



---

## Los Angeles – Princess Cruises' 2008 Port of the Year

On February 19, 2009 Princess Cruises presented the 2008 Port of the Year award to Metro Cruise Services LLC and Metro Shore Services LLC in the Port of Los Angeles. Metro Cruise and Metro Shore have been providing stevedoring, agency and ground handling services to Princess for the last three years in addition to managing the cruise ship terminal through Pacific Cruise Ship Terminals (PCST). Every year Princess chooses the winner based on a combination of passenger service rates, percentage of on-time sailings, as well as reviewing performance against the challenges faced at each of their ports of call. Out of thirty-eight ports worldwide, Los Angeles ranked number one for 2008.

It took a lot of work to earn the title. Metro began servicing Princess in the fall of 2006 when they had a passenger service rating of 81.79. By the end of 2007, we had lifted that rating to 88.46. Even more impressive was our continued rise in rates to 91.30 for 2008. We achieved these results through our dedication to uncompromising customer service and the introduction of a new paradigm. For the first time in the industry, we designed a “total package of services” that allows us to synergize all the aspects of a cruise call—from agency, to ground services, to stevedoring—into a seamless, well-run operation. All areas of logistics, from airport meet-and-greet programs, transfers from airport to terminal, hotel programs, to check-in at the cruise terminals and debarkation, were carefully planned. A staff average of 140 members work in these areas of logistics every call, and each is required to deliver seamless service, adapting to the circumstances each day brings. In addition, total integration of our stevedore services and agency required all areas of the operation to plan as a team, debrief and commit to continuous improvement mechanisms unprecedented in our industry. The results are exceptional with customer satisfaction ratings at record values and rising. Even more importantly, the results validated the vision Metro brought forward and fulfilled the commitment we made to Princess, our first partner in this new synergy.

The award was given at the Princess Annual Logistics Conference in Santa Clarita and presented by Alan Buckelew, Princess' Chief Executive Officer and Dean Brown, Executive Vice President. On hand to receive it were Stefano Borzone-Pinna, John Oldefendt, Matt Temblador, Kevin Wong and Luis Solis. The entire Metro Cruise and Metro Shore team is to be congratulated for this achievement, defining the ultimate team effort. We are very proud of the service we offer to our customers and are greatly honored to have received this award in the name of Metro, helping to solidify its leadership in the cruise world.

We were also there when our partners at Port of Los Angeles were honored at the World Cruise Center. Our excellent working relationship with Port of Los Angeles staff created a powerful alliance resulting in outstanding customer satisfaction. “We are thrilled to



---

receive this honor and share it with the outstanding stevedoring team at Metro Cruise Services which provides the land-side operations at our cruise terminal,” said Port Executive Director Geraldine Knatz, Ph.D. “It is especially meaningful to us because it is the passengers who have said we are the best – we gave them a great experience to start and end their vacation, and that says it all.”



*Metro Cruise/Shore award presentation from left to right—Dean Brown (Princess Cruises), Bruce Krumrine, (VP Shore Ops, Princess Cruises), Victoria McDonald, (Manager Shore Ops, Princess Cruises), Kevin Wong, Luis Solis, Deanna Wisner, (Shore Ops, Princess Cruises), Matt Temblador, John Oldefendt, Stefano Borzone-Pinna, Alan Buckelew (Princess Cruises)*