

# Metrolink Matters

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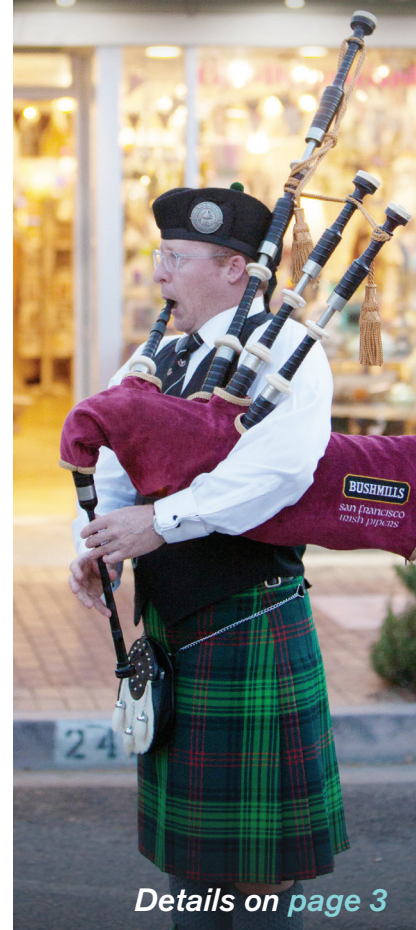


### WOMEN'S HISTORY MONTH

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METROLINK.

[metrolinktrains.com](http://metrolinktrains.com)

| [metrolinkmatters.com](http://metrolinkmatters.com)

| 800-371-LINK (5465)





CEO Stephanie N. Wiggins

# A WORD FROM THE CEO

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

Dear Metrolink Riders,

March marks the beginning of Spring – when the weather gets warmer, the flowers bloom and there's an extra hour of sunshine to enjoy when we *spring forward* for Daylight Savings on March 8.

In this month's Metrolink Matters, we make sure you have plenty of ideas for places across Southern California where you can take Metrolink to celebrate St. Paddy's Day. Remember, if you have a monthly pass, you can ride for free on the weekends. And if you don't have a monthly pass, our \$10 Weekend Day Pass allows you to ride Metrolink, skipping the hassles and costs of parking so you can make the most of your trip.

March is also Women's History Month which is a time to commemorate, observe and celebrate the vital role of women in our history. At Metrolink, our team is enhanced by the engagement of women in all departments throughout our agency. I thought our March edition was a perfect time to highlight some of the *women leading Metrolink*.

Next month, we'll have a new schedule – debuting Saturday service on our Ventura County Line, for the first time in Metrolink's history. We'll also be adding a new, late night weekday round trip between Orange County and L.A. Union Station. You'll be seeing schedules on the train and hearing conductor announcements in the coming weeks.

Thank you, again, for riding Metrolink.

With gratitude, 

## ATTENTION METROLINK RIDERS: YOUR VOICE MATTERS

Attention: Metrolink riders who live or work in Riverside County! The Riverside County Transportation Commission (RCTC) wants to hear from you.

RCTC, which helps fund the operations and maintenance of Metrolink in Riverside County and owns and operates each of its nine stations, is asking residents for feedback on its Traffic Relief Plan.

The draft plan offers a variety of traffic relief components, including more train service for Riverside County, such as:

- Continuing Metrolink operations throughout Riverside County
- Expanding service by building new tracks, enhancing parking, building a station at Ramona Expressway in Perris, adding and maintaining low- and zero-emission trains, and improving/maintaining stations and rail property
- Extending rail service from Perris to San Jacinto
- Building a station in the San Geronio Pass to support daily passenger rail service between Los Angeles and the Coachella Valley
- Creating programs to increase transit use, such as transit-oriented development and other incentives



Visit [TrafficReliefPlan.org](https://www.metroinktrains.com/trafficreliefplan.org) to view the plan and take a short survey to provide comments. Feedback will be collected through June 10.

## NEW YEAR, NEW TICKET MACHINES

Starting this month and continuing through the summer, Metrolink riders will start to see new ticket machines across the system. These new touch-screen machines are more user-friendly and reliable. Metrolink wants your feedback – if you use the new machines and have any questions or comments, please text or call 800-371-5465. For more information, please visit [metrolinktrains.com/ticketmachine](https://www.metroinktrains.com/ticketmachine).



## ST. PATRICK'S DAY 2020: NO RAINBOW TO FOLLOW TO A POT OF GOLD? TAKE METROLINK INSTEAD.

This St. Paddy's Day, Metrolink invites everyone to embrace the luck of the Irish. Ride the train to festive destinations and fun events and celebrate the holiday as it should be. To help you properly celebrate St. Patrick's Day on Tuesday, March 17, we've compiled some local events you won't want to miss. Before you put on your green garb and kilts, however, here's a little history behind the holiday.

Long before school kids were pinching each other for not wearing green clothing, 17th Century Irish folk were celebrating the life of Saint Patrick, the man who is credited with bringing Christianity to the Emerald Isle in the 400s. Patrick was stolen from Roman Britain by Irish pirates.

By the 19th Century, Irish immigrants in America were commemorating St. Patrick's Day by enjoying food and parades with family and friends. As more people emigrated from Ireland, the celebration grew and transitioned into a celebration of Irish pride.

While many of the quintessential symbols we associate with St. Patrick's Day have been added to the holiday in modern days thanks to marketing, hints of the holiday's origin still linger. For example, Saint Patrick used the three-leaf clover to demonstrate the Christian Holy Trinity. St. Patrick's Day is now celebrated more than any other national festival by over 50 countries. So how will you join in the fun? Here are a few ideas to help you celebrate throughout Southern California.



### ♣ ENJOY OUTDOOR FUN

*March 14*

Celebrate St. Patrick's Day in the Inland Empire in historic Downtown Upland. Green beer, Celtic cuisine, family events, live music and bag pipers will have you feeling the Luck of the Irish.

[historicdowntownupland.org](http://historicdowntownupland.org)

Get there with Metrolink by taking the San Bernardino Line to Upland Station and enjoy a quick three-minute walk. Take advantage of the \$10 Weekend Day Pass.

### ♣ EAT, DRINK AND BE MERRY AT FARMERS MARKET

*March 17*

Come to the Los Angeles Farmers Market for Irish grub from the Market's first eatery, Magee's Kitchen. Corned beef, cabbage and potatoes with a side of green beer and live music is the perfect way to celebrate.

[farmersmarketla.com](http://farmersmarketla.com)

Get there with Metrolink by traveling to L.A. Union Station and transferring to the Metro's B Line (formerly the Red Line) for free with proof of ticket. Exit at Vermont & Beverly, take Route 14 Bus – Beverly Center. Exit at Beverly & Fairfax and enjoy a brief walk from there.

### ♣ LEARN A JIG AT AN IRISH BLOCK PARTY

*March 19*

The City of Santa Clarita's monthly SENSES Block Party is paying homage to Ireland on Thursday, March 19 from 7:00 p.m. to 10:00 p.m. on Main Street in Old Town Newhall. Just steps away from the Newhall Metrolink station, this evening party is themed "Luck of the Irish" and will offer plenty of food, live music and dancing. Don't miss this free event!

[oldtownnewhall.com](http://oldtownnewhall.com)

Take the Antelope Valley line to the Newhall Station and enjoy a one block walk to Main Street.

### ♣ SHAMROCK SHAKE – Limited Time

It is hard to image a St. Paddy's celebration without a sweet treat to finish off Ireland's salty and acidic cuisine. McDonald's Shamrock Shake® is available at participating restaurants nationwide, marking its 50th anniversary.



## PARTNERSHIP HIGHLIGHT

### Metrolink would like to thank our Customer Appreciation Day sponsor, Pitchoun Bakery.

Pitchoun! is located in DTLA and at the Beverly Center in West Hollywood and is open 7 days a week.

Pitchoun! is an authentic, family-owned French bakery, offering artisan house-made bread and pastries. The two restaurants offer U.S. roasted coffee and organic teas, as well as made-to-order fresh dishes for breakfast (all day) and lunch. Every month, Frederic Soulies and his team of French Chefs develop new bread, special pastries and savory dishes, always very creative and using fresh and local ingredients. Pitchoun! is quality-driven only and aims to serve healthy and tasty items to its patrons. Pitchoun! serves both as a fast-casual bakery, as well as a warm and

cozy joint where guests may relax beside the fireplace or on the patio with a cappuccino or a beer. The bakery also offers catering for corporate and personal events and offers large cakes for any occasion.

To learn more, please go to [pitchounbakery.com](http://pitchounbakery.com)



# CONDUCTOR'S CORNER

## Interview with Conductor Rebecca Sanchez

As one of 16 female Metrolink conductors, Rebecca Sanchez is appreciative of the women who came before her to make it possible for women to now fill many roles on the railroad. More than 14 years ago when she started her career with Metrolink, she was the only woman in her training class. Today, women conductors make up more than 20 percent of the Metrolink conductor pool.

**Metrolink Matters (MM):** What made you decide to become a conductor?

**Rebecca Sanchez (RS):** Kathy Vasquez, an engineer at Burlington Northern Santa Fe Railroad (BNSF) recommended that I apply with the freight train company. After some time with BNSF I moved to Metrolink.

**MM:** What do you like best about being a conductor with Metrolink?

**RS:** I like meeting and talking with our riders. I want everyone to have a nice trip. I sometimes feel like a bartender, listening and helping people when they have a problem.

**MM:** What advice would you give other women who may like to follow in your footsteps?

**RS:** Go for it! Be ready for a demanding schedule and be able to juggle your life. Be confident, physically and emotionally strong and learn how to deal with different types of people.



*Conductor Rebecca Sanchez*

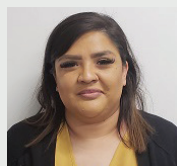
## NOMINATE YOUR FAVORITE CONDUCTOR

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

## Women Running the Railroad at Metrolink

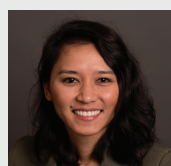
More than 40 years ago, what began as a week-long celebration of women's history has evolved into Women's History Month, a national month-long recognition of women and their achievements. Metrolink is proud to be home to numerous accomplished women, from our CEO, executives and board members to train engineers, dispatchers and conductors – women working to improve our service and get our riders to their destinations safely and on time.

This Women's History Month we want to share some of the exceptional women who keep Metrolink running.



### Alexis Aguayo, Train Dispatcher

Alexis has been with Metrolink for a year and been a dispatcher for nine. Before joining Metrolink she worked for Burlington Northern Santa Fe Railroad (BNSF). She says that although BNSF is a freight railroad, there are similarities between the two. Metrolink makes sure customers arrive safely and on time and freight trains deliver customer goods in a safe and efficient way. Alexis is a fourth-generation railroader who has seen the change from a predominantly male industry to more women working the railroad, her mother and sister included. Alexis encourages all women to push towards their dreams and never think a dream is too big. She is proud to be a woman in the industry and to be part of Metrolink.



### Elizabeth Lun, Assistant Director, SCORE (Southern California Optimized Rail Expansion)

Elizabeth has worked at Metrolink for six years. Before joining Metrolink she worked for a transportation consulting firm. She feels that women bring a different perspective and management style to the transportation sector. She would like to see Metrolink flourish with more frequent services offered and high ridership gains. Elizabeth reminds young women there are no limits except those they place on themselves. For women considering this industry, she says being a woman railroader is a treat and they'll find more respect and support here than might be found elsewhere.



### Thelma Bloes, Senior Manager, Finance

Thelma has worked at Metrolink for two years. Prior to joining Metrolink she spent 16 years with the Metropolitan Water District of Southern California. She says that women bring diversity and contribute new ideas on technology and innovation to an industry that remains largely male-dominated. She would like to see Metrolink empower more women to lead through leadership training and mentoring programs. Thelma's advice to women is to understand their purpose, welcome every opportunity to take on more responsibility, and partner with those who support their growth and success.



### Mary Riemer, Director of Customer Experience

Mary joined Metrolink in September of 2019 in the newly created role of customer experience. Before Metrolink she worked in transportation looking at the connection between technology and mobility with a focus on user experience. She says that generally, women use public transportation more often and make more multi-stop trips. She believes having representation of customers in decision making roles is crucial to building a system that's truly for the public. In the future she would like to see Metrolink accomplish its goal of doubling ridership. Mary encourages women to find a way to bring their ideas to life. She is grateful for all the women who came before her and the smart and creative women she works with every day.



### Tonyette (Toni) Moore, Operations Administrator

Toni has been with Metrolink for 17 years. Before joining Metrolink she worked for Amtrak. She believes that women bring a range of skills to transportation namely a different perspective, gender balance and talent. In the future she would like to see Metrolink expand service beyond the five counties and include light snacks and beverages aboard the trains. To young women entering the work force, Toni advises to never stop learning, work hard, connect with other women, be independent and a team player.