

# METROLINK MATTERS

METROLINK NEWS AND EVENTS



## Metrolink to debut express service pilot program

Metrolink will introduce its express service pilot program on its two busiest lines, Antelope Valley and San Bernardino, May 9. The new service offering was approved by Metrolink's Board of Directors during its March 11 meeting.

"This is great news for our customers and Metrolink," said Board Chairman Richard Katz. "By reducing the number of stops, commuters will save an hour on each round-trip. This translates to five hours a week and 20 hours a month. That's valuable time they can give back to their family and friends."

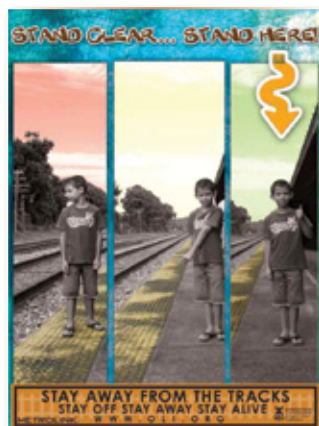
The Antelope Valley Line express train will depart from Palmdale and stop at Santa Clarita, Downtown Burbank and Los Angeles Union Station, shaving off 32 minutes from your commute.

The San Bernardino Line express train will depart San Bernardino and make stops in Rancho Cucamonga and Covina, arriving at Los Angeles Union Station in 60 minutes end-to-end.

If the six-month express pilot program proves successful, Metrolink will consider continuing the service on both lines. We will also consider expanding the service to other lines in the future.

With the introduction of this new service, Metrolink reminds riders to be safety-conscious. Remember, not all Metrolink trains will stop at every station, so please remain behind the yellow line until your train comes to a complete stop.

Visit [metrolinktrains.com](http://metrolinktrains.com) to browse the schedule.



### Facebook comments:

**Brandon T. says:** "Alright. One step closer to world-class!"

**Linda R. says:** "Awesome."

**Charles P.H. says:** "Hopefully it'll be successful and we can have more express runs..."

**Brian K.Z. says:** "I can't wait! This train will save me some time when I go to San Bernardino! Thanks, Metrolink! :-"

## Metrolink taps USC Viterbi to create rail safety program

Metrolink and the USC Viterbi School of Engineering have joined forces to create an advanced Rail System Safety Certification Program. The curriculum, initially intended only for Metrolink managers, is a first in the rail industry. There is no standardized system safety program to which rail companies adhere, and the creation of this course will pioneer efforts to standardize system safety leadership principles.

Metrolink selected USC Viterbi to spearhead the curriculum because the school is internationally renowned for system safety development; it designed the U.S. Air Force's aviation safety curriculum in the 1950s.

The safety education program will focus on topics such as risk identification and data analysis, safety management systems and human factors. The target completion date is summer 2011.

For more information about the USC Viterbi School of Engineering, visit [viterbi.usc.edu](http://viterbi.usc.edu)

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## A word from the CEO

Greetings,  
Metrolink riders.

We are in the midst of one of the most exciting periods in Metrolink history. Our organization has been working around the clock to provide more choices to you than ever before.



Metrolink CEO John E. Fenton

Our efforts are being materialized through the upcoming debut of our express service pilot program, which is going to give you back something precious: time. And what is more valuable today than time? You will have more time to spend with your family and friends, more time to rest and do other things you enjoy. If the pilot program is successful, we want to continue offering the service on the Antelope Valley and San Bernardino lines and eventually expand it to our other lines. Metrolink has only just begun our path of innovation. We are providing special late-night train service to America's favorite pastime, baseball games. And we began a partnership with USC to create an advanced Rail System Safety Certification Program that will help us make the railroad even safer. Things are only getting better for our organization and riders. Stay tuned. We are on a roll to bring you safer, more innovative transportation solutions as your commute of choice.

*John E. Fenton*

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Call: 800-371-5465(LINK)

## Riding your way to better health

You hurry to your train in the morning by bicycling, walking, or even jogging, and by doing so you are making a positive contribution to your health.

About 97 million U.S. adults are either overweight or obese, according to the Department of Health and Human Services. Being overweight and obese contributes to negative health consequences that include coronary heart disease, Type 2 diabetes and cancer. By engaging in physical activities like walking or bicycling, you are employing one of several approaches used to combat being overweight and obese, according to the Centers for Disease Control and Prevention.

North Americans only average six minutes of daily walking, but people who use public transportation spend a median of 19 minutes walking. The time adult public transit users spend walking each day is close to the 22 minutes of daily exercise needed to achieve the 150-minute weekly exercise target recommended by the CDC, according to the January 2011 "Evaluating Public Transportation Health Benefits" report by the Victoria Transport Policy Institute (VTPI), a Canadian think tank that develops transportation solutions.

Other benefits of taking high-quality public transportation include reduced stress from not having to drive; building friendships with other riders; reduced exposure to pollution generated by personal vehicles; and reduced driving-related crash injuries, disabilities and deaths, according to the VTPI report.

So the next time you decide to ride the train, consider these alternatives: Try parking your car farther away from the station entrance so you can work in another minute or two of walking, consider walking or bicycling to the station instead of driving, and use the stairs instead of elevators or escalators to get to the train platforms.







# METROLINK SAFETY ALWAYS MATTERS

## 'Officer on the Train': How Metrolink collaborates with other agencies to promote safety

In an effort to heighten awareness about the importance of rail safety, Metrolink partners with California Operation Lifesaver and the Southern California Rail Safety Team to host "Officer on the Train" events. The Southern California Rail Safety Team comprises multiple railroads, governmental agencies and regulators, including Metrolink, Amtrak, BNSF, Union Pacific, the Federal Railroad Administration, the California Public Utilities Commission and local law enforcement agencies.

An "Officer on the Train" event allows local law enforcement officers, community leaders and news media to ride on trains and observe motorist and pedestrian behavior at highway-railroad grade crossings and along the railroad rights of way. Police officers are posted at local railroad crossings to cite motorists and pedestrians who trespass on the tracks or fail to obey warning devices at railroad crossings. While law enforcement officers focus on the public outside the train, civic leaders and media inside the train get a rare opportunity to see what

engineers see every day. Video cameras are mounted in the locomotive cabs, broadcasting to television monitors in the passenger cars. If a motorist violates the grade-crossing traffic laws, the officer on the train communicates to an officer near the crossing who can issue the motorist a citation. This safety event allows officers to observe highway-railroad grade-crossing problems firsthand and assist in enforcing motor vehicle laws at railroad crossings.

The aims of this enforcement operation are to increase public awareness of the potential dangers that exist at highway-railroad intersections and eliminate driver actions that could have tragic consequences, by enforcing the traffic laws that pertain to these intersections. The selection of the targeted highway-railroad crossings is driven by data collected by the partners. The enforcement program is one of three parts of the Operation Lifesaver effort, which include engineering and education designed to eliminate car-train collisions.

Metrolink supports Operation Lifesaver, a nationwide nonprofit organization providing



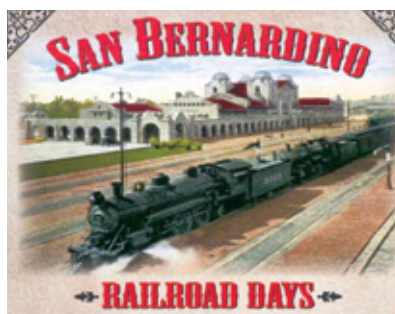
public education programs to prevent collisions, injuries and fatalities on and around railroad tracks, highway-rail grade crossings and railroad rights of way. Operation Lifesaver's certified volunteer speakers provide free safety presentations for various professions and all age groups in order to increase public safety around railroad tracks. To request a presentation or for more information, visit Operation Lifesaver at [oli.org](http://oli.org) or call Metrolink at 800-371-5465(LINK).

## San Bernardino Railroad Days are right around the corner

The third annual San Bernardino Railroad Days event, sponsored this year by BNSF, is right around the corner. The two-day extravaganza will take place Saturday, April 16, from 9 a.m. to 5 p.m. and Sunday, April 17, from 9 a.m. to 3 p.m. at the Santa Fe Depot (1170 W. 3rd St.) near the Metrolink San Bernardino Station.

There will be food; live country-western music; western-themed re-enactments; model railroads; antique trains, trucks and cars; and a host of other fun activities for both adults and children. There is a fee for some activities.

The historic #3751 Steam Engine will be on display, and you can ride it Saturday at approximately 9 a.m. from Los Angeles Union Station to the San Bernardino Station or Sunday at 3 p.m. from the San Bernardino Station to Los Angeles Union Station. Ticket prices range from \$95 to \$115.



The San Bernardino History and Railroad Museum, located at the Santa Fe Depot, will be open to the public both days free of charge. Take a tour of the railroad memorabilia, antique horse-drawn buggies and other historical items on display.

Be sure to come dressed in western attire, and don't forget to have your camera handy so you can capture all the excitement.

To purchase tickets online, visit [sbrailroaddays.com](http://sbrailroaddays.com). You can also purchase tickets at the museum on Saturdays from 10 a.m. to 3 p.m. Contact the museum at 909-888-3634 or [sbrdays@me.com](mailto:sbrdays@me.com).

There will be plenty of parking for the event. You can park at the Metrolink lot or at the new 352-space parking structure Metrolink just opened last month.

## Orange County cities enhance rail crossings, receive FRA approval to enact quiet zones

If you live in Anaheim, Orange or Tustin, you may have noticed that engineers no longer routinely sound locomotive horns at some or all railroad crossings. That's because at the end of February 2011, Anaheim and Orange enacted 24-hour quiet zones where train horns are not routinely sounded, except under special circumstances. Tustin's quiet zone went into effect at the end of March 2011.

A quiet zone is a section of rail line at least one-half-mile long that contains one or more consecutive public highway-railroad grade crossings at which engineers do not routinely sound train horns. Engineers are, however, required to sound locomotive horns to warn maintenance employees and contractors working on the tracks. They also sound their horns during emergency situations,

including the presence of a person or vehicle on the tracks, according to the Federal Railroad Administration.

Quiet zones were implemented at all 16 railroad crossings in the city of Orange, four in Anaheim beginning at the Jefferson Street crossing and ending at the La Palma Avenue crossing along the Olive subdivision, and the Red Hill Avenue crossing in Tustin. The improvements are part of the Orange County Transportation Authority's \$85 million project aimed at enhancing safety at more than 50 railroad crossings in the county.

The cities received FRA approval to enact the quiet zones after necessary safety improvements were made at the crossings, which will reduce the risks associated with silencing train horns. The safety enhancements include upgraded



warning devices such as blinking lights, additional gate arms that prevent motorists and pedestrians from crossing the tracks, extended and raised medians that improve the flow of traffic, improved signage, and synchronized traffic and rail signals that will prevent motorists from waiting on the tracks at red lights.

Although the newly established quiet zones mean peace and quiet for you, please remember when you are near the tracks to always be aware of your surroundings and pay careful attention to and obey the improved warning signs and signals designed to keep you safe.



## Metrolink reflects on Measure M success

March 31, 2011, marked the end of Measure M, the 20-year program that made possible Metrolink's expansion into Orange County. It was in 1990 that Orange County taxpayers

approved  
the half-cent

sales tax increase to fund the program, with 25 percent allocated to transit improvements and the remaining 75 percent reserved for freeway, street and road enhancements.

The Orange County community was first introduced to Metrolink in 1994 when we began operating our Orange County Line. In 1995 Metrolink added the Inland Empire-Orange County Line, and in 2002 we launched our 91 Line. We introduced weekend service in 2006 on the OC and IEOC lines. In 2007, the total ridership on all three lines reached more than 4 million, compared to the one-millionth-rider milestone we achieved in 1996 on the OC Line.

Over the years, Measure M has funded other major Metrolink expansion projects as well, including construction of the Anaheim Canyon, Tustin, Laguna Niguel/Mission Viejo and Buena Park stations; construction of a four-level, 1,500-space parking structure at the Irvine Transportation Center; and planning for the

future implementation of the Go Local program to improve transit connections from Metrolink stations to surrounding areas.

The Orange County Transportation Authority, one of the five member agencies that support Metrolink, held a commemoration event March 28, 2011, in recognition of Metrolink, Caltrans, the 34 cities of Orange County, construction industry officials and a host of

other organizations that made contributions to Measure M's success. Following the commemoration ceremony, the OCTA Board held its regularly scheduled meeting, during which it presented Metrolink with a proclamation of appreciation.



Dennis Marzec, Metrolink's Chief Operating Officer (back row, third from left)







## Metrolink launches late-night train service from LA Union Station

### Take advantage, Dodger fans

It's that time of the year again – baseball season! And what's even better is that thanks to our new late-night train service you can enjoy a night in town or a Dodger game without worrying about driving home.

Metrolink, in partnership with the Dodgers and Metro, is offering the service on our Antelope Valley, Ventura County and San Bernardino lines during weeknight home games. Funding for this project is through an Air Quality Management District (AQMD) and Mobile Source Air Pollution Reduction Review Committee (MSRC) grant.

The special service kicked off March 31 and is available on home game weeknights up until the last home game on September 22. Blackout days are July 4 and May 30 (Memorial Day). Please visit [metrolinktrains.com](http://metrolinktrains.com) for train schedules.



Take any Metrolink train to LA Union Station. If you are going to the game, catch the Dodger Stadium Express bus there and back. The bus service is free for fans who have valid Dodger tickets. For those who don't have tickets, the fare for a one-way trip is \$1.50.

For information on the Dodger Stadium Express bus schedule please visit [losangeles.dodgers.mlb.com](http://losangeles.dodgers.mlb.com)

For most games, Metrolink trains depart from Union Station at 11 p.m., so make sure to give yourself enough time to make it back to the station. To purchase Dodgers tickets, visit [dodgers.com/metrolink](http://dodgers.com/metrolink). Ticket packages that include Metrolink train and Dodgers tickets start at \$20. We hope you enjoy the games and our new service offering!

## Metrolink to offer special train service to Angels games

Metrolink has teamed up with OCTA to offer train service on our Orange County Line to and from Angels weeknight home games April 8 through September 28. Take the special round-trip service to Anaheim from either the Laguna Niguel/Mission Viejo Station or LA Union Station. The special trains depart 30 minutes after the last out, so be sure to give yourself plenty of time to make it back to the Anaheim Station for your return trip. Visit [metrolinktrains.com](http://metrolinktrains.com) to view train schedules. The round-trip train tickets cost \$7, and if you're a senior, you only pay \$6. You can purchase tickets online through OCTA's website: [octa.net/angelsexpress.aspx](http://octa.net/angelsexpress.aspx). Blackout dates are July 4 and May 30 (Memorial Day).





## Meet the faces of Metrolink

### Scheduling guru deadheads home

It was in 1968 at the tender age of 17 when Bob Berger, Metrolink's former Service Design Manager, began his railroad career. He started out at Union Pacific working as a yard clerk in East Los Angeles during the summer, and he later worked at Amtrak for 28 years before winding down his career with a decade of service at Metrolink. He retired April 1.

Throughout the span of his 43-year career, Berger gained decades of railroad knowledge working in a variety of departments: law, reservations, call center, passenger services and operations.

During his time at Metrolink, he was the brains behind the timetables for our seven service lines. Berger's job proved to be a complex and, at times, stressful task. Part of his job entailed collaboration with people across different departments at Metrolink, freight and other passenger railroad companies, Metrolink's member agencies, stakeholders and Metrolink



riders to create schedules that ultimately served everyone's needs. With the complex environment of the second-busiest corridor in the nation, making schedules work is like a tapestry artist weaving together his greatest masterpiece, paying attention to the most intricate details of the pattern. "It takes experiential knowledge and intuition to know if something will work or not. I can create schedules that look great on paper, but I have to determine whether they will work in the real world," said Berger.

He counts his ability to be of service to others as one of the best gifts he received during his railroad career. "When I came here I was really interested in all the equipment and the trains. What I've come to know is that the most interesting part of the railroad is the people and how they pull together in working with this incredible equipment to deliver this great service, and that's what I'll fondly and always remember," he said.

### FSR embodies 'Heart of Metrolink'

If you ride our San Bernardino or Riverside lines, chances are you've probably bumped into Sandra Martinez. As a Field Services Representative, she provides customer support to you at stations so you can successfully ride our trains.

But when Martinez is not serving you, she's volunteering for an organization that sends care packages to U.S. troops who are deployed around the world. "It's just a great way to show the troops that we care and that we support them. We want to let them know that we appreciate what they're doing for us and that we haven't forgotten that they're put in harm's way," said Martinez.

A volunteer since 2004, she helps collect and mail donated items to the troops. Martinez, with help from her mother, writes an estimated 200 letters each month, which she said the troops are grateful for.

"I receive letters from some of the soldiers in Iraq and Afghanistan telling me how great it is to feel like a little piece of home is being sent to them, so it's just a great feeling," she said.

Martinez's drive to give back to the community is representative of the "Heart of Metrolink." It is the people of our organization who not only unite as a team and work tirelessly to bring an outstanding customer service experience to you, but also roll up their sleeves to give back to their communities. Like Martinez, Metrolink has plans to increase our presence in the community so that more of our employees can make a difference in the lives of others.

## Metrolink at work

### AV Line construction update

This project is for the construction of new track and embankment to lengthen the existing 5,070-foot Lang Siding to a new length of 13,270 feet. This will allow for freight trains 7,000 feet and longer to park in the siding for Metrolink passenger trains to pass, which will reduce wait times from an average of 30 minutes to about 15 minutes. The project also involves the shifting of 2,760 feet of track and the elimination of a curve at Acton for the future construction of a second passenger platform at Acton Station, which will allow an increase in service and flexibility to recover from scheduled delays.

### Construction status

Construction began February 7, 2011. Since then we have completed the clearing and grubbing work as well as started the earthwork, which involves the removal of mounds and hills (cuts) and adding of fill to provide embankments to support the future

second track extension. This cut and fill work is anticipated to continue through the end of May 2011. Heavy equipment will be on the railroad right of way through that time.

Once the embankments are ready, the contractor will start laying some of the rail and ties. Prior to that, a small stretch of Sprint Communication's fiber-optic lines that are parallel to the track will be relocated. Drainage pipes will be extended for the new embankment. The project should continue until September 2011.

### METROLINK MATTERS

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