

# METROLINK MATTERS

METROLINK NEWS AND EVENTS



## There's still time to see the Holiday Toy Express®

Bring your kids to watch this year's show and dance along with Santa and his elves. Visit our website to learn the dance moves that everyone has been showing off at the show. You can also print out our Holiday Toy Express®-themed drawing for your kids to color and present to Santa or a Metrolink Customer Engagement Representative at the show so Santa can pin it up in his workshop.

Don't forget to bring an unwrapped toy to donate to the KABC-TV/ABC 7 and Southland firefighters Spark of Love Toy Drive.

The donated toys will go to less fortunate families in the station community.

If you haven't already signed up for *My Metrolink*, be sure to see a Metrolink staff member before or after the show to register so you can be "in the know" about all the new and exciting services and promotions

that Metrolink offers. We promise we won't clog up your inbox. You can sign up for news and marketing alerts that best suit your preferences, and it's easy to add or remove subscriptions. Metrolink will give free trial ride tickets to riders who register for *My Metrolink* at the show. If you forget to sign up at the show, you can always do so on our website.

Hope to see you soon!



## Start off the New Year by improving your well-being

January is International Quality of Life Month. It's a time to reflect on the steps you can take to improve your quality of life. You've already joined Metrolink in the mission to improve air quality in the region by reducing your carbon footprint. By opting for the train instead of your vehicle, you can reduce CO<sub>2</sub> emissions by more than 4,800 pounds annually, according to the American Public Transportation Association. And by doing so, you also reduce stress related to driving in bumper-to-bumper traffic and the amount of money spent on gas and vehicle maintenance, which also contribute to improving your quality of life.

Consider other personal goals you may want to achieve in 2013, which may include dropping a few pounds after indulging in your favorite holiday foods with family and friends.

KinetiCore Pilates Therapy, a *Metrolink Rewards* participant that offers Metrolink riders

10 percent off its Pilates packages, offers helpful tips you can follow to kick off your fitness goals.

**Tip 1: Follow a plan.** A plan will give structure to your good intentions. Get on board with a doable workout program and see how much better you feel.

**Tip 2: Make your plan yours.** Formulate your plan to work for you and not against you. And by that we mean, look at your calendar and write a realistic workout plan for each week that fits into your

(Continued on page 4)

## TOP 10 NEW YEAR'S RESOLUTIONS FOR 2013

1. Become more physically fit
2. Improve financial condition
3. Improve health
4. Lose weight
5. Read more - become more educated
6. Improve work habits/career situation
7. Travel more
8. Improve family relationships
9. Do more volunteer work
10. Change overall attitude: be more positive

Survey conducted by a third party for FC Organizational Products LLC, the official products licensee of the FranklinCovey Co. brand. A nationally distributed sample of 1,000 male and female consumers ages 18 to 60 years of age across the U.S. were surveyed in October 2012.



### Events and promotions

Rose Parade and Rose Bowl Game

Disney on Ice

Madame Tussauds Hollywood

San Manuel Indian Bingo & Casino

Auto Club 400

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## Word from the CEO

It is a great honor to be chosen to serve as Chief Executive Officer at one of the nation's premier commuter rail agencies. I look forward to putting forth my best efforts to continue Metrolink's track record of leading the nation in implementing technological innovations such as Positive Train Control and Crash Energy Management.

I come to Metrolink with more than 30 years of experience in the transportation industry. Before joining the organization, I was Director and General Manager of Port Authority Trans Hudson Corporation (PATH), which is a heavy rail subsidiary of the Port Authority of New York and New Jersey. I also held leadership positions at other major transportation agencies throughout the nation, including Oakland's Bay Area Rapid Transit District (BART), Boston's Massachusetts Bay Transportation Authority (MBTA) and Philadelphia's Southeastern Pennsylvania Transportation Authority (SEPTA).

My goals are to improve customer communications and relations, as well as to ensure that you remain safe and secure while on our trains or at the stations. I want to hear your thoughts about our service and how we can provide you with an even better commute. Feel free to write to me at [MetrolinkCEO@scrra.net](mailto:MetrolinkCEO@scrra.net). I look forward to meeting with you and addressing your needs during my time here.

*Michael P. DePallo*

Michael P. DePallo



## Notice to riders who connect to Metro Rail and buses

If you transfer from Metrolink to Metro Rail (including the Red, Purple, Green, Blue, Gold and Expo lines) in Los Angeles County, you may have heard about Metro's plans to latch its turnstiles. As of now, the turnstiles have not been latched. As a Metrolink rider, you can transfer to Metro Rail and buses, at no charge, as long as you have a valid Metrolink ticket. **You do not need to purchase Metro fare.**

Metro plans to latch the turnstiles in mid-June. In preparation for the upcoming gate latching, Metrolink is working with Metro to come up with a ticket solution that is compatible with Metro's Transit Access Pass (TAP)-enabled gates. Once developed, Metrolink's TAP-compatible ticket solution will allow you to pass through the turnstiles after they've been latched. Be on the lookout for more information about how Metrolink customers will access Metro Rail as the turnstiles are latched.



## Crossings in Glendale Corridor to undergo safety enhancements

At a Nov. 15 press conference at Pelanconi Park in Glendale, Metrolink, Metro and the cities of Glendale and Los Angeles

announced plans to begin implementing safety upgrades on the first of four crossings in the cities of Glendale and Los Angeles: Broadway/Brazil, Chevy Chase, Grandview and Sonora. Metrolink Board Chair Richard Katz, L.A. County Supervisor and Metro Board Chair Michael D. Antonovich, Glendale Mayor Frank Quintero and Glendale City Council Member and Metro Board member Ara Najarian spoke at the event. "This corridor will make our trains and

pedestrians safer by keeping people off the tracks," said Katz.

"Our goal is nothing less than being the safest railroad in America."



Pictured above from left to right: Metrolink CEO Michael P. DePallo, Metrolink Board Chair Richard Katz, L.A. County Supervisor and Metro Board Chair Michael D. Antonovich, Glendale Mayor Frank Quintero, Glendale City Council Member and Metro Board member Ara Najarian, Mary Hovagimian from the office of Congressman Adam Schiff, Talim Mangioglu from the office of State Senator Carol Liu and Eric Manjivar from the office of Assemblymember Mike Gatto

Construction is expected to begin at the first crossing, Broadway/Brazil, in January 2013. The safety improvements are part of Metrolink's ongoing Sealed Corridor program to reduce the risk for accidents at grade crossings along its system. The \$17 million crossing improvements are funded by local, state and federal funds. We would like to thank the City of Glendale, Metro, the California Transportation Commission, Senator Dianne Feinstein and Congressman Adam Schiff for their support of these projects.





# Events and promotions



## Rose Parade and Rose Bowl Game on New Year's Day

Exquisite floral floats, lively marching bands and high-stepping equestrian units will make their way down five-and-a-half miles of the beautiful streets of Pasadena on Jan. 1, 2013, during the 124th Rose Parade® presented by Honda. Join the estimated 700,000 spectators who will flock to the parade route to witness the grandeur of the world-famous tradition starting at 8 a.m. See this year's grand marshal, internationally renowned Dr. Jane Goodall, whose world travels, research and discoveries helped inspire the parade's theme, "Oh, the Places You'll Go!™"

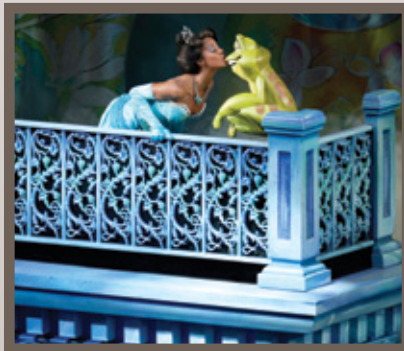


After the Rose Parade, join football fans at the historic Rose Bowl Stadium to watch two top collegiate contenders face off in the 99th Rose Bowl Game® presented by VIZIO at 1:30 p.m. Because event times are subject to change, Metrolink encourages you to contact the Pasadena Visitor Hotline at (877) 793-9911 or visit the Tournament of Roses website at [www.tournamentofroses.com](http://www.tournamentofroses.com) prior to planning your trip.

\*Limited Metrolink service will be offered only on the Antelope Valley and San Bernardino lines on Jan. 1, 2013. Metrolink will not offer service on any other lines. To get to the parade, take Metrolink to L.A. Union Station, transfer to the Gold Line and exit at the Memorial Park, Lake, Allen or Del Mar station. Each station is a short walk from the parade route. If you're going to the football game, exit the Gold Line at the Memorial Park Station and follow the signs for two blocks to the shuttle pickup location at Parsons. Visit [metrolinktrains.com](http://metrolinktrains.com) or call 1-800-371-5465 (LINK) for train schedules as the events draw nearer.

## Disney on Ice presents Dare to Dream

Get tangled up in the newest thrilling show to hit the ice, *Disney On Ice* presents *Dare to Dream*. Experience Disney's hilarious hair-raising escapade, *Tangled*; as Rapunzel, her unlikely companion, Flynn, and Maximus embark on an uproarious journey that takes adventure to new lengths! Boogie to the beat of the bayou with Princess Tiana



and Prince Naveen, from *The Princess and the Frog*, in a magical, musical journey that all begins with a fateful kiss. And fanciful dreams become reality as Cinderella meets her Prince Charming, with a glass slipper fit for an unforgettable fantasy come true. All your favorite princesses take to the ice in a spectacular finale at the ultimate Disney Princess event of a lifetime! Experience the beauty, sparkle, and spirit when *Disney On Ice* presents *Dare to Dream* comes to your hometown!

Metrolink riders save \$5 on admission by presenting your ticket at the box office, visiting [ticketmaster.com/train](http://ticketmaster.com/train) and entering the code **TRAIN**, or by calling Ticketmaster at 1-800-745-3000 and mentioning the code **TRAIN**.



## Christmas Day limited service

Metrolink will operate limited service on the Antelope Valley and San Bernardino lines on Christmas Day. Metrolink will not offer service on any other lines on Christmas. Visit our website for schedule information.



# Events and promotions

## Visit your favorite celebrity at Madame Tussauds Hollywood



Enjoy E.T.'s magical wonders, Jane Lynch's comedic wit or Johnny Depp's acting chops? Well you can snap memorable photos with them and your other favorite celebrities and movie characters at a

discounted price. Show your valid Metrolink pass at the box office and save \$5 on admission (up to six regular same-day adult/child tickets) to the popular Hollywood wax museum, located next to the world-famous Grauman's Chinese Theatre and the Hollywood Walk of Fame.



## Fun weekdays at San Manuel Indian Bingo & Casino

Plan your outing to San Manuel for a relaxing day of food, games and entertainment. Take Metrolink to the San Bernardino Station on any weekday, and you can ride the "How Far Is Fun?" shuttle for free as long as you present your valid Metrolink Monthly Pass, 7-Day Pass or Round-Trip Ticket. Visit our website for regular and holiday train and shuttle schedules.



## \$19 train ticket to Auto Club 400

Fans looking for a stress-free, convenient and affordable way to get to the 2013 NASCAR Auto Club 400 race need not look any further. Metrolink has again partnered with the Auto Club Speedway to provide special train service to the popular Auto Club 400 on Sunday, March 24, 2013.

Tickets to the race are on sale now. To purchase race and train tickets or for information on the Auto Club Speedway special train schedule, call the Auto Club Speedway at (800) 944-RACE (7223), or visit [www.autoclubspeedway.com](http://www.autoclubspeedway.com) or the Auto Club Speedway Ticket Office.



## Start off the New Year... (Continued from page 1)

busy schedule. And don't skip on planning meals either! Diet is the key to maintaining or losing weight throughout the year. Here's an example of a plan:

**Acceptable:** Eat at least one serving of fruit for breakfast and lunch as well as two servings of vegetables at dinner. Go to Pilates Monday and Thursday. Do 30 minutes of cardio on the elliptical Tuesday, Friday and Saturday.

**Not Acceptable:** Eat more veggies and fruits and go to the gym more often only during the holidays.



KinetiCore Pilates Therapy ([kineticcorept.com](http://kineticcorept.com)), located near Irvine Spectrum, is owned and operated by a Doctor of Physical Therapy. KinetiCore teaches people how to move and care for their bodies, enabling them to live full and active lives. Contact KinetiCore at 949.585.0400 or [info@KinetiCorePT.com](mailto:info@KinetiCorePT.com) to learn about the benefits you can achieve by taking their Pilates classes. Be sure to show your Metrolink ticket during your visit so you can take advantage of the 10 percent discount.



# METROLINK SAFETY ALWAYS MATTERS

## Train safety: difference between fantasy and reality

Many children will read wonderful train stories and watch magical train movies this holiday season. Often times scenes in books and movies featuring trains contain behavior that would be unsafe around real-life railroad property and trains. Metrolink encourages parents to discuss with their children the difference between fantasy and reality when it comes to rail safety.

### Stop to let trains pass; your life is worth it

When a train is coming, everyone – cars, trucks, buses, people on bikes and people walking – **MUST** stop for the train. **EVERYONE** needs to look and listen whenever they are near railroad tracks. Trains that travel near houses take a **LONG** time to stop. It is everyone's responsibility to look and listen for the trains.

### Look and listen before crossing

When coming upon a railroad crossing, **LOOK** both ways and **LISTEN** for a train. Only if there is no train coming can a person cross the tracks safely. Remember to only cross the railroad tracks at marked crossings; those are the places that cars, trucks and people must cross. **NEVER** cross the railroad tracks anywhere else.

### Test your children's train safety IQ:

Discuss three ways people can remain vigilant and alert near the tracks so they can hear the train bell that warns people when a train is approaching.

Possible answers: no talking on cell phones around tracks; music turned off in the car around tracks; headsets off when walking across the railroad crossing; stop conversations when approaching a railroad crossing; a bus driver telling students to be quiet at a railroad crossing.

### Warning devices are there to help

Bells are only one of the warning devices on a locomotive; horns also provide a louder audible warning.

### Where to cross the tracks

Tracks should be crossed **ONLY** at designated pedestrian or roadway crossings. It can take a mile or more to stop a train, so a locomotive engineer who suddenly spots a person ahead has little chance to miss them. For public safety reasons, it is illegal for a person to be at the tracks unless they are at a designated public crossing.

For more information on safety around highway-rail grade crossings and additional lesson plans, visit [www.oli.org](http://www.oli.org)



## Where in the world is Santa's helper, Chip, the elf?

If you've been to this year's Holiday Toy Express® show, you may have seen one of Santa's faithful helpers, Chip, the elf. We've hidden a photo of him in this newsletter. Use your best detective skills to see how fast you can spot him.





## And... your Metrolink memories are in

In the last issue of *Metrolink Matters*, we asked you to share your most memorable Metrolink memories. Below are a few riders' reflections about their favorite moments. You can read more memories at [metrolinktrains.com/20anniversary](http://metrolinktrains.com/20anniversary)

Dear Metrolink,

Congratulations on your 20th anniversary! I, along with all your other riders, truly appreciate the service you provide each and every day. The following is my favorite Metrolink memory.

My favorite Metrolink memory occurred on December 28, 2002, when I took my first train ride as a young boy. Living less than a mile from the nearest train station, I grew up listening to the melodic train horn I would come to love. Trips to the train station were frequent and it always made my day when the engineer would return my friendly wave or even give me a short blast of the horn. Every aspect of a train intrigued my young mind – its size, the sound, and how such a massive object could stay upright on just two small slivers of steel. I had always wanted to know what it was like to ride a train. On my birthday that year, I opened the box my mom handed me, and inside, to my amazement, was an IOU for a train ride that weekend. We arrived at the station on a cold day in late December, but I was shivering out of excitement, not because of the weather. The train screeched to a stop and I carefully stepped onto it. I took my seat and watched as the station began to slip away. My journey had begun. Although the trip was relatively

short, I will never forget how happy and excited I was that my dream of riding a train, that I'd had since the age of three, had finally come true!

–Kevin Bleich



Congratulations - many cheers! My most memorable Metrolink memory was while working on the Platform 7 project recently at Union Station, we walked outside our trailer to watch Endeavor take a U-turn directly overhead...on the day the first train came in on our new tracks. :-)

–Melanie Nelson

Congratulations from your number 1 fan. I ride Metrolink every day. For 20 years just for fun. I love Metrolink. Your biggest fan is me. I have spent over 20 grand on monthly passes. Love Metrolink :)

–Matt Allen

I have been a Metrolink rider for five years now, and I have truly enjoyed the experience. I have more energy to devote to my family, serve my patients and manage the day with less stress! I look forward to more years of excellent service!

Happy anniversary.

–Billy V.



**Fun Fact:** The world's largest single doughnut was a 95-foot-long apple fritter that weighed in at 5,000 pounds.

### Love from Metrolink's oven

Metrolink has partnered with King Donuts of San Bernardino to bring you a Metrolink-exclusive holiday treat. King Donuts baker Tom Ngiam created a one-of-a-kind "pumpkin fritter" for you just in time for the holiday season.

"The pumpkin fritter was inspired by friends and family ... since pumpkin pie is popular for this time of year, I decided to put my own twist on the holiday treat," said Ngiam, "plus, I'm not sure how well a turkey donut would do."

The fritter is moist, sweet with hints of honey and cinnamon, and the whipped cream topping takes it over the top. The pumpkin flavor is wonderful and the perfect start to a festive holiday weekend.

This delectable delight can be purchased (for a limited time) at 1184 West 2nd St., just steps away from the San Bernardino Metrolink Station. King Donuts is a *Metrolink Rewards* participant that offers exclusive specials to Metrolink riders. Don't forget to present your valid Metrolink ticket to take advantage of their discount options: (1) buy one dozen doughnuts, get one dozen half off or (2) buy three doughnuts, get one free.

### METROLINK MATTERS

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