

Matters

Potential Fare Increase & Service Cuts

METROLINK NEWS & EVENTS • APRIL 2008
(800) 371-LINK • WWW.METROLINKTRAINS.COM

Dear Readers,

Welcome to the new and (we hope) improved *Metrolink Matters*. We have refocused our on-board newsletter to cover topics that you, our readers, have told us you'd like to see us cover.

Some of the columns in this issue will be regulars; others may take a break from month to month, depending on the space available. We are also introducing some interactive columns that will allow you to participate in shaping the content of *Metrolink Matters*.

We hope that you enjoy the revamped *Metrolink Matters*, and look forward to your feedback.

Last year, Metrolink's Board of Directors approved a three-year program of annual system-wide average-fare adjustments of 3.5 percent that would take effect on July 1, 2007, 2008, and 2009, to keep pace with higher costs to operate commuter-train service. Because of the escalating cost of diesel fuel, scheduled increases in costs for operating-services contracts, and new start-up costs related to the arrival of additional passenger cars in 2009, the board is considering a fare increase of up to 7.5 percent as well as potential reductions in service, instead of the previously approved 3.5 percent, to take effect on July 1, 2008.

The Metrolink Board is also considering changes to the Group Travel Program. The proposed changes to the program are as follows:

- Increase the discounted Group Travel fare for a round-trip ticket from \$7.00 to \$10.00 beginning July 1, 2008
- Increase the minimum number in a group to qualify for the discounted fare from 10 to 15 beginning July 1, 2008
- Index future increases in the Group Travel fare to system-wide fare-change proposals, but only increase the fare when the cumulative total of increases is equal to or greater than \$1.00

The public can comment about these proposals in several ways:

- Attend the public hearing
- Send an e-mail to MetrolinkFares@scrra.net
- Fax comments to (213) 452-0421
- Mail comments to Metrolink Fares, 700 S. Flower Street, 26th Floor, Los Angeles, California 90017

The Metrolink Board of Directors will receive a compilation of all comments received, and a public hearing will be held by the board at its meeting on Friday, April 25, 2008, at 10 a.m. at the Southern California Association of Governments (SCAG) San Bernardino Conference Room, located at 818 W. 7th Street, 12th Floor, Los Angeles, California.

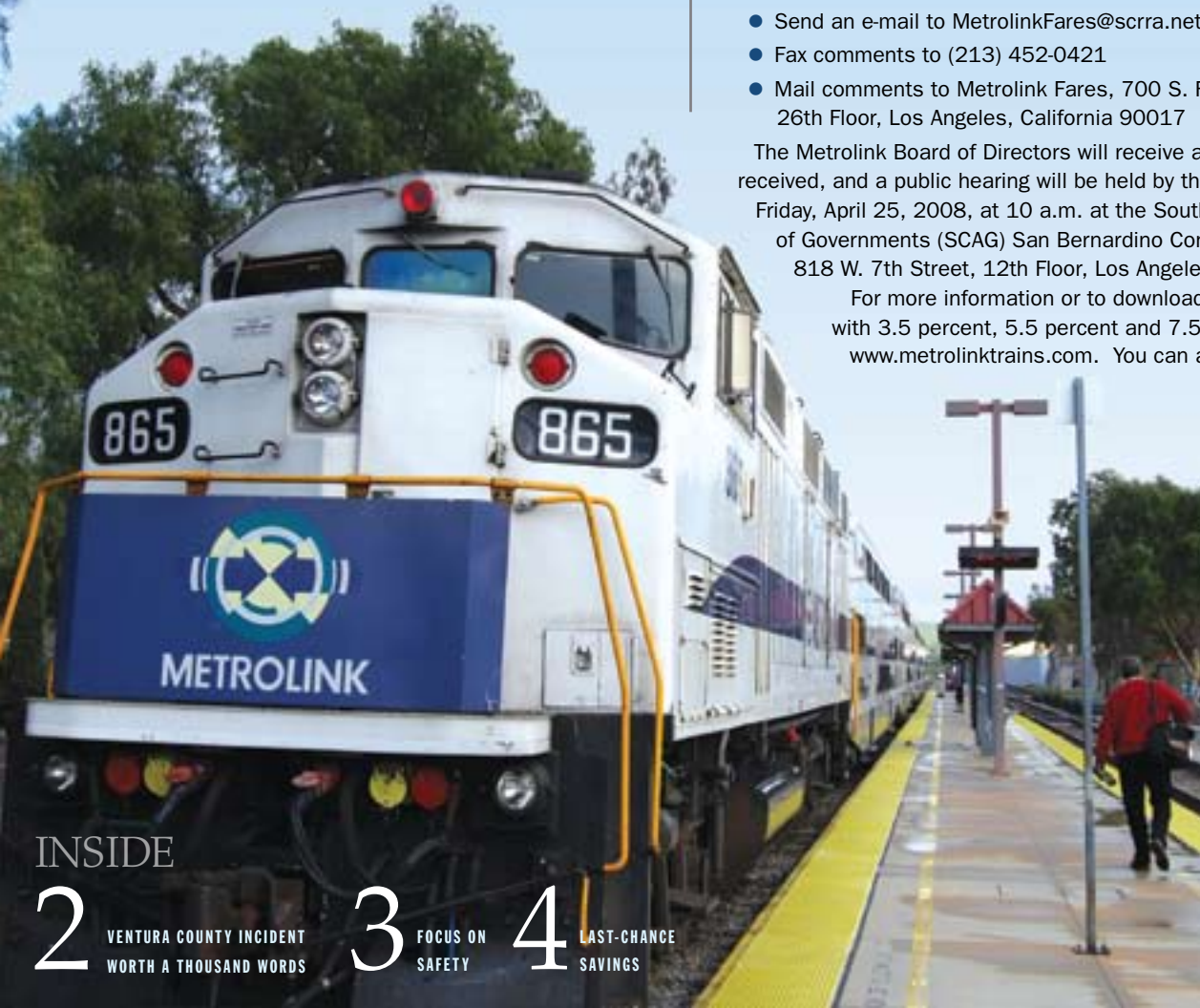
For more information or to download or view tables with fares with 3.5 percent, 5.5 percent and 7.5 percent increases, please visit www.metrolinktrains.com. You can also call (800) 371-LINK (5465).

Construction & Maintenance Update

Beginning April 12, on Saturdays and Sundays the tracks between the Oceanside and San Juan Capistrano stations will be shut down for construction. This will take place over four weekends and is scheduled to end on the weekend of May 3, 2008.

All weekend trains will originate/terminate at San Juan Capistrano. Orange County and Inland Empire-Orange County Line trains

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WHAT HAPPENED WHEN—VENTURA COUNTY INCIDENT

Our new column, “What Happened When...?” will focus on service disruptions, incidents, and other factors that contribute to those times when our passengers may be wondering why their train was delayed.

During the morning commute on March 4, Metrolink Train 104 struck a semitrailer at Rice Road on the Ventura County Line. Some train equipment was damaged, and the train wasn’t cleared to leave that location for more than an hour—which, in turn, meant delays for Train 106, which had been following behind 104 on the single-track stretch of Union Pacific track.

Fortunately, Metrolink was able to put into action a contingency plan to get riders into Los Angeles as quickly as possible under the circumstances. Here’s how we did it: Train 104 was damaged—not in a way that made it dangerous to operate, but in a way that prevented our operating it at normal speed. So, once it was cleared to leave the site of the incident, it traveled slowly to the Moorpark Station, where passengers were transferred to Train 106, which could run at normal speed all the way to Union Station. Metrolink then coordinated with Amtrak to accommodate passengers who had been waiting for the now out-of-service Train 104. This was the fastest way to get passengers into Los Angeles under the unforeseen circumstances.



RAILROAD GRUB



We would like to ask you, our riders, to let us know about diners, eateries, and restaurants that you enjoy near the station you commute to or from. Let us know what you enjoy most about your favorite eating establishment! We have only three guidelines:

1. Restaurant must be within walking distance of a Metrolink station.
2. No chain eateries, please. We want to hear about places other riders may not know about.
3. Your eatery must have been in business at least a year.

Send your “find” via e-mail to metrolinkmatters@scrra.net, with the subject line “Railroad Grub.”

Philippe the Original, one of the oldest restaurants in Southern California, was established in 1908 by Philippe Mathieu, who invented the French-dipped sandwich when he accidentally dropped a sliced roll into a hot roasting pan full of juice. Philippe the Original has been at its current location in Chinatown since 1951—and the proprietors claim that little about the place has changed since those days. “We like to say that only the prices have changed,” they say on their Web site.

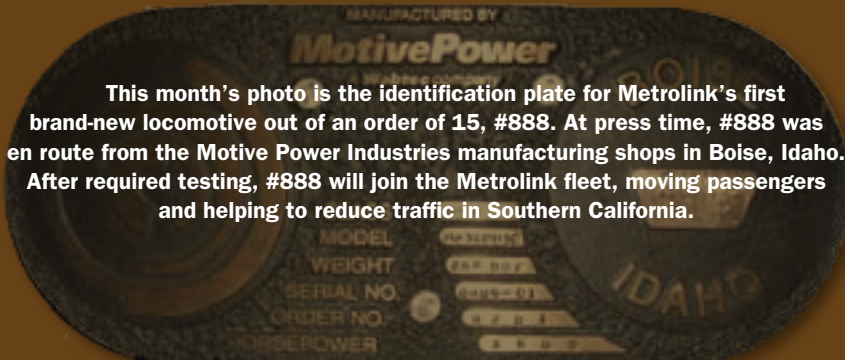
Even if they’ve changed since the ’50s, the prices at this classic L.A. restaurant are still tough to beat, with house-specialty French-dipped sandwiches (beef, pork, lamb, ham, or turkey) just over \$5. Philippe the Original is also famous for pickled hard-boiled eggs, daily soup specials, and sides like potato salad, coleslaw, and pickled beets. They also serve breakfast and dessert, as well as a wide selection of beverages, including more than a dozen kinds of beer.

Philippe the Original is open every day from 6 a.m. to 10 p.m. They’re located at 1001 N. Alameda St. in Los Angeles—just one block north of Union Station. Simply exit Union Station onto Alameda and walk north. Find out more at www.philippes.com.



Worth a Thousand Words

This month’s photo is the identification plate for Metrolink’s first brand-new locomotive out of an order of 15, #888. At press time, #888 was en route from the Motive Power Industries manufacturing shops in Boise, Idaho. After required testing, #888 will join the Metrolink fleet, moving passengers and helping to reduce traffic in Southern California.



Submit your digital photos! Each month we will choose one photo that demonstrates a unique viewpoint on the Metrolink experience. Send your photo to metrolinkmatters@scrra.net, with the subject line “photo.” Submission of a photo grants Metrolink the right to use said photo for the purposes of publication.

Rules of the Road

Just a friendly reminder of the rules we ask everyone to respect so that all of our passengers have a pleasant ride.

Service animals are always welcome on Metrolink trains. In fact, last summer, 50 guide-dogs-in-training donned their distinctive green jackets on Metrolink when they rode the rails to Olvera Street in downtown Los Angeles. One hundred thirty guide-dog trainers traveled to the historic spot using Metrolink, Metro buses, and light rail as part of the puppies’ training.

Passengers with disabilities who require special assistance with riding the train should wait at the top of the access ramp located at the end of each platform. With a 48-hour advance request, a Metrolink representative can provide assistance at the station. Please call 800-371-LINK (or, 800-371 (5465), or, for speech- and hearing-impaired customers, call 800-698-4TDD (4833). To ride the train, animals that are not service animals must be in a small pet carrier under your seat or on your lap.



A Closer Look

Ever wondered how Metrolink determines the schedules for our trains? As you might have guessed, it involves a careful balancing of various stakeholders' interests. We take input from riders, Southern California Regional Rail Authority member agencies, and Metrolink operations staff, and then figure out how to run the trains in a way that best balances their respective needs.

This delicate balancing act requires careful consideration of sometimes-conflicting stakeholder needs, and is coordinated by Metrolink's Service Design Manager, with a bit of mathematical assistance in the form of specialized software to sort out the technical details—for instance, if a train leaves Anaheim at 5:51 a.m., what time will it arrive at Union Station? Metrolink considers and balances the stakeholders' needs, and then the computer crunches the numbers.

Metrolink makes schedule changes about twice a year, generally in the spring and fall. (The last time we made a schedule change was last fall, when we added the Buena Park Station, which required adjusting the schedules for all trains affected by stops at the new station.) In scheduling trains, we have to plan for good days, when everything runs smoothly—and we also need to have contingencies (or Plan Bs) in place in case of delays.

When we're working out new schedules, your input counts! Each and every schedule-related piece of correspondence that riders send to Metrolink is thoughtfully reviewed by the scheduling department and taken into consideration when we make schedule changes.

In the next issue of Metrolink Matters we will look at the scheduling process in more depth, shedding light on just how this ballet is accomplished—why a train pulling into Santa Barbara at 11 a.m. may affect one arriving at Riverside that afternoon, and just why we need "L" stops.



Construction & Maintenance Update (continued from page 1)

that normally run south of San Juan Capistrano will be replaced by bus shuttles operating between Oceanside and Laguna Niguel/Mission Viejo, serving all station stops between those two points.

Northbound buses will depart for Laguna Niguel/Mission Viejo from Oceanside, San Clemente, and San Clemente Pier 20 minutes earlier than published train times, except for the bus replacing Inland Empire–Orange County Line train 860, which will depart on time. Northbound passengers bound for San Juan Capistrano will have transportation back to San Juan Capistrano from the Laguna Niguel/Mission Viejo station.

Southbound passengers going beyond San Juan Capistrano will be provided bus service from Laguna Niguel/Mission Viejo, with stops at San Clemente, San Clemente Pier, and Oceanside. A bus or van will originate in San Juan Capistrano for southbound passengers boarding at that station.

Amtrak will offer limited service between Los Angeles and Irvine.

You can find the full, up-to-date listing of planned Metrolink projects at www.metrolinktrains.com.

FOCUS ON SAFETY – YOU USE YOUR EYES; THEY USE THEIR NOSES

Have you met the furriest members of the Metrolink Security Team?

Metrolink has three canine teams whose job it is to sweep trains and stations throughout the Metrolink system to detect explosives. They are deployed somewhere on the system every day. If you see them appear unexpectedly onboard your train, there



is no need to be alarmed. They are probably just conducting an unannounced sweep rather than responding to an actual threat.

Our three teams are

K9: "Amor," German Shepherd; handler: Deputy Craig Roberts
 K9: "Topnot," Golden Retriever; handler: Deputy Mark Newlands
 K9: "KC," Labrador Retriever; handler: Deputy Richard Bavouset

Each canine team underwent several months of intensive training at the Transit Security Administration (TSA) Explosives Detection Canine Handler Course at Lackland Air Force Base in San Antonio, Texas, or another certified Canine Training Center. Once the teams were certified by the TSA, they underwent several hours of proficiency training in their operational environment, which includes all the smells and distractions associated with a busy railroad. The teams are on call 24 hours a day and respond as needed to investigate suspicious packages. They have also assisted at major sporting events, parades, and even participated during Oscar Night.

The dogs have special reward toys that they only have the opportunity to play with when they locate an explosive substance. The handler wears the toy reward on his belt to communicate to the dog when they are performing random searches or during practice drills.

For more information about Metrolink's Safety and Security programs, visit www.metrolinktrains.com and click on the "SAFETY" tab.

LAST-CHANCE SAVINGS

L.A. Clippers vs. Denver Nuggets: Tuesday, April 8, 7:30 p.m.

The L.A. Clippers are wrapping up the 2007/2008 season. This is the last game for which Metrolink riders can save 20 percent on \$35 and \$85 seats. Discount tickets can be purchased at the STAPLES Center box office by showing a valid Metrolink ticket or pass and using the promo code "train" or via Ticketmaster at www.ticketmaster.com/promo/p3mvtz.



32nd Annual Home Remodeling and Decorating Show

The Home Show has everything you need to improve your home and garden under one roof. Come see the latest in home-improvement projects and home furnishings, and learn from the experts at the seminars and how-to classes. Metrolink riders can save 50 percent on the general admission price at the box office with a valid Metrolink ticket or pass. The Home Remodeling and Decorating Show runs



Friday through Sunday, April 11 to April 13, at the Pasadena Conference Center, and April 25 to April 27 at the Los Angeles Convention Center. For more information, visit www.metrolinktrains.com and click the "SPECIAL EVENTS" tab on the right-hand side of your screen.

National Train Day

Mark your calendars for Saturday, May 10, when the first annual National Train Day will be celebrated at Union Station. Sponsored by Amtrak, Metrolink, and Metro, this event is free to the public. Spokesperson and television personality Al Roker will be on hand to talk about his cross-country train experience. There are also fun planned activities for the whole family to enjoy, including special exhibits, trip planning, VIP appearances, trip giveaways, and live musical performances. Special guest performers include Nickelodeon star Drake Bell, from the hit series *Drake and Josh*. Bell will perform a live concert in support of National Train Day.



For more information about National Train Day and the planned activities, visit www.nationaltrainday.com

Wicked Tuesdays Extended



By popular demand, the *Wicked* Tuesday promotion at the Pantages Theatre in Hollywood will continue through the run of the show. Metrolink riders can still save 20 percent on Tuesday general admission tickets, subject to availability. Don't miss out on seeing L.A.'s most popular musical before it leaves town for good. Show your valid Metrolink ticket or pass at the box office, call (213) 365-3500, or go online to ticketmaster.com and use the promo code "train." Getting there is easy with your free transfer to the Metro Red Line subway. For more information or directions, visit www.metrolinktrains.com or call (800) 371-LINK (5465).

Four Questions for...

Ever wanted to talk directly to someone "in the know" at Metrolink?

Now you can! In the coming months, *Metrolink Matters* will print your questions, answered by the appropriate person from the area in question.

Submit up to four questions that you would like to see answered in an upcoming issue to metrolinkmatters@scrra.net, with the subject line "4 Questions," and you may see your answers in print!

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