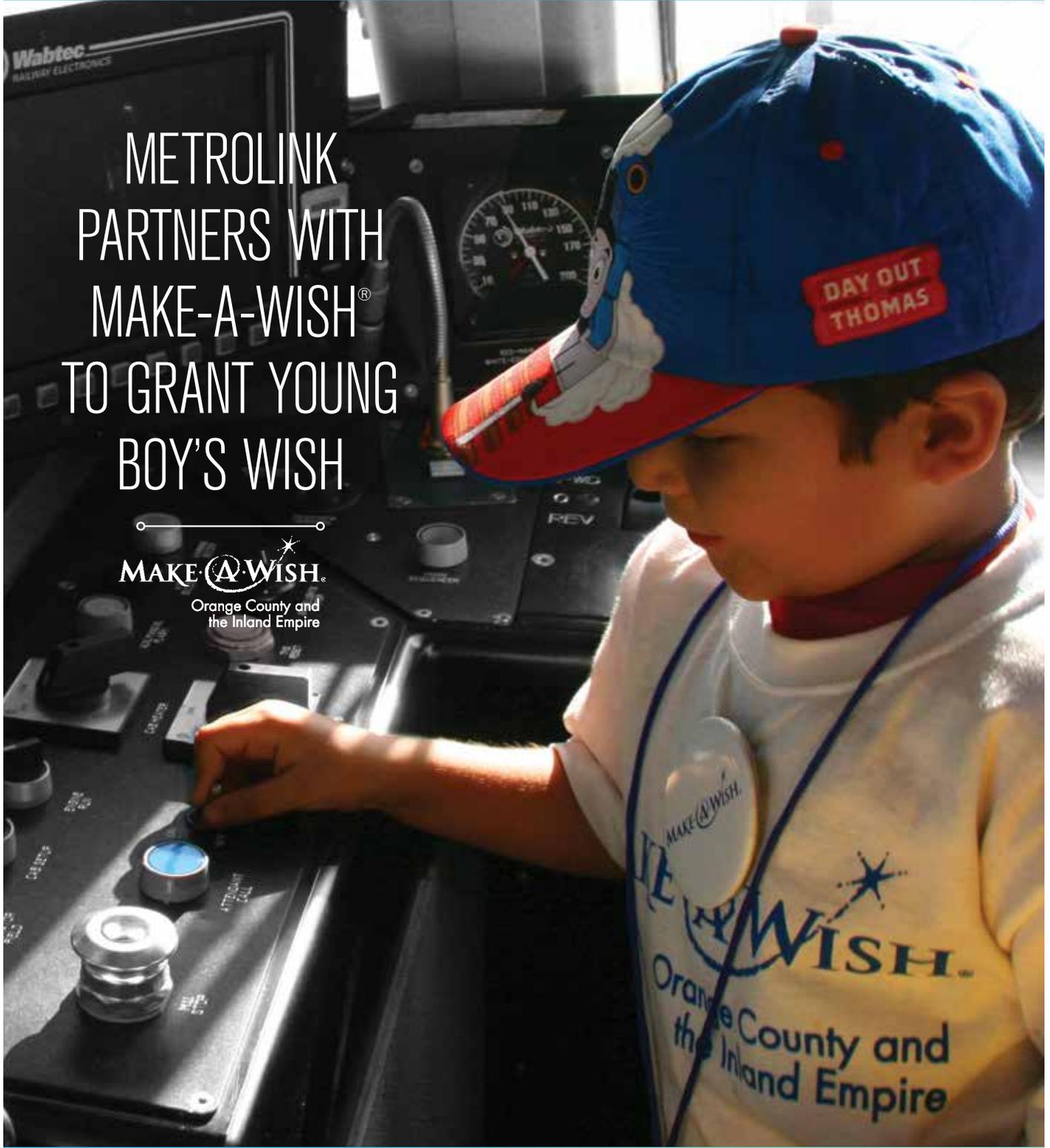


METROLINK®

# MATTERS NEWS:EVENTS

## METROLINK PARTNERS WITH MAKE-A-WISH® TO GRANT YOUNG BOY'S WISH



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# WORD FROM THE CEO



As the year comes to an end, I want to take a moment to reflect on the accomplishments Metrolink has made in 2013. When I became CEO, I made a promise to improve customer relations, strengthen our security efforts and put my best foot forward to continue Metrolink's track record of leading the nation in implementing technological innovations such as Positive Train Control and Crash Energy Management.

**CUSTOMER SERVICE** We introduced the Customer Connect initiative in March, giving you the opportunity to ask questions and voice your concerns to Metrolink representatives at L.A. Union Station every week. In August, we held the first of many meetings to come with our Rider Advisory Group, giving riders a forum to provide feedback about

how we can improve our service and resolve issues pertinent to them and their fellow riders. Our Rider Advisory Group has also had the chance to tour Metrolink facilities to learn more about how we operate. Your feedback has been invaluable, and we look forward to continuing this open dialogue with you.

**FARE ENFORCEMENT** In July, we implemented a new fare enforcement initiative at L.A. Union Station to ensure that every rider has valid fare, as well as to ensure all passengers continue to feel safe on board the trains and at the platforms. The initiative was not perfect when we first rolled it out, but I am happy to say that we listened to your feedback and made adjustments to our fare enforcement policy, which has allowed us to continue inspecting tickets while providing excellent customer service.

**SAFETY INNOVATION** Metrolink continues to be a national leader in rail safety. We remain on track to become the nation's first commuter rail provider to implement Positive Train Control on our system in advance of the 2015 federal mandate. In June, we received the last delivery of our Guardian Fleet passenger and cab cars, which are equipped with Crash Energy Management technology to help keep passengers safe.

**SERVICE EXPANSION AND CONNECTIVITY** To allow Metrolink riders to continue transferring seamlessly to Metro Rail when Metro began latching its turnstiles last spring, Metrolink introduced TAP-enabled Metrolink tickets in May that are compatible with the Metro TAP system. We thank all of our riders for their patience while we tested the tickets and made improvements. We also thank Metro staff for collaborating with us in creating successful TAP-enabled tickets for our riders.

The Riverside County Transportation Commission, one of the five agencies that funds Metrolink, began moving forward this fall with the first major expansion of the Metrolink system since the early 1990s: the Perris Valley Line Commuter Rail Project, a 24-mile extension of the 91 Line.

Additionally, with the support of Metro, Metrolink increased weekend service on the Antelope Valley Line, as well as made schedule modifications to improve connections with other trains. We also established new transit agreements to improve connectivity to the City of Commerce and between Moorpark and Thousand Oaks.

I look forward to continue serving you, and I thank you for your support and patience as we continually strive to improve our service.

MICHAEL P. DEPALLO | CHIEF EXECUTIVE OFFICER | METROLINK

## METROLINK RECEIVES KEY GRANT FOR SUSTAINABILITY

Earlier this year, the South Coast Air Quality Management District (SCAQMD) granted Metrolink \$34.66 million in Carl Moyer Program funds to help support Metrolink's purchase of 17 Tier 4 locomotives. An additional \$17 million, essential for the purchase of three additional locomotives, was contingent upon the state legislature's extension of the Carl Moyer Memorial Air Quality Standards Attainment Program. The Carl Moyer Program was set to expire in 2014 and Assembly Bill 8 (Alternative fuel and vehicle technologies: funding programs) would extend the program to 2024.

Governor Edmund G. Brown Jr. signed AB 8 on Sept. 30.

"We are grateful for the California legislature and Governor Brown's support for investments in clean transportation technologies," said Metrolink Board Chair and San Bernardino Mayor Pat Morris.

"Modernizing Metrolink's fleet of locomotives through the Carl Moyer program is a tremendous achievement for clean air and rail transportation in Southern California. Ultimately it is the people of the region and Metrolink riders that will benefit from these more efficient and cleaner burning engines."

The total project cost for the 20 Tier 4 locomotives is nearly \$150 million. Tier 4 locomotives are expected to reduce particulate matter and nitrogen oxide emissions by more than 85 percent compared to current Tier 0 locomotive engines. Metrolink is the first commuter rail provider in the country to procure the new Tier 4 locomotives.

Metrolink is dedicated to lowering regional emissions by removing vehicles from freeways and operating the most environmentally responsible technology. The investment will allow for the removal of Tier 0 locomotives over an approximate three-year period beginning in 2015.



# SAFE IS SMART

## METROLINK RECEIVES GRANT FOR PUBLIC SAFETY AWARENESS CAMPAIGN

The California Office of Traffic Safety (OTS) has awarded a \$61,325 grant to Metrolink for a yearlong public safety awareness on railroads campaign. Metrolink, in collaboration with California Operation Lifesaver (CAOL) and the support of OTS, is dedicated to reducing the number of persons killed and injured in grade crossing collisions.

"It is absolutely tragic to witness and experience the largely avoidable incidents along the tracks caused primarily by distracted pedestrians and drivers," said Metrolink CEO Michael P. DePallo. "With the support of the California Office of Traffic Safety, Metrolink and its partners will continue striving to make people more aware of the dangers of unsafe behaviors on or near the tracks."



Metrolink will use the funding as part of an ongoing commitment to keep our roadways and rail crossings safe through safety education, information and enforcement.

The state of California has nearly 10,000 highway-railroad crossings across more than 10,000 miles of railroad track, intersecting with nearly 324,000 miles of public highways and roads. Unfortunately, California has the distinction of leading the nation in the number of deaths at these highway-railroad crossings and along railroad rights-of-way.

The grant will fund various activities, including increasing CAOL-authorized volunteer presenters throughout the state, conducting a public safety conference in Southern California with stakeholders regarding safety at crossings and working with community groups and leaders regarding issues that address safety at highway-railroad crossings and rights-of-way.

Funding for this program is provided by the California Office of Traffic Safety through the National Highway Traffic Safety Administration.

## BE TRACK SMART

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



## HOLIDAY SERVICE ALERT



### CHRISTMAS/NEW YEAR'S EVE

Metrolink will operate normal weekday service on Christmas Eve (Tuesday, Dec. 24) and New Year's Eve (Tuesday, Dec. 31).

### CHRISTMAS DAY

Trains will operate on a modified schedule on the San Bernardino and Antelope Valley lines (regular Sunday schedule) on Christmas Day, Wednesday, Dec. 25. Service will not be available on the Ventura County, Orange County, Inland Empire-Orange County, Riverside or 91 lines. Regular service will resume on all lines Thursday, Dec. 26, 2013.

### NEW YEAR'S DAY

Trains will operate on a modified schedule on the San Bernardino and Antelope Valley lines (regular Sunday schedule). On the San Bernardino Line, the first train (train 349, normally train 351) will depart 50 minutes earlier for the Rose Parade. On the Antelope Valley Line, the first train (train 258, normally train 260) will depart 45 minutes earlier. Service will not be available on the Ventura County, Orange County, Inland Empire-Orange County, Riverside or 91 lines. Regular service will resume on all lines Thursday, Jan. 2, 2014.

## NEW FREE PARKING AT THE LAGUNA NIGUEL/MISSION VIEJO STATION



Metrolink riders can now take advantage of additional free parking at the Laguna Niguel/Mission Viejo Station. In October, the cities of Laguna Niguel and Mission Viejo added 176 new parking spaces for commuters. Visit [metrolinktrains.com](http://metrolinktrains.com) and select "Laguna Niguel/Mission Viejo" under the "Stations" menu for more details.

## APPLICATIONS FOR PCA IDENTIFICATION CARDS NOW AVAILABLE



Metrolink will soon require Personal Care Attendants (PCA) to obtain a PCA identification card in lieu of a ticket to continue accompanying a person with a disability on board Metrolink trains. PCAs are encouraged to visit our website and apply for the identification card as soon as possible. This new policy will be enforced in the spring of 2014 and PCAs will need to obtain a PCA identification card or purchase a regular fare priced ticket to ride Metrolink. Currently, PCAs can accompany a person with a disability without purchasing a ticket. PCA identification cards are \$25 and are valid for 12 months from the date issued. Applications are available at [www.metrolinktrains.com/pca](http://www.metrolinktrains.com/pca). Get yours today to avoid the rush.



## NOTICE TO RIDERS WHO BOARD AT MONTEBELLO/COMMERCE STATION

On Nov. 11, 2013, Metrolink trains began arriving and departing from track 2 at the Montebello/Commerce Station. Track 2 is located at the platform closest to the station parking lot. Metrolink made this operational change to make it more convenient for riders to access the trains. Prior to the operational change, trains arrived and departed from both tracks 1 and 2.

## HOLIDAY TOY EXPRESS® IS TEMPORARILY SUSPENDED

After considerable discussion, the Metrolink Board of Directors made the difficult decision to suspend the Holiday Toy Express for 2013. The decision was made to help close a \$10.2 million funding gap for fiscal year 2013-14.

The Metrolink Board of Directors decided the agency could not afford the holiday train's \$269,000 annual expense.

Metrolink is considering seeking private funds or corporate sponsors to operate the train in the future. But without significant private sponsorship commitments in place, the Board of Directors felt it would not be prudent to move forward with this year's Holiday Toy Express.

Funding for the Holiday Toy Express will be reconsidered by the Metrolink Board of Directors for 2014.

## ON THE COVER

## METROLINK PARTNERS WITH MAKE-A-WISH® TO GRANT A YOUNG BOY'S WISH



A train wish came true, as a locomotive whistle loudly blew and a bell tolled. Metrolink and Make-A-Wish® Orange County & the Inland Empire made 5-year-old Julian Moreno's wish become reality. Julian

has Acute Lymphocytic Leukemia (ALL), loves trains and wants to make them move when he grows up. His wish was to ride on a train.

"I love making trains move, and changing the tracks," Julian said when speaking of his toy trains at home. "(Riding a Metrolink train and seeing a cab car's operating controls) is awesome."

Make-A-Wish® had a limousine pick up Julian and his family (mom Amanda Frausto, aunt Reyna Frausto and three-year-old cousin Lailah) at the Metrolink Fullerton Station on the morning of Monday, Nov. 11, taking them to the Perris Orange Empire Railway Museum for a "Day Out With Thomas."

After the Perris event, the family boarded Metrolink 91 Line train 705 at the Riverside-Downtown Station to go back to Fullerton.

While he waited for the train to arrive in at the downtown station, Julian was presented with gifts from Metrolink and the Riverside County Transportation Commission (RCTC) staff. Once 705 arrived and opened its doors at the platform, the train crew and additional personnel gave Julian more gifts and provided a tour of the cab car controls.

"I loved getting all my stuff," the precocious 5-year-old said. "I really liked blowing the horn and learning about the signals."

Julian was diagnosed with ALL of the bone marrow in August 2010 at the age of 2. After receiving treatment, he was cancer-free in the bone marrow but suffered a relapse in July 2011 with the disease appearing in the spinal column. Receiving high-dose chemotherapy and radiation, along with lumbar infusions, Julian spent much of 2012 on the oncology floor of the Children's Hospital of Orange County (CHOC).

"His outlook is good," said his mom. Julian's cancer is in remission, while the spunky and vivacious cancer survivor will endure two more years of maintenance chemotherapy.

"I could not have been happier after seeing how happy he was," Amanda said. "The train was amazing, and we really appreciated everyone giving us all this attention and seeing Julian enjoying what he loves most... trains."

## ENJOY THE HOLIDAY SEASON AT WINTER WONDERLAND



The holidays are here. Bring the whole family to celebrate at Winter Wonderland, an Orange County-based holiday celebration. The event will take place Dec. 14 from 10:30 a.m. to 4 p.m. at Historic Town Center Park (31852 El Camino Real), a short walk from the San Juan Capistrano Station. Enjoy cider, hot cocoa, cookies, arts and crafts, sledding and a visit from Santa. You can even shop for Christmas gifts created by local artists.

But before you head out to the event, join the Orange County Transportation Authority, one of the five member agencies that funds Metrolink, for the Winter Wonderland kickoff event at the Tustin Station. Head to the station at 9 a.m. to enjoy refreshments and holiday music. The first 50 people will receive a free Metrolink ticket. For more information, please visit [metrolinktrains.com/winterwonderland](http://metrolinktrains.com/winterwonderland).

## RIDE METROLINK TO THE ROSE PARADE AND ROSE BOWL GAME ON NEW YEAR'S DAY

Exquisite floral floats, lively marching bands and high-stepping equestrian units will make their way down five-and-a-half miles of the beautiful streets of Pasadena on Jan. 1, 2014, during the 125th Rose Parade® presented by Honda. Join the estimated 700,000 spectators who will flock to the parade route to witness the grandeur of the world-famous tradition starting at 8 a.m. See this year's grand marshal, Hall of Fame broadcaster Vin Scully.

After the Rose Parade, join football fans at the historic Rose Bowl Stadium to watch two top collegiate contenders face off in the 100th Rose Bowl Game® presented by VIZIO. For event questions, Metrolink encourages you to contact the Pasadena Visitor Hotline at 877-793-9911 or visit the Tournament of Roses website at [www.tournamentofroses.com](http://www.tournamentofroses.com) prior to planning your trip.

Trains will operate on a modified schedule on the San Bernardino and Antelope Valley lines (regular Sunday schedule) only. On the San Bernardino Line, the first train (train 349, normally train 351) will depart 50 minutes earlier for the Rose Parade, while on the Antelope Valley Line, the first train (train 258, normally train 260) will depart 45 minutes earlier. There will be no service on the Ventura County, Orange County, Inland Empire-Orange County, Riverside or 91 lines. Regular service will resume on all lines Thursday, Jan. 2, 2014. Please check [metrolinktrains.com](http://metrolinktrains.com) for the most up-to-date information about New Year's Day service.

## CELEBRATE LUNAR NEW YEAR IN DOWNTOWN L.A.



Join the thousands of people expected to show up at the 115th annual Golden Dragon Parade in downtown Los Angeles to celebrate Lunar New Year. The parade will take place on Saturday, Feb. 1, 2014 at the corner of Temple and Hill streets and will include must-see floats, dancers and bands making their way through the heart of Chinatown. Join us for pre-festival fun at the Irvine Station, celebrating the Lunar New Year.

*To get to the downtown festivities, take Metrolink to L.A. Union Station; connect to the Metro Gold Line and then exit at the Chinatown Station a few blocks from the festivities.*

## SAVE \$3 ON SPY: THE SECRET WORLD OF ESPIONAGE TICKETS



Photo courtesy of the Franklin Institute

Open now through March 9, 2014, Metrolink riders can receive an exclusive \$3 discount on admission to this must-see exhibit.

SPY: The Secret World of Espionage is an unprecedented exhibition. The nearly 300 documents and spy gadgets on display – many of which have never before been seen or even known – reveal an unseen picture of the mysterious world of espionage. SPY lifts the veil, inviting visitors into a secret world of patriots, spies, moles, traitors and spy catchers: a world with heroes and villains whose actions helped shape the world we live in today. For more information, please visit [metrolinktrains.com/spy](http://metrolinktrains.com/spy).

## SAVE \$10 ON DISNEY ON ICE: ROCKIN' EVER AFTER TICKETS



Photo provided by Feld Entertainment

Get ready to rock out with some of the most magical idols of all in a musical showcase that features the hottest tunes and talent from across the kingdom in Disney On Ice: Rockin' Ever After! Jam to a Scottish jig as a group of royal contenders from the latest Disney Pixar film, Brave, competes to win the heart of headstrong, sharp-shooting Merida, making her ice debut! Experience a show-stopping performance as Sebastian breaks out of his shell for one night only to make waves with Ariel. It will be a rockin' remix of royalty when Disney On Ice brings this superstar lineup to your hometown!

But non-stop fun goes even further as Disney On Ice partners with Metrolink. Passengers can SAVE \$10 and purchase tickets for \$12, \$15 and \$18 for shows Dec. 12 through Jan. 4. Visit [metrolinktrains.com/disneyonice](http://metrolinktrains.com/disneyonice) for show information and to purchase tickets.

## ANAHEIM RESORT TRANSPORTATION OFFERS EXPRESS SHUTTLE TO DUCKS GAMES



Metrolink offers regular train service to the Ducks hockey games at the Honda Center in Anaheim. So why drive to the Ducks game when riding Metrolink is so much easier? One-Way and Round-Trip tickets can be purchased from the station ticket vending machines.

Once you arrive at the Anaheim Station, there is a free weekday Anaheim Resort Transit (ART) shuttle called the Ducks Express that will take you to the Honda Center. Please show your Metrolink ticket to board the shuttle. For more information on the ART shuttles, visit [metrolinktrains.com/ducks](http://metrolinktrains.com/ducks). Games run through April 2014.

## SAVE 15 PERCENT OFF LION KING TICKETS

Giraffes strut. Birds swoop. Gazelles leap. The entire Serengeti comes to life as never before. And as the music soars, Pride Rock slowly emerges from the mist. This is THE LION KING. More than 70 million people around the world have experienced the awe-inspiring visual artistry, the unforgettable music and the uniquely theatrical storytelling of this Broadway spectacular – one of the most breathtaking and beloved productions ever to grace the stage.



Show your valid Metrolink ticket or pass and mention the promo code METRO at the Pantages Box Office when purchasing or picking up tickets and save 15 percent on orchestra seats for every Tuesday evening show through January 2014. Use promo code METRO when purchasing tickets online\*. For more information, please visit [metrolinktrains.com/lionking](http://metrolinktrains.com/lionking).

\*While supplies last. Offer not valid with any other offer or promotion.

## CALLING ALL TRAIN PHOTOGRAPHERS



Submit your photo of Metrolink to [MetrolinkSocial@scrra.net](mailto:MetrolinkSocial@scrra.net) and it could be featured on the cover of our next timetable!

**CONTEST DATES:** December 1, 2013 through January 31, 2014.

**WINNER WILL BE ANNOUNCED:** February 10, 2014.

Visit [metrolinktrains.com/contest](http://metrolinktrains.com/contest) for details.

## RECEIVE A 10 PERCENT DISCOUNT ON L.A. KINGS AND L.A. CLIPPERS MERCHANDISE

Ride Metrolink to the Kings and Clippers games. Save 10 percent at the L.A. Team Store by showing your valid Metrolink ticket during home games only. Games run from November to April 2014.

*To get there, take Metrolink to L.A. Union Station, and then tap your Metrolink ticket at the Metro turnstile to transfer for free to the Metro Red or Purple Line. Walk upstairs and tap again at the turnstile to take the Blue or Expo Line to the Pico Station, which is right across the street from the STAPLES Center.*



Photos courtesy of L.A. Kings/L.A. Clippers