

# METROLINK MATTERS

METROLINK NEWS AND EVENTS



## Metrolink churns more wheels just in time for summer

"A Weekend Pass is a lot better of a choice than a FF4P because it is not very common that a group will always travel in a party of four. The Weekend Pass will also benefit individuals who travel alone. This promo will also attract riders who need transfer privileges."

—Simpson Cheng



### Metrolink receives nod to introduce \$10 Weekend Pass pilot program

Metrolink's Board voted on May 13 to introduce the new 7-Day Pass and eliminate the 10-Trip Ticket. The move was made in part due to significant revenue loss from failure to validate the 10-Trip Ticket. The 7-Day Pass will be valid for unlimited travel between two stations for seven consecutive days starting from the date of purchase.

Other fare policy changes include offering a 10 percent student discount on One-Way and Round-Trip tickets; allowing Monthly Pass holders unlimited systemwide travel on weekends; and the replacement of the Friends & Family 4-Pack with the \$10 Weekend Pass, a pilot program that allows unlimited systemwide travel on weekends. Monthly and Weekend passes are valid for weekend travel from 7 p.m. on Fridays until midnight on Sundays.

Metrolink on May 9 debuted 14 new service options for commuters. Among them are six trains on both the Antelope Valley and San Bernardino lines, including morning and afternoon express trains as part of a six-month pilot program, and two improved Ventura County Line train connections to Bob Hope Airport so commuters can take our trains to their planes.

And we are not stopping there. On July 2, we will introduce beach trains on our Inland Empire–Orange County (IEOC) Line just in time for the summer for those of you who want to soak up some sun. The trains will operate weekends only until October 9.

In addition, as part of the Metrolink Service Expansion Program (MSEP), starting July 5 we will offer you six new trips on our Orange County Line, including special service to and from Angels games. Another benefit for Orange County Line riders is that, also on July 5, Metrolink will begin selling OCTA's new OCLink Pass\* at all Orange County station ticket vending machines (TVMs). The pass allows you to ride

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## A word from the CEO

Greetings, Metrolink riders.

We have some exciting new transportation options on the horizon as we move into Fiscal Year 2012. This summer Metrolink will operate beach trains so you will have a convenient, stress-free ride to Southern California's relaxing, beautiful shores. And on our Orange County Line, we will offer six new trips Monday through Friday as part of our efforts to provide more frequent service between our Fullerton and Laguna Niguel/Mission Viejo stations. In addition, we will extend weekend privileges to our Monthly Pass holders, add the 10 percent student discount to our One-Way and Round-Trip tickets and introduce the 7-Day Pass. And we are offering you all these new options within budget and without raising any base ticket prices or requesting increased subsidies from our member agencies.

As Metrolink continues to grow, we are aggressively working to satisfy your needs more effectively, as evidenced by all our new services. Part of meeting your needs is providing outstanding customer service, which is why we are bringing our Customer Engagement Representatives (CERs) one step closer to you as part of our new Customer Onboard Assistance Team (COAT). We want our employees to help you not only at the stations, but also on your trains. They will ride your trains so they will be on hand to assist you and get your feedback. You can read more about our COAT on Page 3.

And last but not least, we relocated our headquarters at the end of last month from 7th and Flower streets in downtown Los Angeles to the Gateway Plaza building at Los Angeles Union Station, the hub of our rail services, so we can be closer to you and our trains.

I hope you are as excited as we are about all the new things to come. We will continue to offer you new and improved service as we strive to become your commute of choice.

*John E. Fenton*



Metrolink CEO John E. Fenton

## Joining Metrolink's CPP can save you and your employer money

Did you know that using Metrolink to get to work might be an employee benefit your company offers for FREE or at a reduced cost?

Our Corporate Pass Program (CPP) is a convenient transportation benefit program that employers can offer as a service to workers. Employees welcome the convenience of purchasing their Monthly Passes without having to leave the office. Approved organizations request and receive Metrolink passes prior to each month, and the passes are mailed directly to the benefits coordinator for distribution at the office. Joining Metrolink's Corporate Pass Program is free of charge.

Employers save money because they can enjoy federal and state tax benefits, satisfy air quality requirements and rest assured that their employees will arrive at work relaxed and on time. Employees benefit because they can receive a pretax savings on the purchase of a Monthly Pass. The commuter tax benefits allow employers to set aside up to \$230 per month for transit commuting costs as a tax-free benefit.

You'll also have easy access to Metrolink information, and enjoy all the rewards of commuting by train. The bottom line is a savings and benefit for both the company and the employee. For more information, contact Laurene Lopez at [lopezl@scrra.net](mailto:lopezl@scrra.net)



## Metrolink churns...(continued from page 1)

any local OCTA bus and Metrolink train in Orange County at any time Monday through Friday for only \$7. Seniors and persons with disabilities ride for \$6. You can also purchase the tickets at [octa.net/OCLink](http://octa.net/OCLink), any Orange County Ralphs supermarket or the OCTA Store in the city of Orange, or by calling 714-560-5932.

All of these exciting new and improved service options are part of our quest to become Southern California's commute of choice. "Metrolink trains offer a convenient alternative to driving. Our new service expansion provides Southern Californians even more options to save time and money by taking public transportation," said Metrolink Board Chairman Richard Katz.

To accommodate the new service we are offering, we will implement schedule changes July 2 and July 5 on the Antelope Valley, Orange County and Ventura County lines. Check out our website for more information: [metrolinktrains.com](http://metrolinktrains.com)

\*The OCLink Pass does not apply to OCTA's ACCESS service or express bus routes.





# Metrolink **safety** always matters



## **Metrolink, SCRST partner with Operation Lifesaver to promote truck, rail safety**

Metrolink, in partnership with Operation Lifesaver, is participating in a series of events to promote railroad safety for professional drivers. On June 9, the Southern California Rail Safety Team (SCRST), which comprises Metrolink, Burlington Northern Santa Fe (BNSF), Union Pacific (UP), the Federal Railroad Administration (FRA) and the California Public Utilities Commission (CPUC), will host a special "Truckers on the Train" event to educate truckers about the inherent dangers of highway-railroad grade crossings.

The SCRST will operate a special coalition safety train made up of Metrolink, BNSF, Amtrak and UP cars. Truckers and

the media are invited to ride the special train so they can get a firsthand glimpse at what locomotive engineers see when they operate trains. In addition, the SCRST and Operation Lifesaver will work with local law enforcement to cite and educate truckers who fail to heed signals and warning devices at highway-railroad grade crossings.

The SCRST and Operation Lifesaver also are holding professional driver education classes throughout Southern California and have committed to conducting 100 driver safety education presentations in 100 days. And Metrolink is working with industry experts who will give talks to

Metrolink employees, contractors and truckers on highway-railroad grade crossing safety.

Vehicle-train collisions have dropped by approximately 80 percent nationwide since Operation Lifesaver's formation in 1972. The nonprofit organization partners with federal, state and local governments, law enforcement agencies, traffic safety organizations and railroad companies to spread safety awareness through educational programs aimed at preventing collisions, injuries and fatalities on or around railroad tracks and highway-railroad grade crossings.

## **Metrolink to enhance rider experience with COAT deployment**

Ever ride the train and think of questions you want addressed by a live person? Well, fret no more. Starting July 6, Metrolink Customer Engagement Representatives (CERs) will ride trains to provide you with assistance. The CERs who will ride your train are part of Metrolink's newly established COAT (Customer Onboard Assistance Team); you may have already seen them undergoing training on your line. Our COAT members, who have faithfully assisted you over the years at our stations, will be available aboard your train to provide a wide array of services. They will answer questions you have about our services (e.g., schedules, marketing promotions), communicate up-to-date information about delays and distribute assessment-based surveys to get your feedback, among other things. And if you need assistance at our stations, Customer Engagement Representatives who are not part of the COAT will still be on duty to assist you.





## Metrolink restores LA Union Station's Platform 7

Metrolink during the week of May 23 issued its contractor a "notice to proceed" with reconstruction of Los Angeles Union Station's Platform 7, one of the station's original boarding platforms.

Improvements include the restoration of tracks 13, 14 and 15, which were removed from service more than 35 years ago, and the addition of north and south stairways and accessible ramps that will connect to the main passenger tunnel. These enhancements will allow us to more efficiently handle increased passenger volumes.

Metrolink will also install energy efficient lighting, upgrade message boards and revamp our train yard communication and backup electric systems to facilitate improved emergency response in the event of a power outage. We expect this project to be completed in spring 2012.

## Customer commentaries

*Metrolink Matters will share feedback from you on what passengers are talking about out there on the rails. We will reprint quips from your letters and emails—and even your Twitter, Facebook and other social media comments...so keep 'em coming! Every mode of communication matters.*

*Metrolink uses social media channels like Facebook (Facebook.com/Metrolink) and Twitter (@Metrolink) to engage you in real time Monday through Friday from 4:30 a.m. to 9:30 p.m.*

### facebook



#### Metrolink

ANT Line trains can expect delays up to 15 min due to a broken crossing gate, resulting in a speed restriction between Sun Valley and Sylmar



**Ethan Lee** Is this going to delay 220 more, or will it be fixed by this afternoon?

May 25 at 7:49am via Facebook Mobile • Like



**LeAnn Chesire Connell** -it only delayed us by 10 minutes. :) not too bad. And they are working on it.

May 25 at 7:54am • Like



**Metrolink** Ethan, the crossing gates have been repaired.

May 25 at 1:01pm • Like

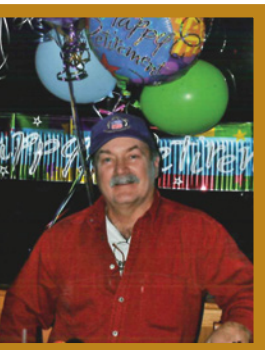


**Ethan Lee** Thanks for the update! :)

May 25 at 1:26pm • Like

## Engineer proudly toots his last horn

February 25, 2011, was an exciting but emotional day for former engineer Robert Schultz. While operating ML 402 to Riverside, he heard the conductor announce his retirement to passengers. Immediately after, he could hear passenger cheers echoing through the walls of the engineer's cabin where he has safely operated



Metrolink trains since our inception. "That was the hardest day of my career. I don't cry very often, but I cried," said Schultz, who had the opportunity later that day to mingle with passengers, some of whom made sure they rode the train during Schultz's last trip. "I got along really well with my passengers. I love them all."

That day marked 39 years and 39 days of Schultz's contributions to the railroad industry. In 1972 he started working as a trackman for Atchison, Topeka and Santa Fe Railway (ATSF) and three years later was promoted to track gang foreman. In 1979, he attended engineering school and was subsequently promoted to locomotive engineer the year after. He worked for ATSF six years before transferring to Amtrak, where he remained from 1986 to 2005. And in 2005 he worked for Connex until he returned to Amtrak in 2010.

Schultz most enjoyed safety education, training other engineers and meeting people. But his career was not stress-free. To successfully carry out his duties, he had to adhere to state and federal operating rules, pass efficiency tests and troubleshoot

equipment, among many other tasks. The two-time "engineer of the year" credits one simple principle for his success, "Don't think you know it all. Do your job the best you can and learn something new every day."

Now that he has free time to spend with his wife and daughter, Schultz plans to stay active by traveling the country, golfing and visiting relatives in Australia.

### METROLINK MATTERS

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