



# METROLINK® Matters

## NEWS & EVENTS



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## A Better Way to Go for 27 Years

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Destination: Olvera Street





CEO Stephanie N. Wiggins

# A WORD FROM THE CEO

STEPHANIE N. WIGGINS  
CHIEF EXECUTIVE OFFICER | METROLINK

Dear Riders,

As Metrolink celebrates its 27th anniversary on Oct. 26, I'm looking ahead. I am proud that Metrolink ridership continues to grow, yet my focus is still on improving your Metrolink experience.

Yes, we will continue to expand our service, but that isn't enough. We must ensure our trains are safe, clean and reliable. Seamless connections to complete your trip must be effortless. Technology must be harnessed to make it easier for you to get information, buy tickets with mobile devices or print tickets at home, and call and text Metrolink staff with questions. Additionally, I know you want Wi-Fi. We are working on that now.

Metrolink is at a historic crossroads. We're rapidly evolving into more than just a commuter railroad that transports workers from throughout Southern California to jobs in Los Angeles during weekday rush hours. We're focused on providing the right service that best serves this ever-changing region and more advertising.

Metrolink is Southern California's regional railroad and the antidote for traffic stress for many residents here who choose not to inch along on the nation's most congested roads and freeways.

We're a better way to go and, going forward, your ride will get even better. I promise.

Sincerely,

## OUR NEW FALL SCHEDULE STARTS OCTOBER 14



**You asked and we listened!** Coming Monday, October 14: our new fall schedule that reflects your feedback from the August CEO Social Chat. The new schedule includes:

- New weekend service on the 91/Perris Valley Line, extending weekend trains to all Perris Valley stations, which allows you to explore downtown, events, arts, food and more!
- More trains connecting Orange County and Los Angeles, including new midday trains
- Plus we are adjusting our schedule to get you to work by 8:00 a.m. – with OC Line train 682 departing 20 minutes earlier
- Trains 401 and 403 on the Riverside Line departing earlier, arriving to downtown L.A. at 6 a.m. and 7 a.m. to get you to work earlier
- Amtrak Pacific Surfliner adding a 13th round-trip between Los Angeles and San Diego

Additionally, there will be minor adjustments on the Riverside, Orange County, 91/Perris Valley, San Bernardino and Inland Empire-Orange County lines to improve your schedules and reduce delays.

We hope these changes continue to enhance your experience. Be sure to join our next CEO Social Chat later this fall to give us more of your great feedback or send in your feedback about schedules via [metrolinktrains.com](http://metrolinktrains.com). For a list of all the changes in the new schedule please visit: [metrolinktrains.com/schedulechange](http://metrolinktrains.com/schedulechange)

## TAKE METROLINK TO SAN CLEMENTE SEAFEST FOR TACOS, SURFING AND MORE



Street taco challenge tastings, a surfing competition, U.S. Coast Guard rescue demo, arts and crafts and more family fun are on tap Sunday, Oct. 6, for the 32nd annual San Clemente Seafest at the historic pier. Metrolink takes you straight to where the tracks meet the sand, and the round trip from any of our 62 stations is just \$10.

Events will take place from 9:30 a.m. to 3:00 p.m.

For train schedules, go to [metrolinktrains.com](http://metrolinktrains.com). For Seafest information, visit [metrolinktrains.com/seafest](http://metrolinktrains.com/seafest)



## A BETTER WAY TO GO FOR 27 YEARS

For 27 years Metrolink has been a better way to go for commuters, students, tourists and others stressed out by worsening traffic in Southern California.

According to the Texas A&M Transportation Institute, the Southern California region is the most congested in the nation, with drivers spending 119 hours a year stuck in traffic.<sup>1</sup> The quest for traffic relief is what prompted the creation of Metrolink.

On Oct. 26, 1992, Metrolink debuted with three lines serving L.A. and Ventura counties and spanning 112 route miles. In our first year, a daily average of 2,300 people ditched the freeways and came on board Metrolink. Today, we serve six counties with seven lines along 538 miles of track, and last fiscal year nearly 12 million boardings -- a Metrolink record.

The stats don't tell our full story. At Metrolink, we work hard to make it easier for you to connect with the rest of Southern California -- be it to get to work, see friends or family or to explore and enjoy all that Southern California has to offer. Metrolink is about the people of our community enjoying a more pleasant experience by taking the train instead of wasting their time in hours of frustrating traffic. It's about people like you who opt to relieve congestion from Southern California's highways, and reduce greenhouse gas emissions that your cars would otherwise release into Southern California's environment.

If you all opted to drive instead, there would be more gridlock on the 5, 10, 60, 91, 101 and 134. And the smog in our SoCal skies would revert to past levels we'd all prefer to forget.

Metrolink is committed to making your choice to ride with us even easier in the years ahead. Our CEO Stephanie Wiggins has called for a renewed customer first focus tethered to safety, boosting on-time performance, keeping trains clean, providing more travel options and creating a more integrated public transit experience.

Add all that together and Metrolink will not only be a better way to go, it will be the best way to go.

<sup>1</sup>Texas A&M Transportation Institute 2019 Urban Mobility Report. Aug. 22, 2019

## NEW WEEKEND SERVICE TO ADVENTURE BECKONS Perris Valley

Attention 91/Perris Valley riders! Starting October 14, you can plan exciting adventures on our new weekend service between Perris Valley and downtown Los Angeles. Effective with the October 14 schedule changes, there will be new morning and afternoon service Saturdays and Sundays at four more stations:

**PERRIS - SOUTH • PERRIS - DOWNTOWN  
MORENO VALLEY/MARCH FIELD  
RIVERSIDE - HUNTER PARK/UCR**

Metrolink's unlimited rides on Saturdays or Sundays is only \$10, and there's so much to see and do along the route, your memory passport will be stamped with fun the whole family will enjoy.

### HERE ARE SOME HIGHLIGHTS:

- 1 Just blocks from the Riverside-Downtown Station, visit the historic **Mission Inn Hotel and Spa**, the centerpiece of an area steeped in history. The hotel dates back to 1876 and has hosted U.S. presidents from Teddy Roosevelt to Ronald Reagan and many celebrities. Nearby are the Fox Performing Arts Center, antiques shops, fine dining and more.
- 2 Check out original Fender guitars at the **Fullerton Museum Center** near Metrolink's Fullerton Station and enjoy downtown Fullerton.
- 3 Within steps of historic Union Station in downtown Los Angeles, Metrolink riders can explore the world.



Olvera Street, where Los Angeles began, dates back to 1781. Today it's lined with souvenir shops, Mexican restaurants and historic buildings tracing its heritage. There's even an early firehouse, a fun destination for families and children.

Meander over to Grand Central Market with a free transfer on Metro Purple or Red lines and savor cuisine from every corner of the globe and 50 kinds of chilis and other produce. Across the street is the beloved Angels Flight Railway, an 118-year-old funicular ready to transport passengers up on the shortest railway in the world.

Best of all, you don't need a passport to explore these destinations and more, just a Metrolink ticket and a quest for adventure.

For schedules and information, go to **metrolinktrains.com**



# CONDUCTOR'S CORNER

*"Conductor Michael on this train is a very kind soul. He is so friendly, informative and knowledgeable. I wish all your conductors were like him."*

*-Chris G. August 21, 2019*

## Interview with Conductor Michael Glogow

Metrolink conductors are at the heart of any great train travel experience. They are your direct liaison, and they look out for your safety while maintaining the operations and inner workings of Metrolink trains.

Consider Conductor Michael Glogow, a Metrolink conductor for more than seven years. Over the past ten months Michael has received four commendations from riders who cite his professionalism and positivity.

**Metrolink Matters (MM):** How long have you been a conductor for Metrolink and what is the best part of your job?

**Michael Glogow (MG):** I originally started with Amtrak in 2010 and became a Metrolink Conductor in 2012. The most fulfilling part of my job is knowing that I safely, courteously and efficiently help transport more than 1,000 passengers a day.

**MM:** To do a little bit of role reversal—do you remember the first time you rode a train? What was that like?

**MG:** I remember riding on the Amtrak San Diegan (now called the Pacific Surfliner) when I was around six or seven years old.

The entire ride felt like an adventure and the conductor was very friendly, which left a lasting impression.

**MM:** Do you have any customer interactions that have stood out to you from over the years?

**MG:** It's special to me when families travel with us and tell me it's their child's first train ride. Seeing the excitement in their eyes is great and knowing that they might tell a story one day about that nice Metrolink conductor makes me feel proud.

**MM:** What advice can you give to new and aspiring conductors regarding putting the customer first and ensuring their safety?

**MG:** I would remind them that all our passengers have families, so protecting the safety of our riders is, by extension, serving a far greater number of people. When you broaden your perspective like that, it's easy to find meaning and motivation in your job.



Conductor Michael Glogow

## NOMINATE YOUR FAVORITE CONDUCTOR

Do you have a favorite conductor? Share your experiences on Metrolink's Facebook, Twitter and Instagram @Metrolink or at [metrolinktrains.com/contact](https://metrolinktrains.com/contact) for a chance to have your favorite conductor featured!

### LOCATIONS THROUGHOUT SoCAL



NORMS.COM

AVAILABLE 24/7

## 1 Billion Eggs Later, Norms Cracks the 70-Year Mark

NORMS' long-standing employees have flipped more than 340 million hotcakes, poured 326 million cups of coffee and sizzled a staggering 100 million slices of bacon (not to mention more than a billion eggs) for generations of guests, and show no signs of stopping any time soon. Southern California's heritage classic diner is celebrating 70 thrilling years of breakfast, lunch, dinner and late-night memories. A mainstay across Los Angeles, Orange and Riverside counties, NORMS is known for its overly generous portions, unmatched value, homestyle hospitality and iconic, Instagram-able Googie design.

## Celebrate With Norms

For the first time ever, the 24/7 family restaurant is launching a collection of limited-edition branded merchandise, including t-shirts, snapback hats, diner mugs and coffee tumblers, giving fans the opportunity to own a piece of history and celebrate 70 years at the diner "Where Life Happens."

NORMS will also host a 70th anniversary "Googie Gala" this October at its La Cienega Blvd. location, a celebrated spot where Hollywood eats, featuring live music, games, a hotcake bar, photo opps and other surprises for fans. Details will be available at [NORMS.com](https://NORMS.com).