



Serving Two New Ships in Southern California

Metro Cruise is pleased to have the privilege of adding two new vessels to our resume of ships that we routinely service. On February 19 of this year, we had our first turn of Royal Caribbean's *Mariner of the Seas* at the World Cruise Center (operated by our Pacific Cruise Ship Terminals LLC) in Los Angeles. Part of the Voyager class of Royal Caribbean vessels, *Mariner of the Seas* is 1,020 feet long, weighs 138,000 tons, and holds 3,500 passengers. Servicing this vessel has offered us some new challenges. Based on its size, we needed to work the ship at Berth 91-92, which required new gangways to meet the height of the ship's designated side doors. While new, state of the art gangways have been ordered by the Port and are expected by the end of the year, an interim solution was needed. To solve this issue, Metro liaised with the port's Engineering and Property Management Divisions to design two new 50-foot platforms to support stainless steel gangways capable of transitioning passengers on and off the vessel. PCST Terminal Manager Wilkin Mes provided vision and leadership, ensuring that the platforms and gangways were designed, approved, and fabricated in record time. A turn-around day for *Mariner of the Seas* is a demonstration of efficiency and teamwork between the shore side team and ship's management. A cruise vessel of this size and capacity can present major logistical and time management challenges unless every detail of the turn operation is perfectly planned. When *Mariner of the Seas* comes alongside every Sunday, Metro processes 3,500 passengers off and 3,500 passengers on the ship, ensuring baggage is offloaded and collected by the departing group in less than 4 hours, and loaded for the newcomers in about the same time. The Metro team is also tasked with overseeing the loading of over 500 pallets of provisions during the duration of the call. While with each larger vessel the challenge continues to grow, we consistently find a way to service the ships within the time allowed.

On April 5, we had our first turn of the long awaited *Carnival Splendor* in Long Beach. The largest ship in the Carnival fleet, the *Splendor* is 952 feet long, weighs 113,300 tons, and also holds 3,500 guests. As with the *Mariner*, the *Splendor* presented us with exciting new challenges. The increase in passenger headcount called for adjustments in passenger baggage collection and baggage sorting. Carnival built functional outside check-in stations that helped passenger processing at embarkation and truly maximized the space available. Operationally, *Carnival Splendor* required new thinking in the areas of baggage loading as its side door configuration could not accommodate our traditional cages and its door height did not allow our preferred lift equipment to be placed on board. Once again, a close liaison with Carnival translated into a set of solutions that allowed a top quality operation to be put into place from the first call.

We are very proud of our ability to adapt to new situations, and the exciting arrival of these new vessels in our ports offered an opportunity for us to prove our competency. The ingenuity and commitment of our staff resulted in exceptional service to these new,



very large vessels and much recognition from two top clients that expected nothing less. The *Mariner of the Seas* and *Carnival Splendor* are scheduled to call at Los Angeles and Long Beach every Sunday, year-round, for the foreseeable future. The ships have been extremely well received by the loyal customers of the two cruise lines and will certainly become West Coast flagships and symbols of the cruise industry's might.



Mariner of the Seas at the World Cruise Center in Los Angeles



Carnival Splendor makes her maiden call at the Long Beach Cruise Terminal