

# **CRUISE VISITOR SATISFACTION REPORT**



**2009**

***NEW PROVIDENCE***  
**THE BAHAMAS MINISTRY OF TOURISM**

## TABLE OF CONTENTS

<b>SECTION</b>	<b>PAGE</b>
1. EXECUTIVE SUMMARY	4
2. INTRODUCTION	8
3. METHODOLOGY	9
i) Cruise lines/Ships in Sample	10
4. MAIN FINDINGS	12
i) Number of times passengers got off ship	12
ii) Did passengers have enough time in Port	12
iii) What did cruise visitors like about Bahamas	18
iv) What did cruise visitors dislike about Bahamas	20
v) Shopping Experience	22
vi) Straw Market and Straw Vendors Experience	25
vii) Hair braiding Experience	29
viii) People Offering Trips/Visits	32
ix) Cruise Dock/Security Staff	33
x) Security Facilities & Processes	35
xi) Beach Vendors Experience	38
xii) Taxi Experience	40
xiii) Water Taxi Experience	42
xiv) Bus/Jitney Experience	45
xv) Surrey Experience	47
xvi) Motor Scooter/Bicycle/Car Rental Experience	49
xvii) Walk Stroll Experience	50
xviii) Restaurants and Cafes Experience	53
xix) Casino Experience	56
xx) What would have made trip more enjoyable	58
xxi) Likelihood to Recommend The Bahamas	60
5. PORT OF NASSAU VS. OTHER CRUISE DESTINATIONS	61
6. DEMOGRAPHICS	62
i) Demographic Summary	62
ii) Age of Children Travelling With Parents	65
iii) Country of Residence	68
iv) State/Province of Residence	69

7.	MOST POPULAR CRUISING STATES/PROVINCES	63
8.	CRUISE PASSENGER COMMENTS	71
	i) Enough Time Comments	71
	ii) Shopping Comments	89
	iii) Straw Market and Straw Vendor Comments	101
	iv) Hair Braiding Comments	119
	v) People Offering Trips	123
	vi) Cruise Dock & Security Staff Comments	124
	vii) Security Facilities & Processes Comments	124
	viii) Beach Vendor Comments	140
	ix) Bus/Jitney/Taxi Ferry/Water Taxi Comments	143
	x) Surrey Comments	153
	xi) Motor Scooter/Bicycle & Car Rental Comments	155
	xii) Walk/Stroll Comments	156
	xiii) Restaurant Comments	167
	xiv) Casino/Shows/Nightclubs Comments	177
	xv) Activity Comments	182
	xvi) Single Thing Comments	191
9.	CONCLUSION	224
10.	RECOMMENDATIONS	229
11.	APPENDIX	233
	i) Cruise Survey Questionnaire	234
	ii) Cruise Visitor Arrivals	239

## EXECUTIVE SUMMARY

### *Of the cruise passengers who had gotten off the ships:*

- ✚ 80% of the cruise visitors had gotten off the ship once.
- ✚ 44% of them said that The Bahamas was better than other destinations visited.
- ✚ 98% (85% definitely will and 13% probably will) of them said that they would recommend the Bahamas to friends and relatives.

### Enough Time in Port

- ✚ 69% of the cruise visitors said they had had enough time in Port.
- ✚ Of the persons who said that yes they had had enough time in port the *#1 reason people said yes was because they had done everything that they had wanted to do while in port.*

### Shopping Experience

- ✚ 69% of the cruise visitors said that they had gone shopping.
- ✚ 26% of them thought that the shopping experience was **Excellent**. *The top reasons they gave for this rating were that the shopping was nice/wonderful, shop clerks were helpful, nice and friendly and that the prices were good.*

### Straw Market Experience

- ✚ 54% of the cruise ship passengers to the Port of Nassau/Paradise Island indicated that they had visited the Straw Market.
- ✚ 12% of the cruise visitors who had visited the Straw Market thought that the Straw Market experience was **Excellent** and the *top reasons they gave for this rating was that the people were friendly, helpful, nice great courteous, polite and fun. In addition, the straw market was good and fun.*
- ✚ 9% of the cruise visitors thought that the Straw Market was **Not so good or awful** because they thought that the vendors were pushy, rude, did not give value for money or had ripped them off. These visitors also felt that the Straw Market was dirty, hot, too crowded/congested and too small.

### Hair Braiding Experience

- ✚ 16% of the cruise visitors indicated that they had met some hair braiders.
- ✚ 39% of the cruise visitors who had met some hair braiders said that their hair braiding experience was **Excellent**. *The top reasons they gave for*

*this rating was that they loved the hair styles and that the hair braiders were friendly and great.*

- ✚ 5% of the cruise visitors who had met some hair braiders indicated that their hair braiding experience was ***Not so good or Awful*** because some of the hair braiders were too pushy, rude and not clean.

### **People Offering Trips**

- ✚ 6% of the cruise visitors indicated that yes they had met some people who were offering trips/visits.
- ✚ 3% rated the experience as ***Excellent*** and the top reasons they gave for this rating was that the people were friendly, and not pushy. However, 11% of them rated the experience as not as good as expected.

### **Cruise Dock/Security Staff**

- ✚ 37% of the cruise visitors thought that the cruise dock and security staff was ***Excellent*** and the top reasons they gave for this rating was that they were helpful, friendly, nice, excellent, funny, polite, and courteous. In addition they called you by name.
- ✚ 50% of them indicated that the cruise dock/security staff was ***Good***.

### **Security Facilities and Processes**

- ✚ 29% of the cruise visitors thought that the security facilities and processes were ***Excellent*** and the top reasons they gave for this rating was that the service at the Port was fast/quick, good, efficient, smooth, and that the facilities were nice/very good and clean.
- ✚ 52% of the cruise visitors indicated that the security facilities and processes were ***Good***.

### **Beach Vendors Experience**

- ✚ 23% of the cruise visitors indicated they had met some beach vendors.
- ✚ 71% of the cruise visitors who had met beach vendors indicated that their experience was ***Excellent*** and the top reasons they gave for this rating was that the beach vendors were friendly, nice, warm, pleasant and clean.

### **Walk/Stroll Experience**

- ✚ 83% of the cruise visitors indicated that they had gone for a walk/stroll.
- ✚ 18% of them thought that the Walk/Stroll experience was ***Excellent*** and the top reason they gave for this rating was that the stroll was

*awesome/good. They also said that the people were friendly, lovely and helpful. In addition, they thought that the scenery was beautiful.*

### **Restaurant and Café Experience**

- + 28% of the cruise visitors indicated that they had eaten or gotten something to drink in restaurants and cafes off the ship.
- + 36% of the cruise visitors thought that the experience was **Excellent** and *the top reasons they gave was that the food was Very Good/Excellent, the restaurant was great/excellent and restaurant was clean.*

### **Taxi Experience**

- + 42% of the cruise visitors indicated that they had used a taxi.
- + 61% of the cruise visitors who had used or met some taxi drivers indicated that their taxi experience was **Excellent** and *the top reasons they gave for this rating was that the taxi drivers were nice/very good, friendly, helpful, polite and informative. In addition, they gave good prices, and that the taxi ride was quick, enjoyable and/or fun.*
- + 29% of them thought that the taxi experience was **Good**.
- + 2% of the cruise visitors thought the experience was **Not so Good or Awful** primarily because *they felt over charged, there was no a/c in vehicle/hot, taxi ride was not pleasant and the taxi was expensive.*

### **Ferry/Jitney/Surrey/Motor Scooter/Casino/Single Thing**

- + 19% of the cruise visitors indicated that they had used a **ferry**.
- + 4% of the cruise visitors indicated that they had used a **bus/jitney**.
- + 4% of the cruise visitors indicated that they had used a **surrey**.
- + 2% of them indicated that they had used a **motor scooter**.
- + 16% of the cruise visitors indicated that they had gone to a **casino**.
- + The #1 thing that cruise visitors said **would have made their trip better** was if they had had more time in port.

### **Demographics**

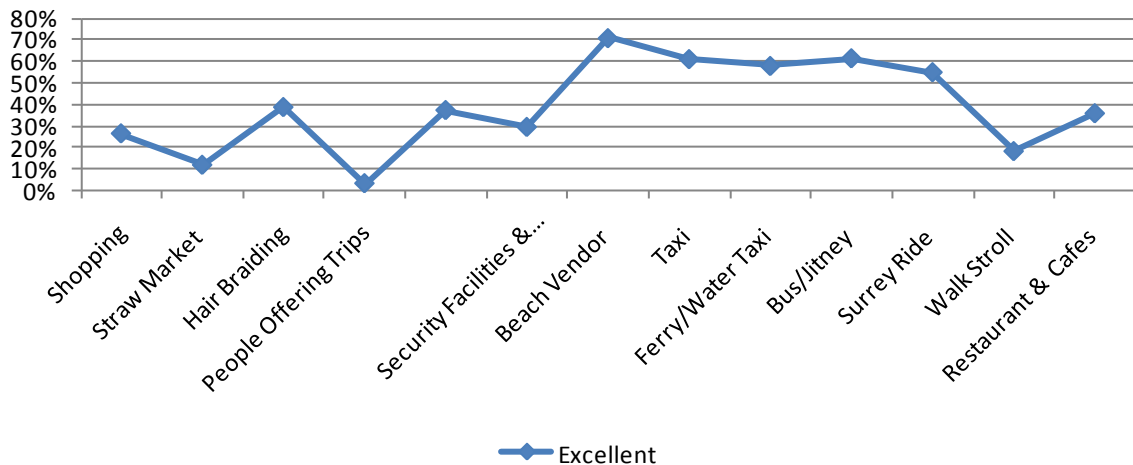
- + 61% of the cruise visitors were between 25 to 54 years of age.
- + 50% of them had household incomes over \$100,000.
- + 53% of them were traveling as a party of two persons.
- + 23% of them were traveling as a party of five or more.
- + 33% came on the cruise with children between the ages of 6 to 11 years of age and 43% were between the ages of 12-17 years of age.
- + 95% of the cruise visitors were from the United States.
- + 2% of them were from Canada

- ✚ 1% of them were from Europe.
- ✚ 2% of them were from Other Countries
- ✚ The top cruising state was Florida followed by New York.

**PRODUCT EXPERIENCE RATINGS SUMMARY**  
**NASSAU/PARADISE ISLAND**  
**2009**

EXPERIENCE	RATING				
	Excellent	Good	Ok	Not so Good	Awful
Shopping	26.4%	43.2%	27.0%	2.5%	0.5%
Straw Market	11.7%	40.7%	38.3%	6.9%	1.9%
Hair Braiding	38.7%	36.4%	20.2%	2.3%	2.3%
People Offering Trips	3.1%	30.8%	55.4%	10.8%	0.0%
Cruise Dock/Security Staff	37.3%	50.4%	10.5%	1.0%	0.7%
Security Facilities & Processes	29.4%	51.6%	17.1%	1.7%	0.2%
Beach Vendor	70.9%	20.5%	7.0%	0.8%	0.4%
Taxi	61.1%	28.9%	7.8%	2.0%	0.2%
Ferry/Water Taxi	57.9%	29.4%	9.1%	2.0%	0.5%
Bus/Jitney	61.5%	35.9%	2.6%	0.0%	0.0%
Surrey Ride	55.0%	32.5%	7.5%	2.5%	2.5%
Walk Stroll	18.1%	51.2%	29.6%	0.9%	0.2%
Restaurant & Cafes	35.8%	35.8%	25.5%	2.0%	0.3%

**Excellent**



## **INTRODUCTION**

The Research and Statistics Department of the Ministry of Tourism has conducted a survey of cruise visitors to [The Islands of The Bahamas](#) for a number of years. In the past the survey was conducted in conjunction with the Cruise Lines on board their ships. In May 2005, a new saga began and the Ministry of Tourism with the co-operation of the private sector re-launched a new cruise survey in the Port of Nassau that would not only give insight into the tourism product but would help The Bahamas to fix any concerns that cruise visitors had about the destination. In 2009, [The Prince George Dock in Nassau/Paradise Island](#) received a total of 1,713,725 cruise visitors by first port of entry and 2,403,707 in total (1<sup>st</sup> 2<sup>nd</sup> and 3<sup>rd</sup> ports).

### **RESEARCH OBJECTIVES**

1. Measure intention to recommend the Bahamas to friends and relatives
2. To discover if the cruise ships have passengers who disembark frequently.
3. To discover the likes and dislikes of the cruise visitors
4. To discover the number of persons who disembarked off the cruise ships and went shopping
5. To discover what cruise visitors thought of their shopping experience.
6. To discover what cruise visitors thought of the Straw Market
7. To discover if cruise visitors were dining off the ship and if they were what they thought of the experience.
8. To discover what parts of the Tourism product need work
9. To discover if cruise visitors were using taxis, ferries, bus/jitney, surreys, scooters, rental cars, etc. and what they thought of the experience.
10. To discover what cruise visitors thought of the Cruise Dock/Security Staff.
11. To discover what cruise visitors thought of the Security Facilities or Processes
12. To better understand the cruise passenger demographics

A copy of the cruise questionnaire is provided in the Appendix.



## METHODOLOGY

In the past the survey was conducted in conjunction with the Cruise Lines and the methodology used was very different from the one that is used now. In the past the cruise surveys were placed on board the cruise ships in the rooms by the Chief Pursers and the cruise visitors were asked to fill them out. Over the years the sample size began to dwindle, as a result of this, a new survey methodology was started to collect the valuable information given by cruise visitors.

The cruise surveys are now conducted on island by way of interviews. Interviews are conducted on a year round basis on various days of the month. The method used in the selection of the sample for The Cruise Study can be described as a two-staged Systematic Probability Sampling. With this method every kth element (mainly every 5<sup>th</sup> person) in the sampling frame is selected.

During 2009, 33 ships which called at the port of New Providence formed a part of the sample. A total of 1,066 interviews were completed during this period from these ships.

As with any survey dependent upon random sampling, the percentages and averages in this report are subject to sampling error. The sample is used to estimate the population and differences exist between the result of the sample and the true underlying population value that is unknown. This difference is called sampling error and it is measurable. Sampling tolerances (error) for the percentages in this report are shown below.

**SAMPLING TOLERANCES  
FOR PERCENTAGES AT OR NEAR THESE LEVELS\*  
2009**

Place of Survey	Base	5% or 95%	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Nassau/P.I.	1,066	± 1.3%	± 1.8%	± 2.4%	± 2.8%	± 2.9%	± 3.0%

\* 95% Confidence level

***For example, if 50% of the stopover visitors to Nassau/Paradise Island gave a particular response, 95 times out of 100 times, the answer would be no higher than 53.0% and no lower than 47.0% (a margin of plus or minus 3.0%).***

**CRUISELINES AND CRUISESHIPS IN SAMPLE  
NASSAU/PARADISE ISLAND  
SHIPS INCLUDED IN THIS SURVEY  
2009**

		Ship Name		
<b>Carnival Cruise Lines</b>	1	Carnival Glory	Count	69
			Col %	6.5%
	2	Carnival Miracle	Count	12
			Col %	1.1%
	3	Carnival Pride	Count	22
			Col %	2.1%
	4	Carnival Triumph	Count	23
			Col %	2.2%
	5	Fantasy	Count	7
			Col %	0.7%
	6	Fascination	Count	94
			Col %	8.8%
	7	Imagination	Count	56
		Col %	5.3%	
8	Sensation	Count	77	
		Col %	7.2%	
9	Carnival Freedom	Count	12	
		Col %	1.1%	
10	Carnival Destiny	Count	62	
		Col %	5.8%	
11	Carnival Splendor	Count	8	
		Col %	0.8%	
12	Carnival Conquest	Count	8	
		Col %	0.8%	
13	Carnival Dream	Count	10	
		Col %	0.9%	
<b>Celebrity Cruises</b>	14	Mercury	Count	7
			Col %	0.7%
	15	Celebrity Solstice	Count	8
		Col %	0.8%	
<b>Costa Cruises</b>	16	Costa Atlantica	Count	6
			Col %	0.6%
	17	Costa Fortuna	Count	11
		Col %	1.0%	
<b>Disney Cruises</b>	18	Disney Wonder	Count	57
		Col %	5.3%	
<b>Imperial Majesty Cruises</b>	19	Regal Empress	Count	17
		Col %	1.6%	
<b>MSC Cruises</b>	20	Orchestra	Count	13
		Col %	1.2%	

**CRUISELINES AND CRUISESHIPS IN SAMPLE  
NASSAU/PARADISE ISLAND**

<b>Norwegian Cruises</b>	21	Norwegian Dawn	Count	14
			Col %	1.3%
	22	Norwegian Majesty	Count	21
			Col %	2.0%
	23	Norwegian Sky	Count	89
			Col %	8.3%
	24	Norwegian Gem	Count	26
			Col %	2.4%
<b>Radisson Seven Seas Cruises</b>	25	Seven Seas Navigator	Count	7
		Col %	0.7%	
<b>Royal Caribbean International</b>	26	Enchantment of the Seas	Count	3
			Col %	0.3%
	27	Jewel of the Seas	Count	3
			Col %	0.3%
	28	Majesty of the Seas	Count	136
			Col %	12.8%
	29	Monarch of the Seas	Count	77
			Col %	7.2%
	30	Navigator of the Seas	Count	3
			Col %	0.3%
	31	Freedom of the Seas	Count	3
			Col %	0.3%
	32	Oasis of the Seas	Count	16
			Col %	1.5%
<b>Celebration Cruise Lines</b>	33	Bahamas Celebration	Count	89
			Col %	8.3%
<b>Total</b>				1066
				100.00%

## MAIN FINDINGS

*All information is based on the cruise passengers who got off the cruise ships.*

### NUMBER OF TIMES PASSENGERS GOT OFF SHIP

NUMBER OF TIMES OFF SHIP (2009)

			Nassau
Number of Times Off Ship	One	Count	850
		Col %	79.7%
	Two	Count	204
		Col %	19.1%
	Three	Count	10
		Col %	.9%
	Six or more	Count	2
		Col %	.2%
Total		Count	1066
		Col %	100.0%

- ✚ 80% of the Cruise visitors indicated that they had gotten off the ship once.
- ✚ 19% indicated that they had gotten off the ship twice.

### DID PASSENGERS HAVE ENOUGH TIME IN THE BAHAMAS

DID YOU HAVE ENOUGH TIME HERE ON THIS VISIT? (2009)

			Nassau
Do you feel you've had enough time here on this visit?	Yes had enough time	Count	737
		Col %	69.1%
	No, would have preferred longer	Count	280
		Col %	26.3%
	Don't Know/No answer	Count	49
		Col %	4.6%
Total		Count	1066
		Col %	100.0%

- ✚ 69% of the cruise visitors indicated that yes, they had had enough time in the port here on this visit.

- ✚ 26% of the cruise visitors indicated that no, they would have preferred to stay longer.

### Cruise visitors Who Had Enough Time in Port

Cruise visitors who had had enough time in the Port of Nassau/Paradise Island indicated the following reasons for their answer:

COMMENTS RECEIVED				Nassau	
				Count	Col %
Do you feel you've had enough time here on this visit?	<b>Yes had enough time</b>	Enough time on Visit	Activities	8	3.3%
			Beaches	1	0.4%
			General	123	50.4%
			Hotel	4	1.6%
			Length of Stay	38	15.6%
			People	2	0.8%
			Scenery/Sightseeing	8	3.3%
			Shops and Stores	10	4.1%
			Activities (neg.)	3	1.2%
			Beaches (neg.)	1	0.4%
			General Comm. (neg.)	20	8.2%
			Information (neg)	1	0.4%
			Length of Stay (neg.)	4	1.6%
			Litter (neg)	1	0.4%
			People (neg)	1	0.4%
			Scenery/Sightseeing (neg.)	5	2.0%
			Service (neg)	1	0.4%
			Shops & Stores (neg.)	1	0.4%
			Want to Go Somewhere Else (neg)	3	1.2%
			Weather/Climate (neg.)	9	3.7%
<b>TOTAL</b>				<b>244</b>	<b>100.0%</b>

- ✚ 80% of the comments received from cruise visitors about why they had *had enough time* in port were positive and 20% of them were negative.

**Positive Comments: Yes Had Enough Time in Port**

- ✚ 50% of the comments received from cruise visitors who had ***had enough time in the port*** of Nassau/Paradise Island were General (positive), for example:
  - They had done everything that they had wanted to do
  - Had done a lot
  - They were able to see a lot and shop
  - They had been here before
  
- ✚ 16% of the comments received from visitors who had ***had enough time in port*** were about their length of stay (positive from the visitor's perspective), for example:
  - That the ship didn't leave until later (in other words, they had plenty of time left in port, if needed e.g. Here until 7:00).
  - Had plenty of time to do things
  - Ship came in early and was leaving late
  
- ✚ 4% of the comments received from cruise visitors who had ***had enough time*** were positive about the shops and stores
  - They had enough time to go shopping.
  - Had done a tour and shopping
  - Had seen everything and shopped
  
- ✚ 3% of the comments received from cruise visitors who had ***had enough time*** were about the activities (positive)
  - Plenty to do
  - Did a lot of things at Atlantis
  
- ✚ 3% of the comments received from the cruise passengers who had ***had enough time*** in port were about the scenery/sightseeing (positive) on the island
  - Lovely place
  - Lovely island
  - Enjoyed everything they saw
  - They had enough time to see what they wanted to see

**Negative Comments: Yes Had Enough Time in Port**

- ✚ 8% of the comments received from cruise visitors who had ***had enough time*** in port were ***negative general comments***, for example:
  - It was time to move on
  - They were ready to go back and relax
  - They had had enough time because they were tired.
  - They had seen enough
  - They had run out of money
  
- ✚ 4% of the comments received from cruise visitors who had ***had enough time*** were about the ***Weather/Climate***
  - Bad weather i.e. too hot/less heat, too cold

## Cruise Visitors Who Did Not Have Enough Time in Port

Cruise visitors who did not have enough time in the Port of Nassau/Paradise Island indicated the following reasons for their answer:

COMMENTS RECEIVED				Nassau	
				Count	Col %
Do you feel you've had enough time here on this visit?	No, would have preferred longer	Enough time on Visit	Activities	1	0.6%
			Beaches	1	0.6%
			General	19	12.1%
			Hotel	2	1.3%
			Length of Stay	94	59.9%
			Litter/Cleanliness	1	0.6%
			People	4	2.5%
			Safety	1	0.6%
			Scenery/Sightseeing	10	6.4%
			Shops and Stores	1	0.6%
			Weather/Climate	1	0.6%
			Activities (neg.)	4	2.5%
			General Comm. (neg.)	7	4.5%
			Length of Stay (neg.)	3	1.9%
			Prices (neg.)	1	0.6%
			Scenery/Sightseeing (neg.)	2	1.3%
			Shops & Stores (neg.)	2	1.3%
			Weather/Climate (neg.)	3	1.9%
<b>TOTAL</b>				<b>157</b>	<b>100.0%</b>

- ✚ 86% of the comments received from cruise visitors about why they had *not had enough time* in port were positive (the bulk of which was based on length of stay) and 14% of them were negative.

### *Positive Comments: No Did Not Have Enough Time in Port*

- ✚ 60% of the cruise visitors interviewed who had *not had enough time* in the Port of Nassau/Paradise Island indicated the following reasons:
  - That they simply needed **more time** in port, i.e. *Length of Stay* was too short. (*Length of stay in this instance is positive from the perspective of the destination because these persons can possibly be converted into land based visitors in the future*).



- Some needed more time to explore the island.
- Some said that they did not have enough time in port because their ship had gotten in late and was leaving too early.
- Some needed more time to do things like go the beach, go snorkeling

✚ 12% of the comments received from cruise visitors who had ***not had enough time in the port*** of Nassau/Paradise Island were General positive

- Love the island
- First time here
- So much to see at places such as Atlantis

✚ 6% of the comments received from cruise visitors who had ***not had enough time in port*** were about the scenery/sightseeing.

- Some talked of the beauty of the island, e.g. “Lovely place,” “Need a week here or so to really get enough of the beauty.”
- More to see/Need to see more

✚ 3% of the comments were positive comments about the people

**Negative Comments: No Did Not Have Enough Time in Port**

✚ 5% of the comments received from cruise visitors who did ***not have enough time*** in port were ***negative general comments*** like:

- Got in late
- Came here by surprise
- Didn't get to see much

## CRUISE VISITORS LIKED THE FOLLOWING ABOUT THE BAHAMAS

### WHAT DID YOU LIKE ABOUT THE BAHAMAS? (2009)

		Nassau	
		Count	Col %
<b>Likes About the Bahamas</b>	Friendly People	732	68.7%
	Helpful People	526	49.3%
	Weather	513	48.1%
	Felt Safe	474	44.5%
	Ocean	391	36.7%
	Relaxing	387	36.3%
	Landscape	386	36.2%
	Beaches	379	35.6%
	Architecture	338	31.7%
	Clean	291	27.3%
	Plenty to do	234	22.0%
	Variety of Shops	161	15.1%
	Value for Money	134	12.6%
	Cheap to shop/good deals	117	11.0%
	It was as hoped	107	10.0%
	Unusual-Not like anywhere else	104	9.8%
	Didn't like anything in particular	104	9.8%
Other	4	.4%	
Secure compound compared to Jamaica	2	.2%	

- ✚ 69% of the cruise visitors interviewed liked the **friendly people** in Nassau/Paradise Island.
- ✚ 49% liked the **helpful people** that they met in The Bahamas
- ✚ 48% of them liked the **weather**.
- ✚ 45% of them liked that they **felt safe** in the Bahamas.
- ✚ 37% of them liked the **ocean**.
- ✚ 36% of them liked the Bahamas for **relaxing**.
- ✚ 36% of them liked the **beaches**.

- ✚ 36% of them liked the **landscape** in The Bahamas.
- ✚ 32% of them liked the **Architecture** in the Bahamas.
- ✚ 27% of them liked that the Bahamas was **clean**.
- ✚ 22% of them liked that there was **plenty to do** here in The Bahamas.
- ✚ 15% of them liked the **variety of shops** that they found in The Bahamas.
- ✚ 11% of them liked **the good deals** that they found while shopping in The Bahamas.

## CRUISE VISITORS DISLIKED THE FOLLOWING

### WHAT DID YOU DISLIKE ABOUT THE BAHAMAS? (2009)

		Nassau	
		Count	Col %
Dislikes About the Bahamas	Didn't dislike anything in particular	658	61.7%
	Expensive/Pricey	110	10.3%
	Limited Variety of Shops	69	6.5%
	Salespeople were pushy	60	5.6%
	Slow Service	56	5.3%
	Shops closed early	55	5.2%
	Weather	49	4.6%
	Unhelpful/rude people	46	4.3%
	Wasn't anything special/different	42	3.9%
	Not Clean	40	3.8%
	Boring	35	3.3%
	Not what I expected	30	2.8%
	Felt Hassled	27	2.5%
	Felt ripped off	18	1.7%
	Other	18	1.7%
	Didn't feel safe	7	.7%
	Unfriendly People	6	.6%
	Beaches	4	.4%
	Architecture	2	.2%
	Ocean	2	.2%
Landscape	1	.1%	
A lot of Traffic	1	.1%	

- ✚ 62% of the cruise visitors interviewed indicated that there was nothing in particular that they disliked about the Bahamas.
- ✚ 10% of them said that they disliked that it was expensive in The Bahamas.
- ✚ 7% of them said that they disliked that there was a limited variety of shops
- ✚ 6% of them said that they disliked that the sales people were pushy

- ✚ 5% of them said that they disliked the slow service
- ✚ 5% of them disliked that the shops closed early
- ✚ 5% of them indicated that they disliked the weather (e.g., cloudy, too cold, too hot).
- ✚ 4% of them said that they disliked the unhelpful/rude people in the island.
- ✚ 4% of them said that they disliked that the island was not anything special or different
- ✚ 4% of them said that they disliked the fact that the island was not clean.
- ✚ 3% of them said that they disliked that the island was boring.

## **SHOPPING EXPERIENCE**

### **DID YOU DO ANY SHOPPING TODAY? (2009)**

			Nassau
Did you do any shopping today?	Yes	Count	731
		Col %	68.6%
	No	Count	332
		Col %	31.1%
	Non Response	Count	3
		Col %	.3%
Total	Count	1066	
	Col %	100.0%	

- ✚ 69% of the cruise visitors to the Port of Nassau/Paradise Island indicated that they had done some form of shopping.
- ✚ 31% of them indicated that they had not done any shopping.

### **Shopping Experience Rating**

Cruise visitors were asked about their shopping experiences and asked to rate it. This is what they thought:

#### **RATING OF SHOPPING EXPERIENCE (2009)**

			Nassau
How would you rate that experience?	Awful	Count	4
		Col %	.5%
	Not so Good	Count	18
		Col %	2.5%
	Ok	Count	198
		Col %	27.0%
	Good	Count	317
		Col %	43.2%
	Excellent	Count	194
		Col %	26.4%
	No Response	Count	3
		Col %	.4%
	Total	Count	734
		Col %	100.0%

- ✚ 26% of the cruise visitors interviewed at the Port of Nassau/Paradise Island indicated that their shopping experience was ***Excellent***.
- ✚ 43% of the cruise visitors indicated that their shopping experience was ***Good***.
- ✚ 27% indicated that their shopping experience was ***Ok***.
- ✚ 3% of them indicated that their shopping experience was ***Not so good or awful***.

***Cruise visitors who thought that the shopping experience was Excellent, Good or OK indicated the following reasons:***

### **Excellent Shopping Experience**

- ✚ *Shops and Stores:* Shopping was very nice/pleasant
- ✚ *Shops and Stores:* Shopping was wonderful/awesome
- ✚ *Shops and Stores:* Shopping was good/great
- ✚ *People:* Shop clerks were helpful
- ✚ *People:* Salesclerks were nice
- ✚ *People:* Salesclerks/merchants were friendly
- ✚ *Prices:* Prices were good/cheap
- ✚ *Prices:* Prices were right
- ✚ *Prices:* Prices were nice

### **Good Shopping Experience**

#### **Positive**

- ✚ *Shops and Stores:* They found everything they wanted
- ✚ *Shops and Stores:* Shopping was good/great/fun
- ✚ *Shops and Stores:* Not all shops were open but still got some shopping done
- ✚ *People:* People were helpful
- ✚ *People:* People were nice
- ✚ *People:* People were friendly

***Some of the cruise visitors who thought that the shopping experience was Good did express these negative opinions:***

#### **Negative**

- ✚ *Shops and Stores:* Stores need more of a selection/variety
- ✚ *Shops and Stores:* Stores too hot
- ✚ *Prices:* Shopping too expensive

### **Ok Shopping Experience**

#### **Positive**

- ✚ *Shops and Stores:* Didn't do much shopping
- ✚ *Shops and Stores:* Shopping was good/fun
- ✚ *Shops and Stores:* They found what they wanted

*Some of the cruise visitors who thought that the shopping experience was Ok did express these negative opinions:*

#### **Negative**

- ✚ *Shops and Stores:* More Bahamian products needed
- ✚ *Shops and Stores:* More variety needed
- ✚ *Shops and Stores:* Not enough shops/need more shops e.g. clothing, shoes
- ✚ *Shops and Stores:* Shops too crowded
- ✚ *Prices:* Shopping too expensive/pricey

### **Not So Good or Awful Shopping Experience**

- ✚ *Prices:* Shopping too expensive/pricey
- ✚ *Shops and Stores:* Shops were closed
- ✚ *Shops and Stores:* Not enough shops/need more shops



## STRAWMARKET AND STRAW VENDORS

### DID YOU VISIT THE STRAWMARKET? (2009)

			Nassau
Did you get a chance to visit the Straw Market?	Yes	Count	580
		Col %	54.4%
	No	Count	486
		Col %	45.6%
Total	Count	1066	
	Col %	100.0%	

- ✚ 54% of the cruise ship passengers to the Port of Nassau/Paradise Island indicated that they had visited the Straw Market.
- ✚ 46% of them said that they had not visited the Straw Market.

### Straw Market Experience Rating

#### HOW WOULD YOU RATE YOUR STRAWMARKET EXPERIENCE? (2009)

			Nassau
How would you rate that experience?	Awful	Count	11
		Col %	1.9%
	Not so Good	Count	40
		Col %	6.9%
	Ok	Count	222
		Col %	38.3%
	Good	Count	236
		Col %	40.7%
	Excellent	Count	68
		Col %	11.7%
	No Response	Count	3
		Col %	.5%
	Total	Count	580
		Col %	100.0%

- ✚ 12% of the cruise visitors who had visited the Straw Market indicated that their Straw Market experience was *Excellent*.
- ✚ 41% of the cruise visitors indicated that their Straw Market experience was *Good*.

- ✚ 38% indicated that their Straw Market experience was *Ok*.
- ✚ 9% of them said that their Straw Market experience was *Not so good or awful*.

### STRAW VENDORS

*Cruise visitors who thought that the Straw Market experience was Excellent, Good or OK indicated the following reasons:*

#### Excellent Straw Market Experience

- ✚ *People:* Vendors were friendly
- ✚ *People:* Vendors were helpful
- ✚ *People:* Vendors were nice
- ✚ *People:* Vendors were great
- ✚ *People:* Vendors were courteous
- ✚ *People:* Vendors were polite
- ✚ *People:* Vendors were fun

*Some of the visitors who thought that the straw market experience was Excellent did express these negative opinions:*

- ✚ *People:* Some vendors were rude
- ✚ *People:* Vendors were pushy

#### Good Straw Market Experience

- ✚ *People:* Vendors were friendly
- ✚ *People:* Vendors were helpful
- ✚ *People:* Vendors were nice




*Some of the visitors who thought that the straw market experience was good did express these negative opinions:*

- ✚ *People:* Vendors were too pushy




#### Ok Straw Market Experience

- ✚ *People:* Vendors were friendly
- ✚ *People:* Vendors were helpful

*Some of the visitors who thought that the straw market experience was **OK** did express these negative opinions:*

-  *People:* Vendors were too pushy
-  *People:* Vendors were too rude
-  *People:* Vendors sell too much of the same things

### **Not so Good or Awful Straw Market Experience**

-  *People:* Vendors were rude
-  *People:* Vendors were pushy
-  *Value for Money:* Got ripped off




## **STRAW MARKET**

The visitor experience in the straw market is affected by what the cruise visitors think of the straw vendors as well as what they think of the straw market itself.



### **Excellent Straw Market Experience**

-  *Straw Market:* Straw Market was good
-  *Straw Market:* Straw Market was fun



*Some of the visitors who thought that the straw market experience was **Excellent** did express these negative opinions:*

-  *Straw Market:* Straw Market was hot
-  *Straw Market:* Straw Market was crowded
-  *Straw Market:* Straw Market was in need of upgrade

### **Good Straw Market Experience**

-  *Straw Market:* Straw Market had good products/souvenirs, e.g. bags
-  *Straw Market:* Straw Market had good variety

*Some of the visitors who thought that the straw market experience was **Good** did express these negative opinions:*

-  *Straw Market:* Straw Market was hot
-  *Straw Market:* Straw Market was crowded

- ✚ *Straw Market:* Straw Market was in need of upgrade
- ✚ *Straw Market:* Straw Market was dirty

### **OK Straw Market Experience**

- ✚ *Straw Market:* Straw Market was nice

*Some of the visitors who thought that the straw market experience was **Ok** did express these negative opinions:*

- ✚ *Straw Market:* Straw Market was hot
- ✚ *Straw Market:* Straw Market was crowded
- ✚ *Straw Market:* Straw Market was too small

### **Not so Good or Awful Straw Market Experience**

- ✚ *Straw Market:* Straw Market was dirty
- ✚ *Straw Market:* Straw Market was hot
- ✚ *Straw Market:* Straw Market was crowded
- ✚ *Straw Market:* Straw Market was too small

## HAIR BRAIDING

### DID YOU MEET ANY HAIR BRAIDERS? (2009)

			Nassau
Did you meet any hair braiders?	Yes	Count	173
		Col %	16.2%
	No	Count	893
		Col %	83.8%
Total	Count	1066	
	Col %	100.0%	

- ✚ 16% of the cruise visitors indicated that yes they had met some hair braiders.
- ✚ 84% of them indicated that they had not met any hair braiders.

### Hair Braiding Experience Rating

#### RATING OF HAIR BRAIDING EXPERIENCE (2009)

			Nassau
How would you rate that experience?	Awful	Count	4
		Col %	2.3%
	Not so Good	Count	4
		Col %	2.3%
	Ok	Count	35
		Col %	20.2%
	Good	Count	63
		Col %	36.4%
	Excellent	Count	67
		Col %	38.7%
	Total	Count	173
		Col %	100.0%

- ✚ 39% of the cruise visitors who had met some hair braiders indicated that their hair braiding experience was *Excellent*.
- ✚ 36% of the cruise visitors indicated that their hair braiding experience was *Good*.

- ✚ 20% indicated that their hair braiding experience was **Ok**.
- ✚ 5% of them indicated that their hair braiding experience was **Not so good or awful**.

*Cruise visitors who thought that the Hair Braiding experience was Excellent, Good or Ok indicated the following reasons:*

### **Excellent Hair Braiding Experience**

- ✚ *Hair Braiding:* Love the style
- ✚ *Hair Braiding:* Hair braiding looked nice
- ✚ *People:* Hair Braiders were friendly
- ✚ *People:* Hair Braiders were great

*But some of the persons who thought that the Overall Hair Braiding Experience was Excellent also felt that:*

- ✚ *Prices:* Hair Braiders were too expensive

### **Good Hair Braiding Experience**

- ✚ *Hair Braiding:* Love the style
- ✚ *Hair Braiding:* Hair Braiders did a good job
- ✚ *Hair Braiding:* It was great

*But some of the persons who thought that the Overall Hair Braider Experience was Good also felt that:*

- ✚ *Prices:* Hair Braiding was too expensive

### **Ok Hair Braiding Experience**

- ✚ *Hair Braiding:* Hair Braiders did a good job/nice work
- ✚ *Hair Braiding:* It was great
- ✚ *People:* Hair Braiders were friendly

*But some of the persons who thought that the Overall Hair Braiding Experience was OK also felt that:*

- ✚ *Prices:* Hair Braiding was too expensive

- ✚ *Hair Braiding*: Hair Braiders were too pushy
- ✚ *Hair Braiding*: Hair Braiders were rude
- ✚ *Hair Braiding*: Hair Braiders were nasty

**Not So Good or Awful**

- ✚ *Hair Braiding*: Hair Braiders were too pushy
- ✚ *Hair Braiding*: Hair Braiders were rude
- ✚ *Hair Braiding*: Some Hair Braiders were not clean

## PEOPLE OFFERING TRIPS OR VISITS

### DID YOU MEET ANY PEOPLE OFFERING TRIPS/VISITS? (2009)

			Nassau
Did you meet any people offering trips/visits?	Yes	Count	65
		Col %	6.1%
	No	Count	1001
		Col %	93.9%
Total	Count	1066	
	Col %	100.0%	

- ✚ 6% of the cruise visitors indicated that yes they had met some people who were offering trips/visits.
- ✚ 94% of them indicated that they had not met some people who were offering trips/visits.

### RATING OF PEOPLE OFFERING TRIPS/VISITS

			Nassau
People Offering Trips Experience Comments	Not so Good	Count	7
		Col %	10.8%
	Ok	Count	36
		Col %	55.4%
	Good	Count	20
		Col %	30.8%
	Excellent	Count	2
		Col %	3.1%
Total	Count	65	
	Col %	100.0%	

- ✚ 3% of them rated the experience of the people offering trips as *Excellent*.
- ✚ 31% rated the experience as *Good*.
- ✚ 55% rated the experience as *OK*.
- ✚ 11% rated the experience as *Not so good*



*Cruise visitors who thought that the People Offering Trips/Visits experience was Excellent, Good or OK indicated the following reasons:*

**Excellent, Good or OK Experience with People Offering Trips**

- ✚ People: They were friendly
- ✚ People: They were not pushy

**Not So Good or Awful**

- ✚ People: They were pushy

**CRUISE DOCK/SECURITY STAFF**

**Cruise Dock/Security Staff Rating**

RATING OF CRUISE DOCK EXPERIENCE (2009)

			Nassau
What did you think of the Cruise Dock/Security Staff	Awful	Count	7
		Col %	.7%
	Not so Good	Count	11
		Col %	1.0%
	Ok	Count	112
		Col %	10.5%
	Good	Count	537
		Col %	50.4%
	Excellent	Count	398
		Col %	37.3%
	Non Response	Count	1
		Col %	.1%
Total		Count	1066
		Col %	100.0%

- ✚ 37% of the cruise visitors thought that the cruise dock and security staff was **Excellent**.
- ✚ 50% of the cruise visitors indicated that the cruise dock/security staff was **Good**.
- ✚ 11% indicated that the cruise dock/security staff was **Ok**.

- ✚ 2% of them indicated that their cruise dock/security staff experience was *Not so good or awful*.

### **Excellent Experience Comments on Cruise Dock/Security Staff**

- ✚ *People:* Cruise Dock/Security Staff were helpful
- ✚ *People:* Cruise Dock/Security Staff were very friendly
- ✚ *People:* Cruise Dock/Security Staff were nice
- ✚ *People:* Cruise Dock/Security Staff were Excellent/great
- ✚ *People:* Cruise Dock/Security Staff were funny
- ✚ *People:* Cruise Dock/Security Staff were polite/courteous
- ✚ *People:* They call you by name
- ✚ *Service:* Cruise Dock/Security Staff did a good/wonderful job
- ✚ *Service:* Cruise Dock/Security Staff were fast/quick
- ✚ *Safety:* Felt safe

But some of them thought that:

- ✚ *People:* Cruise Dock/Security Staff need to be more serious

### **Good Experience Comments on Cruise Dock/Security Staff**

- ✚ *People:* Cruise Dock/Security Staff were very friendly
- ✚ *People:* Cruise Dock/Security Staff were helpful
- ✚ *People:* Cruise Dock/Security Staff were nice
- ✚ *People:* Cruise Dock/Security Staff were funny
- ✚ *People:* Cruise Dock/Security Staff were fun
- ✚ *People:* Cruise Dock/Security Staff were polite/courteous
- ✚ *People:* They were very efficient
- ✚ *People:* They call you by cool names
- ✚ *Service:* They did a good job
- ✚ *Safety:* Cruise dock was safe

***But some of the persons who thought that the Overall Cruise Dock Experience was Good also felt that:***

- ✚ *Frontier Formalities:* They have no X-ray machines for checking passengers

### **OK Experience Comments on Cruise Dock/Security Staff**

- ✚ *People:* Cruise Dock/Security Staff were very friendly
- ✚ *People:* Cruise Dock/Security Staff were helpful
- ✚ *People:* Cruise Dock/Security Staff were nice
- ✚ *People:* Cruise Dock/Security Staff were funny
- ✚ *Safety:* Cruise dock was safe

### **Not So Good or Awful Experience Comments with Cruise Dock/Security Staff**

- ✚ *People:* Cruise Dock/Security Staff were rude
- ✚ *People:* Cruise Dock/Security Staff did not ask for ID
- ✚ *People:* Cruise Dock/Security Staff were loud

## **SECURITY FACILITIES AND PROCESSES**

### **Security Facilities and Processes Rating**

**RATING OF SECURITY FACILITIES AND PROCESSES (2009)**

			Nassau
What did you think of the Security facilities or Processes?	Awful	Count	2
		Col %	.2%
	Not so Good	Count	18
		Col %	1.7%
	Ok	Count	182
		Col %	17.1%
	Good	Count	550
		Col %	51.6%
	Excellent	Count	313
		Col %	29.4%
	No Response	Count	1
		Col %	.1%
	Total	Count	1066
		Col %	100.0%

- ✚ 29% of the cruise visitors thought that the security facilities and processes were **Excellent**.
- ✚ 52% of the cruise visitors indicated that the security facilities and processes were **Good**.
- ✚ 17% indicated that the security facilities and processes were **Ok**.
- ✚ 2% of them indicated that their security facilities and processes experience was **Not so good or awful**.
  
- ✚ 50% of the comments received from cruise passengers about the security facilities and processes were positive about service.
- ✚ 21% of the comments received from cruise passengers about the security facilities and processes were positive about the frontier formalities.

***Cruise visitors who thought that the Security facilities and Processes were Excellent indicated the following reasons:***

***Excellent Experience with Security Facilities and Processes***

- ✚ *Service:* Fast/quick service
- ✚ *Service:* Very good job
- ✚ *Service:* Security facilities/processes efficient
- ✚ *Frontier Formalities:* Security facilities and processes smooth
- ✚ *General:* Security facilities/processes nice
- ✚ *General:* Security facilities/processes very good
- ✚ *General:* Security facilities/processes clean

***But some of the persons who thought that the Overall Security Facilities and Processes Experience was Excellent also felt that:***

- ✚ *Development:* Security Facilities need enhancement

***Good Experience with Cruise Dock/Security Staff***

- ✚ *Service:* Quick/Fast
- ✚ *Service:* Good job
- ✚ *Frontier Formalities:* Easy
- ✚ *Frontier Formalities:* Smooth
- ✚ *Frontier Formalities:* No problem
- ✚ *Frontier Formalities:* Short line
- ✚ *General:* Facilities/processes great

- ✚ *General: Facilities/processes fun*
- ✚ *General: Facilities/processes nice*

***But some of the persons who thought that the Overall Security Facilities and Processes Experience was Good also felt that:***

- ✚ *Lines long*
- ✚ *Frontier Formalities: They need to check bags*

### **Ok Experience with Security Facilities/Processes**

- ✚ *Service: Quick/Fast*
- ✚ *Service: Nice Job*
- ✚ *General: Nice*
- ✚ *General: Nice Facilities*
- ✚ *General: Clean*
- ✚ *Frontier Formalities: Easy*
- ✚ *Frontier Formalities: No lines*

***But some cruise passengers who thought the experience was OK felt that:***

- ✚ *General: The facility was crowded*
- ✚ *Information: Should provide more information on ID's*

## BEACH VENDORS/BEACH EXPERIENCE

### DID YOU MEET ANY BEACH VENDORS? (2009)

			Nassau
Did you meet any beach vendors?	Yes	Count	244
		Col %	22.9%
	No	Count	822
		Col %	77.1%
Total	Count	1066	
	Col %	100.0%	

- ✚ 23% of the cruise visitors indicated that yes they had met some beach vendors.
- ✚ 77% of them indicated that they had not met any beach vendors.

### Beach Vendor/Beach Experience Rating

#### RATING OF BEACH VENDOR EXPERIENCE (2009)

			Nassau
How would you rate that experience?	Awful	Count	1
		Col %	.4%
	Not so Good	Count	2
		Col %	.8%
	Ok	Count	17
		Col %	7.0%
	Good	Count	50
		Col %	20.5%
	Excellent	Count	173
		Col %	70.9%
	No Response	Count	1
		Col %	.4%
	Total	Count	244
		Col %	100.0%

- ✚ 71% of the cruise visitors who had met beach vendors or gone to the beach indicated that their experience was ***Excellent***.
- ✚ 21% of the cruise visitors indicated that their beach vendors/beach experience was ***Good***.

- ✚ 7% indicated that their beach vendors/beach experience was **Ok**.
- ✚ 1% of them indicated that their beach vendor/beach experience was **Not so good** or **awful**.

**Excellent Experience with the Beach Vendors**

- ✚ *People:* Beach Vendors were friendly
- ✚ *People:* Beach Vendors were nice
- ✚ *People:* Beach Vendors were warm
- ✚ *People:* Beach Vendors were clean
- ✚ *People:* Beach Vendors were pleasant

**Good Experience with the Beach Vendors**

- ✚ *People:* Beach Vendors were friendly
- ✚ *People:* Beach Vendors were nice
- ✚ *People:* Beach Vendors were warm

**Not So Good or Awful Experience with the Beach Vendors**

- ✚ *People:* Beach Vendors were rude

## TAXI EXPERIENCE

### DID YOU USE A TAXI? (2009)

			Nassau
Did you use a taxi?	Yes	Count	447
		Col %	41.9%
	No	Count	619
		Col %	58.1%
Total	Count		1066
	Col %		100.0%

✚ 42% of the cruise visitors indicated that they had used a taxi.

✚ 58% of them indicated that they had not used a taxi.

*This information on taxi usage above does not necessarily include the taxis that were used in City tours, etc.*

### Taxi Experience Rating

#### RATING OF TAXI EXPERIENCE (2009)

			Nassau
How would you rate that experience?	Awful	Count	1
		Col %	.2%
	Not so Good	Count	9
		Col %	2.0%
	Ok	Count	35
		Col %	7.8%
	Good	Count	129
		Col %	28.9%
	Excellent	Count	273
		Col %	61.1%
Total	Count		447
	Col %		100.0%

✚ 61% of the cruise visitors who had met some taxi drivers indicated that their taxi experience was ***Excellent***.

✚ 29% of the cruise visitors indicated that their taxi experience was ***Good***.

✚ 8% indicated that their taxi experience was ***Ok***.

✚ 2% of them indicated that their taxi experience was ***Not so good or awful***.



*Some of the cruise passengers who did not take a taxi said that they just felt like walking.*

### **Excellent Experience with the Taxis**

- + People: Taxi Driver was nice/kind
- + People: Taxi Driver was very good
- + People: Taxi driver was very friendly
- + People: Taxi Driver helpful
- + People: Taxi Driver very informative
- + People: Taxi Driver was very polite
- + People: Taxi driver gave good prices
- + Local transportation: Taxi ride was Fast/quick
- + Local transportation: Best ride they ever had
- + Local transportation: Taxi experience was fun
- + Local transportation: Enjoyed Taxi Experience/Lovely and enjoyable
- + Local transportation: Taxi ride was good/experience was really good

***But some of the persons who thought that the Taxi Experience was Excellent also felt that:***

- + Prices: Taxis were too expensive
- + Local transportation: Taxi needed AC/Air Condition

### **Good Experience with the Taxis**

- + People: Taxi driver was really good
- + People: Taxi driver was very nice
- + People: Taxi Driver was very informative
- + People: Taxi Driver was very good
- + People: Taxi Driver was very polite
- + People: Taxi Driver was very helpful
- + People: Taxi Driver was very friendly
- + People: Taxi Driver was a good driver

***But some of the persons who thought that the Taxi Experience was Good also felt that:***

- + Prices: Taxis were too expensive
- + Local transportation: Taxi needed AC/Air Condition

### **Ok Experience with the Taxis**

- ✚ *People:* Taxi Driver was very friendly
- ✚ *People:* Taxi driver was very nice
- ✚ *People:* Taxi Driver was very informative
- ✚ *General:* They just wanted to walk

***But some of the persons who thought that the Taxi Experience was OK also felt that:***

- ✚ *Taxi Cabs:* Taxis sped too much
- ✚ *Prices:* Taxis were too expensive
- ✚ *Local transportation:* Taxis needed AC/Air Condition

### **Not So Good or Awful Experience with the Taxis**

- ✚ *Local transportation:* Felt over charged
- ✚ *Local transportation:* No air conditioning in taxi/hot
- ✚ *Local transportation:* It was not pleasant
- ✚ *Prices:* Taxis were too expensive

## **WATER TAXI**

**DID YOU USE A WATER TAXI/FERRY? (2009)**

			Nassau
Did you use a ferry/water taxi?	Yes	Count	197
		Col %	18.5%
	No	Count	869
		Col %	81.5%
Total	Count	1066	
	Col %	100.0%	

- ✚ 19% of the cruise visitors indicated that they had used a ferry.
- ✚ 82% of them indicated that they had not used a ferry.

## Water Taxi Experience Rating

### RATING OF WATER TAXI/FERRY EXPERIENCE (2009)

			Nassau
How would you rate that experience?	Awful	Count	1
		Col %	.5%
	Not so Good	Count	4
		Col %	2.0%
	Ok	Count	18
		Col %	9.1%
	Good	Count	58
		Col %	29.4%
	Excellent	Count	114
		Col %	57.9%
	Non Response	Count	2
		Col %	1.0%
Total		Count	197
		Col %	100.0%

- ✚ 58% of the cruise visitors who had used a ferry/water taxi indicated that their experience was **Excellent**.
- ✚ 29% of the cruise visitors indicated that their water taxi experience was **Good**.
- ✚ 9% indicated that their water taxi experience was **Ok**.
- ✚ 3% of them indicated that their water taxi experience was **Not so good or awful**.

***Cruise visitors who thought that the water taxi/ferry experience was Excellent indicated the following reasons:***

### Excellent Experience with the Water Taxi/Ferry

- ✚ *Ferries:* Ferry ride was good/good job
- ✚ *Ferries:* Ferry ride was fun/enjoyable
- ✚ *Ferries:* Loved it
- ✚ *Ferries:* Ferry was very nice
- ✚ *Ferries:* Ferry ride was short
- ✚ *People:* Ferry operators were great “Jerry is a great guy”
- ✚ *People:* Ferry operators were clean

- ✚ *People*: Ferry operators were funny
- ✚ *People*: Ferry operators were friendly
- ✚ *People*: Ferry operators were helpful
- ✚ *People*: Ferry operators were informative “Jerry was informative”
- ✚ *Entertainment*: Enjoyed entertainment on boat

### **Good Experience with the Water Taxi/Ferry**

- ✚ *Ferries*: Ferry was very nice
- ✚ *Ferries*: Ferry ride was enjoyable
- ✚ *Entertainment*: Enjoyed entertainment on boat
- ✚ *People*: Ferry operators were informative

***But some of the persons who thought that the Water Taxi/Ferry Experience was Good also felt that:***

- ✚ *Ferries*: Need a better boat
- ✚ *Ferries*: Ferry too small
- ✚ *Ferries*: Had to wait too long for ferry to leave

### **Ok Experience with the Water Taxi/Ferry**

- ✚ *Ferries*: Loved it

***But some of the persons who thought that the Water Taxi/Ferry Experience was OK also felt that:***

- ✚ *Ferries*: Had to wait too long for ferry to leave
- ✚ *Ferries*: Ferries were slow
- ✚ *Ferries*: Hard to get on and off ferries

### **Not So Good or Awful Experience with the Water Taxi/Ferry**

- ✚ *Ferries*: Ferry too crowded
- ✚ *Ferries*: Need a better boat

## BUS/JITNEY EXPERIENCE

### DID YOU USE A BUS/JITNEY? (2009)

			Nassau
Did you use a bus/jitney?	Yes	Count	39
		Col %	3.7%
	No	Count	1027
		Col %	96.3%
Total		Count	1066
		Col %	100.0%

- ✚ 4% of the cruise visitors indicated that they had used a bus/jitney.
- ✚ 96% of them indicated that they had not used a bus/jitney.

### Bus/Jitney Experience Rating

#### RATING OF BUS/JITNEY EXPERIENCE (2009)

			Nassau
How would you rate that experience?	Ok	Count	1
		Col %	2.6%
	Good	Count	14
		Col %	35.9%
	Excellent	Count	24
		Col %	61.5%
Total		Count	39
		Col %	100.0%

- ✚ 62% of the cruise visitors who had used a bus/jitney indicated that their experience was ***Excellent***.
- ✚ 36% of the cruise visitors indicated that their bus/jitney experience was ***Good***.
- ✚ 3% indicated that their bus/jitney experience was ***Ok***.

### ***Excellent Experience with the Bus/Jitney***

- ✚ ***Local Transportation:*** Bus/Jitney was very cheap
- ✚ ***Local Transportation:*** Enjoyed ride

**Good Experience with the Bus/Jitney**

- ✚ *People:* Bus driver was friendly
- ✚ *Local Transportation:* Bus/Jitney was very cheap
- ✚ *Local Transportation:* It was good
- ✚ *Local Transportation:* Bus ride was enjoyable

**Ok Experience with the Bus/Jitney**

- ✚ *Local Transportation:* It was very informative

## SURREY EXPERIENCE

### DID YOU TAKE A RIDE IN A HORSE AND CARRIAGE/SURREY? (2009)

			Nassau
Did you take a ride in a horse & carriage?	Yes	Count	40
		Col %	3.8%
	No	Count	1026
		Col %	96.2%
Total	Count	1066	
	Col %	100.0%	

- ✚ 4% of the cruise visitors indicated that they had used a surrey.
- ✚ 96% of them indicated that they had not used a surrey.

## Surrey Experience Rating

### RATING OF HORSE AND CARRIAGE/SURREY EXPERIENCE (2009)

			Nassau
How would you rate that experience?	Awful	Count	1
		Col %	2.5%
	Not so Good	Count	1
		Col %	2.5%
	Ok	Count	3
		Col %	7.5%
	Good	Count	13
		Col %	32.5%
	Excellent	Count	22
		Col %	55.0%
	Total	Count	40
		Col %	100.0%

- ✚ 55% of the cruise visitors who had used a surrey indicated that their experience was ***Excellent***.
- ✚ 33% of the cruise visitors indicated that their surrey experience was ***Good***.
- ✚ 8% indicated that their surrey experience was ***Ok***.
- ✚ 5% of them indicated that their taxi experience was ***Not so good or awful***.

**Excellent, Good or OK Surrey Experience**

- ✚ *General:* It was fun
- ✚ *General:* Very nice ride
- ✚ *General:* Very good horse ride
- ✚ *People:* Surrey Driver was great “Michael is a great man”
- ✚ *People:* Surrey Drivers very informative “Very informative Lewis and Eric

***But some also felt:***

- ✚ *Surrey rides:* That the horses needed to be fed more
- ✚ *Surrey rides:* The horses need better care
- ✚ *Surrey rides:* The horses are so dirty
- ✚ *Prices:* Surrey ride too expensive

**Awful Surrey Experience**

- ✚ *People:* Surrey Drivers were rude



## MOTOR SCOOTER EXPERIENCE

### DID YOU RENT A MOTOR SCOOTER? (2009)

			Nassau
Did you rent a motor scooter	Yes	Count	18
		Col %	1.7%
	No	Count	1048
		Col %	98.3%
Total		Count	1066
		Col %	100.0%

- ✚ 2% of the cruise visitors indicated that they had used a motor scooter.
- ✚ 98% of them indicated that they had not used a motor scooter.

*Cruise visitors who thought that the motor scooter experience was Excellent indicated the following reasons:*

### Excellent, Good Motor Scooter Experience Comments

- ✚ Local Transportation: Fun

*But some also felt:*

- ✚ Local Transportation: Scooters too dangerous to drive
- ✚ Local Transportation: Should have a full tank of gas upon rental
- ✚ Roads/traffic: Roads were too small

### Awful Motor Scooter Experience Comments

- ✚ Local Transportation: Scooter was in poor condition/repair e.g. Brakes didn't work, no horns
- ✚ Local Transportation: Did not have motor scooter essentials, e.g. Helmets

## WALK/STROLL EXPERIENCE

### DID YOU GO FOR A WALK/STROLL? (2009)

			Nassau
Did you go for a walk/stroll?	Yes	Count	886
		Col %	83.1%
	No	Count	180
		Col %	16.9%
Total		Count	1066
		Col %	100.0%

✚ 83% of the cruise visitors indicated that they had gone for a walk/stroll.

✚ 17% of them indicated that they had not gone for a walk/stroll.

(Walk/stroll in this instance does not refer to the normal walking that is needed to get a person from the ship to downtown, etc. It refers to a deliberate intent of the person to go for a non essential walk/stroll)

## Walk/Stroll Experience Rating

### RATING OF WALK/STROLL EXPERIENCE (2009)

			Nassau
How would you rate that experience?	Awful	Count	2
		Col %	.2%
	Not so Good	Count	8
		Col %	.9%
	Ok	Count	262
		Col %	29.6%
	Good	Count	454
		Col %	51.2%
	Excellent	Count	160
		Col %	18.1%
Total		Count	886
		Col %	100.0%

✚ 18% of the cruise visitors who had gone for a walk/stroll indicated that their experience was ***Excellent***.

✚ 51% of the cruise visitors indicated that their walk/stroll experience was ***Good***.

✚ 30% indicated that their walk/stroll experience was **Ok**.

✚ 1% of them indicated that their walk/stroll experience was **Not so good or Awful**.

***Cruise visitors who thought that the Walk/Stroll experience was Excellent indicated the following reasons:***

***Excellent Walk/Stroll Experience***

- ✚ *General: Walk/Stroll was good*
- ✚ *General: Walk/Stroll was awesome*
- ✚ *General: Walk/Stroll was very nice*
- ✚ *General: Had a wonderful time*
- ✚ *People: People were friendly*
- ✚ *People: Lovely people*
- ✚ *People: People are helpful*
- ✚ *People: Love to look at the policeman*
- ✚ *Scenery/Sightseeing: Beautiful island*
- ✚ *Scenery/Sightseeing: Very nice*
- ✚ *Scenery/Sightseeing: Lots to see*

***But some of the persons who thought that the Walk/Stroll Experience was Excellent also felt that:***

- ✚ *Weather/Climate: It was too warm/hot*
- ✚ *Weather/Climate: It was too windy*
- ✚ *Weather/Climate: It was too cold*
- ✚ *Weather/Climate: It was too wet/rainy*

***Good Walk/Stroll Experience***

- ✚ *General: It was enjoyable/pleasurable*
- ✚ *General: Walk/Stroll was good*
- ✚ *General: It was nice*
- ✚ *General: Walked a little/just a stroll*
- ✚ *Scenery/Sightseeing: Beautiful island*
- ✚ *Scenery/Sightseeing: Downtown looks nice*

***But some of the persons who thought that the Walk/Stroll Experience was Good also felt that:***

- ✚ *Weather/Climate: It was too warm/hot*
- ✚ *Weather/Climate: It was windy*
- ✚ *Weather/Climate: It was rainy/wet*
- ✚ *Weather/Climate: Weather was bad*
- ✚ *Roads/Traffic: Road improvements necessary*

- ✚ *Roads/Traffic:* Roads too small
- ✚ *Roads/Traffic:* Hard to get around with traffic
- ✚ *Roads/Traffic:* Cars need to give you more time to cross the streets

### **Ok Walk Stroll Experience**

- ✚ *General:* Love the island
- ✚ *General:* It was nice
- ✚ *General:* Walked a little/just a stroll

***But some of the persons who thought that the Walk/Stroll Experience was Good also felt that:***

- ✚ *Weather/Climate:* It was too warm/hot
- ✚ *Weather/Climate:* It was windy
- ✚ *Weather/Climate:* It was rainy/wet
- ✚ *General:* Tired
- ✚ *General:* Too much walking
- ✚ *Litter/Cleanliness:* Town was too dirty
- ✚ *Litter/Cleanliness:* Town needs to be cleaned up
- ✚ *Shops & Stores:* There are too many empty shops
- ✚ *Shops & Stores:* More shops are needed
- ✚ *Shops & Stores:* Same type of shops. More variety of shops needed

### **Not So Good or Awful Walk/Stroll Experience**

- ✚ *Litter/Cleanliness:* Town was too dirty

### **Suggestions Made by Cruise Passengers as a Result of Their Walk/Stroll**

- ✚ *Signs:* Need signs to give directions
- ✚ *Shops & Stores:* Need more shops
- ✚ *General:* Need more benches downtown for when visitors are tired
- ✚ *Roads/Traffic:* Need to put a drain for when it rains in the street. Too much water

## RESTAURANTS AND CAFES EXPERIENCE

**DID YOU EAT OR DRINK IN ANY RESTAURANTS, CAFES,  
OR BARS WHILE YOUR WERE HERE? (2009)**

			Nassau
Did you eat or drink in any restaurants, cafes or bars while you were here?	Yes	Count	302
		Col %	28.3%
	No	Count	764
		Col %	71.7%
Total	Count	1066	
	Col %	100.0%	

- ✚ 28% of the cruise visitors indicated that they had eaten or gotten something to drink in restaurants and cafes off the ship.
- ✚ 72% of them indicated that they had not eaten in restaurants and cafes off the ship.

## Restaurants & Cafes Experience Rating

**RATING OF RESTAURANT, CAFE, BAR EXPERIENCE (2009)**

			Nassau
How would you rate that experience?	Awful	Count	1
		Col %	.3%
	Not so Good	Count	6
		Col %	2.0%
	Ok	Count	77
		Col %	25.5%
	Good	Count	108
		Col %	35.8%
	Excellent	Count	108
		Col %	35.8%
	Non Response	Count	2
		Col %	.7%
	Total	Count	302
		Col %	100.0%

- ✚ 36% of the cruise visitors who had eaten in a restaurant or cafe indicated that their experience was *Excellent*.

- ✚ 36% of the cruise visitors indicated that their restaurant or cafe experience was **Good**.
- ✚ 26% indicated that their restaurant or cafe experience was **Ok**.
- ✚ 2% of them indicated that their restaurant or cafe experience was **Not so good or Awful**.

### **Excellent Restaurant Experience**

- ✚ *Food*: Food was excellent/very good
- ✚ *Food*: Food was good/wonderful
- ✚ *Restaurant*: Restaurant was clean
- ✚ *Restaurant*: Restaurant was great/excellent and had good food e.g. Hard Rock, Senior Frog's, Poop Deck, Café Matisse, Johnny Rocket, Twin Brothers, Café Kalik, Conch Fritters, Fish Fry, food at Compass Point, food at Atlantis, Bimini Road @ Atlantis, Native Breeze, Seafood Haven, Burger King, Eddies, Big 10 @ the Fish Fry
- ✚ *People*: Staff at restaurant were friendly

***But some of the persons who thought that the Restaurant Experience was Excellent also felt that:***

- ✚ *Restaurant*: Restaurant was expensive
- ✚ *Service*: Service was slow

### **Good Restaurant Experience**

- ✚ *Food*: Food was good
- ✚ *Restaurant*: Restaurant was good and/or had good food e.g. Sbarro's, Café Kalik, Senior Frog's, food at Atlantis, Starbucks, Anthony's Grill (good music), Olives, Skans, Poop Deck, Fish Fry, Junkanoo Shack, Subway, etc
- ✚ *Service*: Restaurant service was good
- ✚ *Entertainment*: Music in restaurant was good

***But some of the persons who thought that the Restaurant Experience was Good also felt that:***

- ✚ *Restaurant*: Restaurant was expensive
- ✚ *Service*: Service was slow

### **Ok Restaurant Experience**

✚ *Food:* Food was good

✚ *Restaurant:* Restaurant was excellent: e.g. Coconut's Bar and Grill

***But some of the persons who thought that the Restaurant Experience was OK also felt that:***

✚ *Restaurant:* Restaurant was too expensive

### **Not So Good or Awful Restaurant Experience**

✚ *Food:* Food was cold

✚ *Food:* Food was spoiled

✚ *Food:* Food was raw

✚ *Service:* Service was poor

## CASINO EXPERIENCE

### DID YOU VISIT A CASINO ON THIS TRIP?

			Nassau
Did you visit a casino on this visit?	Yes	Count	174
		Col %	16.3%
	No	Count	892
		Col %	83.7%
Total	Count	1066	
	Col %	100.0%	

- ✚ 16% of the cruise visitors indicated that they had gone to a casino on island this trip.
- ✚ 84% of them indicated that they had not gone to a casino on island this trip.

*Cruise Visitors had the following to say about the Casinos in Nassau/Paradise Island/P.I.*

### Positive

- ✚ *General:* Casino was great/very nice
- ✚ *General:* Casino was good
- ✚ *General:* Won money in casino
- ✚ *General:* Casino was clean
- ✚ *General:* Casino was fun
- ✚ *Hotel:* Atlantis was good/nice
- ✚ *People:* Casino staff were friendly
- ✚ *People:* Casino staff were polite
- ✚ *Scenery/Sightseeing:* Casino was beautiful

### Negative

- ✚ *Casino:* Loss money in the casino
- ✚ *Casino:* Machines too tight



## SHOWS

### DID YOU VISIT ANY SHOWS ON THIS TRIP? (2009)

			Nassau
Did you visit any shows on this trip?	Yes	Count	2
		Col %	.2%
	No	Count	1062
		Col %	99.6%
	Non Response	Count	2
		Col %	.2%
Total	Count	1066	
	Col %	100.0%	

- 99.6% of the cruise visitors said that they did not visit a show during their visit to the Bahamas. This is not surprising as there are only a few ships that overnight in the Port of Nassau/Paradise Island, i.e., some Carnival ships and some Royal Caribbean ships.

## NIGHTCLUBS

### DID YOU VISIT A NIGHTCLUB? (2009)

			Nassau
Did you visit any nightclubs on this trip?	No	Count	1065
		Col %	99.9%
	Non Response	Count	1
		Col %	.1%
Total	Count	1066	
	Col %	100.0%	

- Virtually all of the cruise visitors said that they did not visit a nightclub during their visit to the Bahamas. This is not surprising as there are only a couple of ships that overnight in the Port of Nassau/Paradise Island.

## **WHAT WOULD HAVE MADE TRIP MORE ENJOYABLE**

- ✚ 23% of the cruise visitors interviewed said that their length of stay i.e., more time in port would have made their trip to the Bahamas, more enjoyable.
- ✚ 36% of the cruise visitors interviewed said generally positive things about their trip when asked if there was anything that would have made their trip more enjoyable, for example, 23% of them said “Nothing”, everything was great as it is.
- ✚ 9% of them said that if there had been better weather (not so hot, not cold, not rainy, etc.) on their trip it would have made the trip more enjoyable.

*Cruise visitors also said that their trip would have been more enjoyable if:*

- ✚ *Activities:* More things to do/More activities
- ✚ *Activities:* More affordable tours
- ✚ *Beaches:* Knew where the beaches were
- ✚ *General:* If not tired
- ✚ *General:* Not so crowded
- ✚ *General:* Had more money
- ✚ *General:* If the walk was not so long
- ✚ *People:* If people weren't so pushy
- ✚ *People:* If people were friendly/nice to tourist
- ✚ *People:* If people were honest
- ✚ *People:* If Handicapped were treated better
- ✚ *People:* If the attitudes of the people were better
- ✚ *People:* If the people smiled more
- ✚ *People:* People need customer training
- ✚ *Local Transportation:* More shuttles
- ✚ *Local Transportation:* Better shuttles
- ✚ *Local Transportation:* Shorter wait for shuttle bus
- ✚ *Prices:* If prices were better
- ✚ *Prices:* If it were not so expensive
- ✚ *Litter/Cleanliness:* If island were clean

*Suggestions given by cruise visitors to make trip more enjoyable:*

- ✚ Free drinks
- ✚ Cheaper liquor
- ✚ Wheelchairs

- ✚ Water in public restrooms
- ✚ More fun things to do near the ship
- ✚ More bargains
- ✚ More readily available information on the island that visitors can get easily on board the ships, etc.
- ✚ More shuttle service/More transportation
- ✚ More signage so that visitors can know where to go
- ✚ Signage that tells you the shuttle bus schedule
- ✚ Taxi drivers in uniform
- ✚ More police downtown
- ✚ More shops
- ✚ More shops open
- ✚ More local restaurants

## LIKELIHOOD TO RECOMMEND THE BAHAMAS

### HOW LIKELY ARE YOU TO RECOMMEND DESTINATION TO FRIENDS AND FAMILY (2009)

			Nassau
How likely are you to recommend the Bah. to friends and relatives?	Definitely will recommend it	Count	910
		Col %	85.4%
	Probably will recommend it	Count	137
		Col %	12.9%
	Probably won't recommend it	Count	16
		Col %	1.5%
	Definitely won't recommend it	Count	3
		Col %	.3%
Total	Count	1066	
	Col %	100.0%	

- ✚ 85% of the cruise visitors to Nassau/Paradise Island/Paradise Island indicated that they would definitely recommend the Bahamas to their friends and relatives.
- ✚ 13% of them indicated that they probably would recommend the Bahamas to their friends and relatives.
- ✚ 2% of them said that they probably would not or definitely would not recommend the Bah.

**NASSAU/PARADISE ISLAND VERSUS OTHER CRUISE  
DESTINATIONS VISITED**

**HOW DOES YOUR VISIT HERE COMPARE WITH OTHER CRUISE  
DESTINATIONS VISITED? (2009)**

			Nassau
How does your visit compare to other cruise destinations visited?	Better than other destinations	Count	464
		Col %	43.5%
	About the same	Count	416
		Col %	39.0%
	Not as good as other destinations	Count	69
		Col %	6.5%
	Don't Know/No Answer	Count	117
		Col %	11.0%
Total	Count		1066
		Col %	100.0%

- ✚ 44% of the cruise visitors indicated that the Bahamas was better than other destinations.
- ✚ 39% of them thought it was about the same as other destinations.
- ✚ 7% of them thought it was not as good as other destinations.
- ✚ 11% of them did not know or did not give an answer.

**DEMOGRAPHICS**  
**DEMOGRAPHICS**  
**NASSAU/PARADISE ISL.**  
**CRUISE VISITORS**  
**2009**

<b>LIKELY RECOMMEND</b>	98.3%
<b>AGE</b>	
18-24	3.9%
25-34	8.1%
35-44	21.3%
45-54	31.9%
55-64	18.9%
65 yrs. & over	15.7%
<b>AGE OF CHILD TRAVELLING</b>	
Under 12 months	1.7%
Age 1 to 5	16.1%
Age 6 to 11	32.9%
Age 12 to 17	43.0%
Over 17 yrs.	6.3%
<b>SEX</b>	
Male	32.0%
Female	67.8%
<b>TRAVELLING PARTY SIZE</b>	
One	2.9%
Two	52.8%
Three	7.1%
Four	13.9%
Five or More	22.6%
<b>HOW VISITORS WERE TRAVELLING</b>	
Alone	2.9%
As a couple	49.0%
As a family	38.4%
As a group	9.8%

**DEMOGRAPHICS  
NASSAU/PARADISE ISL.  
CRUISE VISITORS  
2009**

<b>HOUSEHOLD INCOME</b>	
Under \$25,000	6.7%
\$25,001-\$50,000	9.0%
\$50,001-\$75,000	10.5%
\$75,001-\$100,000	8.8%
\$100,001 and over	49.6%
<b>TOP STATES: WHERE YOU LIVE</b>	
Florida	33.5%
New York	14.5%
Georgia	4.6%
North Carolina	4.5%
New Jersey	4.3%
Texas	3.9%
<b>COUNTRY OF RESIDENCE</b>	
USA	95.3%
Canada	2.1%
Europe	0.8%
Other	1.8%

\*Non Response for household income not included in the above table.

Age**AGE OF RESPONDENT (2009)**

			Nassau
Age of Respondent	18-24	Count	42
		Col %	3.9%
	25-34	Count	86
		Col %	8.1%
	35-44	Count	227
		Col %	21.3%
	45-54	Count	340
		Col %	31.9%
	55-64	Count	201
		Col %	18.9%
	65-74	Count	114
		Col %	10.7%
	75+	Count	53
		Col %	5.0%
	Non Response	Count	3
		Col %	.3%
Total		Count	1066
		Col %	100.0%

- ✚ 61% of the cruise visitors were between the ages of 25 to 54.
- ✚ 35% of them were over 55 and over.



## Age of Children Traveling With Parents

AGE OF CHILDREN COMING ON THE CRUISE SHIPS (2009)

		Nassau	
		Count	Col %
Age of Child Travelling	Under 12 months	5	1.7%
	Age 1 to 5	46	16.1%
	Age 6 to 11	94	32.9%
	Age 12 to 17	123	43.0%
	Over 17	18	6.3%

- ✚ 2% of the children traveling with parents were under 12 months.
- ✚ 16% of them were between the ages of 1 to 5.
- ✚ 33% of them were between the ages of 6 to 11.
- ✚ 43% of them were between the ages of 12 to 17.
- ✚ 6% of the children traveling with parents were over 17.

*(These children were not small children but adults who came on a cruise with their parents).*

## Sex

SEX OF RESPONDENT (2009)

			Nassau
Sex of Respondent	Male	Count	341
		Col %	32.0%
	Female	Count	723
		Col %	67.8%
	Non Response	Count	2
		Col %	.2%
Total		Count	1066
		Col %	100.0%

- ✚ 68% of the cruise visitors were female.

## Travelling Party Size

TRAVELING PARTY SIZE (2009)

			Nassau
Travel Party Size	One	Count	31
		Col %	2.9%
	Two	Count	563
		Col %	52.8%
	Three	Count	76
		Col %	7.1%
	Four	Count	148
		Col %	13.9%
	Five	Count	40
		Col %	3.8%
	Six or more	Count	200
		Col %	18.8%
	Non Response	Count	8
		Col %	.8%
Total		Count	1066
		Col %	100.0%

- ✚ 53% of the cruise visitors were traveling as a party of two persons.
- ✚ 7% of them were traveling as a party of three.
- ✚ 14% of them were traveling as a party of four.
- ✚ 4% of them were traveling as a party of five.
- ✚ 19% of them were traveling as a party of six or more
- ✚ The average party size was 4.

**Income****INCOME OF RESPONDENT (2009)**

			Nassau
Income of Respondent	Under \$25,000	Count	71
		Col %	6.7%
	\$25,001 to \$50,000	Count	96
		Col %	9.0%
	\$50,001 to \$75,000	Count	112
		Col %	10.5%
	\$75,001 to \$100,000	Count	94
		Col %	8.8%
	\$100,001 to \$125,000	Count	66
		Col %	6.2%
	\$125,001 to \$150,000	Count	67
		Col %	6.3%
	\$150,001 to \$200,000	Count	67
		Col %	6.3%
	\$200,001 to \$250,000	Count	79
		Col %	7.4%
	\$250,001 to \$325,000	Count	92
		Col %	8.6%
	\$325,001 to \$400,000	Count	69
		Col %	6.5%
	\$400,001 to \$500,000	Count	40
		Col %	3.8%
	Over \$500,000	Count	48
		Col %	4.5%
	Non Response	Count	165
		Col %	15.5%
Total		Count	1066
		Col %	100.0%

- ✚ 7% of the cruise visitors had household incomes under \$25,000.
- ✚ 28% of them had household incomes of \$25,001 to \$100,000.
- ✚ Half (50%) of them had household incomes over 100,000.

## **Country of Residence**

- ✚ 95% of the cruise visitors to the Port of Nassau/Paradise Island were from the United States.
- ✚ 2% of them were from Canada
- ✚ 1% of them were from Europe
- ✚ 2% of them were from Other Countries

## STATE/PROVINCE OF RESIDENCE 2009

		Nassau	
		Count	Col %
State or Province where you live	Alabama	6	.6%
	Arkansas	2	.2%
	California	16	1.5%
	Colorado	9	.9%
	Connecticut	15	1.4%
	Delaware	2	.2%
	District of Columbia	3	.3%
	Florida	350	33.5%
	Georgia	48	4.6%
	Illinois	26	2.5%
	Indiana	7	.7%
	Iowa	3	.3%
	Kansas	1	.1%
	Kentucky	15	1.4%
	Louisiana	16	1.5%
	Maine	2	.2%
	Maryland	20	1.9%
	Massachusetts	18	1.7%
	Michigan	10	1.0%
	Minnesota	3	.3%
	Mississippi	2	.2%
	Missouri	7	.7%
	Montana	4	.4%
	Nebraska	2	.2%
	Nevada	6	.6%
	New Hampshire	2	.2%
	New Jersey	45	4.3%
	New York	152	14.5%
	North Carolina	47	4.5%
	Ohio	29	2.8%
Oklahoma	2	.2%	
Oregon	1	.1%	

Pennsylvania	26	2.5%
South Carolina	23	2.2%
Tennessee	13	1.2%
Texas	41	3.9%
Vermont	3	.3%
Virginia	26	2.5%
Washington State	5	.5%
West Virginia	3	.3%
Wisconsin	3	.3%
Wyoming	2	.2%
Alberta	1	.1%
New Brunswick	1	.1%
Nova Scotia	2	.2%
Ontario	9	.9%
Quebec	1	.1%
Other Canadian Prov.	2	.2%
Canadian Resident	6	.6%
Non Response	7	.7%

## CRUISE PASSENGER COMMENTS

### Enough Time Positive Comments Report 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Enough time	Activities	All the activities are here. Did a lot of things at Atlantis Wanted to do more. Plenty to do.
		Beaches	This is my third time here. Went to the beach.
		General	Been here before. Been here a lot of times. We did everything we wanted to do. Saw everything My kids are worn out Have young kids with me Went to Paradise Island. Been here before. First time here but it's ok fine. It's not my first time. First time here. We walk around plenty, time to go back to ship. Love it here.

Island New Providence	Main Comment Type	Comment Category	Need to see more. Positive Comments
	Enough time	General	<p>We did it our way. Cause we have been here many times. There all day. I am tired, took a tour of island. Been here before. Been here before. Every year we're here. Did what I wanted to do. Been here before. Love it. Been here many times. Tired. Wonderful place. This is not my first time. We did a lot of stuff. We walk over P.I. did a lot. Did everything we wanted to do. We didn't know we were coming. Started to come every 2 weeks here just to enjoy the beach and the beautiful ladies here. Just satisfied about what I did. Every 2 months we're here. Love it. We were out since 10:00 this morning, had more than enough time. I had a wonderful day See everything Did everything</p>



Island New Providence	Main Comment Type Enough time	Comment Category General	Positive Comments
			<p>Been here many times</p> <p>This not my first time.</p> <p>It was so nice.</p> <p>More time with the kids. This is there first time in the Bahamas</p> <p>Seen everything, was here before.</p> <p>We have three kids.</p> <p>Cause were here very early.</p> <p>Just look around.</p> <p>Been here before.</p> <p>Want to live.</p> <p>Been here before.</p> <p>Been here before</p> <p>Been here so many times.</p> <p>We got everything we wanted.</p> <p>This is my 7th time here. Done it all.</p> <p>We got to see everything we wanted. We got to shop a little bit.</p> <p>Been here too many times.</p> <p>Been here before. Love the Bahamas.</p> <p>We always come here, love The Bahamas.</p> <p>We did everything.</p> <p>Here all day.</p> <p>Did everything.</p> <p>Was here before.</p> <p>Walk around a lot.</p>

Island New Providence	Main Comment Type Enough time	Comment Category General	Positive Comments
			<p>First cruise.</p> <p>Did a lot today.</p> <p>This time was just a get away from home for a day.</p> <p>We went where we wanted to go.</p> <p>We didn't really have a plan so we just wondered today.</p> <p>I did all I wanted to do.</p> <p>First time in the Bahamas</p> <p>The island and the people are so beautiful. Will be back soon for a longer time.</p> <p>We come to the Bahamas every summer, but this summer my son was sick that is the reason we came now.</p> <p>Wanted to see more of island.</p> <p>We did everything we wanted to do.</p> <p>Because we don't have to be back until tonight</p> <p>Done it all</p> <p>Was here many time before</p> <p>Been here many times before</p> <p>Love it here. Want to live here.</p> <p>Did all I wanted</p> <p>Been here many times in the Bahamas. Saw most everything you have here.</p> <p>I've been here before</p> <p>Been here before</p> <p>Did everything</p> <p>Was here before</p> <p>Wanted to see more of the island</p>

Island New Providence	Main Comment Type Enough time	Comment Category General	Positive Comments
			<p>Every 2 months we're here</p> <p>Been here before. We just love coming here.</p> <p>Ship leaves tonight</p> <p>This is our third visit.</p> <p>We were able to see a lot and shop.</p> <p>Love the island.</p> <p>Did what we had to do.</p> <p>It's not my first time.</p> <p>I have been coming here from age 2</p> <p>Because we're going into another island and got what I wanted.</p> <p>Been here many times.</p> <p>Done all we could.</p> <p>Did what I wanted.</p> <p>Did everything we planned.</p> <p>Great.</p> <p>Second time here didn't really see much the first time because I was not feeling good.</p> <p>I had gotten off twice to do a lot.</p> <p>First time visiting the Bahamas.</p> <p>Visit the Bahamas very 2 years.</p> <p>Got everything I want.</p> <p>First time here.</p> <p>To go clubbing with the bahamian men. Love them.</p> <p>First time here.</p> <p>Was here before.</p>

Island New Providence	Main Comment Type Enough time	Comment Category General	Positive Comments
			<p>Love it.</p> <p>Every 2 years we visit the Bahamas.</p> <p>3 days in Nassau could have been fun, but I stayed in Freeport before for 7 days. That was a good experience of the Bahamian people.</p> <p>Been here many times.</p> <p>We were here last year, so we were just looking around.</p> <p>Been here many times.</p> <p>First time here.</p> <p>Was here before.</p> <p>Did all I wanted.</p> <p>Was here before.</p> <p>Did everything</p> <p>It's not my first time.</p> <p>Did all I wanted to do.</p> <p>Was here many times.</p> <p>Did everything we needed.</p> <p>I got good much things done but will be back to stay on shore.</p> <p>Tired.</p> <p>Visit the Bahamas every 5 years.</p> <p>Beautiful day. Did everything.</p> <p>Not my first time.</p> <p>It was enjoyable.</p> <p>Been here last year.</p> <p>Been here before</p> <p>Come here every year on my birthday.</p>

Island New Providence	Main Comment Type Enough time	Comment Category	Positive Comments
		General	<p>Too much for me to walk at my age. I need to fly here and stay in the hotel. Was here many times. Always here, only on a new ship this time. Been here before. Been here before.</p>
		Hotel	<p>So much to see at Atlantis. We were over at Atlantis and don't want to leave. Kids had a wonderful time at Atlantis We did a tour, saw everything, went to Atlantis We had a lot of fun Wyndham Went to Atlantis. Had a great time.</p>
		Length of Stay	<p>Beautiful country to visit on a longer trip. Time too short Were only here till 5pm. More time to enjoy They are making us leave 3:30, not long enough. They should let us stay till 5:00 Here until 10:00 pm More time Would have preferred longer. Would like more time to do things Would like to stay longer.</p>

Island New Providence	Main Comment Type Enough time	Comment Category Length of Stay	Positive Comments
			<p>First time, would like to be longer next trip</p> <p>Can't do much not enough time.</p> <p>Wish to overnight.</p> <p>More time</p> <p>More time, I really wanted to see the Prime Minister</p> <p>First time, want to enjoy the island more.</p> <p>Been here before.</p> <p>But would have enjoyed the complete night here on the island.</p> <p>(preferred longer) first time</p> <p>Could be longer</p> <p>More time</p> <p>Not sufficient time to enjoy ourselves</p> <p>Get in late and leaving too early.</p> <p>Needed more time</p> <p>Need more time</p> <p>Because we're leaving tomorrow. I love it here.</p> <p>More time to do more things.</p> <p>Too short.</p> <p>Its less than 8 hours.</p> <p>This trip was short.</p> <p>More here to see.</p> <p>We went to Harbour Island. It was so much fun. Would like to stay longer.</p> <p>We got married here longer would be good. Will be back (2 weeks).</p> <p>Stay longer</p>

Island New Providence	Main Comment Type Enough time	Comment Category Length of Stay	Positive Comments
			<p>Longer time to shop.</p> <p>More time.</p> <p>More time needed.</p> <p>More time</p> <p>More time</p> <p>Would love to stay longer</p> <p>Needed more time-would have liked to go to beach/snorkelling/see more of the island</p> <p>Took tour, shopped Bay Street and still had time to do more.</p> <p>Because we're here from 8:00 am.</p> <p>We had a day cut short because of Texas.</p> <p>We're here until 11:00 pm</p> <p>We here until late.</p> <p>More time to see the island.</p> <p>Because I am here until 12:00 am</p> <p>The time is too short, will be back soon.</p> <p>Would like 2 days</p> <p>Want to stay over night.</p> <p>More time</p> <p>Can't really see everything I wanted to see here in few hours.</p> <p>Need more time to see the whole island.</p> <p>We got a full day.</p> <p>Because we only have half of day.</p> <p>A lot to do have 8 hours here.</p> <p>By the time I got off it was 10.30 and we have to be back at 3:30.</p>

Island New Providence	Main Comment Type Enough time	Comment Category Length of Stay	Positive Comments
			<p>Been here for 2 days I wish it was longer.</p> <p>Because that's all the time I really need. Don't like to walk a whole lot.</p> <p>Too see the whole city is rush rush can't enjoy your lunch.</p> <p>Because this is my first time here.</p> <p>Need more time do more.</p> <p>More time.</p> <p>Longer day.</p> <p>More time</p> <p>Stay longer.</p> <p>Because we're here until tomorrow</p> <p>Want to stay a few more days.</p> <p>Cause wer here from morning till night.</p> <p>Do not have enough time to go clubing.</p> <p>We're here till 7am.</p> <p>Stay longer</p> <p>(preferred longer)This is my first time in Nassau. Always visit Freeport.</p> <p>Want to stay for 3 to 4 days.</p> <p>More time at Atlantis.</p> <p>More time</p> <p>You can't see everything in 6 hours.</p> <p>Loner stay.</p> <p>Just reach and leaving at 6 pm.</p> <p>Longer time because a lot of fun here ,we enjoy ourself.</p> <p>Here all day till 6.00</p>



Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Enough time	Length of Stay	<p>More to do but short.</p> <p>Where here till 5.30 am.</p> <p>More time.</p> <p>More time.</p> <p>A little longer stay about 5pm would be great.</p> <p>To short.</p> <p>We had plenty time to do things.</p> <p>To many thing to see didn't have the time.</p> <p>We don't depart till 11.30.</p> <p>More time to see night life.</p> <p>Because we here for the rest ok the day.</p> <p>Would like to spend the whole day here.</p> <p>Wanted to stay over night</p> <p>Wanted to stay but couldn't.</p> <p>Have 24 hrs.</p> <p>More time to see the atlantis.</p> <p>More time.</p> <p>Time to short.</p> <p>Second time here on a cruise, will have to fly here next time, for longer time here.</p> <p>We're only here til 2:00</p> <p>Here until morning.</p> <p>Stay longer.</p> <p>More time.</p> <p>Because only a few hours to stay, so much to see.</p>

Island New Providence	Main Comment Type Enough time	Comment Category Length of Stay	Positive Comments
			<p>Because we're spending the night.            (Preferred longer) Too much to see.            We have plenty of time.            First time here, should be longer, but will be back Christmas.            More time to shop.            Ship was here early so we had more time            (preferred longer) for hours more            Don't leave until 1:00 am in the morning            We're here all day            More time the kids, first time here.            More to see.            We're here until 8:00            First time here, didn't see or do much on this trip.            Because we're here all day            Get in at 10 am 6hours is not enough time.            We're here a full day.            Here until 7:00            Was here for 12 hours.            Ship came in early and stay over night.            More time with friends from the carnival fascination.            We're here long.            Been here 4 months ago.            Longer stay. We just got here and we have to leave 2:00            We just came in at 8 and leaving at 2 not enough time.            Beautiful country to visit on a longer trip.</p>

Island New Providence	Main Comment Type Enough time	Comment Category	Positive Comments
		Litter/Cleanliness	The island is so warm and clean
		People	<p>Want to see my Bahamian friends for a longer time.</p> <p>People are nice</p> <p>The people are so nice</p> <p>Friendly people.</p> <p>Everybody were nice to us.</p> <p>Need a week here or so to really get enough of the beauty. The people are so friendly.</p>
		Safety	First time here, the island is safe to be here.
		Scenery/Sightseeing	<p>We got to see a little bit of everything.</p> <p>More to see.</p> <p>First time here only for a day, need to see more.</p> <p>First time, next time would be longer. The Bahamas is a beautiful place.</p> <p>Lovely island.</p> <p>Didn't see enough of the island.</p> <p>Great place.</p> <p>More to see, more islands</p> <p>Did a lot of seeing</p> <p>To see the island.</p> <p>Lovely place</p> <p>Need to see more.</p> <p>Lovely place.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Enough time	Scenery/Sightseeing	I enjoyed everything I saw here, I am tired. More to see. Seen everything.
		Shops and Stores	We wanted to do a little shopping and did that. See everything and shop. I would like to shop more, go to the beaches. Had all day to shop. We did a tour and shop. Because I just did shopping. Shops and tour. Shopped had a great time. We had a city tour and shop. We went shopping and took a tour. We saw the city did shopping.

## Enough Time Negative Comments Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Enough time	<p>Activities</p> <p>Beaches</p> <p>General</p>	<p>Not much to do.</p> <p>Wanted to do more.</p> <p>Didn't do much here.</p> <p>Not enough to do here.</p> <p>Not much to do.</p> <p>If I had gone to the beach</p> <p>My feet hurt</p> <p>Can't do too much walking</p> <p>Tired of walking.</p> <p>Can't see much, too old.</p> <p>Cause my feet hurt and spend a lot of money.</p> <p>I'm not feeling too good.</p> <p>Seen enough.</p> <p>Didn't get to see much.</p> <p>I am tired</p> <p>Been on the sea too long.</p> <p>My knees are bad.</p> <p>First time here and I don't think I would make it again. I am too old to be travelling.</p> <p>We only here for a day didn't do much.</p>

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Enough time	General	<p>I'm tired</p> <p>Tired</p> <p>No more money.</p> <p>Because it gets boring after the time.</p> <p>My son is not feeling good.</p> <p>It's time to move on.</p> <p>Too much walking.</p> <p>Ready to go back and chill, tired.</p> <p>Got in late.</p> <p>My feet swollen, can't walk anymore</p> <p>Come here by surprise.</p>
		Information	<p>We didn't even know what to do here and where to go, no directions.</p> <p>More people should know about bicycle in the Bahamas when visiting.</p>
		Length of Stay	<p>The time was too short. Didn't do much.</p> <p>Went on tour took long. Now shopping too short.</p> <p>Plenty (of time)</p> <p>Because we haven't done anything yet.</p> <p>We just came this morning didn't get to do much.</p> <p>Just reach this morning, and leaving early.</p> <p>Lovely country didn't have enough time to go fishing.</p> <p>Got here late.</p> <p>We're here long</p>

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Enough time	People	The lady at the stall inside of Festival Place that does the engraving bracelet kept turning me around.
		Prices	If things were cheaper.
		Scenery/Sightseeing	<p>Didn't get to see one of your family islands.</p> <p>Not much to see.</p> <p>Not much to see.</p> <p>Didn't see everything.</p> <p>Nothing much here to see.</p> <p>Not enough to see.</p> <p>Nothing much to see.</p>
		Shops and Stores	<p>Wanted to do more all the shops just about closed.</p> <p>Nothing open on Sunday.</p>
		Want to go some place else	<p>More places to see</p> <p>More islands to see</p> <p>Other places to visit.</p>
		Weather/Climate	<p>If it wasn't to hot would of preferred longer.</p> <p>The weather isn't to good.</p> <p>Too hot.</p> <p>We're sun burned.</p> <p>because of rain</p>

Island New Providence	Main Comment Type	Comment Categories	Negative Comments
	Enough time	Weather/Climate	It's Hot Too hot. Less heat. Too hot. Will not come in the summer. It was hot today Its too hot.



# Shopping Experience Positive Comments Report 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Shopping	General	<p>Little bit.</p> <p>Enjoyed</p> <p>Great</p>
		People	<p>One was nice.</p> <p>We enjoy it, people friendly.</p> <p>You can bargain with them.</p> <p>And helpful.</p> <p>Very friendly.</p> <p>Everyone very friendly.</p> <p>Helpful.</p> <p>People friendly.</p> <p>Very pretty, friendly. We know the wood carvers.</p> <p>Everyone was very good.</p> <p>The people very nice and courteous, helpful</p> <p>Friendly.</p> <p>Friendly</p> <p>Friendly and great</p> <p>Everyone friendly</p> <p>Everyone friendly</p> <p>Friendly</p> <p>People very friendly.</p>

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Shopping	People	<p>All are friendly.</p> <p>A lot of competition, but nice</p> <p>People were pleasant.</p> <p>People are very courteous &amp; warm, educated</p> <p>The people were nice not forceful, no pressure. So much nicer.</p> <p>Very nice lady.</p> <p>Everyone very friendly. Answer your questions.</p> <p>Everyone friendly.</p> <p>Everyone helpful.</p> <p>Friendly.</p> <p>Nice helpful people.</p> <p>Friendly people.</p> <p>Friendly people.</p>
		Prices	<p>Nice price.</p> <p>Good price but time too short.</p> <p>Because the prices were not to bad, great deals.</p> <p>The prices are good but to much of one thing.</p> <p>Great deals on some items</p> <p>The gold here in the Bahamas is the best and prices.</p> <p>Good prices</p> <p>The T-shirt prices are good.</p> <p>The prices are right.</p> <p>I bought what I wanted, good price.</p>

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Shopping	Prices	Good prices. Awesome very reasonable
		Service	Good service. Very helpful got a specific thing what I wanted. It was wonderful very good customer service.
		Shops and Stores	The kids got what they were looking for the Bahama Mama dolls. Good deal better than Jamaica Everything was in a great spot to shop. It was nice. Cheap Great. Had lots of Bahamian goods I bought as gifts. Great. Everything fine. Plenty to choose from Good deals Done it before nice. We had a lot of fun. Everything was in walking distance, prices were good. Excellent love the Bahamas. It was fine. Found what looking for.

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Shopping	Shops and Stores	<p>Great selections</p> <p>A lot of variety not too aggressive people.</p> <p>Enjoyed it very much</p> <p>Nice</p> <p>Good deals</p> <p>Wonderful</p> <p>Fun.</p> <p>Everything fine.</p> <p>Just shop a little.</p> <p>Nice.</p> <p>Not much shops open. Still got some done.</p> <p>Pleasant, nice shops.</p> <p>Thought that everything was available. Everyone was kind although your not buying anything.</p> <p>Everything very nice.</p> <p>It can't be better than that.</p> <p>A lot of nice things, had fun looking around.</p> <p>It was good.</p> <p>Found what I wanted.</p> <p>Fine got what I wanted.</p> <p>My son got noise makers.</p> <p>Everything was very nice.</p> <p>Just a little shopping.</p> <p>Looking for more Caribbean stuff.</p> <p>Good.</p>

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Shopping	Shops and Stores	<p>Nice.</p> <p>Ok.</p> <p>Got what I wanted.</p> <p>Very good nice.</p> <p>Didn't shop much.</p> <p>It was good</p> <p>For every cruise I am here shopping.</p> <p>Didn't do much.</p> <p>Didn't do much shopping</p> <p>Very nice.</p> <p>Wide selection.</p> <p>Fine.</p> <p>Very good</p> <p>It was easy and fun spending money on your beautiful island.</p> <p>Good, nice.</p> <p>Didn't really need any thing there. Came just for a getaway.</p> <p>It was good.</p> <p>Fabulous.</p> <p>Found what was looking for.</p> <p>Shopping was awesome.</p>
		Shops and StoresShops and Stores	It was nice.
		Value for Money	Good deals.

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Shopping	Value for Money	Very good deals. Good deals. Great deals. Most of the deals were good. Good bargains. Great deals. Good deal on the towels and gold necklaces

## Shopping Experience Negative Comments Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Shopping	<p data-bbox="758 430 842 454">General</p> <p data-bbox="758 901 936 925">Litter/Cleanliness</p> <p data-bbox="758 982 831 1006">People</p>	<p data-bbox="1129 470 1367 495">Spent too much money.</p> <p data-bbox="1129 511 1388 535">Didn't find what I wanted.</p> <p data-bbox="1129 552 1457 576">Didn't get what I was looking for.</p> <p data-bbox="1129 592 1377 617">Not enough to do or see.</p> <p data-bbox="1129 633 1373 657">Wish I had more money.</p> <p data-bbox="1129 673 1434 698">Shopping here is not too good.</p> <p data-bbox="1129 714 1398 738">Did not come here to shop.</p> <p data-bbox="1129 755 1346 779">Wanted to, but didn't</p> <p data-bbox="1129 795 1488 820">Couldn't find dolls for my little baby.</p> <p data-bbox="1129 836 1402 860">Didn't shop much this time.</p> <p data-bbox="1129 933 1241 958">Very dirty.</p> <p data-bbox="1129 1023 1325 1047">Pushy sales people.</p> <p data-bbox="1129 1063 1470 1088">Everyone in ya face don't like that.</p> <p data-bbox="1129 1104 1199 1128">Pushy.</p> <p data-bbox="1129 1144 1297 1169">The others rude.</p> <p data-bbox="1129 1185 1297 1209">Pushy sales lady.</p> <p data-bbox="1129 1226 1583 1250">The people here do not take no for an answer.</p> <p data-bbox="1129 1266 1314 1291">More eye contact.</p> <p data-bbox="1129 1307 1409 1331">Sales person was too pushy.</p>

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Shopping	Prices	<p>It was good. The prices were a little expensive.</p> <p>Could be better deals.</p> <p>Too costly here to buy anything.</p> <p>Too Expensive here to shop</p> <p>Little too expensive.</p> <p>Expensive.</p> <p>Too expensive here.</p> <p>Too expensive.</p> <p>Too pricey.</p> <p>Cost of jewelry costly.</p> <p>Too expensive, nothing native here to buy.</p> <p>Just a little expensive</p> <p>Very expensive.</p> <p>Too expensive.</p> <p>Prices were high.</p> <p>Very expensive same stuff.</p> <p>Clothes here are little too expensive.</p> <p>Too expensive.</p> <p>Too expensive.</p> <p>Little expensive</p> <p>Prices are too high.</p> <p>Gold should not be that expensive here.</p> <p>Too Expensive</p> <p>Little too expensive.</p>



Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Shopping	Prices	<p>Just a little expensive.</p> <p>Too expensive here to buy a pair of tennis.</p> <p>Little expensive</p> <p>Delaware has better prices.</p> <p>Too expensive.</p> <p>(Shopping good) But very expensive.</p> <p>Too expensive.</p> <p>Native here to expensive.</p> <p>Too expensive.</p> <p>Expensive.</p> <p>Too expensive.</p> <p>Liquor gone up.</p> <p>Too expensive.</p> <p>Too expensive.</p> <p>Too expensive.</p> <p>Expensive.</p>
		Scenery/Sightseeing	Need more to see
		Shops and Stores	<p>More things in shop.</p> <p>Festival Place wasn't good.</p> <p>Not much stores here</p> <p>Same thing everywhere.</p> <p>Too heated in the stores.</p>

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Shopping	Shops and Stores	<p>Most stores were closed.</p> <p>Didn't shop much here.</p> <p>More selection.</p> <p>The same thing back home.</p> <p>More bargains.</p> <p>More Shops</p> <p>Didn't have my size.</p> <p>Too crowded.</p> <p>More selection in stores</p> <p>Not enough clothes stores or shoes.</p> <p>Not too many selections</p> <p>Most all shops close down. Why?</p> <p>Didn't get what I want.</p> <p>Need more shops.</p> <p>But hot.</p> <p>Too hot.</p> <p>Not too many shops open.</p> <p>Need more shops.</p> <p>Shops were closed.</p> <p>Not enough shops.</p> <p>Wasn't much shops to go to here.</p> <p>Not much shops.</p> <p>Too crowded in the stores.</p> <p>Wasn't much selections.</p>

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Shopping	Shops and Stores	<p>Wasn't enough stores open today.</p> <p>Same shops.</p> <p>Not enough shops.</p> <p>Too many closed shops.</p> <p>Too many people.</p> <p>High pressure at the beginning.</p> <p>Didn't like it too much, pushy</p> <p>Need a/c, the shop was hot.</p> <p>Too much of the same stuff.</p> <p>Not enough shops.</p> <p>Not enough shops.</p> <p>Need more Bahamian variety.</p> <p>Need more variety.</p> <p>More variety.</p> <p>I was looking for jewelry, but all shops have the same things.</p> <p>Not too many shops.</p> <p>Not much to see.</p> <p>Didn't really find what I needed.</p> <p>Need more shops.</p> <p>Need more shops down town.</p>
		Straw Market	<p>Only of the straw market was open.</p>

# Shopping Experience Suggestion Comments Report 2009

Island	Main Comment Type	Comment Categories	Suggestion Comments
New Providence	Shopping	People	More natives needed in the market.
		Prices	Lower prices
		Shops and Stores	Need more selections. More Bahamas souvenirs. Need more shops. More selection in stores Need more Bahamian variety.

## Straw Market and Straw Vendor Positive Comments Report 2009

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Straw market	General	I think it is just a Caribbean thing and looks.
		Length of Stay	Would have like to stay longer.
		Prices	Nice prices I got some good bags there and they were reasonable.
		Straw Market	Good stuff Like the straw market Nice. It was good. The Bahamas products are improving, the prices could be better The market have some good bags that we cannot afford from home. Great place to buy souvenirs Just walked in. Variety Bahamian products were everywhere. That is a nice thing to see here. I have been hearing about a new straw market, the island needs it for the future visitors. I got a nice bag and hat. We got what we could not found in JA (Jamaica) Very clean and organized.

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Straw market	Straw Market	Ok. Nice. Nice hand bags. Fun to bargain.
	Strawvendors	General	Didn't stop.
		People	Very helpful. Helpful. Friendly Friendly Very nice. Friendly people. Friendly. Helpful Friendly Very nice. Friendly and helpful Helpful. Most were polite. Friendly and helpful. Helpful. Friendly.

Island	Main Comment Type	Comment	Category	Positive Comments
New Providence	Strawvendors	People		<p>Friendly.</p> <p>Helpful.</p> <p>They were better behaved this time.</p> <p>Vendors very good, willing to serve.</p> <p>They were fine.</p> <p>Helpful.</p> <p>Didn't get harassed like in Mexico.</p> <p>The best.</p> <p>Very polite.</p> <p>Very neat.</p> <p>Not aggressive.</p> <p>Nice</p> <p>Very nice</p> <p>Very nice.</p> <p>The straw vendors tried better than last year to be nice to the visitors.</p> <p>Friendly</p> <p>Friendly</p> <p>Very friendly.</p> <p>Nice</p> <p>Friendly.</p> <p>Better than Jamaica</p> <p>Helpful</p> <p>The people there were friendly and willing to help.</p> <p>Very good fun.</p>

Island New Providence	Main Comment Type Strawvendors	Comment Category People	Positive Comments
			Beautiful.
			Nice people
			Helpful
			Friendly
			Helpful
			Very nice.
			Nice ladies
			Better than the past. Not as aggressive.
			Helpful.
			Helpful
			Just great.
			Helpful.
			Friendly.
			Helpful.
			Helpful
			Friendly.
			Helpful.
			Helpful.
			Helpful.
			Friendly.
			Friendly.
			Nice people
			Friendly.
			Friendly



Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Strawvendors	People	<p>Friendly people.</p> <p>The vendors seem to be very nice and friendly.</p> <p>Friendly people.</p> <p>Friendly.</p> <p>Nice.</p> <p>Nice.</p> <p>Nice making their living.</p> <p>Helpful.</p> <p>Friendly.</p> <p>Friendly.</p> <p>Helpful.</p> <p>Friendly.</p> <p>Friendly.</p> <p>Friendly people.</p> <p>Polite very nice.</p> <p>Friendly</p> <p>Very nice and pleasant.</p> <p>Very sweet, very good.</p> <p>ok</p> <p>Very courteous.</p> <p>Very helpful.</p> <p>Great people friendly nice.</p> <p>Very nice.</p> <p>They were nice.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Strawvendors	People	Very nice. Polite. People were very friendly. Nice. Friendly Helpful. Helpful Friendly Helpful Friendly Fine Helpful. Friendly Friendly Love the people. Friendly. Helpful. Friendly.
		Service	Nice service.
		Value for Money	Good deals. Good deals. Creative work for price.

## Straw Market and Straw Vendor Negative Comments Report 2009

Island	Main Comment Type	Comment Categories	Negative Comment
New Providence	Straw market	<p><b>Development</b></p> <p>Need to upgrade, too many visitors visiting the island.</p> <p>Need to upgrade.</p> <p>Please improve the straw market.</p> <p>Upgrade.</p> <p>Need a better straw market.</p> <p>I think the market need to upgrade.</p> <p>Need to upgrade. Too many visitors visiting the island.</p> <p>The vendors in need of the new straw market to be safe and comfortable.</p> <p><b>Information</b></p> <p>No one told us where the markets were.</p> <p><b>Litter/Cleanliness</b></p> <p>Dirty.</p> <p>Dirty.</p> <p>Dirty.</p> <p>Dirty</p> <p>Dirty.</p> <p>Dirty and hot.</p> <p>Dirty</p> <p>Very dirty.</p> <p>Dirty and hot</p> <p>Dirty</p> <p>Dirty.</p>	

Island New Providence	Main Comment Type	Comment Categories	Negative Comment
	Straw market	Litter/Cleanliness	Dirty. Dirty Dirty. Dirty. Dirty Very dirty.
		People	Nasty people, loud. Do better.
		Prices	Expensive The bag I wanted was too expensive.
		Service	Need a little help, too crowded.
		Straw Market	Small hot, need upgrade. Too crowded, the aisles too small for wheelchair. Crowded Crowded and warm. Crowded Crowded Small, need a bigger straw market. Small. Crowded. Hot

Island New Providence	Main Comment Type	Comment Categories	Negative Comment
	Straw market	Straw Market	<p>Hot</p> <p>Too crowded.</p> <p>Crowded</p> <p>Dirty.</p> <p>Dirty</p> <p>Crazy.</p> <p>Small</p> <p>Hot.</p> <p>Crowded</p> <p>Hot.</p> <p>The market is too small.</p> <p>Crowded.</p> <p>Too small and dark.</p> <p>Small, hot.</p> <p>Hot</p> <p>Too small and dark.</p> <p>It's about time to have the new market, that is not a good place to shop now.</p> <p>Need it air conditioned.</p> <p>Crowded.</p> <p>Hot.</p> <p>Too stuffy.</p> <p>Crowded.</p> <p>Crowded.</p> <p>Hot.</p>

Island New Providence	Main Comment Type	Comment Categories	Negative Comment
	Straw market	Straw Market	<p>Small</p> <p>Too crowded.</p> <p>Hot.</p> <p>Too small.</p> <p>Too crowded.</p> <p>Crowded.</p> <p>Hot.</p> <p>Very stuffy.</p> <p>Wasn't open yet.</p> <p>Dirty</p> <p>Hot, small</p> <p>Small, needs upgrade</p> <p>Too narrow.</p> <p>Hot.</p> <p>Disliked Straw Market</p> <p>In need of a new straw market. Grand Bahama straw market all the way better.</p> <p>Too small.</p> <p>The market smells.</p> <p>Crowded.</p> <p>Small, hot</p> <p>Straw market drives me crazy.</p> <p>Too crowded.</p> <p>Hot.</p> <p>It was closed.</p>

Island New Providence	Main Comment Type	Comment Categories	Negative Comment
	Straw market	Straw Market	Crowded. Crowded. Small Hot. Hot. Crowded. Crowded. Crowded. Hot. Crowded. Crowded. Small Too small. Too crowded. Crowded. Crowded. Crowded Too crowded. Crowded. Crowded Crowded. Crowded. Too hot. Crowded.

Island New Providence	Main Comment Type	Comment Categories	Negative Comment
	Straw market	Straw Market	<p>Small.</p> <p>Small.</p> <p>Small</p> <p>Crowded.</p> <p>Hot</p> <p>Same items at St Thomas, St. Maarten.</p> <p>Crowded.</p> <p>Crowded.</p> <p>Small.</p> <p>Small.</p> <p>Too small.</p> <p>Small.</p> <p>Spent a lot of money.</p> <p>Too crowded.</p> <p>No a/c</p> <p>Crowded.</p> <p>Too small for the visitors.</p> <p>Too busy.</p> <p>Very small.</p> <p>Crowded.</p> <p>Crowded.</p> <p>Crowded.</p> <p>Small.</p> <p>Crowded.</p>



Island New Providence	Main Comment Type	Comment Categories	Negative Comment
	Straw market	Straw Market	<p>Too crowded.</p> <p>Too crowded</p> <p>Hot .</p> <p>Too crowded.</p> <p>Hot</p> <p>crowded.</p> <p>Better place for the visitors to shop.</p> <p>Crowded more space.</p> <p>Crowded.</p> <p>Small</p> <p>Too hot.</p>
	Strawvendors	General	<p>Interesting, too much of same things.</p> <p>Spent too much money.</p> <p>The bag I wanted zip was not working.</p> <p>Wished they had shoes.</p> <p>Kind of comparing prices.</p>
		People	<p>Pushy sales people.</p> <p>Pushy</p> <p>Some of the people too pushy.</p> <p>Pushy.</p> <p>Pushy.</p>

Island New Providence	Main Comment Type Strawvendors	Comment Categories People	Negative Comment
			<p>Pushy.</p> <p>Rude.</p> <p>Pushy, need to give people time to see and buy.</p> <p>Rude.</p> <p>Rude</p> <p>Rude</p> <p>Pushy.</p> <p>Rude</p> <p>Rude</p> <p>Pushy</p> <p>Rude.</p> <p>Pushy people.</p> <p>Rude</p> <p>Pushy</p> <p>Pushy</p> <p>Very rude.</p> <p>They 're kind of pushy but still needs to make a living.</p> <p>Ok, but gets mad if you don't buy anything.</p> <p>pushy</p> <p>Push a little bit.</p> <p>Pushy.</p> <p>People who don't have license are in the market selling things.</p> <p>Rude</p> <p>The vendors are little too pushy and rude when you are asking for prices.</p>

Island New Providence	Main Comment Type Strawvendors	Comment Categories People	Negative Comment
			Rude.
			Rude
			Pushy.
			Rude.
			Pushy
			Rude.
			They're in ya face.
			Hassled.
			The vendors were so rude. No is no.
			Rude.
			Pushy.
			Rude.
			Rude and pushy.
			Very pushy, too much knock off bags.
			Rude,
			Pushy
			Pushy
			Rude when you say no
			The vendors were pushy.
			Pushy
			Rude
			Rude
			Pushy.
			Rude.

Island New Providence	Main Comment Type Strawvendors	Comment Categories People	Negative Comment
			<p>Pushy</p> <p>Rude</p> <p>One vendor said to me 3 t shirts for \$10 I told her not today, she was very rude.</p> <p>Rude.</p> <p>Pushy</p> <p>Pushy.</p> <p>Pushy.</p> <p>Rude.</p> <p>Rude.</p> <p>Pushy</p> <p>Rude &amp; Pushy.</p> <p>Too pushy</p> <p>Pushy.</p> <p>Kind of pushy</p> <p>Pushy.</p> <p>The vendors here are a little too pushy and rude about the sales.</p> <p>Rude</p> <p>Pushy</p> <p>Too many pushy people.</p> <p>Pushy</p> <p>They are too pushy.</p> <p>Rude</p> <p>Pushy</p> <p>Rude.</p>

Island New Providence	Main Comment Type Strawvendors	Comment Categories	Negative Comment
		People	Pushy Too pushy. Rude Pushy. Too pushy.
		Prices	Price high. Expensive on the bags.
		Service	Better service
		Straw Market	Same things. Same thing Crowded, they too pushy. Need better selection, everyone selling the same thing. This should not be.  Very repetitive. Everyone have the same things. People have the same stuff. Too much repeat stuff need more change.
		Value for Money	Got ripped off. Got ripped off. Felt ripped off.

## Straw Market and Straw Vendor Suggestion Comments Report 2009

Island New Providence	Main Comment Type	Comment Categories	Suggestion Comment
	Straw market	Straw Market	Need bigger space for wheel chair at market The straw market should always be open.
	Strawvendors	Straw Market	Need more bargains. More variety.

# Hair Braiding Experience Positive Comments Report 2009

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Hairbraiders	Hair Braiding	<p>Love the hair style.</p> <p>Nice style</p> <p>Great</p> <p>Love the style</p> <p>The hair style was good.</p> <p>The first Bahama mama hair style in the Bahamas, been coming here for 15 years.</p> <p>The Bahama mama style is very nice.</p> <p>First time getting my hair fix in the Bahamas, so nice of the Bahamian ladies.</p> <p>Every time I come I have to get it done.</p> <p>We got a Bahamas style love it.</p> <p>I got the Bahama mama style.</p> <p>Every time I visit the Caribbean, I get my hair done. Lovely style.</p> <p>Got my hair done. Good job.</p> <p>Good job.</p> <p>Nice work.</p> <p>My daughter love the hair style.</p> <p>I got the Bahamas style, very beautiful, love it.</p> <p>The ladies here have it together.</p>
		People	<p>Very friendly.</p> <p>Friendly</p>

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Hairbraiders	People	Tiffany was great. Friendly. Friendly The ladies here doing a better job than Jamaica with a smile and good service
		Prices	The style was nice and reasonable. Cheap.



# Hair Braiding Experience Negative Comments Report 2009

Island New Providence	Maincomtype Hairbraiders	Comment Categories	Negative Comments
		Litter/Cleanliness	Dirty area they need uniforms.
		People	<p>A pain, very pushy.</p> <p>Hair braiders need to be more cleaner and friendly.</p> <p>Painful and ripped us off.</p> <p>Too pushy.</p> <p>They're rude.</p> <p>Very rude.</p> <p>Very rude.</p> <p>A little noisy.</p> <p>Rude.</p> <p>Very nasty</p> <p>The lady who did my hair was speaking so loud and rude.</p> <p>The ladies were pushy over who gets who. They should know who next when to get a sale.</p> <p>Rude.</p>
		Prices	<p>Charge too much for hair</p> <p>Getting too costly.</p> <p>Expensive</p> <p>Very expensive.</p> <p>Expensive.</p>

Island New Providence	Maincomtype Hairbraiders	Comment Categories	Negative Comments
		Prices	<p>Expensive</p> <p>Very expensive</p> <p>Very expensive.</p> <p>Nice style but expensive</p> <p>Expensive</p> <p>But expensive.</p> <p>Expensive.</p> <p>Too costly, she said the price after she was finished, I asked before she got started and she said just a few dollars.</p> <p>Just a little expensive.</p> <p>Need to be cheaper.</p> <p>(Excellent) Job but expensive.</p> <p>Very expensive.</p> <p>Expensive but love the style</p> <p>Expensive</p> <p>Very expensive</p> <p>Expensive.</p> <p>Expensive</p>
		Value for Money	<p>Felt ripped off.</p> <p>Felt ripped off.</p> <p>Felt ripped off.</p>

## People Offering Trips Positive Comments Report 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	People Trips	People	<p>Very friendly people.</p> <p>He was friendly.</p> <p>People not pushy</p> <p>Very friendly.</p>

## People Offering Trips Negative Comments Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	People Trips	Taxi Cabs	Too pushy, taxi drivers.

## Cruise Dock and Security Facilities Positive Comments Report 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Cruise dock/security staff	Frontier Formalities	<p>Perfect.</p> <p>No problem.</p> <p>No problems.</p> <p>Good experience.</p> <p>We were so drunk we lost our I.ds. and the security gave us a hard time. I think that was right to do.</p>
		People	<p>Very friendly</p> <p>Nice</p> <p>Good</p> <p>Good</p> <p>Very nice and friendly and helpful.</p> <p>Everyone of the security staff are very nice but do not be too nice on your job.</p> <p>Funny</p> <p>Funny called out our names</p> <p>Professional.</p> <p>Helpful.</p> <p>Security here are doing a better job than 6 years ago.</p> <p>Friendly.</p> <p>Friendly</p> <p>Pretty good.</p> <p>Friendly</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Cruise dock/security staff	People	<p>Friendly, hospitable</p> <p>Knew what they were doing.</p> <p>Fun</p> <p>Nice.</p> <p>Friendly</p> <p>Very helpful.</p> <p>Funny.</p> <p>Friendly</p> <p>Good.</p> <p>Helpful.</p> <p>Friendly.</p> <p>Very very good.</p> <p>Always very nice. They protect the tourists.</p> <p>Very nice people. They give good compliments when you come through.</p> <p>All nice.</p> <p>Very sweet they called your name.</p> <p>Very helpful.</p> <p>They called you by name.</p> <p>They respected my police badge.</p> <p>Friendly this time.</p> <p>Very courteous.</p> <p>Friendly</p> <p>Love how they call your names.</p> <p>Friendly</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Cruise dock/security staff	People	<p>Fun</p> <p>Funny</p> <p>Love their job</p> <p>Friendly</p> <p>Good nice.</p> <p>Very nice.</p> <p>Very friendly.</p> <p>Friendly.</p> <p>Very professional.</p> <p>Fine</p> <p>Seem real friendly</p> <p>Very nice</p> <p>Entertaining</p> <p>Very smart, funny guys</p> <p>Fine</p> <p>Everybody was helpful, fine.</p> <p>Friendly</p> <p>Fun</p> <p>The guard was nice to us, my son lost his passport.</p> <p>Helpful.</p> <p>Fine, friendly.</p> <p>Polite</p> <p>Friendly staff</p> <p>Helpful</p>



Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Cruise dock/security staff	People	<p>Friendly</p> <p>Know how to do their job.</p> <p>Very respectable.</p> <p>Kind people.</p> <p>Excellent.</p> <p>Very friendly and efficient.</p> <p>Good.</p> <p>Really nice.</p> <p>Very friendly.</p> <p>Friendly.</p> <p>Funny</p> <p>Friendly.</p> <p>Wonderful</p> <p>Funny (Jokey).</p> <p>They are polite and call you by name.</p> <p>Great.</p> <p>Very friendly</p> <p>Very nice.</p> <p>Funny.</p> <p>Fine and helpful.</p> <p>Great.</p> <p>Pretty good</p> <p>Fine</p> <p>Very friendly</p>



Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Cruise dock/security staff	People	<p>Funny</p> <p>Very nice</p> <p>Funny</p> <p>Helpful</p> <p>Friendly and nice</p> <p>The guys were clean and polite.</p> <p>(Excellent) smile</p> <p>Friendly and helpful</p> <p>Very friendly</p> <p>He call you by name. That was a good thing to do.</p> <p>Wonderful.</p> <p>Very nice.</p> <p>Friendly.</p> <p>Very funny.</p> <p>Very polite and sweet.</p> <p>They did what they wanted to do.</p> <p>Very polite.</p> <p>Great.</p> <p>The security who took my ID call my name out, I think that alone was very polite/smart.</p> <p>Very helpful.</p> <p>Friendly.</p> <p>Very courteous. They talk to you, not like back home.</p> <p>Friendly.</p> <p>Helpful.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Cruise dock/security staff	People	<p>Very friendly.</p> <p>Doing a great job.</p> <p>Call me by my name that was very good.</p> <p>Helpful.</p> <p>Nice.</p> <p>Friendly people.</p> <p>Very friendly.</p> <p>Very nice.</p> <p>Friendly.</p> <p>Very friendly.</p> <p>Helpful.</p> <p>Awesome.</p> <p>Very polite.</p> <p>Friendly.</p> <p>Friendly.</p> <p>All the of the Caribbean needs to have.</p> <p>Nice.</p> <p>They call you by your name, that is good.</p> <p>Very friendly, professional.</p> <p>Friendly</p> <p>Friendly.</p> <p>Friendly.</p> <p>Friendly</p> <p>Friendly.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Cruise dock/security staff	People	<p>Best we ever had.</p> <p>Friendly people.</p> <p>Polite.</p> <p>Friendly.</p> <p>Polite and gentlemanly.</p> <p>Securities here are very nice to us.</p> <p>Friendly.</p> <p>Friendly.</p> <p>Funny.</p> <p>Friendly</p> <p>Friendly, very funny.</p> <p>Very friendly</p> <p>Friendly.</p> <p>Make jokes.</p> <p>Nice.</p> <p>Friendly.</p> <p>Calls you cool names.</p> <p>Nice.</p> <p>Friendly.</p> <p>They make you laugh, very welcoming.</p> <p>Excellent staff.</p> <p>They were fine.</p>
		Safety	Felt safe. They check for ID's.

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Cruise dock/security staff	Safety	<p>Felt safe.</p> <p>Felt safe.</p> <p>Felt safe</p> <p>Felt safe.</p> <p>Felt safe.</p> <p>Felt safe</p> <p>Felt safe</p> <p>Felt safe.</p> <p>Felt very safe.</p> <p>Felt safe.</p>
		Service	<p>Good job.</p> <p>Good job.</p> <p>Doing a great job thank you.</p> <p>Well done.</p> <p>Very swift and friendly</p> <p>Wonderful job.</p> <p>Fast</p> <p>Good job.</p> <p>Did good job.</p> <p>Did a good job.</p> <p>Good job.</p> <p>Good job</p> <p>Good Job</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Cruise dock/security staff	Service	<p>Doing a good job making sure who enter on the ship.</p> <p>Good job.</p> <p>Doing a great job.</p> <p>Nice job.</p> <p>Quick process.</p> <p>Good job.</p> <p>Good job.</p> <p>Fast.</p> <p>Good job</p> <p>Efficient.</p> <p>Doing an excellent job.</p> <p>Wonderful job.</p> <p>Good job.</p> <p>Good job.</p> <p>Nice job.</p>
	Security facilities	Development	Everything looks better than three years.
		Frontier Formalities	<p>Very easy.</p> <p>Good that they check I.D.</p> <p>No lines</p> <p>Everything was good.</p> <p>Fine.</p>

Island New Providence	Main Comment Type Security facilities	Comment Category Frontier Formalities	Positive Comments
		General	<p>Cruise set up time when each level go one at a time.                      Everything fine.                      Got through right away. No problem.                      It was easy.                      No problem                      Short line                      Smooth.                      Smooth                      Easy                      It was wonderful.                      Very very good.                      Good.                      No problem                      A little long but the music helped.                      It was fine.                      Smooth.                      Easy.</p> <p>Very good.                      Great.                      Nice                      Really good                      Very good and clean.                      Seems very good.</p>

Island New Providence	Main Comment Type Security facilities	Comment Category	Positive Comments
		General	Perfect Fun. Everything fine Good. Nice. Very nice. Nice. Very good. Nice Nice. Nice facilities. Comfortable Nice. Fine.
		Litter/Cleanliness	Clean. Very clean and smooth.
		People	The securities here are very friendly.
		Service	Fast. Fast. Easy. Nice job.

Island New Providence	Main Comment Type Security facilities	Comment Category Service	Positive Comments
			<p>Quick.</p> <p>Moved fast.</p> <p>Well what can I say, we got a big crowd on ship but was very organized.</p> <p>Quick and had 2 lines.</p> <p>Well thought out. Move pretty quickly.</p> <p>Easy.</p> <p>Fast.</p> <p>Crowded but move fast.</p> <p>Fast.</p> <p>Fast.</p> <p>Quick</p> <p>Quick</p> <p>Easy</p> <p>Fast.</p> <p>Good job.</p> <p>Good job.</p> <p>Smooth quick.</p> <p>Quick</p> <p>Kind of fast</p> <p>Quick.</p> <p>Got through quick.</p> <p>Fast</p> <p>Quick</p> <p>Quick</p>



Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Security facilities	Service	<p>Easy</p> <p>Fast</p> <p>Keep up the good work.</p> <p>Quick</p> <p>Quick.</p> <p>Fast.</p> <p>Quick and easy.</p> <p>Quick</p> <p>Swift.</p> <p>They move fast.</p> <p>Fast</p> <p>Easy</p> <p>Quick.</p> <p>Easy</p> <p>Good job</p> <p>Good job</p> <p>They move fast.</p> <p>Good job</p> <p>Fast efficient.</p> <p>Job well done.</p> <p>Quick</p> <p>Fast</p>

## Cruise Dock and Security Facilities Negative Comments Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Cruise dock/security staff	Frontier Formalities	They have no x ray machine to check you. Getting checked to get to ship-rude, loud.
		People	Need to be more friendly. I believe in securities but they need to be more serious. The security at the door didn't ask me for an ID. That was my brother's card to get on the ship. Rude. Very rude. The security here needs to be more serious about their job. Rude. Not friendly. The security was rude to my son because he did not have a photo ID. Rude. Didn't smile, was too serious. Very rude.
	Security facilities	Service	But too slow.
		Development	(Excellent) but need a bit more enhancement
		Frontier Formalities	

Island New Providence	Main Comment Type	Comment Categories	Negative Comments
		Frontier Formalities	They have no x-ray machines to check you. Need to check bags.
		General	Too much people.
		Information	Not enough information about I.D.
		People	Fast but needs patience

## Cruise Dock and Security Facilities Suggestion Comments Report 2009

Island New Providence	Main Comment Type	Comment Categories	Suggestion Comments
	Cruise dock/security staff	Information	Should be informed of need for ID.

## Beach Vendors and Beach Positive Comments Report 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Beach Vendors	General	Had a great time!
		People	Very warm Friendly people Friendly Beautiful Warm and clean. Very clean Very warm. Very warm. Very warm and clean. Real pleasant. Very clean and warm Awesome Nice and friendly Very warm. The beach and vendors excellent.
	Beaches	Beaches	There is no place like it in the world. Love the beaches. Water felt good.

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Beaches	Beaches	<p>Harbour Island beaches are so different from Nassau. The pink sand is very lovely.</p> <p>The beaches here are the best.</p> <p>Very beautiful beach.</p> <p>The beaches are so clean and beautiful</p> <p>The beaches here are so clean and clear.</p> <p>Enjoyed very much.</p> <p>Beautiful beaches.</p> <p>Lovely beaches.</p> <p>Love the beaches.</p>
		Hotel	Atlantis beautiful.
		Sea/Water	<p>Water so warm.</p> <p>Beautiful water</p> <p>The water so warm and clean</p> <p>(Excellent) the water</p> <p>The water is so clean and clear.</p>

## Beach Vendors and Beach Comment Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Beach Vendors	People	Rude.
	Beaches	Beaches	Rocky beach.
		Weather/Climate	Too much wind. This is not the weather for the beach Too cool for the beach. Didn't stay long.

## Beach Vendors and Beach Suggestion Comments 2009

Island	Main Comment Type	Comment Categories	Suggestion Comments
New Providence	Beaches	Beaches	Get some sea shells on the beach.

## Bus Taxi and Water Taxi Positive Comments Report 2009

Island	Main Comment Type	Comment Category	Positive Comments		
New Providence	Bus/Jitney	General	It was nice to see everyday living.		
			Local Transportation	Good.	
				Enjoyed the ride.	
				Cheaper way to go	
				Ok.	
				Very informative. Enjoyed it.	
				People	Very friendly driver.
					Friendly driver.
					Prices
				Very cheap.	
				Cheaper.	
				Very cheap.	
				Cheaper.	
				Ferry/Water Taxi	Activities
It was fine, no problem quiet were funny.					
It was so enjoyable.					

Island New Providence	Main Comment Type Ferry/Water Taxi	Comment Category	Positive Comments
		Ferries	<p>Very nice and entertaining</p> <p>Love it</p> <p>Nice short ride to the island and reasonable.</p> <p>Fine.</p> <p>The ride was short and enjoyable.</p> <p>Nice</p> <p>That was a very nice ride</p> <p>Ride was good</p> <p>Fun</p> <p>Nice short sea ride to Atlantis.</p> <p>Nice</p> <p>Love it.</p> <p>Good job</p> <p>We love it.</p>
		Information	Very informative.
		People	<p>Jerry is great guy, love him very funny.</p> <p>Clean, friendly.</p> <p>Funny guy.</p> <p>Jerry informative, helpful.</p>
		Taxi Cabs	<p>Better than the taxi at Atlantis.</p> <p>Its better than the taxi ride to the island.</p>



Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Taxi		
		Ferries	
		General	<p data-bbox="1144 363 1255 388">Got a ferry.</p> <p data-bbox="1144 448 1339 472">We wanted to walk.</p> <p data-bbox="1144 492 1367 516">Walked to look around</p> <p data-bbox="1144 535 1419 560">Didn't need to go anywhere.</p> <p data-bbox="1144 579 1341 604">Just wanted to walk.</p> <p data-bbox="1144 623 1341 647">Just wanted to walk.</p> <p data-bbox="1144 667 1335 691">Best ride I ever had.</p> <p data-bbox="1144 711 1241 735">Did a tour</p> <p data-bbox="1144 755 1335 779">Because had a tour.</p> <p data-bbox="1144 799 1318 823">Been here before.</p> <p data-bbox="1144 842 1318 867">We did not go far.</p> <p data-bbox="1144 886 1341 911">Just wanted to walk.</p> <p data-bbox="1144 930 1241 954">Awesome</p> <p data-bbox="1144 974 1335 998">We walk to market.</p> <p data-bbox="1144 1018 1430 1042">We wanted to walk and shop.</p> <p data-bbox="1144 1062 1241 1086">Great fun.</p> <p data-bbox="1144 1105 1304 1130">Wanted to walk.</p> <p data-bbox="1144 1149 1297 1174">We took a tour.</p> <p data-bbox="1144 1193 1304 1218">Wanted to walk.</p> <p data-bbox="1144 1237 1518 1261">We just walked around. Not here long.</p> <p data-bbox="1144 1281 1310 1305">I wanted to walk.</p> <p data-bbox="1144 1325 1659 1349">We wanted to walk cause we know what we wanted.</p> <p data-bbox="1144 1369 1341 1393">Just wanted to walk.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Taxi	General	Cause we had an excursion. Need to walk everything close. Walked. We need the exercise. Just wanted to walk. Felt like walking. Wanted to walk. We wanted to walk.
		Length of Stay	Longer time on the fort Fincastle and the water tower.
		Litter/Cleanliness	Very clean van
		People	Friendly Very nice Nice guy Informative Nice Kenny was awesome. Nice and friendly Nice The driver were nice to us. Very friendly lady. They were the best.

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Taxi	People	<p>He is the best cab driver I had since coming to the Bahamas.</p> <p>Mr. B told us about Anna Nicole and showed us where she was rested.</p> <p>Informative.</p> <p>Philip was very good. Phil Larmore</p> <p>Otis was real good.</p> <p>Good nice driver personable</p> <p>The driver was friendly.</p> <p>Very helpful young man.</p> <p>They were good, helpful.</p> <p>Informative</p> <p>Pleasant and nice</p> <p>Good driver</p> <p>Nice.</p> <p>Helpful.</p> <p>Informative.</p> <p>Informative.</p> <p>Helpful.</p> <p>Informative.</p> <p>Brent our taxi driver was excellent. Mac Daddy great driver.</p> <p>Informative.</p> <p>The first one was good</p> <p>Informative.</p> <p>Informative.</p> <p>Very friendly and polite smart lady</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Taxi	People	<p>The driver were nice to us.</p> <p>Trevor the best tour guide.</p> <p>Very friendly and helpful.</p> <p>Friendly.</p> <p>Very friendly driver.</p> <p>So nice he told us about the Bahamas from every part of it. This information should be on line when viewing.</p> <p>Informative</p> <p>Very good driver.</p> <p>Very nice, informative</p> <p>Very informative.</p> <p>Nice guy.</p> <p>Very helpful.</p> <p>Very friendly</p> <p>Very nice</p> <p>Very friendly and informative</p> <p>Friendly.</p> <p>Very nice.</p> <p>Smith is a very excellent driver.</p> <p>Nice.</p> <p>Very nice, friendly talkative.</p> <p>He was very educated and polite.</p> <p>People are very nice.</p> <p>Polite driver and the ride was nice to P.I.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Taxi	Prices	Good deal. Cheap and fast.
		Scenery/Sightseeing	Was lovely and enjoyable.
		Sea/Water	Like the water.
		Service	Good service.
		Taxi Cabs	Not enough time. Good going. It was fine. Convenient. Had a wonderful time. The girls here are nicer than the Jamaica girls. Great. The ride was nice. Didn't wanted to go anywhere just wanted to walk around. Everything smooth. We had a tour (ok). Went on city tour

## Bus Taxi and Water Ferry Negative Comments Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Ferry/Water Taxi	Ferries	<p>Too small.</p> <p>Too long wait.</p> <p>Very crowded.</p> <p>Terrible, too crowded.</p> <p>Need a better boat.</p> <p>Very hard to get off and on.</p> <p>Crowded.</p> <p>Need a better boat..</p> <p>Took so long to leave.</p> <p>Need better boat.</p>
		People	<p>Told me a lie.</p>
		Service	<p>Very slow.</p> <p>Just a little slow.</p>
		Weather/Climate	<p>It was so windy.</p> <p>Rain came down.</p>
	Taxi	People	<p>The driver should have been nice to the visitors because they make their living from them.</p>

Island New Providence	Main Comment Type	Comment Categories	Negative Comments
	Taxi	People	<p>She talks too fast.</p> <p>No change from the taxi driver, he took my money.</p> <p>The driver was rude.</p> <p>The driver didn't talk much when asked questions.</p> <p>The driver didn't speak to us until we reached our spot.</p> <p>Good going. Coming back was not good, taxi driver more concerned about filling up his taxi.</p> <p>Taxi driver told us we didn't have to pay to walk around Atlantis and he lied.</p>
		Prices	<p>Pricey</p> <p>It was too expensive.</p> <p>We had one guy that grabbed us offered to charge us \$25 and someone wanted to charge us less so we didn't take it.</p> <p>Too expensive to go to Atlantis.</p> <p>Too expensive.</p> <p>The ride was too expensive.</p> <p>Too expensive.</p>
		Taxi Cabs	<p>Not very pleasant</p> <p>Taxi did not have A/C and he had to stop to change the tire and he did not have an extra one so we had to try to get another cab in the sun.</p> <p>Was speeding too much.</p> <p>Too hot, didn't use AC.</p> <p>Didn't have on A/C, hot.</p> <p>Need AC but the weather made inside cool.</p>

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Taxi	Taxi Cabs	Need AC. The last was bad
		Weather/Climate	Didn't want to go far, too hot.



## Surrey Experience Positive Comment Report 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Surrey rides	General	<p>Just wanted to be on a horse for the second time. It was a nice ride.</p> <p>Very beautiful horses here but they need to feed them on time.</p> <p>Very good horse ride.</p> <p>Nice short ride around the island.</p> <p>It was a very nice experience.</p> <p>It was fun.</p> <p>Very nice ride on the island</p> <p>Very nice ride. My first horse ride. Loved it, very enjoyable.</p> <p>Everything great</p>
		People	<p>Michael a great man.</p> <p>Very informative Lewis and Eric</p> <p>Very informative. (Excellent) even Nat King Cole the horse.</p>

## Surrey Experience Negative Comments Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Surrey rides	<p><b>General</b></p> <p>The horses need better care. The horses are so dirty. (Disliked) how the horses (used for surrey rides) are being kept.</p> <p><b>People</b></p> <p>Very rude. The man cannot control the horse. First time on a horse. The ride was nice but the driver wasn't nice at all.</p> <p><b>Prices</b></p> <p>Charge too much.</p>	

## Scooter Bicycle Car Rental Report 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Rent Car	Prices	Very good rate.
	Rent Motor Scooter	Local Transportation	Fun

## Scooter Bicycle and Car Rental Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Rent Car	Local Transportation	The car was very smoky. Hard to drive.
	Rent Motor Scooter	Local Transportation	Did not have gas in it, they should have it full. No horns., no helmets Brakes were bad and they didn't want to give back some of the money. Disliked scooters Never, no more. But too dangerous for driving.
		Roads/Traffic	

The roads are too small.

## Walk Stroll Experience Positive Comments 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Walk Stroll		
		Beaches	Beautiful beaches.
		Culture	Nice music.
		General	It was good. Love the island. Just walked around (Excellent) Just walked Did walk much. (good experience) Awesome Good. A short walk (good) Just walked. We loved to walk. Had a wonderful time. Had a nice time. Didn't walk much. If I was younger. Great. Not too bad. Just walked. Good walk It was nice.

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Walk Stroll	General	<p>It was good.</p> <p>Fort was nice.</p> <p>Just walked downtown</p> <p>Got directions</p> <p>Good.</p> <p>Just a little.</p> <p>I have enjoyed everything.</p> <p>Nice.</p> <p>Little stroll downtown (ok)</p> <p>We enjoyed it.</p> <p>Just a little</p> <p>Good</p> <p>Everything was easy to get to.</p> <p>Very good</p> <p>We just walked around.</p> <p>Very nice.</p> <p>Nice.</p> <p>Just walked.</p> <p>Nice, enjoyable.</p> <p>Just walk.</p> <p>Wish we were younger.</p> <p>Not too bad.</p> <p>Just strolled.</p> <p>Did see much.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Walk Stroll	General	<p>Very nice.</p> <p>Just love the Bahamas.</p> <p>Very nice and relaxing.</p> <p>Didn't do much.</p> <p>Just a little bit.</p> <p>Everything is nice.</p> <p>Nice walk.</p> <p>Nice time</p> <p>Very pleasurable.</p> <p>I am old and tired walking.</p> <p>Just took a stroll.</p> <p>Nice.</p> <p>Ok</p>
		Litter/Cleanliness	<p>Very clean city.</p> <p>Clean</p> <p>Island look clean and nice.</p>
		People	<p>Friendly people.</p> <p>Locals are helpful.</p> <p>People were nice.</p> <p>Helpful people.</p> <p>Nice, peaceful and friendly.</p> <p>Nice people playing music.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Walk Stroll	People	<p>Love to look at the policeman.</p> <p>Lovely people.</p> <p>The police officer was nice. He helped us across the street.</p> <p>Very nice people.</p>
		Roads/Traffic	<p>Enjoyed it. Traffic was under control.</p>
		Safety	<p>Felt safe</p> <p>I saw a lot of police it was safe.</p> <p>Felt safe here.</p> <p>Felt safe.</p> <p>Felt safe.</p> <p>Safe</p>
		Scenery/Sightseeing	<p>Little I saw was nice.</p> <p>Beautiful.</p> <p>Down town looks nice.</p> <p>Lots to see</p> <p>Beautiful</p> <p>Beautiful but wet</p> <p>Beautiful.</p> <p>Beautiful flowers.</p> <p>It's beautiful, very nice.</p> <p>Love the look.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Walk Stroll	Scenery/Sightseeing	Beautiful
		Shops and Stores	That it is good to be near the shopping. Didn't have to walk much. It was convenient. Nice stores.
		Sidewalks/Pavements	Sidewalks were great.
		Weather/Climate	Good weather. Comfortable weather. Gorgeous weather.



# Walk Stroll Negative Comment Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Walk Stroll	<p><b>Beaches</b></p> <p>A lot of glass in the sand on the beach, Arawak Cay. Paradise Island too rich for me. They closed all the beaches.</p> <p><b>Development</b></p> <p>Rundown town.</p> <p><b>General</b></p> <p>Tired. Did not walk much. Too much walking. Legs hurt. Tired. Tired. Tiring. (Good) Until I slip down, got no help. Tired Could have been better, but I am feeling too sick to walk. A lot of walking. Long.</p> <p><b>Information</b></p> <p>Wasn't told where to go.</p> <p><b>Litter/Cleanliness</b></p> <p>Needs a little cleaning but scenery is nice. Need to clean up</p>	

Island New Providence	Main Comment Type Walk Stroll	Comment Categories	Negative Comments
		Litter/Cleanliness	<p>Please clean.</p> <p>Please clean up downtown.</p> <p>Very dirty.</p> <p>Need to clean up.</p> <p>Very dirty.</p> <p>Dirty</p> <p>Need to clean up</p> <p>Very dirty need to clean /like Freeport</p>
		People	<p>Down town was crowded.</p> <p>Sales people hassling.</p> <p>A lot of people.</p> <p>Too many people</p> <p>Plenty people</p> <p>Crowded.</p>
		Prices	Expensive.
		Roads/Traffic	<p>The road needed to be improved.</p> <p>Hard to get around with traffic</p> <p>Cars need to give you more time to cross the street.</p> <p>The roads were uneven.</p> <p>Hard to get around with traffic.</p> <p>Roads are too small.</p>

Island New Providence	Main Comment Type	Comment Categories	Negative Comments
	Walk Stroll	Roads/Traffic	But it's hard crossing the street. Too many holes on the side roads.
		Safety	Kind of dangerous walk with the parking.
		Scenery/Sightseeing	Not enough things to see.
		Shops and Stores	Too many empty shops. Need to clean shops that are not in use. Need more shops downtown. Why the same shops. Need variety. More shops needed. More open shops.
		Sidewalks/Pavements	Side walk needs work.
		Signs	Got lost no signs. No signs, directions
		Weather/Climate	Beautiful, could be a little warmer. Hot Hot . It's a little hot. Bad weather

Island New Providence	Main Comment Type	Comment Categories	Negative Comments
	Walk Stroll	Weather/Climate	<p>Hot.</p> <p>A little hot.</p> <p>Too windy.</p> <p>Warm.</p> <p>Hot.</p> <p>It is very hot today.</p> <p>Too long and hot.</p> <p>It rained.</p> <p>Hot</p> <p>Hot.</p> <p>Hot</p> <p>Hot.</p> <p>Wet</p> <p>Hot, long walk to the beach.</p> <p>Hot.</p> <p>Hot</p> <p>Hot</p> <p>Hot</p> <p>It's a little hot.</p> <p>Rain</p> <p>Hot</p> <p>It's a little hot.</p> <p>Wet</p> <p>Too much rain.</p>

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Walk Stroll	Weather/Climate	Too hot Little hot It's a little windy. The weather is hot. Hot

## Walk Stroll Suggestion Comments Report 2009

Island	Main Comment Type	Comment Categories	Suggestion Comments
New Providence	Walk Stroll	General	Need more benches down town when tired.
		Roads/Traffic	Need to put a drain for when it rains in the street, too much water.
		Shops and Stores	Need to open more shops. Need more stores.
		Sidewalks/Pavements	Need to paint the sidewalk yellow so old people can see it.
		Signs	Need sign on where to go. Better signs to see where we are going Need more signs, can't read map. Need signs. Need sign on the streets (direction). Needs more signs when time to find bridge. But need signage. Need signs Need signs.

## Restaurant Experience Positive Comments Report 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Restaurants	Food	<p>Everything was delicious.</p> <p>Crack conch was great.</p> <p>Great food.</p> <p>(Excellent) Kafe Kalik food.</p> <p>(Excellent) bottled water</p> <p>It was cold, it was \$1.00 and it was fine.</p> <p>Local food was better than Atlantis and cheaper.</p> <p>Chips (fries) were very good</p> <p>(Excellent) Snapper at Poop Deck</p> <p>Kafe Kalik the conch salad so nice and tender, very juicy.</p> <p>Hard Rock food was good.</p> <p>Hard Rock excellent food.</p> <p>Soft drink was ok</p> <p>Just a soda</p> <p>Subway the sandwiches were the best sandwiches in Nassau.</p> <p>Native Breeze food was off the chain. We love it.</p> <p>Ice cream for the kids</p> <p>Cold soda.</p> <p>Good food but music was loud Junkanoo Shack.</p> <p>Good food.</p> <p>Senior Frogs food was good.</p> <p>Good Kalik beer.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Restaurants	Food	<p>Was ok, a soda</p> <p>Wonderful Food, Hard Rock</p> <p>They gave me plenty of food.</p> <p>Chicken was good.</p> <p>Donuts enjoyable.</p> <p>Just an ice cream.</p> <p>Hard Rock Café food was good.</p> <p>Sabarro's food was off the chain.</p> <p>Food was wonderful.</p> <p>Good food, spicy chicken Poop Deck.</p> <p>Soda was good.</p> <p>Water (ok)</p> <p>Conch very tasty.</p> <p>Burger King had good burgers</p> <p>Best meal ever.</p> <p>Hard Rock Café had good burgers.</p> <p>Good conch salad.</p> <p>Food at the Hard Rock.</p> <p>Very tasty soda.</p> <p>Excellent food.</p> <p>Good food</p> <p>Conch Fritters was good.</p> <p>Excellent food.</p> <p>Just a water (ok)</p>



Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Restaurants	Food	<p>Fish Fry had some good fried fish and the Bahamas beers.</p> <p>The peas and rice was too sweet but it was good.</p> <p>Seafood at Senor Frogs.</p> <p>Coffee smells good</p> <p>Just water (good)</p> <p>Food was good.</p> <p>Water was ok.</p> <p>(Excellent) Hard Rock</p> <p>Senior Frogs the drinks super</p> <p>Very good conch fritters.</p> <p>Nice cold water.</p> <p>The food was good.</p> <p>Very good food.</p> <p>The food was very good and the staff were clean and polite.</p> <p>Fish was great.</p> <p>Hamburger at the Hard Rock.</p> <p>Poop Deck the food was off the chain.</p> <p>Conch at the Poop Deck.</p> <p>Peas &amp; rice taste so good.</p> <p>(Excellent) Food.</p> <p>Cove food was good.</p> <p>Hard Rock's food was good.</p> <p>Poop Deck conch salad and grouper fingers was the best I ever had.</p> <p>Very good food at Atlantis.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Restaurants	Food	<p>Fish &amp; chicken was good.</p> <p>At Johnny Rocket, good food.</p> <p>Atlantis food was great, better than the local food.</p> <p>Seafood Haven great food.</p> <p>Hard Rock Café had some good grill chicken sandwich.</p> <p>Cold and good.</p> <p>Great Bahamian dish at Compass Point.</p> <p>Hard Rock fish excellent.</p> <p>Good food</p> <p>A few drinks, Senior Frogs</p> <p>Good food.</p> <p>Fish Fry Food was good.</p>
		General	Very active. (good)
		Hotel	<p>Atlantis real good.</p> <p>Ate at Atlantis (ok).</p> <p>Atlantis was great (Bimini Road) and the Senior Frog.</p>
		Litter/Cleanliness	Well prepared clean facility.
		People	<p>Johnny Rocket have some nice dancers, it was very nice.</p> <p>Damian very kind and helpful.</p> <p>Cindy was ok.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Restaurants	People	Johnny Rocket was friendly, they danced for us.
		Prices	Soda much cheaper than the boat. Fish Fry had great food and beers that we could afford.
		Restaurants	<p>(Excellent) Hard Rock Hard Rock was excellent. Olives was great Everything.</p> <p>(Excellent) Conch Fritters Johnny Rocket got good food and the dancing staff were fantastic.</p> <p>(Excellent) At the Fish Fry (conch). Senor Frogs was nice. Hard Rock was nice.</p> <p>(Excellent) Johnny Rocket (Excellent) Hard Rock (Excellent) Twin Brothers Senor Frogs was great, got drunk. Wonderful Restaurant (Good) Senior Frogs Coconuts Bar and Grill was excellent. (Good) Senior Frogs (Excellent) Senior Frogs Anthony's Grill we did enjoy the live music.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Restaurants	Restaurants	<p>Fish Fry does not have red wine but everything else was very good</p> <p>Subway ok</p> <p>Excellent.</p> <p>Starbucks, it was great.</p> <p>Hard Rock fine restaurant.</p> <p>Good.</p> <p>Senor Frog's was real good.</p> <p>It was nice at Olives.</p> <p>Senor Frog liquor very strong.</p> <p>Burger King was good.</p> <p>Senior Frogs good</p> <p>(Excellent) Café Matisse</p> <p>Café Matisse. The second time there. The staff are very friendly but too expensive.</p> <p>(Excellent) Johnny Rocket</p> <p>Subway very clean</p> <p>Fantastic.</p> <p>(Excellent) Café Kalik</p> <p>Senior Frogs</p> <p>Conch Fritters was good.</p> <p>Senor Frogs and Hard Rock Café, were the best since I've been coming to the Bahamas</p> <p>(Excellent) at Johnny Rocket</p> <p>Senior Frogs was great and great people</p> <p>(Good) Water was cold</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Restaurants	Restaurants	<p>(Excellent) at Johnny Rocket</p> <p>(Excellent) Senior Frogs didn't inform us that the Bahamas rum was more stronger than the American rum.</p> <p>Starbucks was great.</p> <p>... café was excellent.</p> <p>Very good, enjoyed it.</p> <p>The Fish Fry Big 10 was excellent.</p> <p>(Ok) at Subway</p> <p>Senior Frogs was great.</p> <p>Senior Frogs great place and people.</p> <p>(Good) what we expected of Burger King</p> <p>Senior Frogs great place to eat and drink the best beers.</p> <p>The Poop Deck was off the chain.</p> <p>(Excellent) at Eddies.</p>
		Service	<p>Excellent service.</p> <p>Hard Rock service was good.</p> <p>Senior Frogs had good service.</p> <p>Service at Hard Rock.</p> <p>Good service</p> <p>Great service, delicious spice in the food.</p> <p>Skans, good service and food</p>

## Restaurant Experience Negative Comments Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Restaurants	<p><b>Food</b></p> <p>Hard Rock the food was not good, raw meat  Hard Rock chicken was spoil, didn't enjoy.  Jimmy's Café had served us cold food. Not good at all.  Hard Rock food was salty.  The drink could have been cooler.  Didn't have peas and rice.</p> <p><b>General</b></p> <p>Fish fry don't have red wine.  Horrible hard to walk upstairs.  Wait too long in line.  It was not easy to find a bar to buy a beer.</p> <p><b>Hotel</b></p> <p>The Deli was a bit pricey at Atlantis</p> <p><b>Litter/Cleanliness</b></p> <p>Subway was dirty.  Need to clean in front of Senor Frog.</p> <p><b>People</b></p> <p>The staff are not happy, a smile is what customers need.  (Subway) Staff were not friendly, not even a smile.</p> <p><b>Prices</b></p> <p>Senor Frogs expensive.  Atlantis is very expensive.</p>	

Island New Providence	Main Comment Type	Comment Categories	Negative Comments
	Restaurants	Prices	<p>Too expensive.</p> <p>Expensive.</p> <p>Comfort Suites a little expensive.</p> <p>Expensive.</p> <p>Too expensive.</p> <p>Hard Rock drinks were not that good for the price</p> <p>Expensive Atlantis.</p> <p>Hard Rock a little bit of a hassle, a little expensive but the food was good.</p> <p>Expensive water.</p> <p>Expensive.</p> <p>Senior Frogs is very expensive.</p> <p>Too expensive to buy food.</p> <p>Pizza at Atlantis expensive.</p>
		Restaurants	<p>Skans not too good.</p> <p>Johnny's too small for a restaurant.</p> <p>Too loud.</p> <p>Shark Bites, too many birds.</p> <p>Senior Frog rum was too strong for my brother, got him sick.</p> <p>Senior Frogs was too crowded.</p> <p>Looking for more Bahamian restaurants.</p>
		Service	<p>The service was poor there (Inagua)</p> <p>Hard Rock Café food was good but the staff were pushy and took too long to give you a menu.</p>

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Restaurants	Service	Need to be more faster. Slow getting out. Bad service.



## Shows Nightclubs and Casino Positive Comments Report 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Nightclubs/nightlife	Nightlife	Would like to visit club.
	Visited casino	Casinos	<p>It really big.</p> <p>Won \$500 thank you.</p> <p>Atlantis casino the best in the world.</p> <p>Atlantis won.</p> <p>Very enjoyable.</p> <p>It was nice.</p> <p>Real great.</p> <p>Great place to lose money and win. Thanks for having one here.</p> <p>Won \$200.</p> <p>We won a lot, that was fun. Very clean and friendly people.</p> <p>Won</p> <p>Good.</p> <p>Very good.</p> <p>Atlantis win \$200.00</p> <p>Very nice</p> <p>I won.</p> <p>Didn't play.</p> <p>Very nice.</p> <p>Ok only down \$5.00.</p>

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Visited casino	Casinos	<p>Real fine.</p> <p>Atlantis win \$610</p> <p>Never been in a casino before, first time. We had fun.</p> <p>We won.</p> <p>Atlantis won.</p> <p>Atlantis won \$600.</p> <p>First time in a casino, it was very nice.</p> <p>Very large clean casino.</p> <p>Very big.</p> <p>Win \$200</p> <p>Very big.</p> <p>Won \$5000, so glad will go back again.</p> <p>Atlantis won \$260</p> <p>Very nice, cool, great.</p> <p>Won \$300</p> <p>Atlantis won.</p> <p>Atlantis won \$200</p> <p>Will be back to win \$5000</p> <p>Ok.</p>
		General	Just walked.
		Hotel	<p>Beautiful hotel.</p> <p>Atlantis was nice</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Visited casino	Hotel	Atlantis. Atlantis good Atlantis. Atlantis just walked in and out Atlantis won \$200
		Litter/Cleanliness	Clean place.
		People	The people was friendly to us all. The casino staff are very polite and friendly. Atlantis casino staff very friendly and clean. The staff were funny to be with. Staff are friendly.
		Scenery/Sightseeing	Beautiful. Beautiful. Beautiful.

## Shows Nightclubs and Casino Negative Comment Report

Island New Providence	Main Comment Type	Comment Categories	Negative Comments
	Visited casino	Casinos	<p>Lost all my money.</p> <p>Came to win some money but lost some.</p> <p>Not loose.</p> <p>Lost \$40</p> <p>We lost \$600.</p> <p>Too quiet in casino.</p> <p>Machines too tight.</p> <p>Too tight.</p> <p>It could have been nice if I had won.</p> <p>Smokey</p> <p>Loss \$5,000 and did not get anything back.</p> <p>Lost \$300 at Atlantis</p> <p>Atlantis lost.</p> <p>Atlantis lost \$260.</p> <p>Too smoky.</p> <p>Atlantis lost.</p> <p>Great place to lose money.</p> <p>Loss \$1500</p> <p>Lost some money.</p> <p>Didn't win.</p> <p>Lost \$360.00</p> <p>Lost some money.</p>

Island New Providence	Main Comment Type	Comment Categories	Negative Comments
	Visited casino	Casinos	We lost \$1200 dollars. Atlantis lost \$300 Lost too much dollars
		General	But gambling sucks.

# Activity Positive Comments Report 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	Activity No1	Activities	<p>Wonderful would do it again.</p> <p>I had a lot of fun.</p> <p>We had a lot of fun.</p> <p>We had a lot of fun</p> <p>Great tour</p> <p>Nice</p> <p>We had a lot of fun.</p> <p>It was a good experience</p> <p>Had a wonderful time.</p> <p>Very friendly. Lots of fun, great experience.</p> <p>Very great time.</p> <p>A lot of fun great museum.</p> <p>Had fun</p> <p>It was marvelous.</p> <p>Would recommend.</p> <p>Very nice boat to enjoy yourself.</p> <p>It was a very good experience in the Bahamas.</p> <p>The best tour we have ever been on.</p> <p>Had me such a wonderful time.</p> <p>It was very enjoyable. Informative</p>
		Food	But good food.

Island New Providence	Main Comment Type Activity No1	Comment Category General	Positive Comments
		Hotel	<p>Wonderful.</p> <p>Fun.</p> <p>Wonderful</p> <p>We enjoyed ourselves</p> <p>The best.</p> <p>No complaints.</p> <p>Very good.</p> <p>We enjoyed it.</p> <p>But got very drunk.</p> <p>That was a beautiful experience.</p> <p>Perfect.</p> <p>Knowledgeable.</p> <p>It was amazing</p> <p>Very great day for the family.</p> <p>Nice</p> <p>Love it. Very friendly tour guide. Had a lot of fun.</p> <p>Very great.</p> <p>Did a good job.</p> <p>It was fun.</p> <p>Atlantis is a beautiful place I will fly here stay there a weekend.</p> <p>Excellent.</p> <p>That's the place to be.</p> <p>Atlantis is very beautiful.</p>

Island New Providence	Main Comment Type Activity No1	Comment Category	Positive Comments
		Hotel	<p>Very beautiful place. Great place to stay for a week and will be back soon. Place to stay It's a very nice place. Atlantis is a pretty place and friendly staff</p>
		Length of Stay	<p>More time. Long enough for ya money.</p>
		People	<p>Informative. Knowledgeable. Informative. Friendly tour guide Crew was good. Very informative. The guy was very (a lot) fun Very knowledgeable The tour guide was very friendly and kind to the kids. Love it. The captain was friendly. Very informative Lewis was great The guy gave a good honest tour about everything Very good tour guide Very informative</p>



Island New Providence	Main Comment Type Activity No1	Comment Category	Positive Comments
		People	<p>John was well informed.</p> <p>Friendly, knowledgeable waited for us</p> <p>Very nice, informative. People, dolphin were great</p> <p>She was very knowledgeable</p> <p>Tour director was so friendly</p> <p>Very informative friendly.</p> <p>Very nice tour quite very funny and informative.</p> <p>Super good, very patient with us, let us take picture.</p> <p>Informative.</p> <p>Informative.</p> <p>Very informative.</p> <p>Informative.</p> <p>Very informative.</p> <p>Very informative friendly.</p> <p>Informative.</p> <p>Very good tour director, just like back home in Jamaica.</p> <p>Very informative.</p> <p>Knowledgeable, friendly driver.</p> <p>The guy was great.</p> <p>Real good information.</p> <p>Very informative.</p> <p>Mary Davis was very very good.</p> <p>Leon Miller was very very good.</p> <p>Very informative.</p>

Island New Providence	Main Comment Type Activity No1	Comment Category	Positive Comments
		People	<p>Very informative.</p> <p>Very good very informative, rum punch was great.</p> <p>Very informative.</p> <p>He was very good.</p> <p>Informative</p> <p>Very Knowledgeable</p> <p>Everyone was nice to us, we were drunk. Love it.</p>
		Prices	Educational, nice price.
		Scenery/Sightseeing	<p>Scenery nice, but quick</p> <p>Beautiful</p> <p>Wonderful place.</p> <p>The island is so beautiful and clean.</p> <p>Nice island.</p> <p>Beautiful</p> <p>Beautiful.</p> <p>Scenery.</p> <p>Scenery.</p> <p>Great things to see.</p> <p>Beautiful country, should keep cleaner than it is.</p>
		Sea/Water	<p>Nice sea</p> <p>Seen many beautiful fish.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	Activity No1	Taxi Cabs	Trevor the best tour guide around, very friendly. Very enjoyable.
		Tour Operators	Was very good. It was fun. Outstanding one of the greatest tours should be published (made more known) more. Very nice tour guide give a good history of the Bahamas. Good, had a wonderful time.
	Activity No2	Weather/Climate	It was nice and cool.
		Activities	Love it would do it again. The animals are so friendly.
		General	Gym at Crystal Palace
		Hotel	Very nice place
		Scenery/Sightseeing	The island is so beautiful.

# Activity Negative Comments Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Activity No1	<p>Activities</p> <p>Boat broke down and they didn't allow you to take the photos the glass too dirty.</p> <p>It was long</p> <p>Long getting tired</p> <p>Too much walking and was not told.</p> <p>Only took to some</p> <p>It broke down</p> <p>Could have more lights there.</p> <p>Small cages.</p> <p>It was too much walking. We are in our 60's</p> <p>Too fast going.</p> <p>Not very good time bad time.</p> <p>Did not give what they offer.</p> <p>Boat was late they overbooked which was disappointing but the beach itself was great.</p> <p>Crime</p> <p>But was little afraid about what I hear was happening to the visitors there.</p> <p>Development</p> <p>Need to have lights</p> <p>Environment</p> <p>Didn't see any fish.</p>	

Island New Providence	Main Comment Type Activity No1	Comment Categories	Negative Comments
		Length of Stay	Too short. Too short
		Local Transportation	Very big (hotel) need to have shuttle.
		People	The tour guide was rude. Try to rip me off. Tour guide could of seen better. The handicap should be treated better. Too much kids on it. Tour guide was rude, did not check for us. Left us we are old.
		Prices	A little bit pricey. Expensive Very expensive. Very expensive for the short distance.
		Sea/Water	But the water was cold. Water cold.
		Taxi Cabs	Wasn't good at all, because the van broke down and the driver collect our money and didn't give us any money back. We had to catch another taxi.  Taxi drivers too rush and pushy.
		Weather/Climate	

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	Activity No1	Weather/Climate	Hot.

## Activity Suggestion Comments Report 2009

Island	Main Comment Type	Comment Categories	Suggestion Comments
New Providence	Activity No1	Signs	Need signs

## Single Thing to Make Trip Better Positive Comments Report 2009

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	More Enjoyable If	Casinos	Love it here at the casino.
		Food	Free drinks Cold drink.
		General	Nothing Nothing Everything was great Nothing everything ok Nothing Nothing Nothing. Nothing Nothing Nothing. More time to visit Abaco would be soon. Nothing. Nothing. Nothing. Everything was great! More time on tour. Love it here, was here 2 months ago. Nothing

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	More Enjoyable If	General	<p>Every time was fun. Will be back soon.</p> <p>Nothing.</p> <p>Nothing.</p> <p>It was ok, but wanted to see the local's area.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing. Good</p> <p>Nothing.</p> <p>Nothing</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing had a wonderful day.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing..</p> <p>Everything was so fine. Will be back soon.</p> <p>They were back here from 117617. The island was Hog island back then and back then 117717. Love this place.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing</p> <p>Nothing</p> <p>Nothing</p>



Island New Providence	Main Comment Type More Enjoyable If	Comment Category General	Positive Comments
			<p>If family was here.</p> <p>Everything ok.</p> <p>Nothing.</p> <p>Nothing. Wonderful time</p> <p>Nothing.</p> <p>Nothing</p> <p>Nothing. Ok.</p> <p>Nothing. Everything good.</p> <p>Everything pretty good.</p> <p>Good trip nice to visit.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Some money.</p> <p>Nothing.</p> <p>I love the Bahamas</p> <p>If we had won a 5 million jackpot.</p> <p>Nothing, very good.</p> <p>Will be back.</p> <p>Love it</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing</p>

Island New Providence	Main Comment Type More Enjoyable If	Comment Category General	Positive Comments
			Nothing.
			Will be back. Love it here.
			Nothing.
			Nothing.
			It was enjoyable.
			If the kids was on the trip.
			Nothing
			Nothing
			Nothing
			Nothing
			Nothing.
			Nothing.
			First cruise
			Nothing
			Nothing
			We love the Bahamas
			Nothing
			Nothing
			Love it here.
			Nothing
			Nothing.
			Nothing
			Nothing.
			Love it here, not one negative thing.

Island New Providence	Main Comment Type More Enjoyable If	Comment Category General	Positive Comments
			Everything fine
			Nothing
			Nothing
			Nothing
			Nothing.
			I will come back.
			The Bahamas is the best, been coming here for 20 years, just can't get enough.
			If we were rich.
			Everything was good, will be back.
			If baby was walking.
			Everything was real good.
			Nothing.
			Nothing
			Nothing. Was good. Third time here.
			Nothing
			Very nice.
			Nothing
			Nothing, pretty good.
			Nothing, ok.
			Excellent
			Nothing
			Nothing
			Loved it
			Nothing

Island New Providence	Main Comment Type More Enjoyable If	Comment Category General	Positive Comments
			Nothing
			Nothing.
			Great time
			Nothing
			Nothing
			Nothing
			Everything perfect
			Nothing
			Nothing
			Nothing
			Nothing
			Only if we had spent all our vacation here
			Nothing.
			Nothing.
			It just keep getting better.
			Nothing.
			Nothing.
			Love it here, can't get it better than that.
			Nothing
			Nothing
			Nothing
			Nothing
			Nothing
			Nothing

Island	Main Comment Type	Comment Category	Positive Comments
New Providence	More Enjoyable If	General	Nothing Nothing Good looking women. I had won the lottery. Nothing If I had a rocking chair. Some more money. Nothing Nothing Nothing Nothing Nothing Nothing Nothing Nothing Nothing If all the grand children were here on my b-day It was good. Nothing. Nothing. Nothing was good. More money. Will be back. Not coming back by cruise. Everything ok. First cruise.



Island New Providence	Main Comment Type More Enjoyable If	Comment Category General	Positive Comments
			Nothing.
			Nothing.
			Nothing.
			Coming back soon.
			Wanted someone in my age to be with me.
			We have timeshare on Cable Beach, love this place.
			First cruise can't compare now.
			I am old, love the Bahamas.
			Nothing.
			Nothing coming back.
			Nothing ok.
			Nothing.
			Nothing everything was fine.
			Nothing. Perfect.
			Love it.
			Nothing.
			Great place to be.
			Coming back next year.
			Very big.
			Nothing
			Will be back.
			Nothing.
			Nothing
			Love it.

Island New Providence	Main Comment Type More Enjoyable If	Comment Category General	Positive Comments
			Nothing.
			Will be back.
			Nothing.
			Nothing.
			Nothing.
			Next time would rent a car.
			Ok
			Nothing
			Nothing
			Nothing.
			Nothing will be back soon.
			Nothing.
			Nothing.
			Nothing.
			Nothing.
			Nothing. Thanks for the shuttle.
			Nothing.
			Love it here it's my B-day. Will be back definitely.
			Nothing.
			Just love the island.
			Nothing.
			Nothing.
			Nothing.
			Nothing.



Island New Providence	Main Comment Type More Enjoyable If	Comment Category	Positive Comments
		General	<p>Nothing</p> <p>Nothing.</p> <p>Nothing.</p> <p>Everything ok.</p> <p>Winning money.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing more needed</p> <p>Nothing.</p> <p>Nothing.</p> <p>Will be back.</p> <p>Nothing.</p>
		Hotel	<p>If we were in a hotel.</p> <p>Would love to stay at Atlantis</p> <p>We were at Atlantis for 3 hours, that is the best place in Nassau to be.</p> <p>A week at Atlantis.</p> <p>Free pass to Atlantis.</p>
		Length of Stay	<p>The time in port here is too short to do anything.</p> <p>More time.</p> <p>More time.</p> <p>More time</p> <p>Some more time to get to see the island</p>

Island New Providence	Main Comment Type More Enjoyable If	Comment Category Length of Stay	Positive Comments
			<p>More time.</p> <p>Longer stay.</p> <p>Couple more days.</p> <p>More time.</p> <p>More time.</p> <p>If we had more time and more rides back to the ship.</p> <p>More time in the hotel.</p> <p>Spent overnight.</p> <p>More time.</p> <p>More time.</p> <p>Some more beach time.</p> <p>More time at the hotel.</p> <p>More time to do things.</p> <p>Longer time on port.</p> <p>More time</p> <p>More time to do more things.</p> <p>Longer stay.</p> <p>More time and transportation.</p> <p>More time.</p> <p>Need more time</p> <p>Just some more time.</p> <p>More time.</p> <p>More time.</p> <p>More time.</p>

Island New Providence	Main Comment Type More Enjoyable If	Comment Category Length of Stay	Positive Comments
			<p>More time.</p> <p>More time</p> <p>More time</p> <p>More time.</p> <p>More time.</p> <p>More time.</p> <p>More time.</p> <p>Some more time.</p> <p>If we could stay a little longer.</p> <p>Longer one</p> <p>More time.</p> <p>Would be better if overnight.</p> <p>Some more time.</p> <p>More time.</p> <p>More time.</p> <p>Some more time.</p> <p>More time here.</p> <p>More time to do a tour excursion.</p> <p>A longer stay.</p> <p>If we had some more time to play.</p> <p>More time.</p> <p>More time to do more things.</p> <p>More time.</p> <p>If we had more time.</p>

Island New Providence	Main Comment Type More Enjoyable If	Comment Category Length of Stay	Positive Comments
			<p>Some more time to see the island.</p> <p>More time.</p> <p>If stayed longer to ride the horse</p> <p>More time.</p> <p>Little more time.</p> <p>More time.</p> <p>More time.</p> <p>More time.</p> <p>More days.</p> <p>If we had more time.</p> <p>More time to stay by cruise</p> <p>More time wanted to stay longer</p> <p>More time.</p> <p>More time.</p> <p>Longer visit</p> <p>More time.</p> <p>More time</p> <p>More time.</p> <p>Longer stay.</p> <p>More time.</p> <p>More time.</p> <p>More time.</p> <p>More time.</p> <p>Another day.</p>

Island New Providence	Main Comment Type More Enjoyable If	Comment Category Length of Stay	Positive Comments
			<p>More time.</p> <p>Longer stay. We're having fun with the Bahamian people.</p> <p>More time.</p> <p>More time.</p> <p>More time.</p> <p>Longer stay.</p> <p>More time.</p> <p>More time.</p> <p>Longer stop.</p> <p>More time.</p> <p>More time.</p> <p>Never enough time for the first time.</p> <p>More time.</p> <p>More time.</p> <p>Longer.</p> <p>Longer stay.</p> <p>More time.</p> <p>Some more time.</p> <p>More time and get to beach.</p> <p>More time.</p> <p>More time on island.</p> <p>Longer. More sun</p> <p>More time and money.</p> <p>More time.</p>

Island New Providence	Main Comment Type	Comment Category	Positive Comments
	More Enjoyable If	Length of Stay	<p>More time.</p> <p>More time in the ports.</p> <p>More time.</p> <p>Time, so much things to do here.</p> <p>More time.</p> <p>More time.</p> <p>More time like 2 days</p> <p>More time.</p> <p>Stay longer</p> <p>Stay longer</p> <p>Longer stay.</p> <p>Longer stay.</p> <p>More time.</p> <p>More time.</p> <p>More time</p> <p>Little more time</p> <p>More time.</p> <p>More time.</p> <p>More time.</p> <p>More time.</p> <p>Longer time.</p> <p>More time, my grandson's first visit.</p> <p>More time.</p> <p>More time</p>

Island New Providence	Main Comment Type More Enjoyable If	Comment Category Length of Stay	Positive Comments
			More time.
			More time.
			More time.
			Longer time in the hotel.
			More time
			More time
			More time
			Not enough time
			Not enough time here
			More time
			More time.
			More time
			More time
			More time.
			More time to go to the beach.
			More time.
			If they gave us more time
			More time want to live here.
			More time on the beach.
			More time
			More time.
			More beach time.
			More time
			More time.

Island New Providence	Main Comment Type More Enjoyable If	Comment Category	Positive Comments
		Length of Stay	<p>More nights.</p> <p>More time.</p> <p>More time, would like to go to Freeport</p> <p>More time</p> <p>Little more time.</p>
		Local Transportation	<p>Thanks for the shuttle ride.</p> <p>The shuttle was excellent service.</p> <p>The shuttle service was good.</p> <p>Excellent shuttle ride</p> <p>Next visit I would rent a vehicle.</p>
		People	<p>People nice.</p> <p>No taxi hassles.</p> <p>People made it enjoyable.</p> <p>Everyone was ok.</p> <p>Everything was good, the shuttle driver nice place.</p> <p>A personal driver.</p> <p>People were nice.</p> <p>Funny.</p>
		Prices	<p>Once the rate to Nassau stay the same, we will be coming every month.</p>
		Scenery/Sightseeing	<p>Second time here, lovely place.</p>



Island New Providence	Main Comment Type	Comment Category	Positive Comments
	More Enjoyable If	Scenery/Sightseeing	It's lovely, lovely here. The island is so beautiful I want to buy a home here. Everything beautiful
		Sea/Water	Beautiful water.
		Taxi Cabs	If I had longer stay in taxi.
		Tour Operators	The tour guide was great.
		Weather/Climate	The weather was great.

## Single Thing To Make Trip Better Negative Comments Report 2009

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	More Enjoyable If	<p><b>Activities</b></p> <p>More things to do.            If I had done some activities.            More affordable tours.            No activities here.            The Ardastra Garden bus didn't come for us to take us on the tour, and no one said anything.            If we would of taken our submarine tour.            Different activities            More activities.</p> <p><b>Beaches</b></p> <p>Only if we know where the beaches were.            Beach should be closer.            If we had went to the beach.</p> <p><b>Casinos</b></p> <p>If we got a chance to go to the casino.            If I would have won some money.            We lost from the casino.            If we won more money.            If I had won at casino.</p> <p><b>Drinking water</b></p> <p>Cheap water.</p> <p><b>Environment</b></p>	

Island New Providence	Main Comment Type  More Enjoyable If	Comment Categories	Negative Comments
		Environment	Wanted to see more of a tourist atmosphere.
		Food	If better food on ship. Better food. Can be cheaper on food.
		General	<p>Not losing my camera.</p> <p>Ready to leave.</p> <p>To see more things.</p> <p>Will not do group outings ever again.</p> <p>Less hassle.</p> <p>More money</p> <p>If my wife didn't miss the boat.</p> <p>If I didn't have to use any oxygen tank.</p> <p>If I wasn't feeling bad.</p> <p>The ship</p> <p>If we knew we were coming here.</p> <p>If we had known we were coming.</p> <p>If I wasn't feeling bad, I would have been enjoying my time here.</p> <p>We are tired.</p> <p>If didn't have to walk too much.</p> <p>If I wasn't cripple.</p> <p>If I had a little scooter to take me around. Foot hurts.</p> <p>We would never go on a tour, because of what we were told happened on a tour. We will be back</p>

Island New Providence	Main Comment Type More Enjoyable If	Comment Categories General	Negative Comments
		Gratuity	<p>Better room on boat.</p> <p>If not going to Freeport</p> <p>Only if I could walk a little more.</p> <p>If the islands were closer to get to by vehicles</p> <p>More money.</p> <p>If we didn't have a wheelchair.</p> <p>Almost the same as other Caribbean.</p> <p>If I didn't have to walk too far.</p> <p>People shouldn't have to walk so far from the ship.</p> <p>Would not come back to the Bahamas.</p> <p>If had shorter walk to ship.</p> <p>But little crowded.</p> <p>If only director on the cruise tell you the truth about the island and stop lying.</p> <p>If I had more money to spend.</p> <p>If the walk wasn't so long.</p> <p>I am not feeling too good. Ready to go home, but will be back.</p> <p>If my back didn't hurt me.</p> <p>If they didn't lie to us on the ship about the island here, when we arrived. It was different.</p> <p>Not being so tired.</p> <p>If I felt well enough to walk.</p> <p>If trip was planned better.</p> <p>Hassled for tips.</p>

Island New Providence	Main Comment Type  More Enjoyable If	Comment Categories	Negative Comments
		Hotel	If the Hotel had a better rate, where we stayed at Hilton Hotel.
		Information	<p>When got off ship was not told about shuttle.</p> <p>More information on the island.</p> <p>If people knew where Internet was.</p> <p>More information.</p> <p>More information about the shopping here not only what not to do and where to go should be told on the ship.</p> <p>More knowledge of the island.</p> <p>More information about hotel.</p>
		Length of Stay	<p>More time with dolphin.</p> <p>Not enough time to do anything.</p>
		Litter/Cleanliness	<p>Need to clean.</p> <p>Need to keep the Bahamas clean.</p> <p>If it was much cleaner.</p> <p>Less trash.</p> <p>Clean the island.</p> <p>If it was clean.</p> <p>If the beach wasn't dirty.</p> <p>Clean up</p> <p>If it where cleaner.</p>
		Local Transportation	Better tour on bus.

Island New Providence	Main Comment Type  More Enjoyable If	Comment Categories  Local Transportation	Negative Comments
		People	<p>Better if we did rent a vehicle. The cab is too expensive.</p> <p>More shuttles.</p> <p>Need better shuttle, can't walk well.</p> <p>Need better shuttle.</p> <p>Better transportation.</p> <p>More shuttles</p> <p>If the horses were kept clean.</p> <p>Wish the shuttle bus had pick us up from Bay Street and brought us to the ship.</p> <p>Need more rules and supplies for renting a motor scooter.</p> <p>If the shuttle was running back and forth.</p> <p>If we had a golf cart to drive around in.</p> <p>More transportation to get back and forth to the ship.</p> <p>Shuttle to the ship.</p> <p>The shuttle bus was not running fast enough, we waited long.</p> <p>Pushy and aggressive.</p> <p>Less soliciting.</p> <p>Pushy.</p> <p>The people here need to be honest.</p> <p>They need to ask every body for ID only because I am black.</p> <p>The sales person wasn't friendly, the tour man was more friendly.</p> <p>If wasn't hassled too much.</p> <p>People are not too friendly with locals.</p> <p>People should be nice to the tourist.</p>

Island New Providence	Main Comment Type  More Enjoyable If	Comment Categories	Negative Comments
		People	<p>The handicap should be treated special.</p> <p>Bad attitude of the people.</p> <p>The people here should be more friendly.</p> <p>People need some type of customer training here.</p> <p>If the tour director was helpful or had told us we had to walk for so long.</p> <p>More friendliness of the taxi drivers.</p> <p>Better people.</p> <p>Less pushy.</p> <p>Too many pushy people.</p> <p>And if the people were nice to others especially visitors.</p> <p>The people here should smile more.</p>
		Prices	<p>Better prices.</p> <p>Should be cheaper on food.</p> <p>Need to change prices.</p> <p>Cheaper excursion</p> <p>If they can drop some prices.</p> <p>Too expensive.</p> <p>Cheaper golf course.</p> <p>If wasn't too expensive.</p> <p>Little too expensive on rum.</p> <p>Cheaper rate on cruise.</p> <p>Everything here is expensive.</p> <p>Less expensive.</p>

Island New Providence	Main Comment Type More Enjoyable If	Comment Categories	Negative Comments
		Prices	Little expensive.
		Restaurants	If the restaurant did have cassava. If Senior Frogs was cheaper More local restaurants.
		Roads/Traffic	Less traffic. Less traffic. The streets are narrow and too many pot holes.
		Safety	But didn't feel too safe, you could do better to keep the visitors safe.
		Scenery/Sightseeing	Need to see more
		Sea/Water	More access to water. If the water was much warmer.
		Service	Better service. No one help us with our drunk brother. The services here could be better. The staff needs to be trained.
		Shops and Stores	Too many stores closed. More variety of shops. More shops.



Island New Providence	Main Comment Type  More Enjoyable If	Comment Categories	Negative Comments
		Shops and Stores	<p>Shops need to be open on Sundays.</p> <p>Need more stores.</p> <p>Didn't come here to shop, but shopped and lost my purse.</p> <p>More time, shops were closed. Didn't do much.</p> <p>More stores.</p> <p>The stores should open on Sunday, people travel everyday.</p> <p>Down town need Christian book stores.</p> <p>More shopping selections.</p> <p>Need to work on shops.</p> <p>Didn't find much of the Bahamas souvenirs.</p> <p>More shops.</p>
		Sidewalks/Pavements	Better sidewalks.
		Straw Market	<p>If the market was open.</p> <p>The straw market close and no sign was put there (to say) what is the reason.</p> <p>The straw market should be opened.</p> <p>The market need a/c,</p> <p>I think the new straw market will have been built</p> <p>Market needs to be bigger.</p>
		Taxi Cabs	Taxi drivers too pushy.
		Tour Operators	Better organized tour excursion.

Island New Providence	Main Comment Type More Enjoyable If	Comment Categories	Negative Comments
		Tour Operators	If tours were on time. Everything was good until the tour guide upset me. If we did a tour.
		Value for Money	If we didn't get ripped off.
		Want to go some place else	More places to go and more alcohol. If we went to Jamaica.
		Weather/Climate	Too hot Less wind. Hot. The weather. Warmer weather. If the weather was warmer. Cooler weather Better weather Weather. Warmer weather. Hot. Hot. It's hot today. Less wind weather. Much cooler.

Island	Main Comment Type	Comment Categories	Negative Comments
New Providence	More Enjoyable If	Weather/Climate	<p>Weather</p> <p>If it was cooler</p> <p>Better weather.</p> <p>Hot</p> <p>Too hot.</p> <p>Weather.</p> <p>Cooler weather.</p> <p>The weather too hot.</p> <p>Hot.</p> <p>Hot.</p> <p>Weather too hot.</p> <p>The weather.</p> <p>Hot.</p> <p>If it wasn't so hot.</p> <p>Bad weather.</p> <p>If the island had sun not rain.</p> <p>If I was cooler.</p> <p>Hot.</p> <p>Less heat.</p> <p>Weather.</p> <p>If the weather was cooler.</p> <p>The weather.</p> <p>The weather is hot.</p> <p>The weather is not good.</p>

Island New Providence	Main Comment Type  More Enjoyable If	Comment Categories  Weather/Climate	Negative Comments
			<p>If I had a hat, it's a little hot.</p> <p>Warmer weather.</p> <p>It's ok here very warm.</p> <p>Warmer weather.</p> <p>Better weather.</p> <p>Need more sun.</p> <p>The weather.</p> <p>If it didn't rain this morning.</p> <p>Bad weather</p> <p>Little hot.</p> <p>Less sun.</p> <p>Hot.</p> <p>Weather is bad.</p> <p>if rain hadn't come</p> <p>Less sun</p> <p>Hot</p> <p>Better weather.</p> <p>More sun</p> <p>No rain. Would rather stay 2 days not Freeport.</p> <p>Cooler weather</p> <p>Weather.</p> <p>Weather.</p> <p>More sun.</p>

## Single Thing to Make Trip Better Suggestion Comment Report 2009

Island	Main Comment Type	Comment Categories	Suggestion Comments
New Providence	More Enjoyable If	<b>Activities</b>	More activities needed on the island.
		<b>Beaches</b>	Closer beach. A closer beach to ships.
		<b>Casinos</b>	If a casino were closer to the ship.
		<b>Crime</b>	Try stop the crime in the Bahamas.
		<b>Entertainment</b>	More bands outside. More musical. If we had Bahamian band when we got off the ship
		<b>General</b>	More liquor and cheaper. If you had more ash trays for smokers. More stuff for children. Need bargains. One more drink. More cleaner and fun places close to the ship. Need better things. Free beers in the street Need wheelchairs.

Island New Providence	Main Comment Type More Enjoyable If	Comment Categories	Suggestion Comments
		General	If the restroom had water.
		Information	<p>More Information about the island should be on the ship.</p> <p>Only if we had a map from the ship.</p> <p>More information about the island here.</p> <p>More places listed so people could know where to go when arrived here.</p>
		Local Transportation	<p>More transportation.</p> <p>Only if there were more buses to take you back and forth from the ship.</p> <p>Need more shuttles.</p> <p>Need more shuttles.</p>
		Restaurants	More local restaurants
		Safety	Need more police down town.
		Shops and Stores	<p>Shops being open.</p> <p>More stores on Bay Street needed. We couldn't really find a store to buy a pair jeans.</p> <p>More places to stop to buy beers.</p>
		Signs	<p>More signage.</p> <p>More signs needed at cruise dock saying shuttle bus is running.</p> <p>You could put a sign up to say the shuttle was running.</p> <p>Signs needed on the streets.</p>

Island New Providence	Main Comment Type More Enjoyable If	Comment Categories	Suggestion Comments
		Signs	Need signs on the streets.
		Taxi Cabs	The taxi driver should inform the visitors more about the island without you asking questions. Taxi drivers need uniform.

## CONCLUSION

In 2009, more than 2 million cruise visitors graced the shores of New Providence to enjoy the delights that were available on the island. Cruise visitors to Nassau/Paradise Island came from all over the world to enjoy a cruise to the Bahamas. Most of these visitors were from the United States. Nassau/Paradise Island appeared to especially attract cruise visitors from Florida and New York. These two states were also the two top states for stopover visitors to the island. Many (61%) of these cruise passengers were between the ages of 25 to 54 but the older generation were not to be left out and more than one third (35%) of the cruise passengers were 55 years of age or over. More than one third (38%) of the passengers were travelling as a family and many of these families had children along. More than half (51%) of the children travelling on the cruise ships were under 12 years of age and 43% were between 12 to 17 years of age.

The majority of the cruise visitors who had gotten off their ships had done so once and more than two-thirds of them had had enough time in port due to the fact that they had done all or most of what they had wanted to do while on the island (e.g. done a tour, shopped, gone sightseeing). Forty-four percent (44%) of them thought that the port of Nassau/Paradise Island was better than other destinations visited and the majority of the cruise visitors (98%) said that they would recommend the destination to their friends and relatives.

Many of the cruise visitors (69%) went shopping while in Nassau/P.I. The shopping experience for the most part was *well* rated by these persons (i.e. 70% of them thought that their experience was Excellent or Good). The cruise visitors who thought their shopping experience was Excellent or Good thought that the shops were wonderful because they were able to find what they wanted and the experience was fun. They also felt that the salesclerks were friendly, helpful and nice, and the prices were good. Some of the cruise visitors who thought that their experience was Excellent or Good also felt that the stores were too hot, too expensive and needed to have a wider selection of goods. Some of the cruise visitors who thought that the shopping experience was Ok felt that there were not enough shops and that the shops were too crowded and hot. They also felt that the shops needed more variety and more Bahamian products. The cruise visitors who thought that their experience was Not so Good or Awful were disappointed with the high prices, the lack of shops, and the fact that shops were closed.



In addition to shopping in the stores, more than half (54%) of the cruise visitors shopped in or visited the *Straw Market*. The Straw Market experience in Nassau/P.I. was *not rated as highly* as some of the other experiences of the cruise visitors. Just a little over half (52%) of the cruise visitors who visited the Straw Market thought that their straw market experience was Excellent or Good and 9% thought that it was Not so Good or Awful. The cruise visitors who felt that the Straw Market experience was Excellent or Good thought the vendors were great, friendly, nice, helpful, courteous, polite and fun. They also thought that the straw market was good, fun, and offered a good selection of products and souvenirs. Some of the cruise visitors who thought that their experience was Excellent or Good also felt that the vendors were too pushy or rude. Some of them also thought that the Straw Market was too hot, crowded, dirty, small and in need of an upgrade. The cruise visitors who thought that the Straw Market experience was Not so Good or Awful (9% of them) were disappointed with pushy rude vendors some of whom ripped them off. They were also disappointed with the heat, the crowds, the small size of the market and the dirt.

In addition to shopping, some of the cruise visitors *dined in restaurants* on the island when they came off their ships (i.e. 28% of them). The restaurant experience in Nassau/P.I. was rated *well* by the cruise visitors (i.e. 72% of them rated their experience as Excellent or Good) who dined in restaurants on the island. The cruise visitors who thought that the restaurant experience was Excellent or Good thought so because the food was great, the restaurant was clean, the staff was friendly, the service was good, the music & entertainment was good and the restaurant itself was just great. Some of these same visitors who thought that the restaurant experience was Excellent or Good also thought that some of the restaurants were expensive or the service was too slow. The cruise visitors who thought that the restaurant experience was Not as Good or Awful (2%) were disappointed with the food (i.e. food was cold, spoiled or raw), or the poor service that they received at the restaurant.

While some of the cruise visitors were shopping or dining in restaurants on island some of them were getting their *hair braided* (16% of them). The hair braiding experience in Nassau/P.I. was rated fairly well (75% of them rated their experience as Excellent or Good). Cruise Visitors who thought that the hair braiding experience was Excellent or Good thought so because they loved the hair style, and they thought that the hair braiders were friendly and great. Some of these same visitors who thought

that the hair braiding experience was Excellent or Good also thought that some of the hair braiders were too expensive. Some of them who thought that the experience was Ok thought that braiders were too pushy, rude or nasty. The cruise visitors who thought that their experience was Not so Good or Awful (5% of them) thought so because they felt that the hair braiders were too pushy, rude or not clean.

While some of the cruise visitors were shopping, dining in restaurants, or getting their hair braided, others were on the beach soaking up the sun. Almost one quarter (23%) of them had *met a beach vendor*. The beach vendor experience in Nassau/P.I. was rated *very well* (91% of them rated their experience as Excellent or Good). The cruise visitors who enjoyed their beach vendor experience did so because they thought the vendors were friendly, nice, warm, pleasant and clean. The visitors who did not enjoy their beach vendor experience thought that the beach vendors were rude.

While some of the cruise visitors walked to go shopping, dining, get their hair braided, sightsee and go to the beach, others decided to use the *local transportation* to get around the island. Forty-two percent (42%) of the cruise passengers used a taxi, 19% used a ferry boat, 4% used a jitney, 4% used a surrey, and 2% used a motor scooter to get around the island.

The *taxi drivers* who worked the cruise dock seemed overly aggressive at times when they approached the cruise visitors, however for the most part when they had them in their vehicles they appeared to do a good job. The taxi experience in Nassau/P.I. was rated *very well* by the cruise visitors (i.e. 90% of them rated their experience as Excellent or Good). The cruise visitors who thought that their experience was Excellent or Good thought so primarily because of the people i.e., the taxi drivers themselves. They thought that the taxi drivers were nice, very good, friendly, helpful, polite, very informative, and offered them good prices. They also felt that the taxi ride was lovely, enjoyable and fun. Some of these same visitors who thought that the taxi experience was Excellent or Good also thought that some of the taxis were too expensive, and needed to have air conditioning. Some of the cruise visitors who felt that the taxi experience was Ok thought that the taxis sped too much. Some of the cruise visitors who thought that the taxi experience was Not so Good or Awful (2% of them) felt that they had been over charged. Others who felt this way did not appreciate the lack of air conditioning or that the taxis were too expensive. Some of them just thought that the experience was not pleasant.

The ferry/water taxi experience in Nassau/P.I. was rated *very well* by the cruise visitors (i.e. 87% of them rated their experience as Excellent or Good) who used this service. The cruise visitors who thought that their ferry experience was Excellent or Good thought so because they felt that the ferry ride was good, fun, enjoyable, and nice. They also felt that the ferry operators were great, clean, funny, friendly, helpful and informative. Some of these same people who thought that the ferry experience was Excellent or Good also thought that the boats needed to be better. They also thought that the ferry boats were too small and that they took too long to leave. The cruise visitors who thought that the ferry experience was Not so Good or Awful (3%) were disappointed with how crowded the ferries were and that the ferry boats needed to be better.

The bus/jitney experience was rated very highly. The majority (97%) of the cruise visitors who used a jitney thought that the bus/jitney experience was Excellent or Good. They primarily thought so because they thought that the jitney was cheap, the ride was enjoyable and the bus drivers were friendly and informative. The surrey ride experience was rated *well* by the cruise visitors who used surreys. Eighty-eight percent (88%) of the cruise visitors who used a surrey thought that the surrey ride experience was Excellent or Good. They felt this way because they thought that the surrey ride was fun, nice, and the surrey drivers were great and informative. Some of these same cruise visitors thought that the horses needed to be taken care of better (i.e., fed more, cleaned) and that that the surrey rides were too expensive. The cruise visitors who felt that the surrey experience was Not so Good or Awful (5%) thought that the drivers were rude.

While some of the cruise visitors took the local transportation to explore the island, others decided to *walk* where they wanted to go (83% took a walk/stroll). The cruise visitors who had purposely gone for a walk rated the experience *fairly well* (i.e. 69% of them rated their experience as Excellent or Good). The cruise visitors who felt that the experience was Excellent or Good thought so because they liked the beauty of the island and that there was a lot to see. They also thought that the people were friendly, helpful and lovely. Some of these same people though were disappointed with the weather at times i.e. it was too hot or cold, too windy too rainy. Some of them also thought the roads needed to be improved, that they were too small and that it was hard to get around with traffic. Some of the cruise visitors who thought that their experience was Ok thought that the town was too dirty and needed to be cleaned up, that there were too many empty

shops, that more shops were needed and that a greater variety of different types of shops was needed.

The cruise visitors to Nassau/P.I. were able to choose their experiences for the most part. All of them however had to pass through the Cruise Dock and this experience was rated *very well*. The Cruise Dock/Security staff was rated very well by the cruise visitors (i.e. 88% of them rated their experience as Excellent or Good). The cruise visitors who felt that their experience was Excellent or Good thought so because they thought that the cruise dock/security staff were helpful, friendly, nice great, funny, fun, polite, efficient, called you by name, did a good job, were fast and they felt safe. The cruise visitors who felt that the Cruise Dock Experience was Not so Good or Awful thought this because they felt that the staff were rude, did not ask for ID and were loud. Some of the complaints about the security facilities & processes included long lines, the need to check bags, the facility was too crowded, more information was needed on ID's and there was a need for X-ray machines for checking passengers.

The myriad of experiences enjoyed by the cruise visitors to the Bahamas all influence the decision to return or recommend the destination to others. Cruise visitors are a vital part of the visitor mix of business for Nassau/Paradise Island. They generate revenue for the government, the taxi drivers, ferry boat operators, jitney drivers, surrey operators, tour excursion operators, local vendors, hair braiders, stores, straw market vendors, restaurants and even some of the hotels. The government generates millions of dollars in revenue directly from them in the form of the "head tax." The local vendors, tour excursion operators and persons who supply products or services to the cruise visitors earn millions of dollars in revenue every year from them. Cruise visitors are a vital source of income for the Bahamian people. For this reason, we must ensure that the Bahamian product which includes the destination, the people and their services is always at its best for it influences visitor experiences and these experiences determine the future livelihood of the destination.

## **RECOMMENDATIONS**

1. Provide more seating all along downtown so that the cruise visitors have more places to stop and rest when they are tired. This would ensure that they do not return to the ship too soon, and allow them to observe the shops that they may want to enter after they have rested. Cruise visitors complained that there were not enough benches downtown to rest.
2. Provide more frequent shuttle bus service to and from ships so that older persons and persons who have difficulty walking can be encouraged to come off the ships to participate in on-island activities. If possible a shuttle bus schedule should be prominently posted so that the cruise passengers can see it.
3. Eventually install a Bahamian style tram that would run from the ships to the cruise dock doors perhaps portraying the theme of Junkanoo in its design.
4. Provide training for taxi drivers, hair braiders, straw vendors, beach vendors, waiters/waitresses, surrey drivers and other vendors on service and sales techniques that include how to approach potential customers without scaring them away with what may be construed as aggressive, pushy or rude behaviour.
5. Post a hair braiding price list in the hair braiding centre and in all areas that are well known to be “unofficial” hair braiding centres. This will help the visitors to know how much they are supposed to spend for getting their hair braided so they can make the appropriate decisions before the hair braider gets started on their hair.
6. Teach the hair braiders proper practices on hygiene and sterilization as some of the cruise visitors thought that they were nasty and not clean.
7. The new Straw Market is almost finished. When it is finished the problems with the current Straw Market like the heat, the small size of the market should be resolved.
8. The Straw Market does need to be kept clean of rodents, trash and general dirt. Visitors do not like to shop in an environment that looks questionable on matters of hygiene. Some visitors complained about the dirt.
9. Fix the step leading out onto the Dock from Festival Place. It is a “tripping” hazard as many cruise visitors trip and nearly fall on this tiny step on their way back to the ship.
10. Initiate a widespread innovative signage programme in all tourist areas so that cruise visitors know where to go and how to find what

- they are looking for in the short space of time that they have. This will allow cruise visitors to reduce time wandering fruitlessly and get them to spend more money in the destination. The signage programme would need to encompass creative signs (with arrows where necessary) on things like “How to get to the Straw Market” (The Straw Market was once a must see “attraction” for most cruise visitors before the fire of 2001), “How to get to the Hair Braiding Centre”, “Where do I rent a motor scooter”, “How do I get to the beach”, “How do I get downtown”, “How do I get to Atlantis/Paradise Island”.
11. The signage programme could perhaps encompass a price list of the zoned rates and the cost on getting to popular attractions and thereby reduce problems with overcharging. Of course, this price list would have to be updated every time the prices changed.
  12. The information booth in Festival Place is not visible enough. It needs to be much more visible to cruise passengers coming off the ships because many of them have ideas of what they would like to do while in port but they do not know how to go about doing them. Many of them ask the first “official looking” persons they see on the dock before they go through the first Festival Place doors on where “this is” or where “that is”. Many of their questions include “How do I get downtown”, “How do I get to the Straw Market”, “How do I get to the beach”, “Where can I go to find Bahamian food” etc. Many of the cruise passengers walk right pass the information booth in Festival Place without even noticing that it exists because it is at a long table with vendors they may be trying to avoid.
  13. Enforce the law of not allowing too many people to go on the ferry boats at the same time. Over crowded ferries do bother some of our cruise visitors and can be dangerous.
  14. In the plans for the future of the port of Nassau, include improved boats for ferry service. Some of the cruise visitors felt that some of the current ferry boats needed to be better.
  15. Continue to encourage the cruise lines to lengthen the stay in port for some of their ships to give the cruise passengers more time in port to do what they want to do like a tour or shop.
  16. Encourage innovatively different types of stores with a variety of Bahamian products with attractive prices in the downtown area to attract the cruise visitors to shop. Some cruise visitors think that all of the stores carry the same things. They also thought that the shops were too expensive.

17. Do what is necessary to encourage more Bahamian entrepreneurs to open more shops in the tourist areas like downtown. This can only be done with the creation of an environment where these entrepreneurs feel that they can make money. Some cruise visitors think that we do not have enough stores.
18. Create an environment that is conducive to the shops downtown staying open later. This is not an easy task but it is the only way that the shops will stay open later. Some visitors complained that the shops closed too early.
19. Encourage the development of more local restaurants as the future plans for the port of Nassau develops. Some visitors felt that there were not enough local restaurants around.
20. Ensure that the Cruise Dock/Security staff asks the cruise passengers for picture ID's at all times. Some visitors felt that they did not always do so.
21. Ensure that motor scooter companies that rent scooters to cruise visitors always rent them with the proper essentials like helmets, etc.
22. Ensure that motor scooter companies maintain the scooters in satisfactory repair so that cruise visitors who rent them do not experience dissatisfaction with them. Cruise visitors complained about poorly maintained scooters.
23. Ensure that downtown and the tourist areas are kept immaculately clean at all times. In Disney World they have personnel constantly walking around picking up trash (with a special trash stick) that may have been dropped.
24. Put drains down in the streets downtown so that when it rains the water does not collect in the streets. Clean the current drains in the streets that may have debris. Cruise Visitors complained about too much water being in the streets when it rained.
25. Create more activities for visitors to do
26. Create more activities for children who come off the ships to do
27. Create more fun things to do near the ship
28. Create more affordable tours
29. Provide access to wheelchairs for persons who need them. The ships do not always allow cruise passengers to take wheelchairs off the ship.
30. If feasible, provide shorter waits for the shuttle bus service back to the ship.
31. Ensure that all public bathrooms not only have running water but are always in proper repair.

32. Create a shopping environment in which bargains are the norm rather than the exception.
33. Have information on the island more readily available to cruise visitors on board the ships, etc.
34. One cruise visitor suggested that taxi drivers wear uniforms.
35. Continue to have police presence downtown.
36. More entertainment and bands outside. Cruise Visitors wished to see this.



## **APPENDIX**

**CRUISE SATISFACTION SURVEY**

**1. Do you intend to get off your ship again?**

- 1. Yes  — Close Interview
- 2. Maybe  —
- 3. No  — Continue Interview

**2. What cruise ship are you on?**

---

**3. Are you a passenger or crew?**

- 1. Passenger
- 2. Crew  — Close Interview

**4. How many times have you gotten off your ship?**

---

**5. Do you feel you've had enough time here on this visit?**

- 1. Yes, had enough time
- 2. No, would have preferred longer
- 3. Don't know/no answer

What makes you say that?

---



---



---

**6. How do you feel about recommending the Bahamas as a place for your friends/family to visit?**

- 1 Definitely will recommend it
- 2 Probably will recommend it
- 3 Probably won't recommend it
- 4 Definitely won't recommend it

**7. Did you do any shopping today?**

- 1. Yes
- 2. No  — Go to question 8

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

**What makes you say that? What would have made it better?**

---



---



---

**8. Did you get a chance to visit the Strawmarket?**

- 1. Yes
- 2. No  — Go to question 9

*How would you rate that Strawmarket experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

**What did you think of the straw vendors/other vendors that you met there?**

---



---

Other Straw Market Comments \_\_\_\_\_

---



---

**9. Did you get a chance to meet any hair braiders?**

- 1. Yes
- 2. No  — Go to question 10

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_

---



---

**10. Did you use a taxi?**

- 1. Yes  — Go to rating, then comments
- 2. No  — Go to taxi comments

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Taxi Comments \_\_\_\_\_

---



---

**11. Did you use a ferry?**

1. Yes      2. No      → Go to question 12

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**12. Did you use a bus/jitney?**

1. Yes      2. No      → Go to question 13

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**13. Did you eat or drink in any restaurants, cafes or bars while you were here?**

1. Yes      2. No      → Go to question 14

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**14. Did you take a ride in a horse & carriage?**

1. Yes      2. No      → Go to question 15

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Surrey Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**15. Did you go for a walk/stroll?**

1. Yes      2. No      → Go to question 16

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**16. Did you rent a motor scooter?**

1. Yes      2. No      → Go to question 17

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**17. Did you rent a car?**

1. Yes      2. No      → Go to question 18

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**18. Did you rent a bicycle?**

1. Yes      2. No      → Go to question 19

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**19. Did you get a chance to meet any beach vendors?**

- 1. Yes
- 2. No → Go to question 20

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_

**20. What did you think of the Cruise Dock/Security Staff?**

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_

**21. What did you think of the Security facilities or processes?**

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_

**22. Did you do any tours/excursions/activities today?**

- 1=Yes
- No =2 → go to question 23

**What tours/excursions/activity did you do?**

i) Activity \_\_\_\_\_

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

ii) Activity \_\_\_\_\_

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_

iii) Activity \_\_\_\_\_

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_

**23. Did you meet any people offering trips/visits?**

- 1=Yes
- No =2 → go to question 24

*How would you rate that experience?*

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments \_\_\_\_\_  
 \_\_\_\_\_

**24. Did you visit any shows on this trip?**

- 1. Yes
- 2. No → Go to question 25

Comments \_\_\_\_\_  
 \_\_\_\_\_

**25. Did you visit any nightclubs on this trip?**

- 1. Yes
- 2. No → Go to question 26

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**26. Did you visit a casino on this visit?**

- 1. Yes
- 2. No → Go to question 27

Comments \_\_\_\_\_  
 \_\_\_\_\_

**27. What did you like about the Bahamas?**

- |                            |                                   |
|----------------------------|-----------------------------------|
| 1 Architecture             | 10 Friendly people                |
| 2 Landscape/scenery        | 11 Helpful people                 |
| 3 Beaches                  | 12 Was as hoped                   |
| 4 Ocean                    | 13 Value for money                |
| 5 Weather                  | 14 Plenty to do                   |
| 6 Variety of Shops         | 15 Relaxing                       |
| 7 Cheap to shop/good deals | 16 Unusual-not like anywhere else |
| 8 Clean                    | 17 Nothing in particular          |
| 9 Felt Safe                |                                   |
- Other \_\_\_\_\_

**28. What did you dislike about The Bahamas?**

- |                            |  |
|----------------------------|--|
| 1 Architecture             | 12 Unhelpful/rude people                 |
| 2 Landscape/scenery        | 13 Salespeople were pushy                |
| 3 Beaches                  | 14 Shops close too early                 |
| 4 Ocean                    | 15 Slow service                          |
| 5 Weather                  | 16 Not what I expected                   |
| 6 Limited variety of shops | 17 Expensive/pricy                       |
| 7 Felt hassled             | 18 Boring not enough to do               |
| 8 Felt ripped off          | 19 Wasn't anything special/different     |
| 9 Not clean                | 20 Didn't dislike anything in particular |
| 10 Didn't feel safe        |  |
| 11 Unfriendly people       |  |
- Other \_\_\_\_\_

**29. Where do you live?**

- 1. United States: Which State?  
WRITE IN \_\_\_\_\_
- 2. Canada: Which Province?  
WRITE IN \_\_\_\_\_
- 3. Other: Which Country  
WRITE IN \_\_\_\_\_

**30. (Don't ask just circle) Is respondent...**

- 1. Male
- 2. Female

**31. Into which of these age brackets does your age fall? SHOW CARD. CIRCLE ONE ONLY**

- |           |           |
|-----------|-----------|
| 1 A 18-24 | 5 E 55-64 |
| 2 B 25-34 | 6 F 65-74 |
| 3 C 35-44 | 7 G 75+   |
| 4 D 45-54 |           |

**32. Are you traveling....**

- 1 Alone
- 2 As a couple
- 3 As a family
- 4 As a group

**33. How many people are there in your personal group including yourself and any children?**

\_\_\_\_\_

**34. If you're traveling with children, how old are the children? CIRCLE ALL THAT APPLY**

*Interviewer: Write in how many of each age*

- |                        |              |
|------------------------|--------------|
| 1 Under 12 months      | _____        |
| 2 Age 1-5              | _____        |
| 3 Age 6-11             | _____        |
| 4 Age 12-17            | _____        |
| 5 Over 17              | _____        |
| 6 No children in party | [ ] Tick box |

**35. Into which of these brackets does your household income fall? SHOW CARD. CIRCLE ONLY ONE**

- |     |     |      |
|-----|-----|------|
| 1 J | 5 N | 9 R  |
| 2 K | 6 O | 10 S |
| 3 L | 7 P | 11 T |
| 4 M | 8 Q | 12 U |

**36. How does your visit here today compare with other cruise destinations you've visited?**

- 1 Better than other destinations
- 2 About the same
- 3 Not as good as other destinations
- 4 Don't know/no answer

**37. What would have made your visit here more enjoyable?**

\_\_\_\_\_  
 \_\_\_\_\_

**FOR OFFICE USE ONLY**

Date: \_\_/\_\_/\_\_

Shift Time \_\_\_\_\_

Place of Survey \_\_\_\_\_

Survey Staff Id \_\_\_\_\_

Coder ID \_\_\_\_\_

Date Coded \_\_\_\_\_

Action \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<b>CRUISE VISITOR ARRIVALS BY FIRST PORT OF ENTRY 2009</b>						
<b>THE BAHAMAS</b>				<b>NASSAU/ PARADISE ISLAND</b>		
<b>MONTH</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>
JAN	311,773	255,782	21.9%	159,197	130,312	22.2%
FEB	274,721	295,713	-7.1%	136,064	143,221	-5.0%
MAR	317,784	317,250	0.2%	148,501	165,577	-10.3%
<b>1QTR</b>	<b>904,278</b>	<b>868,745</b>	<b>4.1%</b>	<b>443,762</b>	<b>439,110</b>	<b>1.1%</b>
APR	275,770	247,281	11.5%	157,722	129,436	21.9%
MAY	256,117	191,827	33.5%	164,441	102,461	60.5%
JUN	241,154	176,458	36.7%	136,701	92,093	48.4%
<b>2QTR</b>	<b>773,041</b>	<b>615,566</b>	<b>25.6%</b>	<b>458,864</b>	<b>323,990</b>	<b>41.6%</b>
JUL	235,931	178,189	32.4%	127,337	93,081	36.8%
AUG	251,713	208,729	20.6%	132,355	114,089	16.0%
SEP	197,786	162,129	22.0%	107,539	92,772	15.9%
<b>3QTR</b>	<b>685,430</b>	<b>549,047</b>	<b>24.8%</b>	<b>367,231</b>	<b>299,942</b>	<b>22.4%</b>
OCT	239,543	231,502	3.5%	127,831	120,039	6.5%
NOV	313,470	266,934	17.4%	137,216	137,684	-0.3%
DEC	340,018	329,346	3.2%	178,821	151,070	18.4%
<b>4QTR</b>	<b>893,031</b>	<b>827,782</b>	<b>7.9%</b>	<b>443,868</b>	<b>408,793</b>	<b>8.6%</b>
<b>YTD</b>	<b>3,255,780</b>	<b>2,861,140</b>	<b>13.8%</b>	<b>1,713,725</b>	<b>1,471,835</b>	<b>16.4%</b>
<b>GRAND BAHAMA ISLAND</b>				<b>THE OUT ISLANDS</b>		
	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>
JAN	22,522	24,562	-8.3%	130,054	100,908	28.9%
FEB	26,938	22,205	21.3%	111,719	130,287	-14.3%
MAR	32,321	23,299	38.7%	136,962	128,374	6.7%
<b>1QTR</b>	<b>81,781</b>	<b>70,066</b>	<b>16.7%</b>	<b>378,735</b>	<b>359,569</b>	<b>5.3%</b>
APR	21,208	16,299	30.1%	96,840	101,546	-4.6%
MAY	33,346	21,761	53.2%	58,330	67,605	-13.7%
JUN	31,574	24,524	28.7%	72,879	59,841	21.8%
<b>2QTR</b>	<b>86,128</b>	<b>62,584</b>	<b>37.6%</b>	<b>228,049</b>	<b>228,992</b>	<b>-0.4%</b>
JUL	32,007	28,322	13.0%	76,587	56,786	34.9%
AUG	36,809	32,372	13.7%	82,549	62,268	32.6%
SEP	27,956	30,139	-7.2%	62,291	39,218	58.8%
<b>3QTR</b>	<b>96,772</b>	<b>90,833</b>	<b>6.5%</b>	<b>221,427</b>	<b>158,272</b>	<b>39.9%</b>
OCT	31,997	28,745	11.3%	79,715	82,718	-3.6%
NOV	46,504	24,671	88.5%	129,750	104,579	24.1%
DEC	33,320	35,881	-7.1%	127,877	142,395	-10.2%
<b>4 QTR</b>	<b>111,821</b>	<b>89,297</b>	<b>25.2%</b>	<b>337,342</b>	<b>329,692</b>	<b>2.3%</b>
<b>YTD</b>	<b>376,502</b>	<b>312,780</b>	<b>20.4%</b>	<b>1,165,553</b>	<b>1,076,525</b>	<b>8.3%</b>

Note: These are preliminary figures, and are subject to change.

**CRUISE VISITOR ARRIVALS  
BY SECOND PORT OF ENTRY  
2009**

<b>THE BAHAMAS</b>							<b>NASSAU/ PARADISE ISLAND</b>						
<b>MONTH</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	
JAN	103,995	76,574	35.8%	41,974	34,362	22.2%							
FEB	106,625	83,005	28.5%	40,134	37,141	8.1%							
MAR	138,316	97,002	42.6%	60,124	40,068	50.1%							
<b>1QTR</b>	<b>348,936</b>	<b>256,581</b>	<b>36.0%</b>	<b>142,232</b>	<b>111,571</b>	<b>27.5%</b>							
APR	120,785	97,150	24.3%	41,361	44,597	-7.3%							
MAY	137,616	85,732	60.5%	58,807	40,298	45.9%							
JUN	142,108	91,851	54.7%	64,819	49,362	31.3%							
<b>2QTR</b>	<b>400,509</b>	<b>274,733</b>	<b>45.8%</b>	<b>164,987</b>	<b>134,257</b>	<b>22.9%</b>							
JUL	144,159	101,417	42.1%	75,322	57,913	30.1%							
AUG	137,765	109,139	26.2%	70,851	56,886	24.5%							
SEP	130,705	82,791	57.9%	65,316	35,933	81.8%							
<b>3QTR</b>	<b>412,629</b>	<b>293,347</b>	<b>40.7%</b>	<b>211,489</b>	<b>150,732</b>	<b>40.3%</b>							
OCT	117,423	124,731	-5.9%	53,504	48,871	9.5%							
NOV	145,338	100,214	45.0%	63,355	31,277	102.6%							
DEC	127,848	132,810	-3.7%	51,600	62,590	-17.6%							
<b>4QTR</b>	<b>390,609</b>	<b>357,755</b>	<b>9.2%</b>	<b>168,459</b>	<b>142,738</b>	<b>18.0%</b>							
<b>YTD</b>	<b>1,552,683</b>	<b>1,182,416</b>	<b>31.3%</b>	<b>687,167</b>	<b>539,298</b>	<b>27.4%</b>							
<b>GRAND BAHAMA ISLAND</b>							<b>THE OUT ISLANDS</b>						
<b>MONTH</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	
JAN	2,169	0	100.0%	59,852	42,212	41.8%							
FEB	1,657	0	100.0%	64,834	45,864	41.4%							
MAR	5,010	2,951	69.8%	73,182	53,983	35.6%							
<b>1QTR</b>	<b>8,836</b>	<b>2,951</b>	<b>199.4%</b>	<b>197,868</b>	<b>142,059</b>	<b>39.3%</b>							
APR	6,866	2,886	137.9%	72,558	49,667	46.1%							
MAY	15,974	9,111	75.3%	62,835	36,323	73.0%							
JUN	20,987	7,801	169.0%	56,302	34,688	62.3%							
<b>2QTR</b>	<b>43,827</b>	<b>19,798</b>	<b>121.4%</b>	<b>191,695</b>	<b>120,678</b>	<b>58.8%</b>							
JUL	10,387	2,528	310.9%	58,450	40,976	42.6%							
AUG	5,200	7,117	-26.9%	61,714	45,136	36.7%							
SEP	9,557	4,150	130.3%	55,832	42,708	30.7%							
<b>3QTR</b>	<b>25,144</b>	<b>13,795</b>	<b>82.3%</b>	<b>175,996</b>	<b>128,820</b>	<b>36.6%</b>							
OCT	17,070	10,514	62.4%	46,849	65,346	-28.3%							
NOV	20,144	3,931	412.4%	61,839	65,006	-4.9%							
DEC	9,442	5,029	87.8%	66,806	65,191	2.5%							
<b>4 QTR</b>	<b>46,656</b>	<b>19,474</b>	<b>139.6%</b>	<b>175,494</b>	<b>195,543</b>	<b>-10.3%</b>							
<b>YTD</b>	<b>124,463</b>	<b>56,018</b>	<b>122.2%</b>	<b>741,053</b>	<b>587,100</b>	<b>26.2%</b>							

The figures are preliminary and subject to revision.



**CRUISE VISITOR ARRIVALS  
BY THIRD PORT OF ENTRY  
2009**

THE BAHAMAS			NASSAU/ PARADISE ISLAND			
MONTH	2009	2008	% CHG	2009	2008	% CHG
JAN	22,839	2,802	715.1%	0	0	0.0%
FEB	14,299	5,573	156.6%	0	0	0.0%
MAR	22,625	8,010	182.5%	0	0	0.0%
1QTR	<b>59,763</b>	<b>16,385</b>	<b>264.7%</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
APR	19,496	5,407	260.6%	0	0	0.0%
MAY	6,664	7,766	-14.2%	0	0	0.0%
JUN	9,201	10,438	-11.9%	0	0	0.0%
2QTR	<b>35,361</b>	<b>23,611</b>	49.8%	-	-	<b>0.0%</b>
JUL	9,504	23,514	-59.6%	0	0	0.0%
AUG	11,709	16,850	-30.5%	0	0	0.0%
SEP	10,364	7,917	30.9%	0	0	0.0%
3QTR	<b>31,577</b>	<b>48,281</b>	-34.6%	<b>0</b>	<b>0</b>	<b>0.0%</b>
OCT	10,463	11,298	-7.4%	0	0	0.0%
NOV	11,262	4,409	155.4%	2,815	0	100.0%
DEC	10,909	20,965	-48.0%	0	0	0.0%
4QTR	<b>32,634</b>	<b>36,672</b>	-11.0%	<b>2,815</b>	<b>0</b>	<b>100.0%</b>
YTD	<b>159,335</b>	<b>124,949</b>	<b>27.5%</b>	<b>2,815</b>	<b>0</b>	<b>100.0%</b>
GRAND BAHAMA ISLAND			THE OUT ISLANDS			
MONTH	2009	2008	% CHG	2009	2008	% CHG
JAN	8,902	2,802	217.7%	13,937	0	100.0%
FEB	10,046	5,573	80.3%	4,253	0	100.0%
MAR	14,667	8,010	83.1%	7,958	0	100.0%
1QTR	<b>33,615</b>	<b>16,385</b>	<b>105.2%</b>	<b>26,148</b>	<b>0</b>	<b>100.0%</b>
APR	10,339	5,407	91.2%	9,157	0	100.0%
MAY	0	0	0.0%	6,664	7,766	-14.2%
JUN	0	0	0.0%	9,201	10,438	-11.9%
2QTR	<b>10,339</b>	<b>5,407</b>	<b>91.2%</b>	<b>25,022</b>	<b>18,204</b>	<b>37.5%</b>
JUL	0	0	0.0%	9,504	23,514	-59.6%
AUG	4,801	0	100.0%	6,908	16,850	-59.0%
SEP	2,520	0	100.0%	7,844	7,917	-0.9%
3QTR	<b>7,321</b>	<b>0</b>	<b>100.0%</b>	<b>24,256</b>	<b>48,281</b>	<b>-49.8%</b>
OCT	0	0	0.0%	10,463	11,298	-7.4%
NOV	0	0	0.0%	8,447	4,409	91.6%
DEC	0	13,397	-100.0%	10,909	7,568	44.1%
4 QTR	<b>0</b>	<b>13,397</b>	<b>-100.0%</b>	<b>29,819</b>	<b>23,275</b>	<b>28.1%</b>
YTD	<b>51,275</b>	<b>35,189</b>	<b>45.7%</b>	<b>105,245</b>	<b>89,760</b>	<b>17.3%</b>

Note: These are preliminary figures, and are subject to change.

<b>CRUISE VISITOR ARRIVALS</b>						
<b>BY FIRST &amp; SECOND &amp; THIRD PORT OF ENTRY</b>						
<b>2009</b>						
<b>THE BAHAMAS</b>				<b>NASSAU/ PARADISE ISLAND</b>		
<b>MONTH</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>
JAN	438,607	335,158	30.9%	201,171	164,674	22.2%
FEB	395,645	384,291	3.0%	176,198	180,362	-2.3%
MAR	478,725	422,262	13.4%	208,625	205,645	1.4%
1QTR	<b>1,312,977</b>	<b>1,141,711</b>	<b>15.0%</b>	<b>585,994</b>	<b>550,681</b>	<b>6.4%</b>
APR	416,051	349,838	18.9%	199,083	174,033	14.4%
MAY	400,397	285,325	40.3%	223,248	142,759	56.4%
JUN	392,463	278,747	40.8%	201,520	141,455	42.5%
2QTR	<b>1,208,911</b>	<b>913,910</b>	<b>32.3%</b>	<b>623,851</b>	<b>458,247</b>	<b>36.1%</b>
JUL	389,594	303,120	28.5%	202,659	150,994	34.2%
AUG	401,187	334,718	19.9%	203,206	170,975	18.9%
SEP	338,855	252,837	34.0%	172,855	128,705	34.3%
3QTR	<b>1,129,636</b>	<b>890,675</b>	<b>26.8%</b>	<b>578,720</b>	<b>450,674</b>	<b>28.4%</b>
OCT	367,429	367,531	0.0%	181,335	168,910	7.4%
NOV	470,070	371,557	26.5%	203,386	168,961	20.4%
DEC	478,775	483,121	-0.9%	230,421	213,660	7.8%
4QTR	<b>1,316,274</b>	<b>1,222,209</b>	<b>7.7%</b>	<b>615,142</b>	<b>551,531</b>	<b>11.5%</b>
YTD	<b>4,967,798</b>	<b>4,168,505</b>	<b>19.2%</b>	<b>2,403,707</b>	<b>2,011,133</b>	<b>19.5%</b>
<b>GRAND BAHAMA ISLAND</b>				<b>THE OUT ISLANDS</b>		
<b>MONTH</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>	<b>2009</b>	<b>2008</b>	<b>% CHG</b>
JAN	33,593	27,364	22.8%	203,843	143,120	42.4%
FEB	38,641	27,778	39.1%	180,806	176,151	2.6%
MAR	51,998	34,260	51.8%	218,102	182,357	19.6%
1QTR	<b>124,232</b>	<b>89,402</b>	<b>39.0%</b>	<b>602,751</b>	<b>501,628</b>	<b>20.2%</b>
APR	38,413	24,592	56.2%	178,555	151,213	18.1%
MAY	49,320	30,872	59.8%	127,829	111,694	14.4%
JUN	52,561	32,325	62.6%	138,382	104,967	31.8%
2QTR	<b>140,294</b>	<b>87,789</b>	<b>59.8%</b>	<b>444,766</b>	<b>367,874</b>	<b>20.9%</b>
JUL	42,394	30,850	37.4%	144,541	121,276	19.2%
AUG	46,810	39,489	18.5%	151,171	124,254	21.7%
SEP	40,033	34,289	16.8%	125,967	89,843	40.2%
3QTR	<b>129,237</b>	<b>104,628</b>	<b>23.5%</b>	<b>421,679</b>	<b>335,373</b>	<b>25.7%</b>
OCT	49,067	39,259	25.0%	137,027	159,362	-14.0%
NOV	66,648	28,602	133.0%	200,036	173,994	15.0%
DEC	42,762	54,307	-21.3%	205,592	215,154	-4.4%
4QTR	<b>158,477</b>	<b>122,168</b>	<b>29.7%</b>	<b>542,655</b>	<b>548,510</b>	<b>-1.1%</b>
YTD	<b>552,240</b>	<b>403,987</b>	<b>36.7%</b>	<b>2,011,851</b>	<b>1,753,385</b>	<b>14.7%</b>

**RESEARCH AND STATISTICS TEAM NASSAU/P.I**

Mr. Gary Young-Sr. Director

Ms. Georgina Delancy-General Manager and Writer of this Report

Mrs. Evangeline Lewis-Senior Manager-Research

Mrs. Val Mckinney-Senior Manager-Immigration Card Scanning Unit

---

Mrs. Kimberley Greenslade-Assistant Manager

Mrs. Ruth Williams-Data processing

Mrs. Margo Rose-Data processing

Mrs. Karen Beneby-Data processing

Ms. Francia Oliver-Data processing

Ms. Leanda Colebrooke-Data processing

Ms. Francina Davis-Data processing

Mrs. Cleo Ellis-Data processing & Exit Survey Clerk Nassau

Mrs. Samantha Adderley-Data processing & Exit Survey Clerk Nassau

Mrs. Amanda St. Charles-Data processing

Ms. Tara Evans- Immigration Card Scanning Unit

Ms. Roshan Lewis- Immigration Card Scanning Unit

Ms. Shavonne Mckenzie- Immigration Card Scanning Unit

Ms. Angelica Bethel- Immigration Card Scanning Unit

Ms. Claudette Pierre- Exit Survey Clerk Nassau

Ms. Shantell Outten- Exit Survey Clerk Nassau

Mr. Ethan Fairweather- Exit Survey Clerk