



PortSide NewYork observations & suggestions

from Carolina Salguero

Sunday, 5/21/23, I interviewed passengers and drivers, and spoke to PAPD and NYPD. I shot videos from Imlay Street to NYC Ferry dock from 0915 to 1130.

Ferris Street at King Street

1. A sign is needed. After talking to a lot of TLC drivers and car owners, all of them ended up at Pioneer and Conover for the reason I thought: GPS sends them west on King St to drive into the terminal which dead ends into a fence at Ferris Street. PortSide has previously proposed that either that gate be opened or that a big sign be put there with directions about how to drive into Atlantic Basin with a QR code.
2. Not good for vehicle entrance. Ken Winkler said this can't be used for vehicle entrance as the grade is too steep and vehicles bottom out.

Pioneer and Conover Street area remains congested

See videos in Dropbox and

TLC and private cars are loading and unloading here, blocking the bike lane, double parking.

1. Add staff to prevent parking in bike lane, direct people, and impose some order.
2. Add free-standing wayfinding sign just inside Pioneer + Conover Street gate
3. Install wider gate opening at Pioneer + Conover Street gate

Imlay Street – re-open and use this to decongest Van Brunt

At some point (after 11am?) the NYPD decided to shut down Imlay to vehicles that would have turned onto Imlay from Pioneer. I told them I thought that was NOT a good idea as it forced the cars onto Van Brunt. Imlay has no retail or bus route, so I said that if cars were going to be stuck in traffic, better to have it happen on Imlay.

Use BCT Wolcott Street Exit?

The NYPD Community Affairs Unit police officer whose vehicle was enforcing the shut-down of Imlay at Pioneer proposed that BCT open up the gate at Wolcott Street as an exit for drop off cars.

Ken Winkler said they are using it.

PortSide NewYork, aboard the tanker MARY A. WHALEN

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Can MSC make some changes?

It would be great to unclog the streets, but the fact is that there is a long queue to get into BCT for hours. Can MSC make any changes to reduce this? Is the disembarkation plan (see last page) currently the one used? This was found on the street by a Red Hook resident. It would be great to share such plans with the community for feedback.

1. Could the ship sail 1-2 hours later to make the morning less of a mob scene?
2. Could unloading be done completely or in part before loading starts?
3. Could passengers be told to arrive at phased times (if they are not already)?

NYC Ferry

1. There should be a dedicated NYC Ferry on cruise days during some of the cruise unload/load time as boats get full and locals can't ride. On Sunday 5/21, NYC Ferry passengers got delayed for several hours. One pack of several moms with kids in wagons trying to get to Governors Island were delayed about two hours.
2. The 5/27 start of ferries dedicated to going to Governors Island (GI Trust) ferries will help NYC Ferry passengers going to the island, but not the other ferry riders.

As of 5/27, more traffic coming from Governors Island Trust (NY Waterways) ferries

On 5/27, those ferries start leaving from here again. This means more people and vehicles on the weekends, on top of the MSC traffic on Sundays. Many to most of their passengers were driving here in 2020 to 2023 which I know as I kept a close eye on all operations due to PortSide Park, and PortSide supplying the wifi for their ferry ticketing kiosk. There were 33,000 GI ferry passengers in 2020, 45,000 in 2021. I did not ask for 2022 numbers, but it had dropped. They tend to come with a lot of gear (wagons, picnic supplies, toys)

1. Tell Gov Island Trust to discourage people driving here, put info on their ferry webpage, newsletters and social media.

Litter and portasans

The MSC passengers are in the main tidy, but with thousands of them coming through here in one day, there is littler PortSide and Pat Bannon of PANYNJ Maintenance are picking up a lot of it. People wait in the parking lot a long time, so there need to be portasans.

Until PANYNJ Manager of NY Terminals, Jon Trutneff retired in 2018, the PANYNJ had a portsan in what was the TLC waiting area near the south end of 160 Imlay Street and one at south end of what became PortSide Park. Those were removed, and then PortSide's portasans became the toilet for all.

1. The one DSNY litter basket on Pioneer at Conover SE corner is NOT enough for the volume. It wasn't for the HERRC either. There needs to be one inside the Atlantic Basin fence and maybe one on street on the south side of Conover at Pioneer.

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2. The EDC needs to provide a portasan where PortSide Park was. The MSC ships have clumps of passengers waiting near where PortSide Park was for 30-45 minutes, and drivers in a full parking lot there are waiting as long or longer.
3. Passengers for NYC Ferry and Governors Island Trust (NY Waterway) ferries all look for portasans. PortSide is fed up with supplying free toilets and cleaning toilets used by Governors Island ferry riders without remuneration. With PortSide Park evicted, we see no reason to provide toilet services to people passing through here. It's time for the EDC to finally deal with this. We don't want to lock our portasan(s) on the weekend since we have TankerTime and/or events.

Other issues inside Atlantic Basin – confusion and lack of services

On cruise days, passengers walking in at Pioneer and Conover are confused about where they should go. There is no wayfinding signage inside Atlantic Basin (as PortSide has pointed out for years).



What is sidewalk is not clear. The raised sidewalk was removed for Formula E, and cars were parking on what replaced it, painted diagonal lines. This leads to people with luggage standing around in confusion near the gate, in the way of people trying to get past them. Going to BCT, some entering passengers cross the roadway and follow the painted sidewalk; lots of walk along the HESCO barriers next to the Secret Service building.

As the parking lot inland of the Mary Whalen filled up, cars were jammed in there, many on the painted crosswalk area, and the sewage pump-out truck had a hard time getting in and out to the receptacle truck which was blocked in by cars (see photo below, before the parking lot got fuller). I asked cars to move two times to facilitate the sewage pump out transfer. Passengers (in and outbound) stand around in the footprint of the former PortSide Park. People ask for a toilet.

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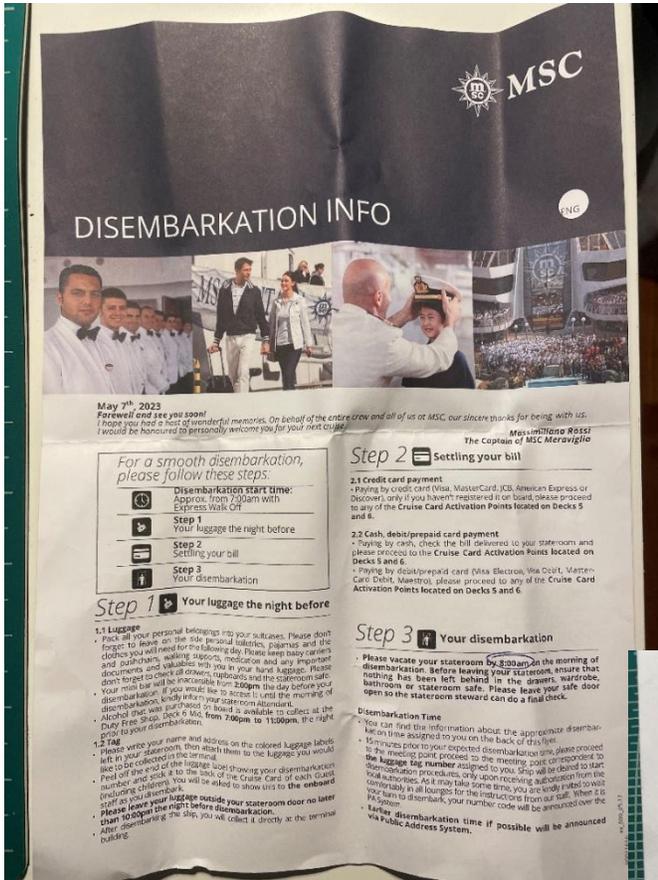
Possible solutions:

1. Demarcate a parking area for sewage truck
2. Allow PortSide Park to return and have police barricades separating it from traffic on cruise days, as was done with Formula E during their setup and breakdown ops. This would be used by passenger and drivers.
3. Put a portasan where Pier 11 meets Clinton Wharf.

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MSC

DISEMBARKATION INFO

May 7th 2023
Farewell and see you soon!
 I hope you had a host of wonderful memories. On behalf of the entire crew and all of us at MSC, our sincere thanks for being with us. I would be honoured to personally welcome you for your next cruise.

Massimiliano Rossi
 The Captain of MSC Meraviglia

For a smooth disembarkation, please follow these steps:

- Disembarkation start time:** Approx. from 7:00am with Express Walk Off
- Step 1:** Your luggage the night before
- Step 2:** Settling your bill
- Step 3:** Your disembarkation

Step 1 **Your luggage the night before**

1.1 Luggage
 Pack all your personal belongings into your suitcases. Please don't forget to leave on the side personal toiletries, pigamas and the clothes you will need for the following day. Please leave baby carers and pushchairs, walking strollers, medication and any important documents and valuables with you in your hand luggage. Please don't forget to check all drawers, cupboards and the stateroom safe. Your main bag will be inaccessible from 20:00am the day before your disembarkation. If you would like to access it until the morning of disembarkation, kindly inform your stateroom attendant. Also, if you wish to use the laundry service, please inform your stateroom attendant. **Check-in time:** 20:00am. A trolley is available to collect at the end of the disembarkation process.

1.2 TAG
 Please write your name and address on the colored luggage labels left in your stateroom, then attach them to the luggage you would like to be collected in the terminal.

1.3 Peel off the end of the luggage label showing your disembarkation number and stick it to the back of the Cruise Card of each Guest (including children). You will be asked to show this to the staff at the disembarkation.

Please leave your luggage outside your stateroom door no later than 10:00pm the night before disembarkation.
 After disembarking the ship, you will collect it directly at the terminal building.

Step 2 **Settling your bill**

2.1 Credit card payment
 • Paying by credit card (Visa, MasterCard, JCB, American Express or Discover), only if you haven't registered it on board, please proceed to any of the Cruise Card Activation Points located on Decks 5 and 6.

2.2 Cash, debit/prepaid card payment
 • Paying by cash, check the bill delivered to your stateroom and please proceed to the Cruise Card Activation Points located on Decks 5 and 6.
 • Paying by debit/prepaid card (Visa Electron, Visa Debit, Mastercard Debit, Maestro), please proceed to any of the Cruise Card Activation Points located on Decks 5 and 6.

Step 3 **Your disembarkation**

3.1 Please vacate your stateroom by 8:00am on the morning of disembarkation. Before leaving your stateroom, ensure that nothing has been left behind in the drawer, wardrobe, bathroom or stateroom safe. Please leave your side door open so the stateroom steward can do a final check.

Disembarkation Time
 • You can find the information about the approximate disembarkation on the assigned to you on the back of this flyer.
 • 15 minutes prior to your expected disembarkation time, please proceed to the meeting point provided to you. Ship will depart to port disembarkation procedures, only upon receiving authorization from the local authorities. As it may take some time, you are kindly invited to wait your turn in all lounges for the instructions from our staff. When it is your turn to disembark, your number code will be announced over the PA system.
 • Earlier disembarkation time if possible will be announced via Public Address System.

Is this the MSC disembarkation plan in effect?

Tentative Disembarkation Plan for New York
 Please note that due to Immigration and Passport Control from CBP officials in the terminal, disembarkation process may be slower than expected.

LABEL	DISEMBARKATION INFORMATION	TIME	MEETING POINT	DECK
	Express Walk Off	Approx 7:00am		
2	All Guests with MSC Transfer	7:30am	Broadway Theatre	€
4	FIT GROUP JUPITER LEGEND	7:30am	Carousel Lounge	7
7	FIT GROUP JUPITER LEGEND	7:30am	Carousel Lounge	7
8	Diamond Members Guests & Aurea Experience Guests	8:15am	Carousel Lounge	7
10	Cabin 5001 to 5066, 8001 to 8077, 10001 to 10005	8:30am	Broadway Theatre	€
11	Cabin 8079 to 8107, 9003 to 9132 and 10002	8:30am	Broadway Theatre	€
12	Cabin 10004 to 10150, 11001 to 11033	9:10am	Broadway Theatre	€
15	Cabin 11034 to 11142, 12002 to 12128, 13002 to 13034	9:10am	Broadway Theatre	€
16	Cabin 12059 to 12059, 13035 to 13124, 14020 to 14022	9:20am	Carousel Lounge	7
18	Cabin 5068 to 5115, 8106 to 8141, 12060 to 12094, 14026 to 14061	9:20am	Broadway Theatre	€
19	Cabin 8142 to 8182, 9113 to 9212, 10045 to 10153	9:35am	Carousel Lounge	7
68	Cabin 10154 to 10268, 11109 to 11212	9:45am	Broadway Theatre	€
69	Cabin 11216 to 11274, 12097 to 12238, 13091 to 13136	9:45am	Broadway Theatre	€
80	Cabin 8183 to 8224, 13138 to 13230, 14060 to 14103	9:45am	Carousel Lounge	7
83	Cabin 8225 to 8239, 9195 to 9274, 14104 to 14226	10:00am	Broadway Theatre	€
92	Cabin 9275 to 9298, 10185 to 10390, 11193 to 11255	10:00am	Carousel Lounge	7
95	Cabin 11257 to 11408, 12181 to 12302	10:10am	Broadway Theatre	€
97	Cabin 12304 to 12366, 13183 to 13368, 14153 to 14161	10:10am	Broadway Theatre	€
98	Cabin 14162 to 14268	10:10am	Carousel Lounge	7

Express Walk Off Program
 We remind all our guests that the "Express Walk Off" program allows you to leave the ship immediately after clearance is received from the local authorities provided you can carry your own luggage. Wheelchair service is not available during Express Walk Off.

Any unaccompanied minors will be available for collection on the day of your disembarkation at the cruise terminal by showing the receipt provided upon portification. Please leave the towels in your stateroom. You will be charged \$30 for any towels not returned to your stateroom prior to your disembarkation.

Your opinion is very important to us.
 Please let us know how much you appreciated your cruise by filling out the questionnaire you will receive by e-mail after your cruise. Your opinion makes the difference and your feedback is the best reward for all of us. We thank you for being us giving you always the best service.

	Time	Location	Deck
Breakfast Buffet	5:30am - 8:30am	Marketplace Buffet	15 Aft
Breakfast Restaurant	6:30am - 8:00am	Panorama Restaurant	6 Aft
Photo Shop	7:00am - 9:00am	The HUB - Photo & Digital	5 Mid

Please be advised that Room Service will not be available on Disembarkation day.

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