

# METROLINK **MATTERS** NEWS:EVENTS

CELEBRATING 25 YEARS OF SERVICE | 1992-2017

## THE PEOPLE ISSUE: CELEBRATING OUR RIDERS



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# WORD FROM THE CEO

ARTHUR T. LEAHY | CHIEF EXECUTIVE OFFICER | METROLINK

**M**etrolink relies upon the many conductors, engineers, maintenance workers and other employees who make our service possible every day. But we wouldn't be where we are without you – our riders.

It's the people that keep Metrolink on track. For the past 25 years, the relationship we've built between our riders and our service has continued to evolve and grow stronger. When you have concerns, we want to hear from you. When we have interruptions, changes or delays, we will keep you informed. We strive to have more than just a business relationship with our riders, because we think of you as part of the Metrolink family.

In my time at Metrolink, I have had the opportunity to hear great stories of how our service and system makes a positive impact in people's lives.

Whether it comes from a first-time rider, someone who has ridden for 25 years, or an employee who joined the team 10 years ago, each relationship is important to us.

As we continue to improve the rider experience, with the soon-to-be-introduced Tier 4 locomotives, grade and right-of-way enhancements or our expanded service on holidays beginning on Memorial Day, Metrolink commits to our promise to provide you a safe, efficient and reliable transportation service that offers outstanding customer experiences and enhances your quality of life.

I want to thank you for your continued relationship with Metrolink over these past 25 years. I look forward to many more in the future.

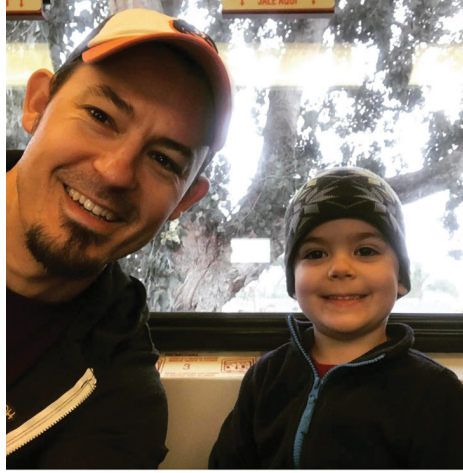
**METROLINK MATTERS THROUGH THE YEARS:** As Metrolink has grown and changed throughout its 25 years of service, Metrolink Matters has as well. Over the years, Metrolink Matters has had a few different looks, which may or may not invoke a sense of nostalgia from a simpler time. As Metrolink looks to the next 25 years of service, it's good to look back at how the agency's communications have evolved.

1992
1995
1998
2002
2008
2010

The original publication, titled Metrolink Connection, debuted in June 1992. In May 1995, the first issue of a short-lived Metrolink magazine came out, titled The Link. The Link was described as “a magazine for commuters in the nineties.” The first issue with the title Metrolink Matters was in 1998. A 2002 update included a train formed out of title. In 2008, the logo was updated to portray a Metrolink train traveling. When Metrolink debuted the Hyundai Rotem 2010, the logo was updated to feature the new cars. The design changed once again in 2013 and includes the standard Metrolink typeface and used negative space for distinction. This was improved with a more streamlined look in 2014 and remains our standard today.

## ON THE COVER

## THE PEOPLE ISSUE – CHANGING LIVES FOR RIDERS AND BEYOND



**M**etrolink is made of the people who ride our trains. Each and every one of them have a story to tell. Metrolink strives to be a transportation source people can rely on that changes lives for the better. Metrolink is the vehicle that brings people of diverse backgrounds together. They all have at least one thing in common – a reliance on Metrolink to get them where they are going.

Since Metrolink began service nearly 25 years ago, the system has expanded from three lines along 112 miles to seven lines along 538 miles throughout six Southern California counties. As Metrolink's system and service continues to grow, the greater opportunities to change someone's life for the better grows. The best way to hear these stories is in the riders' own words.

After years of traffic on the 405, 55, 22 and 73 freeways, Kristi Hall decided to make a change that would allow her to have peace of mind and have a safe commute to work.

“I’ve been riding Metrolink for the past two years,” said Hall. “I love the train and will never commute on Southern California highways again.”

Andrew and Elizabeth Leal, who have been riders for three years, enjoy the stress-free ride Metrolink provides them.

“We love being able to relax and enjoy the view,” they explained. “We don’t have to worry about anything and can save time avoiding traffic.”

While most riders use Metrolink to commute to work, or for a fun day trip, Christiana Betts recently used Metrolink to make a difference for others. After passing by homeless people while in Fontana, she felt the need to do something special to help those in need.

“I posted on social media asking others if they would be willing to help make baggies with necessities and letters for the homeless,” Betts explained. “About 10 people showed up to [the event on Valentine’s Day] and we drove around to give out the baggies.”

One of the attendees suggested using Metrolink to reach the homeless population in Downtown Los Angeles for their next event.

“We made plans [to give to the homeless] on Easter, and had enough resources to make 91 baggies,” she added. “Six of us met at the Fontana Metrolink Station. We didn’t have to worry about carpooling, traffic or finding a place to park, and it led us right to where we could reach the homeless community in L.A. It was such a blessing to help those in need.”

Betts said she’s planning another day to give to the homeless and is excited to use Metrolink again.

Your stories are Metrolink’s stories, be sure to share them on Facebook, Twitter or Instagram.

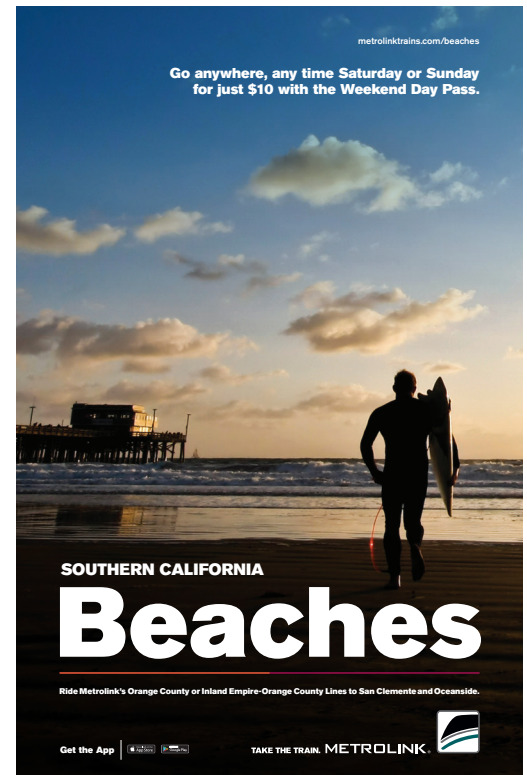


# GET TO THE BEACH WITH EASE ON METROLINK THIS SUMMER

Grab your board, your towel, a \$10 Weekend Day Pass and get ready to hit the sand to celebrate summer! There's no better way to cool off than heading to the beach, and there's no easier way than using Metrolink.

Avoid traffic and parking woes. Just let Metrolink take you directly to San Clemente and Oceanside beaches. Now that both surfboards and bikes are allowed on all Metrolink trains, you'll be able to pedal along the coast to find the best swells and perfect spots on the sand to hang ten. You can even take Metrolink to L.A. Union Station and hop on the Metro Expo Line to go to Santa Monica beaches.

There's no reason to miss the beach this summer. Metrolink is 'shore' to get you there quick, easy and hassle-free. Please check our website for train schedules: [metrolinktrains.com/schedules](http://metrolinktrains.com/schedules).



## METROLINK CHAUFFERS LOCAL TEENS TO PROM

Metrolink offered students and chaperones from three high schools a safe and affordable alternative way to get to prom, while providing parents and school administrators a level of comfort in knowing all the students traveled together.

Metrolink's Prom Trains helped create everlasting memories for more than 1000 Southern California teenagers by providing a special train service to the schools.

Students from Golden Valley High School in Santa Clarita rode from Santa Clarita to L.A. Union Station before boarding a special Metro Red Line train to the Hollywood/Highland Station. Those students then walked along Hollywood Boulevard to Madame Tussauds Hollywood for their prom. A.B. Miller High School in Fontana, and Los Amigos High School in Fountain Valley took the Fontana and Santa Ana stations respectively to Union Station to their proms in the Historic Ticketing Hall.

BE SAFE. BE SMART.



## KEEP SAFETY FIRST FOR A FUN SUNNY SUMMER

When planning your Metrolink Beach Day, keep in mind the following tips for a safe and fun day:

- + 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 areas. Items that cannot fit between seats or in storage areas are not allowed.
- + Body boards and boogie boards must be stored under the seat or in the storage area. Surfboards are allowed in designated Bike/Board cars. Visit [metrolinktrains.com/surf](http://metrolinktrains.com/surf) for more information.
- + Bikes are allowed on ALL Metrolink train cars. 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 and allow fellow passengers the courtesy of a seat.
- + Shoes and shirts are required.
- + No smoking or consumption of alcohol is allowed on Metrolink trains.

Don't forget when you see tracks, think train! Always cross at designated pedestrian crossings or underpasses and never cross, stand on or walk down the tracks.

# RECOGNIZING OUR CORPORATE PARTNERS



Metro



USC University of Southern California



The Metrolink Corporate Partner Program (CPP) helps organizations offer transportation benefits to staff, saving the company and employees money each year on their taxes. Over 160 organizations currently participate in this program, resulting in around 5,000 people each month taking the train – saving money, arriving to work relaxed and helping improve the environment.

Of all our clients we have a select few that go above and beyond to transform their workplace into one that supports the use of public transit. Below we would like to recognize three of our top corporate clients and their dedicated Employee Transportation Coordinators (ETCs) that administer the program at each site.\*

- Metro has been part of CPP for 11 years and has provided Metrolink passes to 2,589 people this past year! Metro has a wonderful ETC, Terree Holman, who has supported this program for the past 10 years. Terree helps promote all of the benefits of taking the train, including the tax savings staff she receives by participating in the program.
- USC has been part of our program for 5 years and has a dedicated ETC, Maira Olvera, who has supported this program for the past 4 years. Thanks to Maira's efforts USC has provided Metrolink passes to 1,453 people this year. USC program enrollees enjoy pre-tax payroll deduction, 3 free parking passes monthly, entry into monthly rideshare raffles, and a year-end \$25 USC gift card if enrolled all year. Fight on!
- The City of Diamond Bar is a long-time client that differs from the majority of our client base by offering Metrolink tickets to residents instead of staff. The city works hard to promote the 20% subsidy they offer city residents and has sold an impressive 1,296 tickets this past year. Thank you to the city's ETC, Luisa Allen, for working hard the past 9 years to ensure all participants in this program are provided with excellent service month after month.

\*top three clients based on ticket sales

## METROLINK PROJECTS ENHANCE SAFETY, RELIABILITY AND CONNECTIVITY

**M**etrolink has been involved in a variety of construction projects that improve safety, reliability and connectivity of the system.

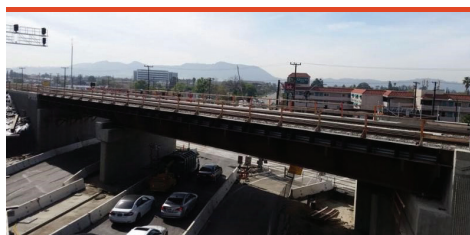
Metrolink trains now run on an elevated rail, separate from vehicle traffic, in Burbank on the Antelope Valley Line. This elevated track, which was part of the \$355 million Caltrans I-5/Empire Avenue Interchange Project, created a grade separation on Buena Vista Street at San Fernando Boulevard. The separation of trains from vehicles and pedestrians will lead to a safer environment for millions of people every year.

The new Burbank Airport – North Metrolink Station on the Antelope Valley Line broke ground earlier this year and is expected to be complete in spring 2018.

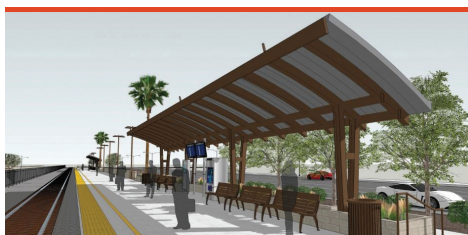
The new station will make travel easier for all Northern Los Angeles County residents and the Burbank Airport and will provide weekend access directly to the airport from AV Line trains.

The San Bernardino station project recently added new platforms, tracks, and an elevator and overpass for the extension of the railroad to Downtown San Bernardino, as part of a project managed by the San Bernardino County Transportation Authority. This work is part of the Downtown San Bernardino Passenger Rail Project and will ultimately connect the San Bernardino Downtown Transit Center to Metrolink's San Bernardino and Inland Empire – Orange County lines.

Many more projects, such as Metro's Rosecrans/Marquardt Grade Separation Safety Project in Santa Fe Springs, are scheduled to begin within the next few years that will continue to make Metrolink a great travel option for Southern California commuters.



Grade Separation Buena Vista St. at San Fernando Blvd.



Burbank Airport - North Metrolink Station



San Bernardino Station

## DESTINATIONS & EVENTS

## CALENDAR OF SOUTHERN CALIFORNIA EVENTS AND DESTINATIONS TO REACH VIA METROLINK

For more events and destinations, go to: [metrolinktrains.com/destinationsandevents](http://metrolinktrains.com/destinationsandevents)

### ANGELS EXPRESS SUMMER SPECIAL RETURNS

IT'S TIME TO TAKE THE KIDS TO THE BALLGAME ON THE ANGELS EXPRESS TRAIN!



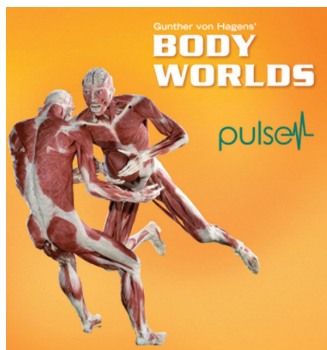
Kids ages 18 years and under can ride FREE on Orange County Line Trains 604, 688 or 606 from Los Angeles, 609, 689 or 643 from Oceanside and IEOC Line Train 741X from Perris –

South (transfer to OC Line Train 643 at Orange Station) to Anaheim Stadium for all Angels weekday home games starting at 7:05 p.m. (IEOC trains are Fridays only) during the months of July and August. Return Trains 611X to Los Angeles, 644 to Oceanside, and 742X (take 644 south and transfer at Orange Station) to Perris – South are included. Angels Express tickets must be purchased the same day as the baseball game at the ticket vending machines or on the Metrolink App. For ticket prices and schedule, visit [metrolinktrains.com/angelsexpress](http://metrolinktrains.com/angelsexpress).

### BODY WORLDS: PULSE! NOW OPEN

NEW EXHIBIT NOW OPEN AT  
CALIFORNIA SCIENCE CENTER.

Discover what makes you move, what makes you tick and what makes you unique in BODY WORLDS: Pulse! Now open at the California Science Center. Metrolink riders receive additional discount with promo code HEART. For more information visit [metrolinktrains.com/bodyworlds](http://metrolinktrains.com/bodyworlds).



### OC FAIR: JULY 14–AUGUST 13:

ENJOY A LITTLE  
“FARM FRESH FUN”  
AT A DISCOUNT WHEN  
YOU TAKE METROLINK.



Visit farm animals, eat a bunch of crazy fried food, see local artist exhibits and dance along to the sounds of summer at the 2017 OC Fair. Concerts at Pacific Amphitheatre this year include Kenny Loggins with the Pacific Symphony, Colbie Caillat, Steve Miller Band, Jake Owen and many more.

The best part? Metrolink riders get a discounted ticket to the Fair! Board the OC Fair Express Bus from one of nine locations, including the Anaheim ARTIC, Santa Ana and Irvine stations, for a direct ride to the OC Fair, and you'll get a coupon good for a \$3 admission ticket. For more details, visit [ocfairexpress.com](http://ocfairexpress.com)

### SAN CLEMENTE OCEAN FESTIVAL: JULY 15-16

DON'T MISS THE GREATEST SHOW ON SURF AT THIS ANNUAL FESTIVAL.

Focused on supporting and promoting ocean safety, the festival is truly an athletic, family-centered event. From the lifeguard games and surf contests to sand sculpting competitions and the Great Rubber



Ducky Race, there is something fun by the ocean for everyone in the family. Take the Orange County or Inland Empire - Orange County Line to the San Clemente Pier station. Remember, you can now bring your surfboard on designated Bike/Board cars on all Metrolink trains. For information, visit [metrolinktrains.com/oceanfestival](http://metrolinktrains.com/oceanfestival)

### CHINATOWN SUMMER NIGHTS: JULY 1, AUGUST 5, SEPTEMBER 2

DOWNTOWN LOS ANGELES' CHINATOWN TRANSFORMS INTO A SUMMER CELEBRATION.



The first Saturday during the summer months, Summer Nights presents an exciting hot spot with gourmet food trucks, Chinese chef cooking demonstrations, large outdoor video projec-

tions, Chinese cultural activities, booths by local organizations and museums, craft brews and dancing! Head to Los Angeles Union Station, transfer to the Metro Gold Line towards Azusa Pacific College/Citrus College and exit at the Chinatown Station. [metrolinktrains.com/summernights](http://metrolinktrains.com/summernights)

### TRAIN FEST AT L. A. UNION STATION: JULY 15

CALLING ALL TRAIN ENTHUSIASTS!



Train Fest is coming to Los Angeles Union Station Saturday, July 15. Train Fest will celebrate railroading history with live entertainment, vintage train engines, model train displays and seminars, food and more! This event

will bring out the inner train conductor living inside of us. Check [metrolinktrains.com/trainfest](http://metrolinktrains.com/trainfest) for updated activities.