage and had to give it to a porter, who was completely in my face for a tip. I had to remove vulnerable items from my bag marked fragile because they were obviously going to be rough with it. I felt badly treated by the port authority.
	Once a year	No	Today picking up luggage from SW, fiasco several at one time. Shortage of porters, problem with wheel chair in embarkation, given rental then took it back.
	Every two years	Yes	Lets start cruising
	Every two years	No	Very well organized
	Every five year	No	Teacher on Spring Break
	Every five year	No	Comfort Inn did many illegal actions overcharging, etc. Comfort Inn did not notify us that we did not have an early check in. They do not read comments until the day you check in. Because of this we had to go 38 hours without sleep because we took a red eye flight. Comfort Inn also ran credit cards twice and charged us \$400 for a \$179 room. Good things - 15th Ave Fisheries, great restaurant, great marquiritas.
Miami International Airport			
	Once a year	Yes	Long process of embarkation
Somewhere else			
	Every three months	No	Better sign for drop off luggage as opposed to taxis for taking people at end of cruise
	Twice a year	Yes	Easy check in!
	Once a year	No	Parking and entry to terminal was very easy.
65 to 74 Years of Age			
Their Home			
	Unanswered	Yes	Very nice
	Unanswered	Yes	I hope to have fun at the ship. Port worker are very helpful
	Every three months	No	Have noticed so many improvements, great directions, easy to drop off, calm personnel
	Twice a year	Yes	Your parking lot & police were not very nice
	Twice a year	No	Love Cruising
	Twice a year	No	I believe we need more signs to get here, including "drop off" (coming by car) Last year during construction we got here easier. Port personnel were real helpful and courteous.
	Twice a year	No	All good!
	Twice a year	No	Your arrangements to board are excellent.
	Twice a year	No	Would like to board the ship quicker
	Twice a year	No	We are very pleased with the job all of you do to help us go thru checking easily. Thank you!
	Twice a year	No	Baggage drop off needs to be improved.
	Twice a year	No	Everything is perfect, like always!!
	Once a year	No	More handicap parking in garage
	Once a year	No	Soda/wine package too expensive
	Once a year	No	Holland American should have a means of transportation or shuttle at the airport
	Once a year	No	French documents please
	Once a year	No	Wonderful Port!
	Every two years	No	It was very easy to park my car at the port.

Port Everglades Cruise Survey

Q6 (Origin)	Q21 (Cruise Frequency)	Q22 (First Time at Port Everglades)	Q24 (Comments)
	Every two years	No	We like celebrity
	Other	No	I booked the cruise and the lady gave all cards to someone traveling with me. I think it is disrespectful and a bad start that I have to ask for my card from my guest
Someone else's Home			
	Once a year	No	Carnival needs to stop doing bait and switch on lowest fares. Also, last cruise we booked a balcony and could not use it because of smoking. When called customer service they just said so sad, too bad - very discouraging.
Hotel			
	Every three months	No	Enjoy carnival very much and feel safe to cruise alone
	Twice a year	Yes	Ask less about money. More about value.
	Twice a year	No	Very well organized
	Twice a year	No	Having a great time.
	Twice a year	No	Shuttle from airport to cruise port.
	Twice a year	No	Always nice here.
	Twice a year	No	My husband & I enjoy princess cruises. All staff are friendly, asking what they can do to make our trip better and the ships are very clean. Food is excellent.
	Twice a year	No	Cruise set-up at Port Everglades is not user friendly. Streamline and simplify.
	Twice a year	No	Very please with efficient operation of Port Everglades
	Twice a year	No	Very well organized at point of emvarcation
	Twice a year	No	It would be nice to have a water cooler with glasses then you could get a drink a take pills
	Twice a year	No	Smooth check-in, thanks
	Once a year	Yes	Hotels are expensive here, up to 3 times usual Fairfield Suites price. I would not stay here added nights
	Once a year	No	Keep up the good work
	Once a year	No	Excellent service - impressed with embarkation procedures
	Once a year	No	Very organized arriving at the Port Everglades. Very polite & helpful baggage handlers. Port also vert clean. Thank you!
	Once a year	No	Love cruising with Royal Caribbean!
	Once a year	No	Signage coming into port for seld-parkers could use a little improvement. All the people emplyed here are wonderful!
	Once a year	No	Loyal to royal.
	Once a year	No	Very happy with Princess Cruises. Our 5th trip.
	Once a year	No	Came to Port just in time to get on cruise. Next time they will spend more time to go shopping. They live near border of Canada and Buffalo, NY and usually stop at malls in Buffalo
	Once a year	No	Smooth and easy check in. Friendly, helpful people the last 2 days
	Once a year	No	Extremely easy, the flow of hotel to ship was good
	Once a year	No	You are going to have a problem with airfares being doubled and rooms overpriced. Usual Southwest Little Rock to her is \$350. Yesterday was \$722 x 10 people. Outrageous
	Once a year	No	Wonderful weather
	Once a year	No	You're doing well
	Every two years	Yes	Well run and very organized; also nice and clean.
	Every two years	Yes	Don't understand why rooms are not assigned well before we get here.
	Every two years	No	This Port is very well organized!
	Every two years	No	have the rest rooms cleaned before cruise leaves
	Every two years	No	Nice City nice folks!
	Every two years	No	Do not recommend Days Inn, very inefficient service and shuttle
	Every five year	Yes	System works well

Port Everglades Cruise Survey

Q6 (Origin)	Q21 (Cruise Frequency)	Q22 (First Time at Port Everglades)	Q24 (Comments)
	Other	No	Very excited- All terminal workers have been exceedingly courteous & helpful!!
Fort Lauderdale International Airport			
	Unanswered	Yes	When a wheel chair is promised it would be nice not to be sent back to original misinformation 3 times
	Twice a year	No	More refreshments while waiting to board.
	Once a year	Yes	Keep up with the good work
	Every two years	Yes	Well organized
	Every two years	No	Snack purchase option for early arrivals.
	Other	Yes	Bench on outside wall of terminal for people who have to wait to enter before 10:30 am; Food, snacks, beverages to buy before entering ship while waiting.
	Other	No	Enjoy celebrity cruise ships in past. Looking forward to another great experience.
Miami International Airport			
	Every two years	Yes	Well organized arrival at ship
Somewhere else			
	Once a year	Yes	Travel info written up outside please.
	Once a year	Yes	Nice people
75 or older Years of Age			
Their Home			
	Twice a year	No	Good for handicaps
	Twice a year	No	New flyover to Port Everglades is great. Thanks.
	Twice a year	No	This was a local traveler
	Twice a year	No	Parking garage, should use number in place, hard to find car
Someone else's Home			
	Every two years	No	Our experiences have been great
Hotel			
	Unanswered	Yes	Offer transportation and lodging w/cruise
	Unanswered	Yes	Boarding was good
	Twice a year	No	Like this terminal better than the new one. Easier parking.
	Once a year	Yes	Good job
	Once a year	No	Love the way PEV handles cruise passengers. Much better than Miami
	Once a year	No	Very nice & helpful; courteous welcoming
	Every two years	Yes	Parked car at airport to take cruise and will drive car back to North Carolina. Able to park car at terminal was plus.
	Other	No	Overall good experience boarding, parking, security
Fort Lauderdale International Airport			
	Every two years	No	Found the personnel to be helpful & knowledgeable.
	Every two years	No	Very pleasant port.
Somewhere else			
	Once a year	2	You're doing a great job. That's why we go Princess
Refused			
Their Home			
	Once a year	No	Close the doors to outside, so in the waiting area the people don't have to smell the smokers smoke from the cigarettes!