

# METROLINK MATTERS

METROLINK NEWS AND EVENTS



## New Metrolink website coming soon—help make it great!

Coming soon: a new look and a host of cool new features on [metrolinktrains.com](http://metrolinktrains.com)! The customizable, easy-to-use new site is scheduled to launch in mid-January 2012. Want to be part of the elite crew that previews the beta site and offers feedback to help make it even better? Email us at [beta@scrra.net](mailto:beta@scrra.net).

### Rider Apps

Official and third-party mobile apps for a variety of phones, all available for download from one easy-to-navigate page.

### Trip Planner

Enter where you are, where you want to go and when. We'll tell you how to get there via Metrolink.

### Schedules

The new "Schedules" page offers schedule info any way you like it: by line, by station, in PDF timetables and more.

### Price Finder

Simply enter your origin and destination, and [metrolinktrains.com](http://metrolinktrains.com) will give you a list of ticket options.

### Service Advisories/ Alerts/Planned Advisories

See updated info on service and other issues that might affect your travel in a frequently updated list, right on the home page.

### My Metrolink

Create a personal account with "My Metrolink" and customize your experience: subscribe to the "My Metrolink" e-newsletter, set preferences for station pairs, track lost items and more.

## Take Metrolink trains to receive the gifts of time, money and convenience

From Dec. 19 until Dec. 30, Metrolink is offering a 2-for-1 off-peak special that allows two people to ride for the price of one. The promotion is valid Monday through Friday, between 9:30 a.m. and 3:30 p.m. with the purchase of a Round-Trip or One-Way ticket. Visit our website at [metrolinktrains.com](http://metrolinktrains.com) for more information.

## The Off-Peak\* 2-for-1 Promotion!

Two People Ride for the Price of One  
So Grab Someone and Go!

Dec 19-30, Mon-Fri and Jan 2, 2012

\*Off-Peak Hours  
9:30am – 3:30pm



# A word from the CEO

Happy holidays, Metrolink riders.

As we celebrate the season and transition into a new year, I am full of gratitude for the entire Metrolink community.



Metrolink CEO John E. Fenton

I have been thinking of all the people who work day and night to keep our system running—from the conductors, engineers, dispatchers, Customer Engagement Representatives and others who perform the array of tasks necessary to offer service throughout Southern California seven days a week, to the people who maintain and repair equipment overnight while most of us sleep, to the construction workers who maintain and expand our infrastructure ... I could go on. I am grateful for every member of our team.

I am also grateful to you, our riders. I appreciate you for choosing a commute alternative that benefits the environment and our entire Southern California community. And I appreciate your feedback. It is because you have let us know what works for you and what does not that we have been able to make changes this year to improve your ride. We have introduced Quiet Cars. We now have 12 dedicated bike cars.

We heard your complaints that some passengers have not been paying their fair share, and we stepped up fare enforcement. We heard you asking for state-of-the-art communication about service, and we prioritized getting the word out via social media, mobile-phone apps and, coming soon, a new-and-improved, customizable metrolinktrains.com.

I enter the new year inspired by the entire Metrolink community—employees, riders and all—to continue to listen to your needs, improve performance and make Metrolink the world-class train service Southern California deserves.

## Train interrupted? We're on it

While most rail trips run smoothly and according to plan, unexpected incidents sometimes disrupt the ride. Service interruptions can be caused by any number of things, including mechanical problems, a non-Metrolink train impeding the flow of traffic on shared tracks, an unknown vehicle on tracks, or excessive heat or rainwater that makes it unsafe to move full speed ahead. When these unpredictable incidents occur, Metrolink acts fast to keep you safe and get you where you need to go.

The conductor of the affected train checks equipment inside and outside the train, and communicates crucial information to passengers and to the communications team at our dispatch center.

Customer Engagement Representatives (CERs) are immediately deployed to the scene to inform passengers about what's going on and facilitate next steps. If passengers need to be transferred to buses, CERs help determine who needs to go where, coordinate movement across bus bridges and ensure the safety of everyone, paying close attention to passengers with disabilities and others who might need assistance. They also stay in touch with Metrolink's communications team.

From the dispatch center, the communications team sends information to the entire Metrolink community. They update our website, our Twitter and Facebook feeds, station signage and the call center that responds to customer calls. They also communicate with connecting transit agencies to coordinate buses and light rail to get delayed riders where they need to go.

Metrolink law-enforcement liaisons ensure good communication between Metrolink and outside agencies who collaborate on incident response.

Throughout it all, everyone moves toward a shared goal: getting passengers where they need to be as safely and as soon as possible.



## Bikes on cars and onboard!

New bike-themed wraps on two Metrolink cars signal our commitment to alternative forms of transportation and the cyclists in our community. The wraps, created in collaboration with the Orange County Transportation Authority, remind you that it's easy to combine bicycling with your Metrolink ride. Regular cars hold up to three bikes each, and 12 new bike cars hold up to 18 bikes each. There is bike parking







## Holiday Toy Express wows thousands

Santa's gorgeous, light-bedecked train, the Holiday Toy Express, has been busily greeting Southern Californians on its 32-station tour. It all started with Preview Night at Los Angeles Union Station and Chatsworth Station on Nov. 18, and continued from there on a rollicking tour of six counties full of cheerful crowds.

This year's tour delighted audiences with a live musical performance about a Martian Santa Claus. In addition to holiday-themed entertainment such as caroling choirs, station communities were addressed by local leaders, Southland fire fighters and special guests. Even when heavy rains led to a canceled musical performance in San Bernardino, Santa and Mrs. Claus and a cast of characters disembarked and greeted kids face to face for an extended period.



While the biggest crowds came out at Camp Pendleton (where there were approximately 4,000 in attendance) and Palmdale, San Juan Capistrano and Burbank (2,000-plus each), there was no shortage of holiday spirit amid the train's twinkling lights anywhere in the Metrolink community. During the tour, fire fighters collected thousands of toys through the annual ABC7/Spark of Love Toy Drive to give to children in our communities who might otherwise go without. The Holiday Toy Express rolls merrily along!



at most stations, and the Burbank Station now has a dedicated bike garage, the Bike Stop, with free, secure parking for 40 bikes. You can even take Metrolink to bicycle trails including the Upper Rio Hondo Trail (near the El Monte Station on the San Bernardino Line) and the San Clemente Bike Path (near the San Clemente North Station on the OC Line).





# METROLINK SAFETY ALWAYS MATTERS

## Wet weather safety tips to keep in mind this winter

Southern California has already experienced two major rainstorms and seems sure to have another wet winter. Metrolink is preparing for wet weather and reminding our customers to be prepared as well. Metrolink Maintenance of Way crews are equipped and prepared with “all hands on deck” in inclement weather. We prepare for challenges such as strong winds

resulting in falling branches or trees, which can knock out power or block a track. We also monitor rainfall and heavy downpours that can result in puddles or flooding at low points along the system.

Metrolink riders can do their part by observing the following suggestions:

- Store wet umbrellas in a bag to avoid drips;
- Choose footwear and outerwear appropriate for weather conditions;
- Use extra caution when walking on platforms and on board trains, and be aware of surfaces that could be wet;
- Use the handrails at all times when climbing and descending the stairs;
- Be extra aware of your surroundings; don't allow yourself to be distracted by texting on or reading a mobile device; and,



- Leave early and allow yourself extra time to safely travel to your destination, park your vehicle and walk to the station; you don't want to have to run in the rain to make a train.

If you spot a weather-related safety issue at a station, please contact us at (800) 371-5465 (LINK). If you notice a safety issue on board the train, notify the train conductor or call (800) 371-5465 (LINK). We sincerely appreciate your assistance in keeping the system running smoothly and safely during inclement weather.



## Metrolink launches initiatives to improve customers' Quiet Car experience

Since we introduced our Quiet Cars in October, Metrolink has received many comments and suggestions from you about how we can improve the amenity. We have launched several education initiatives since the rollout to do just that:

- “Quiet Car” is displayed on the exterior LED board of ALL Quiet Cars
- Quiet Car signage on the interior of ALL Quiet Cars
- More frequent conductor announcements
- Distribution of Quiet Car information cards to noisy passengers by our Customer Onboard Assistance Team (COAT) and conductors
- Distribution of flyers by Customer Engagement Representatives at major boarding stations
- Quiet Car notices posted at L.A. Union Station Metrolink ticket windows

- Quiet Car guidelines posted on our website

### COAT rides Quiet Cars to remind passengers about guidelines

Representatives from our COAT have been riding the Quiet Cars to ensure passengers are aware of the guidelines. Recently, we followed Customer Engagement Representative George Leschinsky on an Orange County Line Quiet Car to get an inside look at the type of help our COAT is providing to improve the amenity. “I walk up and down both the mezzanine, upstairs and downstairs, and if I see anyone talking

I'll say something. And then I'll generally stay at the bottom, and I remind oncoming passengers that they're boarding the Quiet Car,” Leschinsky said.

First-time rider Judy Schnase and her friends were among the boarding passengers that



Leschinsky greeted. “I was just kind of surprised because I've never seen anything like that done before. So, I thought, ‘Okay, this is kind of neat,’” said Schnase, an Oregon resident who was excited about riding Metrolink to explore Los Angeles with her three friends. “If you don't like it, you can always go to another car. It's not like you can't talk at all. You can talk in a low tone so you're not disturbing somebody next to you or around you somewhere.”

Metrolink will continue listening to your feedback and exploring new ways to make improvements where possible. With the initiatives we have launched, we hope that you will begin to notice improvements.

## Fare enforcement in full swing

Metrolink is stepping up fare enforcement. Customer Engagement Representatives (CERs) are being randomly stationed at train platforms to check tickets before passengers board. This will help reduce delays that can occur when enforcement happens after boarding. "Currently, more than half of funding is collected from ticket/pass sales," says Metrolink marketing and sales manager Mark Waier. "By conducting fare enforcement, we can ensure we continue to maintain the same level of service."



Xochilt Garcia, who has been riding the San Bernardino Line for four years, appreciates the new enforcement effort. She is one of many riders who have expressed frustration at others' failure to pay for their ride. "It's not fair for some people to ride the train for free while others have to pay an expensive monthly ticket," she says.

Amber Heck, a lead CER, emphasizes that "we're here to try and educate." Passengers need proper tickets, and appropriate identification for disabled tickets and the like. If someone stopped on a platform does not have a ticket, or has a ticket that is not appropriate for her or his intended trip, the CER will simply explain what the person needs and direct her or him to a Ticket Vending Machine. By identifying fare problems before people board trains, CERs give riders time to purchase proper tickets and catch the next train. The stepped-up enforcement effort will be permanent and will involve random rotation among all Metrolink lines, making sure CERs visit each train at least once a month.



## Orange County cultural center uses Metrolink as exploratory vehicle into SoCal history and culture

Three years ago the Muckenthaler Cultural Center, also known as the Muck, began offering train tours of Southern California's rich culture. The Fullerton-based organization provides a plethora of programs, many of them free, including festivals, concerts, arts education and outreach to foster children. The Muck began eyeing Metrolink in 2008 as a means of transportation more affordable than, say, bus tours. "I thought it would be cool to do train tours where we see cultural things within walking distance of train stops," said Zoot Velasco, who conducts the tours and is the Muck's executive director.

The organization gives unique tours to museums, historical buildings and cultural neighborhoods and restaurants. Some past tour destinations include the Casa Romantica in San Clemente, the Mission Inn in Riverside, Swallows Day in San



Juan Capistrano, Octoberfest in Camarillo and Chinese New Year in Chinatown (via free connection to Metro rail at Union Station with a Metrolink ticket). Not only do participants get in lots of walking once they detrain, but they also get to relax on Metrolink trains and enjoy Southern California's beautiful scenery.

"Going from Fullerton to Union Station is one of my favorite train trips because

you get to go through the Alameda train yard. And when you go under the seven historic bridges that line the L.A. River, it's really pretty spectacular. There are some great views of the mountains and the city. In the entire West Coast, I don't think there is a better trip than Fullerton to Union Station," Velasco added.

For more information, contact the Muckenthaler Cultural Center at 714-738-6595.





## Metrolink Promotions

### Free shuttle service returns to San Manuel Indian Bingo and Casino!

Ride Metrolink to San Bernardino and look for the San Manuel "How Far Is Fun?" shuttle. Passengers with Monthly Passes, 10-Trip Tickets, 7-Day Passes and Round-Trip Tickets can ride the shuttle to the casino for free. Eligible passengers will receive a \$20 coupon book with a \$10 slot play and \$10 match play offer. See [metrolinktrains.com](http://metrolinktrains.com) for schedule and other details.



### Cash in on savings

#### Join or refer a friend to Metrolink's Corporate Pass Program

Our CPP is a convenient transportation benefit program that companies can offer as a service to their employees.

Joining Metrolink's CPP is FREE. To learn more about how you and your employer can save money by enrolling, contact Laurene Lopez, corporate sales manager, at [lopezl@scrra.net](mailto:lopezl@scrra.net)

### Disney On Ice presents Disney/Pixar's Toy Story 3

Metrolink passengers can save \$5 on select tickets at STAPLES Center, Honda Center of Anaheim, Citizens Business Bank Arena or the Long Beach Arena.

There are three ways to save!

- **Present your Metrolink** ticket at one of the arena box offices.
- Visit **[Ticketmaster.com/train](http://Ticketmaster.com/train)** and enter the code **TRAIN**.
- Call Ticketmaster at **800-745-3000** and mention the code **TRAIN**.  
For show times and other details, visit [metrolinktrains.com](http://metrolinktrains.com).



## Save the date: service changes

Please be aware of the following upcoming changes to ordinary Metrolink service:

### Christmas and New Year's Holiday Service

#### Sunday, December 25, and Monday, December 26

There will be no Metrolink service for the Inland Empire-Orange County, Orange County, Riverside and Ventura County lines. Limited holiday service will be offered on the Antelope Valley and San Bernardino lines.

#### Sunday, January 1, and Monday, January 2

There will be no Metrolink service for the Inland Empire-Orange County, Orange County, Riverside and Ventura County lines.

Limited holiday service will be offered on the Antelope Valley Line. A regular Sunday schedule will operate on both days.

Limited holiday service will be offered on the San Bernardino Line. A regular Sunday schedule will operate on Sunday, January 1.

A modified San Bernardino Line Sunday schedule will operate on Monday, January 2, with the first train departing 50 minutes early for the Rose Parade.

#### Monday, January 9, through Saturday, January 14

To accommodate an Amtrak schedule change, various trains throughout the Metrolink system will experience slight changes in timing for weekday and weekend service during the week of January 9 to 14. Please see [metrolinktrains.com](http://metrolinktrains.com) for details.

### METROLINK MATTERS

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