

FULL BTOA RESPONSE

BTOA and Wedco have been in discussion about these changes for the past year. Wedco, BTA and TCD officials have met with BTOA executives and members on multiple occasions, and those discussions have generally been positive. We appreciate that change takes time to implement.

That said, PSV operators did face challenges when the new policy was introduced. While Wedco has since hired additional staff to manage the increased passenger numbers from the cruise ships, the broader issue lies in infrastructure, personnel and transport capacity at the ports, which are simply not adequate for the daily volume of arriving passengers.

To illustrate: if two cruise ships arrive on the same day, each carrying over 4,000 passengers and 1,000 staff—that's as many as 10,000 potential visitors coming ashore, often within the same five-hour window between 8am and 1pm. This can mean 2,000 people per hour seeking transportation at peak times.

Current resources to service this volume include:

- 6–10 port staff
- 550+ active taxis
- 200+ active minibuses
- 2 public bus routes
- 1 public ferry
- 1 private ferry (for NCL passengers only)

Even if every available taxi, minibus, and ferry were dedicated solely to the cruise ports, the system could move only 5,000 to 6,000 passengers at once.

But in reality, the industry also serves the entire island—international business, hotels, restaurants, the airport, dispatch companies and the general public—so gaps in service are inevitable.

This is why some customers, especially at the ports, experience wait times or confusion about transport options.

Another challenge is geography: Bermuda's two main ports are located on opposite ends of the island.

While the ports themselves cannot move, the scheduling of cruise and air arrivals can be adjusted.

Staggering these arrivals would allow the industry to better allocate resources, improving efficiency and customer experience.

Such measures would fall under the remit of the Ministries of Transport and Tourism.

Despite these challenges, BTOA and its members stand ready and committed to servicing the public, visitors, and stakeholders across the island.

We believe that with continued collaboration between government, industry partners, and operators, Bermuda can achieve higher service levels and ensure visitors leave with a positive transport experience.

Kind regards,

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