

METROLINK® **MATTERS** NEWS:EVENTS

METROLINK CONDUCTOR SPOTLIGHT: DALTON PARKER



INSIDE

2

WORD FROM THE CEO
SAFETY

3

CONDUCTOR SPOTLIGHT

4

RIDESHARE THURSDAY
FARE SURVEY

5

FARE & SERVICE NEWS

6

TRANSIT DRIVER
APPRECIATION DAY
HOLIDAY SCHEDULE

7

L.A. COUNTY ACCESS
DODGER EXPRESS
ANGELS EXPRESS

8

BEACHES
O.C. FAIR
DEAD SEA SCROLLS
RAIL SERIES
OCEAN FESTIVAL

WORD FROM THE CEO



On April 20, I officially became Metrolink's Chief Executive Officer (CEO), and I'm very excited to be taking the helm of such a dynamic, forward-thinking organization. I have spent my entire professional life working and advocating for public transit, most recently serving as the CEO for Metro, the Los Angeles County Metropolitan Transportation Authority. I have a passion for public transportation, and I'm very much looking forward to pursuing the tremendous opportunities Metrolink has to grow and improve our service in the Southern California region.

I relish the opportunity to oversee an organization with a history of leading the rail industry on so many fronts. Later this year, Metrolink will become the nation's first passenger rail system to implement Positive Train Control, the most important life-saving technology the rail industry will see in a generation, which we are already running on several of our lines. We were the first to install inward-facing cameras in our locomotives and cab cars. We were the first to employ Collision Energy Management technology to our fleet of passenger and cab cars to absorb the impact and reduce injuries in the event of a collision.

We are implementing an aggressive locomotive program to address our aging fleet. Starting next year, we will receive the first of 20 low-emission "Tier 4" locomotives, making Metrolink the nation's first passenger rail system to use such locomotives. We are currently pursuing funds to secure even more of these state-of-the-art locomotives. These are just a few examples of Metrolink's visionary leadership, and I fully intend to build upon that legacy.

I will be taking an active role in executing the plans to address Metrolink's larger issues. Later this year, we will launch a new mobile/online ticketing application. We will also take a comprehensive look at our overall fare structure. In July, we are initiating a fare pilot program on the Antelope Valley Line, which will include reduced overall fares as well as a new fare type for short trips on that line. This pilot program will be studied to assess the feasibility of the potential fare changes on other lines as well. During this study, we also will be looking to you to share your opinion on our fare structure. To voice your opinion, please visit metrolinktrains.com/faresurvey.

In the coming weeks, I will be spending time on our system, riding the various lines and getting to know our passengers. If you see me on your train, please don't hesitate to introduce yourself. Tell me what you like about our service and what can be improved. I also encourage you to get to know your conductor, as they are they are a great resource for you as well. You may also provide feedback to me about your Metrolink experience by visiting metrolinktrains.com/help/feedback_form at any time.

Thank you for enjoying the ride on Metrolink. I plan to do everything possible to make sure you continue to use Metrolink for your travel needs throughout Southern California.

Arthur T. Leahy

ARTHUR T. LEAHY | CHIEF EXECUTIVE OFFICER | METROLINK



SAFETY ALWAYS MATTERS

A few passengers have recently asked why they must wait on the train following an emergency incident on the railroad tracks. Why, they wonder, wasn't a bus bridge or other alternative means of transportation provided? It is important to understand that the safety of our passengers is always our top priority. Following a grade-crossing collision or trespasser incident, the safest place for passengers to wait is on the train. While the investigation may take time, usually it is not safe to allow passengers to evacuate the train onto the right-of-way, especially if the train is not stopped at a crossing or station. When making a decision as to whether it is safe to allow passengers to detrain at locations other than stations, Metrolink officials must consider the terrain, lighting, weather, and other conditions to prevent injury to our passengers.

During these types of incidents, conductors do their best to give periodic updates to those on the train. Usually, the train equipment is held at the location while the investigation is conducted and cannot be moved until investigating agencies release the track. Please be sure to always listen to the onboard announcements and follow any directions from the train crew.

ON THE COVER

DALTON PARKER

Claim to Fame:

14 years as a Metrolink Conductor



Represents:

Ventura County Line Trains 900 & 901,
and Antelope Valley Line Trains 205 & 216

A QUICK CHAT WITH DALTON PARKER

ML: Tell us a little about yourself.

DP: I was born and raised right here in sunny Southern California. I enjoy following my favorite teams, the Dodgers and the Kings, and also like spending time at the beach with my family and dining out on the weekends.

ML: What first attracted you to railroading?

DP: My father worked with the railroad, so I was always around trains growing up. I found the railroad life to be fascinating and exciting, and I knew that becoming a railroader would be a fun and interesting career.

ML: When did you come to work at Metrolink?

DP: I began my career with Amtrak in 1991. In 2001 I started working as a conductor for Metrolink. It took me a while to establish enough seniority to work with Metrolink full time. But once I did, I was able to obtain a great position on the Ventura County Line.

ML: What is your favorite part of the job?

DP: The favorite parts of my job are actually the many unseen responsibilities and challenges that I encounter while providing a good, safe trip for my passengers. I like offering new riders suggestions to make their

commutes easier. I also like working with a really great group of people. We railroaders all share a special bond, it's kind of like we are one big family working together.

ML: Do you think your Metrolink experience has changed over the years, or has it stayed fairly consistent?

DP: My experience has stayed pretty consistent over the years. The biggest change that I've seen is the number of trains we operate. Metrolink's service has really expanded since I've started in 2001, and we now offer our passengers many more options for travel, especially on the weekends.

ML: If you could tell a new rider something, what would it be?

DP: I always like to tell everyone about the benefits of taking the train. It is much better for the environment than driving your car. You can relax, sleep, talk with friends, or get work done while getting to your destination. Plus, there's nothing quite like the pure joy of train travel. It's a unique experience everyone should try at least once. Plus – a lot of times your Metrolink ticket offers free connections so you can get to your final destination. Also, a lot of riders don't realize that their employers will help pay for their monthly train passes. Train travel is the best way to go!



FARE SURVEY



We frequently receive requests and comments from our riders about Metrolink's fare policy. We have now hired a consultant to conduct a study to evaluate our fare policy, identify best practices from around the country, and suggest ways to make our fares and fare products more customer-friendly. For this study it is important that we hear from you, our riders. Please visit the survey at metrolinktrains.com/faresurvey to tell us your opinions, concerns, and suggestions as we consider various fare policy alternatives. Your opinion counts!



Rideshare
Thursday

REWARDS FOR METROLINK RIDERS

For a limited time, the IE Commuter Rideshare Rewards Program has been expanded!

If you take public transit, walk, bike, carpool, vanpool, or telecommute to work at least five days a month you may qualify for \$2 a day in gift card incentives or other rewards if you:

- LIVE in Los Angeles, Orange, San Bernardino, Riverside, or San Diego counties; and
- WORK in the San Bernardino County Valley area or in Riverside County



- LIVE in San Bernardino or Riverside counties; and
- WORK in Los Angeles, Orange, Riverside counties or the San Bernardino County Valley area

See if you qualify before it's too late. Call 1.866.RIDESHARE (1.866.743.3742) or visit ie511.org.

Funded in part by the Mobile Source Reduction Committee (MSRC). IE Commuter is a joint project of Riverside County Transportation Commission and San Bernardino Associated Governments.

FARE AND SERVICE INFORMATION



ANTELOPE VALLEY LINE FARE REDUCTION PILOT PROGRAM

STARTING JULY 1, 2015 Antelope Valley Line customers can benefit from two new fare reduction pilot programs. For a six month period, all fares will be discounted 25%, except the Weekend Day Pass. Additionally, there will be a \$2 "station to station" fare to encourage local travel in communities along the Antelope Valley Line. This pilot is expected to end on December 31, 2015 and is funded entirely by Metro. The Metrolink Board of Directors will look at the impact to ridership and revenue in the fall of 2015 to decide if this program will continue, and possibly consider fare changes on other lines in our system. During this study, we also will be looking to you to share your opinion on our fare structure. To voice your opinion, please visit metrolinktrains.com/faresurvey. Please be sure to encourage your neighbors and friends to ride Metrolink during this promotional period. For more information, visit metrolinktrains.com/avdiscount. Monthly passes purchased beginning June 25 onward will reflect the 25% discount.



FARE RESTRUCTURING

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 pairs in the former 11-mile zone structure, it was decided that the adjustment was to be phased in over a 10-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, 2015, Metrolink will be adjusting fares (phase 10 of 10 adjustments) as per the policy that was adopted in 2004. The result is that destinations to some Metrolink stations will see minor increases, while others will go down, and some will not change at all.

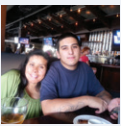
Metrolink's fare structure is distance-based with separate fares for each station destination, rider category, fare type, and weekend or weekday travel. As a result, the ticketing system includes more than 50,000 distinct fares. You can check the new fares, which will go into effect on July 1, by visiting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

#TDAD

RIDER COMMENDATIONS ON TRANSIT DRIVER APPRECIATION DAY

MARCH 18
**TRANSIT DRIVER
APPRECIATION DAY**
transitdriverday.org

IN HONOR OF THE RECENT TRANSIT DRIVER APPRECIATION DAY, WE ASKED YOU TO TELL US ABOUT YOUR FAVORITE METROLINK CONDUCTORS AND ENGINEERS. HERE'S WHAT YOU HAD TO SAY ON FACEBOOK:



LICES RAMIREZ A high-five to the conductors at the San Bernardino Line -- wonderfully amazing!!! Thank you for your patience and for being friendly!!! Your great customer service makes a great difference and is a good start to the day! I have been riding the Metrolink train since 2000. I love it!



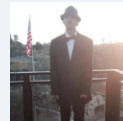
KEVIN BLEICH A big thank you to all the Metrolink engineers and conductors who work so hard to keep their passengers safe and get them to their destinations on time. In particular, I'd like to thank the engineer who works train 335 Mon-Wed for always taking the time to say "hi" on his way to the cab. Also, shout out to engineer, Sam N., who was on train 808 for a couple weeks in February for being so nice and trying to get to know his passengers.



JAYY CALI COOPER A big thank you to 7:10 train 315 crew out of San Bernardino to L.A!! You guys make my ride in the morning fun....keep up the grrreat work.



COLE EDWARDS Richard on the 809 is top dog!



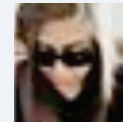
JACOB BEALE Henry who works trains 603/600 and the morning shift on Saturdays is the homie!! He's always super nice and a great friend to everyone.



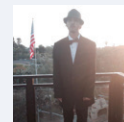
CARRIE VASQUEZ DELGADO All the Conductors on the San Bernardino line deserve a very special recognition for everything they deal with on a daily basis working that line.



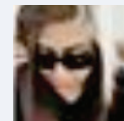
LINDA ROUNTREE I Agree 100%.



ALEXANDRA VAZALDU The conductor on the weekend's first train that goes from Oceanside to L.A. Union Station has a great attitude. If I would have known I could travel faster in the train than in the bus, I would have saved 5 hour trips way back when, but I'm glad it only takes 1 hour in train ⇒].



JACOB BEALE You're talking about the Saturday conductor on that train right? He is the man!!

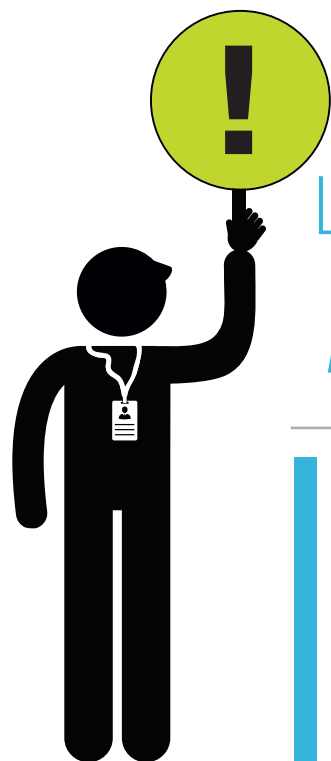


ALEXANDRA VAZALDU Yep. LOL, he is! He makes the trip fun ⇒]



HOLIDAY SERVICE ALERT INDEPENDENCE DAY

In observance of Independence Day, Metrolink will not operate service on Friday, July 3, with the exception of two round-trip trains on the Antelope Valley Line. Regular service will resume system-wide on Saturday, July 4. For holiday weekend service information, visit metrolinktrains.com or follow @Metrolink on Twitter.



access

LOS ANGELES COUNTY ACCESS USE

If you are an Access Rider ID card holder, you are entitled to free rides on Metrolink WITHIN LOS ANGELES COUNTY ONLY. This includes service on all Metrolink lines except for the Inland Empire Orange County (IEOC) Line, which does not cross into Los Angeles County. However, for trips that

cross into a county other than Los Angeles, you will need to purchase a ticket at a reduced rate (senior/disabled rate) for the portion of the trip that is outside of Los Angeles County. For example, if traveling on the San Bernardino Line from Los Angeles Union Station to San Bernardino, your Access Rider ID card will allow for free travel between Union Station and Claremont, but a ticket is required for the remaining portion of the trip into San Bernardino County. For more information on planning trips for people with disabilities, visit metrolinktrains.com/accessibility or call 1-800-371-LINK (5465).

A Personal Care Attendant (PCA) may accompany you on Metrolink without purchasing a ticket (if you were approved to have a PCA travel with you, your Access Rider ID card will say so). However, the PCA must board and detrain with you and must stay with you for the entirety of the trip.

THIS TABLE INDICATES THE SEGMENTS OF EACH LINE WHICH ACCESS RIDER ID CARD HOLDERS CAN TRAVEL FOR FREE ON METROLINK:

LINE	FROM	TO
ANTELOPE VALLEY LINE	Los Angeles Union Station	Lancaster
SAN BERNARDINO LINE	Los Angeles Union Station	Claremont
VENTURA COUNTY LINE	Los Angeles Union Station	Chatsworth
ORANGE COUNTY LINE	Los Angeles Union Station	Norwalk/Santa Fe Springs
91 LINE	Los Angeles Union Station	Norwalk/Santa Fe Springs
RIVERSIDE LINE	Los Angeles Union Station	Downtown Pomona

TAKE THE TRAIN. METROLINK.

RIDE & JOY

HIT A HOMERUN WITH THE DODGER STADIUM EXPRESS!



Take advantage of a winning combination to reach Dodger Stadium this season. Ride Metrolink to L.A. Union Station and connect with the Dodger Stadium Express. You won't have to fight traffic or pay for parking at the stadium, and you'll help reduce air pollution. Best of all, your Dodger game ticket is good for the fare so it's easy to leave your car at home and still get to the stadium.

Connect with the Stadium Express near the taxi zone on the historic side of Union Station (adjacent to Alameda St). Buses leave Union Station every 10 minutes, starting 90 minutes before game time through the third inning for all home games and end 45 minutes after the end of each game.

Visit metrolinktrains.com/dodgerexpress for details.

TAKE ANGELS EXPRESS AND THE KIDS RIDE FREE



Don't get stuck in traffic and paying to park at Angel Stadium — ride the Angels Express! This popular train service is back again for the fifth consecutive season. Arrive at least 30 minutes early to get your tickets to depart from either Laguna Niguel/Mission Viejo or 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.

Plus, during July and August, kids 18 and under ride free to Angels games Monday through Thursday starting at 7:05 p.m.! Take the whole family out to the ballgame and forget about traffic and parking as Metrolink drops you off within walking distance to the stadium. Visit metrolinktrains.com/angelsexpress for more information.

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).

TAKE THE TRAIN. METROLINK.

RIDE & JOY

METROLINK RIDERS SAVE AT 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! To find out which trains work best for your trip, visit metrolinktrains.com/beaches.

OC FAIR EXPRESS RETURNS IN 2015



July 17 - August 16

Metrolink has partnered with the Orange County Transportation Authority (OCTA) again in 2015 to provide service to the OC Fair from July 17 to August 16. Ride Metrolink to the Anaheim Canyon, Santa Ana, Irvine, or new Anaheim-ARTIC stations to catch the free shuttle. Just show your Metrolink ticket to board OCTA's OC Fair Express bus, which

will take you directly to the OC Fair. Metrolink riders who take the OC Fair Express will receive a coupon good for \$3 admission to the Fair. That's a savings of \$9 on OC Fair general admission! Visit metrolinktrains.com/ocfair for hours and details.

DEAD SEA SCROLLS: THE EXHIBITION



Come discover the most significant archaeological find of the last century – the Dead Sea Scrolls. The California Science Center, in cooperation with the Israel Antiquities Authority, is proud to present the largest Dead Sea Scrolls exhibition ever mounted outside of Israel, featuring over 600 ancient artifacts on

display. Explore the science and significance of these ancient manuscripts written and hidden in caves 2,000 years ago until their discovery in 1947. Be sure to enhance your exhibit-going experience by also watching the movie, Jerusalem 3D, on the seven-story-tall IMAX screen. Soar high above the ancient city of Jerusalem to explore a city of many religions and an important crossroads of civilization in ways never seen before. Metrolink riders can enjoy \$3 off adult exhibition admission and \$2 off adult admission to any IMAX film. Visit metrolinktrains.com/deadseascrolls for details.

HALO NATION: SHOW YOUR COLORS DURING THE RAIL SERIES!



Metrolink is offering Angels fans special train service from Orange County to Union Station for the three cross-town rivalry games when

the Dodgers take on the Angels July 31, August 1 and 2. Metrolink tickets will be available only on game days at all Orange County Line stations except San Clemente Pier and Commerce. Use the Angels Express button for the discounted fares. Adult round-trip tickets are just \$7, while senior/disabled and youth (ages 6-18) tickets are just \$6 and \$4, respectively. Children ages 5 years and under ride free with a paying adult.

Once you arrive at Union Station, board the free Dodger Stadium Express buses operated by Metro from L.A. Union Station to Dodger Stadium and back. The shuttle service departs every 10 minutes near the taxi zone at the front of Union Station. For complete ticket pricing and train schedule information visit metrolinktrains.com/railseries.

SAN CLEMENTE OCEAN FESTIVAL



The San Clemente Ocean Festival takes place on Saturday and Sunday, July 18 – 19, where there will be plenty of adventures at "The Greatest Show on Surf." Watch open ocean paddling and other exciting races; enjoy sand sculpting competitions 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. Start your adventure from the moment you board. Leave your car, skip the weekend traffic, and enjoy the relaxing ride to San Clemente Pier! Head out to a pre-festival kickoff event at the Fullerton Station on Saturday, July 18. For more information about the festival and Fullerton Station pre-festival, visit metrolinktrains.com/oceanfestival.