

Metrolink Matters

NEWS & EVENTS

IN THIS HOLIDAY ISSUE

page 2

- A Holiday Greeting from our CEO
- New and Improved Van Nuys Station
- Testing (Wi-Fi) 1-2, 1-2

page 3

FEATURE:

Take Metrolink to Your Favorite Holiday Destinations

- Holiday Ice Rink Pershing Square
- Festival of Lights
- Holiday Express Train
- Rose Parade
- Shopping This Season

page 4

- Conductor's Corner: Maria Fujarte
- Our Commitment During System Delays
- Magic Flute

Take Metrolink to Your Favorite Holiday Destinations

Details on [page 3](#)

THE METROLINK HOLIDAY EXPRESS TRAIN IS BACK!



Details on [page 3](#)



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metrolinktrains.com

| metrolinkmatters.com

| 800-371-LINK (5465)



CEO Stephanie N. Wiggins

A HOLIDAY GREETING FROM THE CEO

STEPHANIE N. WIGGINS
CHIEF EXECUTIVE OFFICER | METROLINK
Instagram: @stephaniewigginsceo

Happy holidays, Metrolink riders!

As we celebrate the holiday season with our friends and families and transition into a new year, I want to take a moment to celebrate you.

As you may know, we recently marked Metrolink's 27th anniversary. And in so doing, we asked you to tell your Metrolink stories – many of which we shared via social media. In those wonderful stories, we found lots to celebrate. There's **JoAnn** who got her master's degree during her long commute on board our trains. **Oliver** relocated to SoCal and accepted a job offer thanks to the assurance of Metrolink to make his 40-mile commute easier. And riders like **Guillermo** and **Rebecca** have been able to explore Southern California alongside their families.

I also want to celebrate those of you who joined Metrolink Cares at our American Heart Association Heart Walks in Pasadena, Palmdale and Santa Clarita. We want to promote healthy lifestyles for Metrolink employees and riders alike. So I'm thrilled we've gotten started working on that by walking more together.

At Metrolink, we take great pride in running our trains on time and go to tremendous lengths to do so. Lately, our riders have experienced difficult service disruptions. To aid in this we have renewed our focus on improving our communication to passengers through reviewing our internal processes and documenting a playbook to ensure a consistent positive experience.

Finally, we celebrate the fact that – together – **last fiscal year** we removed **9.3 million** car trips from the road, and **130,000 metric tons** of CO2 greenhouse gases from the air. I am grateful to all of you for choosing a transportation alternative that's better for the health of our Southern California community.

As 2019 comes to a close and I am beginning to reflect, I noticed that since my first day as CEO I have been constantly inspired by our riders, employees, contractors and partners who are all committed to a healthier lifestyle for yourselves, our community and our planet.

Lastly, I'm excited to announce that I've joined Instagram. Connect with me on IG (**@stephaniewigginsceo**) to see updates regarding the innovative work Metrolink is doing, our incredible employees and to keep up with my activities as Metrolink's CEO. Thank you for continuing to ride Metrolink and may your holiday season be filled with warmth and joy!

With gratitude,

NEW AND IMPROVED VAN NUYS STATION

If you board or detrain at the Van Nuys station on the Ventura County Line, you have noticed a new and improved station. The enhanced station features an elongated platform that has tracks on both sides and is accessible from a pedestrian underpass to ensure the safety of Metrolink riders.

The platform configuration will allow for better and safer service to trains from both directions, reduce travel times, provide operational flexibility, and accommodate more service on the line in the future. Some construction will continue through December while we put the finishing touches on the station upgrade. Thank you for your patience during construction.



The funding for the project came from a Critical Intersection Control grant from Caltrans, along with support from Metro via an ARRA grant and Measure R funds. We look forward to working with our partners to make even more system improvements to enhance your commute.

TESTING (WI-FI) 1-2, 1-2.

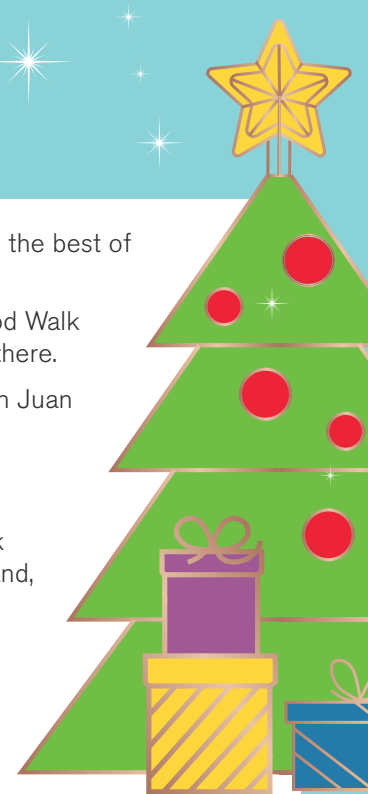
We heard you loud and clear. You want Wi-Fi.

And now, for the first time in Metrolink's history, we have two test trains equipped with Wi-Fi operating across our system until January 2, 2020.



Through this pilot, we are testing software and equipment, connectivity between railcars and signal strength across our 538-mile system. If you're riding the Wi-Fi test train, you'll see signs and hear announcements while you're on board the train. Please connect to the network at no charge. Then take the survey below to provide your feedback about the Wi-Fi. Visit **metrolinktrains.com/wifi** for more information.

Take Metrolink to Your Favorite HOLIDAY DESTINATIONS



Take your out-of-town guests, family and friends on a Metrolink train this holiday season and explore the best of Southern California while saving money, avoiding traffic and fighting climate change.

From beaches to Disneyland, ice skating in downtown Los Angeles to tracking stars on the Hollywood Walk of Fame or enjoying the Festival of Lights in Riverside and the Rose Parade, Metrolink will take you there.

Many of the most popular venues, such as the beaches in San Clemente and Oceanside, Mission San Juan Capistrano, San Bernardino History and Railroad Museum, Ronald Reagan Presidential Library, or Olvera Street in downtown Los Angeles are near Metrolink stations. Take the train on weekends, Christmas Day or New Year's Day and get a ticket with unlimited rides for just \$10.

Your ticket also includes free transfers via LA Metro and other carriers to Hollywood, Exposition Park museums, and Universal Studios. At Metrolink's ARTIC Station in Anaheim, riders bound for Disneyland, California Adventure and Downtown Disney can take a free shuttle operated by Anaheim Resort Transportation (ART) for a short ride to the Magic Kingdom. Getting there is half the fun. Metrolink is your passport to discovery this holiday season. Be sure to mark us on your holiday wish list.

HOLIDAY ICE RINK PERSHING SQUARE



A special pleasure this holiday season is ice skating under often sunny skies in downtown Los Angeles at the Bai Holiday Ice Rink in Pershing Square through Monday, January 20. Take the train to L.A. Union Station

then transfer to Metro's Red or Purple Line to Pershing Square. Experience holiday festivities like ice skating at Pershing Square and get \$1 off general admission to the ice skating rink with your Metrolink ticket.

Learn more at: metrolinktrains.com/holidayicerink



FESTIVAL OF LIGHTS

Just blocks from the Metrolink Downtown-Riverside station, enjoy the world-famous Festival of Lights through

December at the historic Mission Inn Hotel & Spa, the centerpiece of an area steeped in history. The hotel dates back to 1876 and has hosted U.S. presidents including Teddy Roosevelt and Ronald Reagan.

Metrolink will operate both regularly scheduled and special train service on Fridays and Saturdays beginning November 29 to and from Oceanside, Los Angeles and South Perris to the Festival of Lights.

Learn more at: metrolinktrains.com/fol

HOLIDAY EXPRESS TRAIN

Metrolink's new Holiday Express Train will provide a fun holiday experience for the whole family. Don't be a Grinch! Hop aboard one of four decorated trains for a non-stop ride with Santa Claus and his friends, a certain popular snow queen and princess, everyone's favorite M-O-U-S-E, and carolers. Metrolink's new Holiday Express Trains are operating throughout SoCal communities on Dec. 1, 8 and 15. Visit metrolinktrains.com/holidaytrain for details.

ROSE PARADE

Metrolink will run extended service to the iconic Rose Parade in Pasadena on New Year's Day on the San Bernardino Line and Antelope Valley line with earlier departures. Customers can transfer for free to the Metro Gold Line at downtown Los Angeles Union Station to get to the parade route. Take the train on New Year's Day for just \$10.



SHOPPING THIS SEASON

Holiday shopping can be an adventure, especially if you're hunting for that one-of-a-kind gift. From Western wear to classic toys, antiques, jewelry, vintage clothing and the latest fashions, a treasure trove of bargains await near Metrolink stations in downtown Los Angeles, Camarillo, Upland, Fullerton, Riverside, Old Town Newhall, Pomona, the historic City of Orange and more. As a bonus, you avoid parking hassles at the malls, too.

Go to metrolinktrains.com/holidayschedule to plan your holiday adventure.

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CONDUCTOR'S CORNER

Interview with Conductor Maria Fujarte

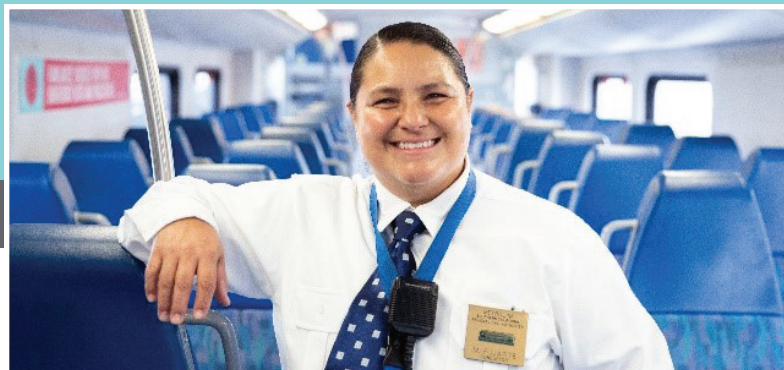
Metrolink conductors are the heart and soul of every train. Their diligent, hard work pumps across every system. This month, Metrolink is recognizing Conductor Maria Fujarte for her customer focus and dedication. Over her 11-year career at Metrolink, riders have described Maria as “dedicated to the commuters,” “patient,” “caring,” “very kind,” and “one to take her duties seriously.”

More about Conductor Fujarte

Metrolink Matters (MM): Conductor Fujarte, what was your most memorable experience during your time at Metrolink?

Maria Fujarte (MF): Memorable experiences happen every day. I'd say the most memorable was when a woman went into labor on my train. We helped the woman until the paramedics arrived and took her to the hospital. It was an exciting, scary experience and a memorable one!

MM: What would you say you've enjoyed most about being a Metrolink conductor so far?



Conductor Maria Fujarte

MF: The people. It's interesting because every day is different. I might not have a degree in psychology but having this job makes me feel like I do. I enjoy getting to serve the whole spectrum, whether it's a judge or a commuter, it is my job to make sure every passenger gets to their destination safely regardless of their background.

MM: Is there anything you'd like to share with Metrolink riders?

MF: I'd love for riders to be respectful of one another, that way everyone on board can have a disturbance-free ride. Although some disturbances can be prevented, keep in mind that others such as a crying baby are part of life and cannot always be controlled.

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.

Our Commitment During System Delays

Unfortunately, there are sometimes issues that cause extended delays on the Metrolink system. During these times, we want to let you know that your safety and experience are guiding our decisions. Please know we are working to get you to your destination as quickly as possible. We are also renewing our commitment to improving our communications with you during these times. We will be providing line-specific updates through social media, station-specific updates on station electronic message boards and conductors on board trains will have the latest information. Metrolink's train tracker is also a useful resource. And you can always call or text our customer service center at 800-371-5465. We are looking into ways that you can sign up for train-specific updates. Stay tuned.



To get the latest updates, we encourage riders to visit metrolinktrains.com or follow @Metrolink on Twitter during interruptions to receive the most up-to-date information. People can find more details by going to metrolinktrains.com/textalerts.

PARTNERSHIP HIGHLIGHT



Now Playing:

The Magic Flute by LA Opera

A trip to the Los Angeles Dorothy Chandler Pavilion will transport you to a fantastical world where an epic battle of good v. evil takes center stage (literally). With colorful animations projected onto the set, Mozart's easy-listening, classical music, you'll be wondering where the real world went. LA Opera tickets start at \$19. Ride any Metrolink train to L.A. Union Station and then take a free transfer to the DASH Downtown B Bus at Alameda Street. Learn more at: metrolinktrains.com/magicflute.

Dates: Now – December 15