

# METROLINK **MATTERS** NEWS & EVENTS

## RIDE INTO SUMMER WITH METROLINK



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### INSIDE

2

WORD FROM THE CEO  
SUMMER DESTINATIONS  
OCEANFEST

3

SO CAL BEACHES  
OC FAIR  
RAIL SERIES  
ANGELS EXPRESS

4

POMPEII: THE EXHIBITION  
NEW WAY TO L.A.  
BEAT THE HEAT  
RAIL 2 RAIL

5

COMMUTER NEWS  
Go511 APP  
CUSTOMER CONNECT

6

SAN BERNARDINO CONNECTIVITY UPDATE  
STOP HUMAN TRAFFICKING  
PCA CARD PROGRAM  
HOLIDAY SERVICE ALERT

# WORD FROM THE CEO



Last month, many of you joined us to celebrate the 75th anniversary of the iconic Los Angeles Union Station, which is not only the hub of the Metrolink system, but also the symbol of public transportation in Southern California. Each year, more than seven million riders board Metrolink trains at

Union Station, while approximately 70 percent of all Metrolink trips touch the historic station.

Union Station has come a long way since Metrolink service first began less than 22 years ago. Back in 1991, only 28 trains provided service at Union Station. But since our member agencies committed to providing a regional rail service that became Metrolink, more than 140 trains come in and out of Union Station each weekday, with an additional 74 trains providing service at the station on the weekends.

But as we have taken time to reflect upon the development of Union Station and rail service in Southern California, it is very appropriate for us to now begin looking forward and deciding the type of rail service that should be provided in the future.

Last year, Metrolink began a process that will ultimately result in a long-range strategic plan for the agency. We have been working closely with our Board of Directors, member agencies, and other interested parties in the initial stages of that plan. But it is critically important that we hear from you and understand your needs and priorities regarding the future service we provide.

To solicit public input on the future direction of Metrolink, we are now employing a multi-faceted outreach effort. Earlier this spring, we began circulating a brief online survey to get your general thoughts about the future of the agency. Later this summer, we will be seeking feedback on a series of strategic visioning scenarios.

What would you like to see from your Metrolink experience over the next five to ten years? Are there specific lines on which you'd like to see more service? Are there certain amenities you'd like to see on the trains? Are there ways in which we can improve the overall rider experience for you? We really want and need to hear your ideas and opinions.

I strongly encourage you to take part in this effort and provide Metrolink with your ideas about the future of the organization. Please take a few minutes to go to [metrolinktrains.com/ontrack](http://metrolinktrains.com/ontrack) and give us your input. You can also fill out a hard copy version of the survey by stopping by the Customer Connect booth on Wednesdays.

Now is the time for you to weigh in on the future of Metrolink. We need to hear from you.

MICHAEL P. DEPALLO | CHIEF EXECUTIVE OFFICER | METROLINK

## ON THE COVER

### TAKE METROLINK ALL SUMMER LONG

It's time to gear up for another exciting summer here in Southern California! Get an early start filling in your calendar with these great destinations and events. From the gorgeous views atop Dodger Stadium, to the sandy beaches in San Clemente, Metrolink can take you to dozens of exciting, family friendly destinations all summer long. And with our special fares and discounts, you can do it all for less than the cost of driving and parking your car, and without the stress of summertime traffic.

Best of all, you can enjoy extra savings with Metrolink's \$10 Weekend Day Pass, which gives you unlimited travel all day for only \$10. The pass is valid for system-wide travel on either Saturday or Sunday and is available for purchase at all Metrolink station ticket vending machines with weekend service. The \$10 Weekend Day Pass can be purchased by selecting "Weekend Day Pass" on the ticket machine home screen. Monthly pass holders always ride free on weekends.

### CATCH THE "GREATEST SHOW ON SURF!"



The San Clemente Ocean Festival takes place on Saturday, July 19 and Sunday, July 20. Watch open ocean paddling and other exciting races; enjoy sand sculpting competi-

tions and the ever-popular Great Rubber Duck Race. It's a fun-filled event for the whole family, and it's easy to get there on Metrolink. Leave your car, skip the weekend traffic, and enjoy the relaxing ride to San Clemente Pier!

Plus, you may be eligible for a free Round-Trip ticket if you're one of the first 50 people at the pre-festival kickoff event at the Fullerton Station on Saturday, July 19 starting at 8:30 a.m. For more information about the festival, visit [metrolinktrains.com/oceanfestival](http://metrolinktrains.com/oceanfestival).

TAKE THE TRAIN. METROLINK.

# RIDE & JOY

RIDE METROLINK TO  
THESE AND MANY MORE  
SOUTHERN CALIFORNIA  
EVENTS AND DESTINATIONS.

## TAKE METROLINK TO THE BEACH



Looking for some sun, sand, and surf? Leave the car at home, and take Metrolink to the beach. Hop on the Orange County or the Inland Empire-Orange County Lines to explore the beaches in San Clemente and Oceanside. With trains going to the beach every day of the week, it has never been easier to have a relaxing day along the shore. The Metrolink San Clemente Pier station is just steps away from the relaxing sandy beach! To find out which trains work best for your trip, visit [metrolinktrains.com/schedules](http://metrolinktrains.com/schedules).

## ENJOY THE OC FAIR JULY 11 THROUGH AUGUST 10



The OC Fair invites you to start your summer fun with concerts, fair food, carnival rides, animals, and all the best things a county fair has to offer. Take Metrolink to the Anaheim Canyon, Santa Ana, or Irvine stations and connect with OCTA's OC Fair Express which provides direct bus service to the fairgrounds. Just show your valid Metrolink ticket for a ride to the OC Fair at no

additional cost. The non-stop bus will drop you off in front of the OC Fair's yellow gate. Plus, all OC Fair Express passengers will receive a coupon good for \$3 admission into the Fair — that's up to \$9 off! It pays to skip the traffic so you can save on parking and admission with the OC Fair Express via Metrolink. Visit [metrolinktrains.com/ocfair](http://metrolinktrains.com/ocfair) for more information.

*The OC Fair Express is made possible in part by a grant provided by the Mobile Source Air Pollution Reduction Review Committee (MSRC).*

## CHEER ON YOUR TEAM AT THE RAIL SERIES



Take Metrolink to Dodger Stadium August 4 and 5 to see Southern California rivals go head to head as the Dodgers take on the Angels in interleague baseball. With Rail Series trains returning for a second consecutive year, baseball fans can ride Metrolink Orange County Line trains 609 or 689 to Los Angeles Union Station and then take the Dodger Stadium Express shuttle to and from Dodger Stadium at no additional cost; just show your game day ticket to board. The Rail Series train will depart L.A. Union Station one hour after the end of the game. For details and pricing, visit [metrolinktrains.com/railseries](http://metrolinktrains.com/railseries).

*This train service is a joint demonstration project made possible in part by the Clean Transportation Funding from the Mobile Source Air Pollution Reduction Review Committee (MSRC).*

Fans can always take regular service trains on Metrolink's San Bernardino Line throughout the season to the Dodger Stadium Express bus service to get to the stadium. Return trains leave Los Angeles Union Station as late as 11 p.m. weekdays, 11:30 p.m. on Saturdays, and 9 p.m. on Sundays. For exact schedules and departure times, visit [metrolinktrains.com/schedules](http://metrolinktrains.com/schedules).

## HIT A HOME RUN WITH THE ANGELS EXPRESS



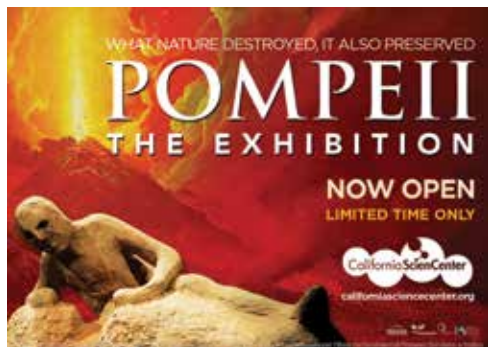
Don't get stuck in traffic and paying to park at Angel Stadium — ride the Angels Express! The popular train service is back again for the fourth consecutive season. Angels Express trains depart Laguna Niguel and L.A. Union Station at 5:50 p.m. for all Angels weeknight

7:05 p.m. home games. Also, for Friday night 7:05 p.m. home games, there is roundtrip train service from Riverside on the Inland Empire-Orange County Line. Visit [metrolinktrains.com/angelsexpress](http://metrolinktrains.com/angelsexpress) for more information.

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## DISCOVER THE TREASURES OF *POMPEII: THE EXHIBITION*



*Pompeii: The Exhibition* features over 150 precious artifacts on loan from the Naples National Archaeological Museum in Italy, which offer a glimpse into the opulent lifestyle and tragic end of this ancient Roman society forgotten for centuries until its rediscovery over 250 years ago. Metrolink riders can receive exclusive discounts by entering promo code BRONZE at [californiasciencenter.org](http://californiasciencenter.org).

## A NEW WAY TO L.A.

Traveling to Los Angeles and Orange County on the weekends just got easier. Beginning July 5, Metrolink will offer weekend service from Downtown Riverside to L.A. with stops in between at La Sierra, North Main Corona, West Corona, Fullerton, Buena Park, and Norwalk. Experience L.A. and beyond like never before with day trips to Knott's Berry Farm, Chinatown, Dodger Stadium, Hollywood Walk of Fame, Pantages Theatre, L.A. Memorial Coliseum, Universal Studios, L.A. Live, Walt Disney Concert Hall, Old Town Pasadena, and much more

when you take the 91 Line to L.A. and connect on the Red, Purple, Expo, or Gold Lines. The 91 Line weekend service offers a new way to see L.A. and experience all that L.A. has to offer. For train times and more details, visit [metrolinktrains.com/schedules](http://metrolinktrains.com/schedules).



## BEAT THE HEAT

### TAKE METROLINK TO SAN CLEMENTE BEACH

Planning to hit the beach this summer? You can avoid the traffic headaches and parking hassles by taking a ride on Metrolink to the beautiful beaches at San Clemente and Oceanside.

#### WHEN PLANNING YOUR METROLINK BEACH DAY GETAWAY, PLEASE KEEP IN MIND THE FOLLOWING SAFETY TIPS:

- All strollers, bags, beach chairs, beach toys, beach umbrellas, coolers, towels and other items must be stored under your seats or secured in the designated storage area. Items that cannot fit between the seats or in the storage area are not allowed on board.
- Body boards and boogie boards must be stored under the seat or in the storage area. Surfboards are not currently allowed on board.
- Bikes are allowed on ALL Metrolink train cars. Each passenger car can hold up to three bikes. Bike Cars, identified by a yellow "Bike Car" decal on the side of the train or bike train wrap, are designed to hold up to 18 bikes on the lower level. Visit [metrolinktrains.com/bikes](http://metrolinktrains.com/bikes) for more information.
- Please do not block the aisles or emergency windows with your carry-on items. Please do not occupy empty seats with items. Allow fellow passengers the courtesy of a seat.
- Shoes and shirts are required.
- No smoking or consumption of alcohol is allowed on Metrolink trains.



#### WHILE YOU ARE ENJOYING THE SUN, SAND AND SURF, PLEASE BE AWARE OF TRACKS AND TRAINS AND FOLLOW THESE SAFETY TIPS:

- ALWAYS** cross at designated pedestrian crossings or underpasses.
- NEVER** cross the tracks, stand on the tracks or walk down the tracks. Hikers should remain on the trail at all times. Pedestrians are prohibited from trespassing into the rail corridor. Trespassers will be cited for violations.
- ALWAYS** expect a train. Trains may approach from any direction, at any time. Trains are quiet and travel faster than they appear.
- ALWAYS** wait on the station platform behind the line as your train arrives.

## RAIL 2 RAIL®

### METROLINK RIDERS ENJOY THE RAIL 2 RAIL® PROGRAM

If you're a Metrolink Monthly Pass holder who travels on the Orange County or Ventura County Lines, you're eligible for the Rail 2 Rail® program at no extra charge! Rail 2 Rail® allows Metrolink Monthly Pass holders who travel along the Orange and Ventura County corridors to ride on Amtrak Pacific Surfliner trains within the station pairs of their pass at no additional charge, including weekends. Metrolink passengers simply show their Monthly Pass and board any Amtrak Pacific Surfliner train or bus to their destination. Please be aware that Amtrak conductors are required to scan your pass so an accurate measure of ridership is captured, as Metrolink reimburses Amtrak for every Metrolink monthly pass trip taken on Amtrak trains. This program is offered through a special agreement with Amtrak and the California Department of Transportation. For details, visit [metrolinktrains.com/rail2rail](http://metrolinktrains.com/rail2rail).



## IMPORTANT NEWS FOR YOUR COMMUTE

In April 2004, the Metrolink Board of Directors approved a 10-year fare restructuring program beginning July 1, 2005, which changed the Metrolink fare structure from a zone-based system to a driving mileage-based, station-to-station fare structure, which provides a fair, consistent and equitable pricing policy. The goal is to charge customers an equitable rate for the distance traveled; the longer the distance traveled, the higher the fare. Due to deep discounts enjoyed by some stations in the former 11-mile zone structure, it was decided that the adjustment was to be phased in over a ten-year period to arrive at a consistent station-to-station pricing structure after 10 consecutive fare adjustments so that passengers travelling between certain stations would not experience abrupt increases at one time.

On July 1, 2014, Metrolink will be adjusting fares (phase 9 of 10 adjustments) as per the policy that was adopted in 2004. The result is that destinations to some Metrolink stations will go up in price, while others will go down, and some will not change at all.

Metrolink's fare structure is distance-based with separate fares for each station destination, rider category, fare type, and weekend or weekday travel. As a result, the ticketing system includes more than 50,000 distinct fares. You can check the new fares, which will go into effect on July 1, by visiting [metrolinktrains.com/fares](http://metrolinktrains.com/fares). Monthly pass holders will see the new rates for passes purchased on or after June 25.

## GO SMART WITH THE NEW Go511 APP

Go511 offers commuters and riders a smarter way to travel. You'll get up-to-the-minute traffic updates plus real-time and scheduled transit information for five counties in Southern California: Los Angeles, Orange, Riverside, San Bernardino and Ventura. With traffic and transit information in the palm of your hand, you can choose the route that's best for you!

- **Live Traffic:** View traffic alerts, speeds, SigAlerts and closures
  - **Freeway Cameras:** See live road conditions before you hit the road
  - **Real-Time Metro Arrivals:** Get real-time Metro bus arrivals
  - **Bus and Train Schedules:** Access scheduled departures for 70+ transit agencies in Southern California
  - **Stops and Stations:** Find your closest bus stop or rail station
  - **Favorites:** Save your favorite bus stops and stations for easy access
  - **Call 511:** Quick access to Call 511 system for traffic, transit, motorist aid, commuter services and FasTrak information
- For more details, and to download the free Go511 app for iPhone or Android, visit [Go511.com/apps](http://Go511.com/apps).



## SOCIAL MEDIA CUSTOMER CONNECT

We're bringing our Customer Connect booth online! Chat with us and get your Metrolink questions answered here: [facebook.com/Metrolink](https://facebook.com/Metrolink)

**TUNE IN ON JULY 10 AND JULY 24 FROM 4 TO 6 P.M.**

Want to ask questions in advance? Please contact us with your question at [MetrolinkSocial@scrra.net](mailto:MetrolinkSocial@scrra.net).



# SAN BERNARDINO

## CONNECTIVITY IMPROVEMENTS UNDERWAY

Construction began earlier this year on two major projects – the Downtown San Bernardino Passenger Rail Project and the San Bernardino Transit Center – that will make commuting to and from the Inland Empire easier. Instead of ending at the historic Santa Fe Depot, the Downtown San Bernardino Passenger Rail Project will extend Metrolink's track one mile east and connect with the future San Bernardino Transit Center. As a result of the construction activity, Metrolink will be implementing modifications to schedules and train set sizes to accommodate the projects. Changes will begin this summer and last through the summer of 2015.

Major changes will be implemented at the historic Santa Fe Depot to create a grand entrance on the south side of the building, as well as a new rail-boarding area on the north side of the depot. A tall pedestrian bridge over the tracks will provide safe access for passengers boarding the trains going in either direction. The Transit Center is expected to be completed in early 2015, while the Metrolink extension and Santa Fe Depot modifications are scheduled to be completed by summer 2016.

The future Transit Center, to be constructed at Rialto Avenue and E Street in San Bernardino, will create intermodal connections between commuter

rail, bus rapid transit, along with local and regional bus services. The Transit Center will provide enhanced benefits to current transit users and make these travel modes more attractive to future riders in the region. With 13 local Omnitrans bus routes, the new sbX Bus Rapid Transit service, Victor Valley Transit Authority, Mountain Area Rapid Transit Authority (MARTA) bus service, and Metrolink trains all connecting at this central hub, connectivity within the Inland Empire will be more efficient than ever.

The Transit Center will include 22 bus bays, a 7,500 square foot building, a customer service and pass sales office, on-site security, restrooms, and passenger seating and shelters.

The two projects represent a partnership between the Federal Transit Administration, San Bernardino Associated Governments (SANBAG), Omnitrans, Metrolink, and the City of San Bernardino. You can follow the progress of these projects by visiting the SANBAG and Omnitrans websites: [sanbag.ca.gov](http://sanbag.ca.gov) and [omnitrans.org](http://omnitrans.org). Stay up to date with the service changes at [metrolinktrains.com](http://metrolinktrains.com).



## STOP HUMAN TRAFFICKING

If you or someone you know is being forced to engage in any activity and cannot leave – whether it is commercial sex, housework, farm work, construction, factory, retail, restaurant work, or any other activity – call the National Human Trafficking Resource Center at 1-888-373-7888, or the California Coalition to Abolish Slavery and Trafficking (CAST) at 1-888-KEY-2-FRE(EDOM). Victims of slavery and human trafficking are protected under United States and California law. Visit [heat-watch.org](http://heat-watch.org) for more information.

## PCA CARD PROGRAM NOW AVAILABLE



Effective March 2014, Personal Care Attendants (PCAs) can no longer ride Metrolink without purchasing a ticket. PCAs can obtain a PCA ID card, valid for 12 months at an annual cost of \$25, in lieu of purchasing a ticket to accompany a person with a disability. If no PCA ID card is present, the PCA must purchase a regular fare.

Get your application by visiting [metrolinktrains.com/pca](http://metrolinktrains.com/pca) or call (800) 371-5465 (LINK). Speech and Hearing Impaired (800) 698-4833 (4TDD).



## HOLIDAY SERVICE ALERT INDEPENDENCE DAY

Metrolink will offer Antelope Valley residents two round trips between Lancaster and L.A. Union Station on Independence Day. Antelope Valley Line trains 263, 269, 262 and 268 will be operating.