

METROLINK **MATTERS** NEWS & EVENTS

REGIONAL INTERMODAL TRANSPORTATION CENTER AT THE BURBANK-BOB HOPE AIRPORT



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TICKETING UPDATE

Any successful Metrolink trip includes the ability to obtain a valid form of fare, something that hasn't always been easy lately with our aging fleet of Ticket Vending Machines. Metrolink recognizes the problem and we are actively taking steps to remedy this fundamental issue. Here is a brief overview of the initiatives now underway to provide our riders with a more reliable and less time consuming ticket purchase experience.



TICKET VENDING MACHINE UPGRADES

Metrolink recently upgraded the central processing units (CPUs) of our entire fleet of ticket vending machines. While these upgrades have not completely eliminated all of the mechanical issues the machines have been experiencing, they have reduced the number of concerns. These upgrades have also made the ticket purchasing process easier and quicker for riders.



PASS PURCHASE ALTERNATIVES

In an effort to better serve our riders and shorten lines at our ticket machines at Union Station, staff members are assisting with the purchasing of Monthly Passes during peak times. Only regular Monthly Passes (no senior or student discount tickets) from Union Station to any other station in our system are available through this option. Sales are processed through credit or debit cards only.



MOBILE/ONLINE TICKETING

Many riders would like to purchase and display a valid ticket on their smart phone or other mobile devices. Metrolink is currently working with a vendor to implement just such a mobile ticketing solution. After preliminary testing in the coming months, we hope to be able to start rolling out the mobile/online ticketing program later this year. Please stay tuned for future updates.



NEW TICKET VENDING MACHINES

Steps are being actively taken now in an effort to replace our entire Ticket Vending Machine system.

While the results of these efforts may be some months off, please know Metrolink is actively working to improve your ticket purchase experience. We thank you for your patience and continued support as these programs are allowed to come to fruition.

IN MEMORIAM

METROLINK HONORS THE MEMORY OF
ENGINEER GLENN STEELE
AUGUST 27, 1952 – MARCH 3, 2015



ON THE COVER

TAKING THE TRAIN TO THE PLANE



As the first direct rail-to-terminal connection at any Southern California airport, the Burbank-Bob Hope Airport officially opened its Regional Intermodal Transportation Center (RITC) for operations last summer.

The 515,000 square foot transportation center and consolidated rental car facility is the first hub west of the Rocky Mountains to directly connect rail, bus, and rental car customers with a commercial airport. Both Metrolink and Amtrak trains, as well as Metro, Burbank, and various shuttle buses, provide transportation to and from the RITC. Coupled with major commercial airline carriers such as Alaska, Delta, JetBlue, Southwest, United, and US Airways providing nonstop service to popular destinations from the Burbank-Bob Hope Airport, Southern California travelers can now enjoy seamless intermodal connectivity between trains and planes.

The RITC houses a rental car center with 11 different rental companies for the convenience of travelers that need cars as part of their travel plans. It also features an elevated moving walkway that can easily transport passengers in and out of the terminal areas. And since the airport is located just across the street from our train station, travelers can simply disembark at the Burbank-Bob Hope Airport Train Station, cross the street and take a short walk through the RITC to get inside the airport.

We have created a how-to video for passengers connecting to Burbank-Bob Hope Airport that demonstrates how to travel between the Downtown Burbank Metrolink station (on both the Antelope Valley and Ventura County Lines) and the airport, as well as between the Burbank-Bob Hope Airport Train Station (on the Ventura County Line only) and the various airport terminals.

Did You Know?

All Metrolink tickets are also valid for travel on any Amtrak train between Burbank-Bob Hope Airport and L.A. Union Station, allowing passengers to take the first train that arrives to continue their travels.

Although the Burbank-Bob Hope Airport Train Station is currently connected to the RITC via an at-grade crosswalk, our transportation partner, Metro, has announced plans to construct a pedestrian bridge over Empire Avenue to facilitate increased connectivity for train-to-plane passengers. The bridge will separate pedestrians from street-level traffic and active railroad tracks, providing safe access to the RITC. For more information, and to see the how-to video, please visit metrolinktrains.com/train2plane.

TAX BENEFITS TO SING ABOUT



Metrolink's Corporate Partner Program (CPP) is a convenient way for companies and organizations to offer convenient and cost-effective transportation benefits to their employees. Employers benefit because they can enjoy a federal and state tax reduction, satisfy air quality requirements, and have employees arrive to work on-time and rested. Have your Human Resources department contact us to learn more about this FREE program. Find out more at metrolinktrains.com/iloverockandroll.

MAY IS NATIONAL BIKE TO WORK MONTH

BIKE TO WORK WEEK: MAY 10-15, 2015
RIDING YOUR BIKE TO WORK HAS NEVER BEEN EASIER.
RIDE FREE WITH YOUR BIKE ON MAY 14.



Metrolink wants to make it easy for you to take your bike to work, school, the trails, or wherever you go. Every Metrolink train car can hold up to three bicycles, and special Bike Cars are designed to hold 18 bicycles. This makes it very easy for you to grab your bike and go to your next destination. From Sunday, May 10 through Friday, May 15, special events will take place throughout Southern California. Metrolink will celebrate Bike to Work Day on Thursday, May 14 by offering free train rides to Southern California commuters who bring their bicycles on board Metrolink trains. Please visit metrolinktrains.com/biketowork for more information about activities near you.

**SCHEDULE
CHANGE
APRIL 6**



Starting Monday, April 6, Metrolink is implementing new schedule changes. The schedules and train numbers on select lines will change to reflect our commitment to offer you the best service possible. For more information and a current schedule, please visit metrolinktrains.com/schedules or call (800) 371-5465 (LINK).

HOLIDAY SERVICE ALERT MEMORIAL DAY MONDAY, MAY 25



There will be limited Metrolink service on Memorial Day (Monday, May 25) with holiday service on the Antelope Valley Line only. Antelope Valley Line trains 263, 269, 262, and 268 will be operating as two round trips between Lancaster and L.A. Union Station on Memorial Day.

SAFETY



“HOW DO I REPORT A PROBLEM WHEN I’M ON A TRAIN?”

WHEN IT COMES TO SECURITY, WE CAN ALWAYS USE AN EXTRA PAIR OF EYES. IF SOMETHING DOESN’T LOOK QUITE RIGHT, REPORT IT TO AUTHORITIES.

- Passengers who see any unusual or unsafe activity onboard our trains should make the conductor aware of the situation immediately.
- If you have concerns, give the conductor as much information about the situation as soon as possible.
- Don’t touch unattended packages. Report them immediately to the conductor, security guard, or police officer. Call 800-371-5465 (LINK) to report crimes or concerns.

Metrolink conductors are equipped to handle a variety of emergency situations and can communicate directly with Metrolink’s dispatch and operations center to get assistance from law enforcement officials and emergency response teams during a situation.

We can all count on a safe ride if we look out for each other.



SERVICE COMING TO PERRIS VALLEY



Concrete ties are ready for new steel rails at the Downtown Perris Station.
Photo courtesy of Riverside County Transportation Commission.

Throughout Riverside and Perris, construction crews are hard at work on new bridge construction, utility relocation, and building sound walls and street/rail crossings to make way for the 91 Line Extension to Perris, which is scheduled to open in late 2015. The 91 Line Extension to Perris represents the largest expansion of the Metrolink system in more than 20 years.

Construction began in October 2013 on the 24-mile extension that will include four new stations: Riverside-Hunter Park, Moreno Valley/March Field, Downtown Perris, and South Perris. Be sure to visit metrolinktrains.com/metrolinkatwork to check on construction progress.

The extension will bring many new riders to the system, eliminating thousands of vehicle trips each day on Interstate 215, State Route 60, Interstate 15, and State Route 91. The service is an extension of the 91 Line, which currently operates between Riverside and Los Angeles.

TAKE THE TRAIN. METROLINK.

RIDE & JOY

METROLINK RIDERS SAVE AT THESE AND MANY MORE SOUTHERN CALIFORNIA EVENTS AND DESTINATIONS.

LEMON FESTIVAL



The 19th Annual Lemon Festival kicks off April 24 and continues through April 26 in historic downtown Upland. Festival guests will enjoy great food, carnival rides, games, lemon-flavored items, entertainment and contests, including Lemon Idol. The lemon is king in Upland for three days of fun,

food and families. Visit metrolinktrains.com/lemonfestival for more information.

ALL ABOARD FOR RAILROAD DAYS IN FULLERTON – MAY 2 & 3



The Southern California Railway Plaza Association is presenting the 15th annual Railroad Days from 9 a.m. to 5 p.m. on both May 2 and 3 at the Fullerton Station. The two-day event will feature railcar displays, a scenic-garden railroad, and more than 13,000 square feet of model train layouts to entertain rail

enthusiasts. There will also be a food court, exhibits, railroad safety awareness, and railcar tours for the family. It's easy to get to Railroad Days on Metrolink with a \$10 Weekend Day Pass. The best part is that Metrolink drops you off at the train station depot where the event takes place! Visit metrolinktrains.com/railroaddays for more information.

DEAD SEA SCROLLS: THE EXHIBITION



Enjoy \$3 off adult admission to Dead Sea Scrolls: The Exhibition and \$2 off adult admission to any IMAX film. Use promo code BRONZE.

The California Science Center, in cooperation with the Israel Antiquities Authority, is proud to present the Dead

Sea Scrolls exhibition, which explores the science and significance of these ancient manuscripts written and hidden in caves 2,000 years ago, which were not discovered until 1947. The exhibition also features sections from 10 selections of the Dead Sea Scrolls, more than half never seen before in the U.S., including parts of the oldest known copies of the Hebrew Bible, also known as the Old Testament. The exhibit runs through September 7. For more information, visit metrolinktrains.com/deadseascrolls.

ANGELS EXPRESS TRAINS



Back by popular demand, the Angels Express trains return for the 2015 baseball season to provide a convenient and traffic-free alternative to get to Angel Stadium. Beginning April 2, ride the Angels Express on the Orange County Line to all Angels weeknight home games that start at 7:05 p.m. The train will stop at the new Anaheim-ARTIC station, which is walking distance to the stadium. On Friday nights only, fans from the Inland Empire can catch a ride on the Inland Empire-Orange County (IEOC) Line. Angels Express trains will operate for 49 weekday home games including 14 Friday night games from the Inland Empire. Angel Express tickets must be purchased the same day as the game from the ticket vending machines at each station. Prices for a round-trip fare are only \$7 for adult, \$6 for senior/disabled, and \$4 for youth (ages 6-18). They are free to children five years and under. Visit

metrolinktrains.com/angelsexpress for more information.

The Angels Express service is made possible in part by the Clean Transportation Funding from the Mobile Source Air Pollution Reduction Review Committee (MSRC).

ANGELS EXPRESS KICKOFF ON APRIL 10

Join the fun at a special pre-game kickoff rally on Friday, April 10 at 5 p.m. at the Irvine Metrolink Station to enjoy free snacks, music, and prizes. The first 100 people will receive free authentic Angels Express gear, and one lucky fan will win a valuable VIP Grand Prize including four game tickets. Afterwards, board the 5:59 p.m. Angels Express to Angel Stadium for the home opener. Visit metrolinktrains.com/angelsexpress for more information.