

Metrolink Matters

NEWS & EVENTS

IN THIS ANNIVERSARY ISSUE

- Word from the CEO
- Metrolink Teams with Guide Dogs of America

• FEATURES:

- Carrying SoCal into the Holiday Season
- Festival of Lights
- Turkey Trot Los Angeles
- Ice Skating Under The Sun or Stars
- \$10 Holiday Ticket on Thanksgiving Day

• CONDUCTOR'S CORNER:

- Cristy Pacheco
- "Los Angeles Area Scene Paintings" at the Hilbert Museum in Orange
- Metrolink Cares: Heart Walks with American Heart Association

Carrying SoCal into the Holiday Season

Details on [page 3](#)

FESTIVAL OF LIGHTS



Destination: Riverside





CEO Stephanie N. Wiggins

A WORD FROM THE CEO

STEPHANIE N. WIGGINS
CHIEF EXECUTIVE OFFICER | METROLINK

Dear Riders,

Every November, we gather, laugh, love and celebrate our reasons to be grateful. This year, I'm grateful for my family and friends, including my Metrolink family – each and every one of you who ride with us. You are a part of our family.

I'm honored to serve you, to ensure Metrolink provides safe, efficient and reliable transportation to Southern California residents, especially during the holidays. I know your time is valuable. The time you save riding Metrolink opens up more time for you to spend with your kids, meet with friends downtown, finish your holiday shopping or even just time to brine that turkey!

The reasons I'm grateful to you: You have adopted Metrolink as your transportation of choice which supports cleaner air, helps fight climate change, and promotes a vibrant economy.

I'm also grateful for your patience. We had some service disruptions last month. Know that we take seriously our commitment to provide you a reliable service, so we are working hard as an Agency – and with our rail partners – to improve our operations and communications. Our top priority is to provide you the safest, highest quality service possible, and we thank you for your patience and continued ridership as we work to make your ride on Metrolink even better.

I want you to know that, as we make a brighter future possible for Southern California, you have my thanks every step of the way.

With gratitude,

METROLINK TEAMS WITH GUIDE DOGS OF AMERICA

The month of October was National Disability Employment Awareness Month, which celebrates the contributions of workers with disabilities. In support of this, we partnered with Guide Dogs of America to bring guide dogs in training to L.A. Union Station for cute cuddles and to educate Metrolink riders on how to interact with Guide Dogs. They also taught riders how to interact with the blind community.

Guide Dog Tips:

- Do not distract a guide dog—it is doing its job to keep its partner safe
- Always ask before petting a guide dog
- Do not offer treats or food to a guide dog

Tips for Interacting with the Blind:

- Speak directly to the person in a normal tone of voice
- Identify yourself when entering and leaving a room and address the person by name
- Ask before assisting the person (don't grab them or the harness handle)
- Give useful and elaborate directions—the more thorough, the better



Partnering with Guide Dogs of America was the perfect match as their mission is to empower people who are blind or visually impaired with increased independence, confidence and mobility.

Carrying SoCal into the Holiday Season

November is here, which means all manner of holiday festivities will soon begin. It's not too early to start planning how you'll explore all the holiday celebrations happening around Southern California – while avoiding traffic and taking Metrolink instead.

FESTIVAL OF LIGHTS

Dates: Nov. 29 – Dec. 21

Price: \$7

For the 27th year, the Festival of Lights, named one of America's best public light displays by USA Today, is coming to downtown Riverside. Join the fun for the dazzling lights, decorations, carriage rides, food and live entertainment. The whole family can enjoy this popular event and take Metrolink to the Riverside-Downtown Station for convenient and FREE shuttle service directly to the Mission Inn Hotel & Spa.



TURKEY TROT LOS ANGELES

Dates: November 28

Price: \$20

Join the thousands of runners and walkers for the seventh annual Turkey Trot Los Angeles on Thanksgiving morning. You can sign up for the 5k, 10k, or 1 mile Widdle Wobble for kids. Everyone gets a race shirt, sparkly finisher medal and bib. The race starts and finishes in downtown Los Angeles in front of City Hall from 8:00 am to noon. In the spirit of Thanksgiving, this event benefits the Midnight Mission – an amazing organization that offers a path to self-sufficiency to those experiencing homelessness. To register or donate to the cause, please visit: <https://turkeytrot.la/>

ICE SKATING UNDER THE SUN OR STARS

Daily, Nov. 14 – Jan. 20, 2020

Price: \$8 admission or \$4 skate rental if you take Metrolink

Glide into the holidays with ice skating in Pershing Square!

The Bai Holiday Ice Rink Pershing Square offers the quintessential winter activity in the heart of beautiful downtown Los Angeles. Surrounded by art, lively activity and the impressive city skyline, this magical winter wonderland promises to delight all ages.

Plan your trip now and take any of Metrolink's six lines to L.A. Union Station. From there, you can transfer for free to the Metro Red or Purple lines to Pershing Square Station. With your Metrolink ticket, you get \$1 off the price of admission.

bai

HOLIDAY
ICE RINK.

PERSHING SQUARE
A WILLY SIEGAL PRODUCTION



\$10 HOLIDAY TICKET ON THANKSGIVING DAY

On Thanksgiving Day, Thursday, November 28, you can expect train service regularly available on Sundays for the holiday ticket price of just \$10. That means you can take the Antelope Valley, San Bernardino, Orange County, 91/Perris Valley and Inland Empire-Orange County lines to and from your Thanksgiving feast, with your Tupperware in tow.

Trains will not operate on the Ventura County or Riverside lines on the holiday. And the Rail 2 Rail program is suspended from Wednesday, November 27 to Monday, December 2. You can resume using your Rail 2 Rail benefits on Tuesday, December 3.

We'll be back to regular weekday service on Friday, November 29.

For more information, visit metrolinktrains.com



CONDUCTOR'S CORNER

Interview with Conductor Cristy Pacheco

It may surprise you, but every now and then, a film director's call of "lights, camera, action!" happens on a Metrolink train. From the sound of the 4000-horsepowered engine, with sleek beveled sides dressed in silver, and a swoosh of teal, to the comfortable multifunctional seating, our trains are a filmmaker's dream. With the help of Conductor Cristy Pacheco, who's been praised by riders on social media, these dreams become reality.

Recently, Pacheco was featured in a video with Jurupa Valley Mayor Brian Berkson, which was shown at the 5th Annual State of the City Address. In the video, Pacheco teaches Mayor Berkson how to be a conductor for a day!

Earlier this year, Pacheco was also filmed on a homecoming video for Alejandro Arando to wish the contestant good luck on ABC's hit television show, "American Idol."

When the cameras stop rolling, you can still expect him to do his job. To him, it's the most important role of all.

More about Conductor Pacheco

Metrolink Matters (MM): How long have you been a conductor for Metrolink?

Cristy Pacheco (CP): I've been a conductor with Metrolink since 2005



Conductor Cristy Pacheco

CP: Making sure my train departs and arrives on time. I'm here to provide a service that is consistent. Being able to meet my arrival times is essential to the customer experience.

MM: What inspired you to be a conductor?

CP: I started working for the railroad when I was 19, back in 1977. At the time in college, I was majoring in history and came across a job posting for the railroad. The rest is history and I've been a proud conductor ever since.

MM: What word of advice can you give to other aspiring conductors?

CP: Keep your sense of humor, stay calm. Know the rules of the railroad, but most importantly just stay calm.

NOMINATE YOUR FAVORITE CONDUCTOR

Do you want us to feature your favorite conductor? Share your experiences at metrolinktrains.com/contact, or on Facebook or Twitter, and tag us @Metrolink.



"Los Angeles Area Scene Paintings" at the Hilbert Museum in Orange

A spectacular new exhibition of paintings depicting life in Los Angeles is coming to the Hilbert Museum of California Art in Orange at Chapman University not far from the Metrolink Orange Station. "Los Angeles Area Scene Paintings," curated by Gordon McClelland, includes works by some of the Golden State's best-known artists, including Millard Sheets, Vanessa Helder and Dorothy Sklar. The exhibition runs November 2, 2019 through April 18, 2020.

Museum admission is free to all. Take Metrolink Orange County or Inland Empire-Orange County lines to Orange Station and you're just steps away from the museum.



Metrolink Cares: Heart Walks with American Heart Association

In September, Team Metrolink Cares participated in the Pasadena Heart Walk in support of the American Heart Association's fight against heart disease and stroke, America's No. 1 and No. 5 killers. Team Metrolink Cares, consisting of both Metrolink employees and riders, and raised \$6,447 for the American Heart Association so far. Join one of six upcoming Heart Walks across Southern California:

- Antelope Valley (Nov. 2)
- Santa Clarita (Nov. 9)
- North County San Diego (Mar. 7)
- Orange County (Mar. 14)
- Inland Empire (Mar. 28)
- Southwest Riverside County (Apr. 18).

Join Team Metrolink Cares and get a free t-shirt. For more information about Heart Walk, visit metrolinktrains.com/heartwalk