

Development of New Cruise Terminal at Kai Tak
Summary of Market Feedback and Administration's Response on
Terminal Operation and Ancillary Facilities

In general, the market stakeholders (including cruise operators, terminal operators, port authorities, travel agents and local shipping agents) were receptive to the proposed layout, which could meet the needs of the industry. In particular they accepted that the proposed layout for the vehicle circulation, operation and parking facilities was drawn up in view of the site constraints.

Comments from individual respondents on specific areas and our response are set out below-

Market Comments on Major Issues	Administration's Response
1. Effective Layout and Adequacy of Functional Areas	
<p>a. A respondent commented that the layout appeared complicated compared with other cruise terminals such as Seattle and Yokohama.</p> <p>b. A respondent recommended reducing the apron width to increase the space in front of the terminal building to achieve better traffic flow.</p> <p>c. A respondent suggested that the check-in area should be expanded in order to provide more comfortable and</p>	<ul style="list-style-type: none"> • In proposing the draft layout and functional area, we aim to provide flexibility in meeting different operational requirements for different cruise operators and cruise vessels. We also have to take into account the site constraints (a long strip of 850 metres by about 100 metres at the widest). Therefore, the layout for the new cruise terminal would be tailor-made to ensure effective operation. • The apron width was designed having regard to the requirements for structural capacity and the need to accommodate different

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<p>efficient check-in for passengers.</p> <p>d. Space for assembling group passengers and tour leaders prior to check-in would be desirable. A cruise operator commented that the terminal should have room to comfortably host the passengers and large number of check-in counters to efficient operation.</p>	<p>apron facilities including on-shore water supplies and sewage collection systems.</p> <ul style="list-style-type: none"> • Flexibility has been built-in in the check-in areas and waiting areas so that partition can be used as necessary to provide adequate space for different purposes. The proposed size of the waiting areas would be sufficient to accommodate 60% of the design peak passenger load, i.e. more than 5000 passengers and we will provide 100 check-in counters so that 90% of the cruise passengers will not have to wait for more than 5 minutes for check-in.
2. Architectural and Interior Design of the Terminal Building	
<p>a. A few respondents suggested that the terminal should have its own character that reflects the culture heritage of Hong Kong and as a vibrant and attractive cruise hub in the Asia Pacific region. The interior design should create a relaxing atmosphere to enhance a vacation mood for the cruise passengers to start and end their journey.</p> <p>b. A respondent commented that the terminal should be</p>	<ul style="list-style-type: none"> • We expect that the new cruise terminal will be an iconic building projecting the image of Hong Kong as Asia's world city. We hope to achieve this through a design and build contract. • The design of the new cruise terminal will be user-friendly and comply with the requirements for barrier free access.

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designed to cater for elderly and disabled passengers.	
3. User-friendliness of Passenger Concourse	
<p>a. A few respondents suggested that to minimise the walking distance of the passenger concourse, bidirectional travelators should be provided to cater for concurrent embarkation and disembarkation.</p> <p>b. A respondent suggested that the design team of the terminal building should include a terminal operator to ensure the travelators installed would meet the operational need.</p>	<ul style="list-style-type: none"> • We will widen the passenger concourse and install bidirectional travelators which could be operated in tandem. We will also require the design team under the future design and build contract for the cruise terminal to include a designer with cruise terminal planning, operation and design experience.
4. Provisions for Vehicle Circulation, Operation and Parking	
<p>a. A respondent commented that the private vehicles and taxis pickup spaces on the mezzanine level may cause inconvenience to the non-group passengers and suggested to provide travelators to facilitate passenger movement to the mezzanine floor.</p> <p>b. A few respondents raised the importance of ensuring</p>	<ul style="list-style-type: none"> • We intend to provide inclined travelators connecting the exit waiting area and the mezzanine level to facilitate passenger movement. • The Government has conducted a traffic assessment based on the operation of the cruise terminal and provisions for vehicular circulation, operation and parking under the prevailing cruise

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<p>sufficient provisions of drop-off and pickup spaces for private vehicles, taxis and buses during concurrent embarkation and disembarkation of more than two cruise vessels. One respondent commented on the need for adequate parking spaces for container vehicle to meet the needs of cruise vessels in provision and supplies.</p> <p>c. A respondent suggested allowing bus pickup and drop-off of passengers at the mezzanine level under special circumstances to maximise flexibility and ease the pressure on the ground transportation area.</p> <p>d. A respondent commented that providing a separate screening and stage area for cruise vessel provision and supplies from the stores for the cruise terminal building was very good. However there should be enough room for access since there was only a single access to the cruise terminal.</p> <p>e. A cruise operator commented that access to the apron should cater for the movement of oversized vehicles and container vehicles to avoid becoming a bottleneck in the</p>	<p>market conditions, to ensure that the provisions would be adequate. We have also drawn the international experience from a cruise expert in proposing the provisions. For goods vehicles and container vehicles with provision and supplies for cruise vessels, they could access the apron area directly and service the vessels near their stores sill doors.</p> <ul style="list-style-type: none"> • The design of the cruise terminal will allow flexibility under special circumstance for bus pick-up and drop-off at the mezzanine level. • The single access to the cruise terminal is a transitional arrangement prior to the completion of an additional access road along the former runway. When this access road is completed, there will be two separate accesses to the cruise terminal. The access to the apron will be designed to cater for oversized vehicles and container vehicles.

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operation.	
5. Provisions for Passenger and Baggage Circulation and Processing	
<p>a. A respondent raised the need to ensure efficient passenger flow at the exit waiting area and mezzanine floor during concurrent operation for embarkation and disembarkation.</p> <p>b. A cruise operator suggested providing separate gangways for individual cruise vessels using the terminal.</p> <p>c. A cruise operator commented that using baggage conveyor belt or cages alongside the baggage shell doors would expedite the loading and unloading process.</p> <p>d. A respondent recommended using conveyor system for moving baggage from apron to baggage handling and collection area in handling super large mega cruise vessels.</p> <p>e. A few respondents commented that appropriate baggage screening and handling equipment should be used to</p>	<ul style="list-style-type: none"> • Separate routing would be provided for disembarking and embarking cruise passengers to the mezzanine level and concurrent operation will not be affected. • We intend to install five fully mobile passenger gangways to service two or more cruise vessels berthing at the new cruise terminal. • As the new cruise terminal is designed to suit the operational needs of different cruise companies and vessels, it might not be practical to use conveyors since the arrangements of the baggage sill doors are different for different cruise vessels. From overseas experience, most cruise terminals use baggage cage to allow flexibility. We intend to require the terminal operator to provide baggage cage for loading and unloading process. • We are aware that a few overseas cruise terminals have used conveyors for moving and circulating baggage for collection.

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<p>provide efficient processing of heavy and large baggage.</p>	<p>Nonetheless, major cruise operators had advised in earlier consultation that they preferred to set out baggage on the floor in the baggage claim areas for cruise passengers to collect as it would be more reliable and cost effective. We will provide screening and handling equipment to handle heavy and large baggage.</p>
<p>6. Flexibility to Handle Small Cruise Vessels</p>	
<p>a. A few cruise operators raised the need for the new cruise terminal to handle very small cruise vessels for a few hundred passengers, say by allowing disembarkation of passengers to the apron using the vessels gangways, as the operation range of the gangways might not be sufficient to cater for embarkation and disembarkation for smaller cruise vessels.</p> <p>b. A cruise operator commented that the level of the apron area could be too high for handling provision and supplies since the sill doors on the small cruise vessels might be below the apron deck.</p>	<ul style="list-style-type: none"> • We note special arrangements would need to be made at major cruise terminals for handling very small vessels, as the operation range of the gangways cannot cater for such small cruise vessels. • We have reviewed the proposed layout and lower the exit level the passenger concourse by one metre to allow gangways to reach sill doors at and above 6.7 metres above principle datum. This would meet the needs of most cruise vessels in operation. • Subject to compliance with customs, immigration and health control and clearance arrangements and procedures, and operation consideration, cruise operators with the agreement of the terminal operator may make special arrangement to

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	<p>disembark passengers to the apron using the vessels gangways.</p> <ul style="list-style-type: none"> • Subject to prior agreement, the cruise terminal operator could deploy special equipment including gravity conveyors to move provision and supplies when the sill door is below the apron deck. This has been practiced in other cruise terminal facilities in Hong Kong and overseas.
7. User-friendly Supporting Facilities	
<p>a. A cruise operator suggested providing a separate immigration clearance facility for the crew and officers to avoid mixing with cruise passengers.</p> <p>b. A respondent suggested providing counters for meeting and greeting, hotel, limousine, and money changer; courtesy offices for group operators and port agents; as well as crew lounge with phone and internet connection.</p> <p>c. A few respondents suggested providing facilities for medical visit and first aid care.</p> <p>d. A cruise operator commented on the potential noise impact</p>	<ul style="list-style-type: none"> • Flexibility will be incorporated to conduct immigration clearance procedures at the immigration hall on the first floor using separate crew channels or a security screening area prior to entering the apron area depending on the size of crew and agreed arrangement with local shipping agents. • Subject to agreement with the future cruise terminal operator, interested parties could arrange on a need basis to set up money changers and meeting/greeting counters in the exit waiting area; courtesy offices for group operators and port agents; as well as temporary cruise lounge at mutually agreeable locations. • Provisions for setting up facilities for medical visit and first aid

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<p>caused by the heliport operation on cruise passengers while a respondent suggested providing lounge for cruise passengers requiring helicopter service.</p> <p>e. A respondent recommended providing data connection facilities between the networks in the cruise terminal and on cruise vessels.</p>	<p>care in the terminal building have been planned.</p> <ul style="list-style-type: none"> • The Civil Aviation Department will implement the heliport project. The future heliport operator will be required to conduct noise impact assessment and to take practical measures to mitigate any such impact to avoid causing nuisance to the surrounding developments. • A waiting lounge for heliport users has been planned as part of the operator's accommodation in the area reserved for the Civil Aviation Department in the cruise terminal building. • Provisions for installing wireless and cable connections for networking between the cruise terminal and cruise vessels have been planned.