

METROLINK® **Matters** News & Events

MAKE LASTING MEMORIES WITH METROLINK



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A WORD FROM THE CEO

STEPHANIE N. WIGGINS | CHIEF EXECUTIVE OFFICER | METROLINK

Dear Riders,

I can hardly believe we are already near the halfway point of 2019! When I joined Metrolink in January, I was determined to make the changes necessary to allow Metrolink to be the region's best transit agency. When we offered free rides on Earth Day and to bicyclists during Bike to Work Week, as well as the growing ridership numbers on our recently added Friday late-night service on the San Bernardino Line, we are demonstrating the value of Metrolink and how Southern California residents are looking for quality choices to driving. It is my goal to double Metrolink's ridership over the next five years, and I believe we are already on track to achieve this goal by showcasing the benefits of taking the train.

As you'll see in this issue, the value of Metrolink extends further than offering free rides. We are creating new ways to make the rider experience better.

Recently we've launched a new "behind the scenes" program, which are efforts outside of the riders view, to make your experience outstanding.

As summer rolls along, I invite you to take our trains to somewhere you haven't visited before as our service extends to six counties. And if you see me on a train, please don't hesitate to introduce yourself, to tell me what you like about our service and what you think we can do to improve. You can also provide feedback about your Metrolink experience by visiting metrolinktrains.com/contact.

Thank you for your ridership,

METROLINK WEEKENDS DAYCATIONS

All the fun without the jetlag!

Take Metrolink and Escape
to Cool Destinations Between
Los Angeles and Oceanside
for only \$10!

SAN CLEMENTE

All the fun without the jetlag!

SAN JUAN CAPISTRANO

All the fun without the jetlag!

ANAHEIM

All the fun without the jetlag!

LOS ANGELES

All the fun without the jetlag!

www.metrolinktrains.com/daycations

BEHIND THE SCENES:

EFFORTS OUTSIDE OF THE RIDERS VIEW

New Clean Team

Metrolink's recently expanded onboard cleaning team - called porters - is helping to make the commute on some of the longest routes more comfortable than ever by ensuring a spotless train.

The original team only served trains on the Riverside and Inland Empire-Orange County lines as a pilot program from December to February. The expansion adds the service to trains on the San Bernardino, Ventura County, Orange County and Antelope Valley lines. The trains were selected by the length of the route and ridership as they may experience more wear and tear compared to shorter journeys on other lines. This service is an enhancement to the regular cleaning that trains follow between service at maintenance and layover facilities and provides an extra level of care.

The porters are assigned to trains during daytime weekday service to ensure a comfortable experience for riders throughout the trip. Duties include:

- Cleaning and sanitizing surfaces and handrails
- Replenishing restrooms and maintaining order
- Clean any spills
- Pick up trash
- Wipe down seats

If there are no porters assigned to a train and the level of cleanliness is unsatisfactory, please speak to your conductor or call or text us at (800) 371-5465.



Metrolink's Guest Conductor Program

Recently, Metrolink launched a new Guest Conductor Program to bring a little personality your commuting experience.

The Guest Conductor Program allows for local celebrities, elected officials and other well-known individuals to record announcements to be heard on trains. These announcements include greetings, station stops, safety messages and information about special service.

The program made its debut in May with Angels Hall of Famer Tim Salmon. Additional Guest Conductors that will be on the trains this summer are State Senator Connie Leyva, who represents the 20th Senate District, Metrolink Directors Larry McCallon from San Bernardino County and Karen Spiegel from Riverside County, along with Riverside Mayor Rusty Bailey.

This is an ongoing effort to add a little fun and personality to riding the train, while delivering the messages that are important to riders. People are welcome to provide feedback on who they would like to hear as a guest conductor at metrolinktrains.com/contact or @Metrolink on Facebook or Twitter.



TIM SALMON

Angels Right Fielder
1992 - 2006

CONDUCTOR'S CORNER: RYAN SCHWARTZ

From communicating with the locomotive engineer and dispatching offices to helping riders, making announcements, checking fares, and knowing and enforcing the rules to safely operate the train, a conductor's job is tough work. We invite you to share your experiences with our conductors on our social media accounts or metrolinktrains.com/contact.



Our riders reached out to us about Ryan's attitude in March 2019: "He is smart, very informative, and always checks our tickets... a hardworking gem on staff."

METROLINK MATTERS: How long have you been a conductor at Metrolink?

RYAN SCHWARTZ: I've been a conductor for nearly 12 years. I started with Amtrak in 2007 and moved to Metrolink three years ago.

MM: What is your favorite part of your role as a conductor?

RS: I get the opportunity to interact with our passengers every day. You really have the opportunity to build relationships with people on the train. This makes coming to work each day exciting and I look forward to it every day.

MM: What is something that most riders wouldn't know about being a conductor?

RS: Being a conductor is a huge responsibility. It's more than just checking tickets and making announcements, it's about providing a safe ride for passengers. Each day I focus on my four keys to provide the best service I can: the safety of the train, courtesy towards passengers, the show (cleanliness) of the train and the efficiency of travel.

METROLINK CODE OF CONDUCT

As summertime ramps up, more riders may choose to take Metrolink to escape the hassles of driving. When making travel plans, please be aware of Metrolink's Code of Conduct to ensure a pleasant trip for all riders. These guidelines set standards for how we can work together to make Metrolink the best it can be.

CORRECT FARE



Valid tickets are required on all Metrolink platforms and prior to boarding trains and must be presented to a conductor or fare inspector upon request. Tickets may be purchased at a Ticket Vending Machine or on the Metrolink Mobile App before boarding.

NO ALCOHOLIC BEVERAGES



Alcoholic beverages may not be consumed on board Metrolink trains. Any alcohol brought on board must be sealed at all times.

NO SMOKING



There is no smoking on Metrolink trains or platforms; this includes e-cigarettes.

LOUD AND UNRULY BEHAVIOR



Please respect others on the train by keeping voices low and refrain from crude language.

MUSIC AND AUDIO DEVICES



Please use headphones when listening to music or watching videos.

NO SOLICITING



It is not permitted to sell any items on board Metrolink trains or platforms without written consent from Metrolink.

ANIMALS



Service animals trained to assist persons with disabilities are permitted, but large pets are not. Small pets are allowed if enclosed in a properly ventilated carrying case that can be held on your lap or stored under a seat.

ONE TICKET - ONE SEAT



Please place bags or items under the seat or on your lap, not on the seat next to you or in the aisle.

BULKY ITEMS



Some cars have storage areas for larger bags and bicycles. Ask the conductor for help.

NO FEET ON SEATS



Please do not put your feet or shoes on the seats.

OPEN SEATING



Riders may sit in any seat that is open. Metrolink has set aside some seats on the lower levels for seniors, persons with disabilities and persons traveling with small children. A rider may be asked to move if the seat is needed.

QUIET CAR



Please mute electronic devices, use headphones and refrain from loud talking as to not disturb other passengers in designated Quiet Cars.