Did you know?

• Are you going to adjust the cold temperature on the Governor Fleet cars? Have you determined that the temperature on the Governor Fleet cars is colder than the temperature on the older cars. We are working with Hyundai Rotem, the manufacturer, to adjust the temperature to a more comfortable level. We do not yet have an estimated completion date.

• Are you going to fix the loud PA system on the Guardian Fleet cars? Does the noise level on the Guardian Fleet cars is cooler than the temperature on the older cars. We are working with Hyundai Rotem, the manufacturer, to adjust the temperature to a more comfortable level. We do not yet have an estimated completion date.

• Are you going to hold the train due to the Governor Fleet cars? We are working with Hyundai Rotem, the manufacturer, to adjust the temperature to a more comfortable level. We do not yet have an estimated completion date.

• Are you going to install Wi-Fi on the trains? Metrolink is not currently considering installing Wi-Fi on our trains.

• What is the difference between a locomotive and a cab car? A locomotive is a self-propelled car that has the engine and transmission equipment and is used to move rail cars. A cab car is a passenger car that can be used with a locomotive to pull a train.

• What is the status on the Placentia Station? Funding has been allocated for construction to begin during fiscal year 2012/2013. The status of the Placentia Station is under consideration. The Placentia station, which is expected later this year.

• What's the difference between a canceled and an annulled train? Metrolink may hold or cancel trains for various reasons. Metrolink may hold trains for other transit delays (buses, streetcars, etc.). Metrolink may cancel trains for various reasons. Metrolink may cancel trains for various reasons.

• Why are there sometimes crew changes during the middle of a long-distance train journey? Metrolink crews have a minimum of 10 consecutive hours off duty. By federal law, train crewmembers may work no more than 12 continuous hours followed by a minimum of 10 consecutive hours off duty.

• Did you not hold my train? For Metrolink's policy, we may hold the last train leaving a station. The Metrolink policy is to hold the train for other transit delays (buses, streetcars, etc.). Metrolink may hold trains for other transit delays (buses, streetcars, etc.). Metrolink may hold trains for other transit delays (buses, streetcars, etc.).

• What's the status on the Irvine Station? Metrolink is not considering offering Wi-Fi on our trains. Since last summer, a husband-and-wife team has opened a delectable international cuisine.

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Stay connected with Metrolink

Whether you’re on the platform, on a train, at work or at home, you’ll find all the Metrolink information you need. Stay in touch and up-to-date with Metrolink by visiting the Metrolink home page at www.metrolinktrains.com. A new Metrolink home page is now customizable and more user-friendly than ever. Create a personal account with “My Metrolink.” You’ll have access to the latest information at your fingertips.

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Legislators’ new year is bustling—and they’re talking about your commute.

Our representatives in government are busy. During these first few months of the year, they kick off exactly how to address the fiscal and other challenges we see as Californians and Americans. Here are some of the key legislative proposals that might affect you, Metrolink riders.

At the federal level, a proposal under discussion in the House would double the targeted funding per gallon of motor-fuel taxes to be dedicated to mass transportation. Under the proposal, a new alternative transportation tax account would receive a six-times-$40 billion payment from the general fund, and no funds from the state public-transportation account could be transferred to fill the federal deadline. We also need your help in our safety efforts. We encourage you to take time to implemented throughout our system before the federal deadline. We also need your help in our

When a fellow passenger suffers a medical emergency—what can you do?

It is something we all hope we will never have to face, yet unfortunately, sometimes it does—how fast do you respond? Medical emergencies happen on the train, at stops, and at your workplace. Here are some of the steps you can take to help in an emergency.

If you are a fellow passenger in medical distress, locate the conductor and inform him or her of the emergency. If the train stops at a station, exit the train and flag down the conductor by waving your arm to get his or her attention. Conductors are trained to observe passenger well-being and exit the train from the platform. Please do not attempt to bring anyone back into the train. To report someone who is unable to be visited, call 800-371-5465.

If the situation is urgent, seek help from law enforcement personnel (e.g., police officers, firefighters) on the train for help. In medical emergencies, notify the closest medical emergency costs located in each train car. This will stop the train in an area that may not be accessible to emergency responders. The best place for the train to stop during a medical emergency is at the closest Metrolink station, where emergency personnel will be available to assist you in the station and the train.

Consider working as a team with fellow passengers. One person can seek out the conductor while another calls 911. Expect to be delayed at the closest Metrolink station while emergency medical personnel assess the situation. Metrolink will resume operations as soon as possible, but the immediate medical care of the injured passenger is their primary concern. Once the initial medical treatment is complete, the train will resume service. Your conductor will advise passengers of the delay once he or she has the time, and will provide updates as possible.

A prepared Metrolink commuter knows how to ensure their personal safety in the event of a medical emergency. How many of these tasks are part of your routine?

Steps for a safe commute

1. Stay hands free when boarding
2. Wait on platform with your bag; purchase and validate your ticket
3. Arrive with enough time to walk (not race) to platform, and move away before train leaves
4. Stay off the next platform as train approaches
5. Pull into station
6. Stand well behind the line as train moving through train car
7. Listen to announcements and be aware of landmarks along route that may be helpful for emergency. If the train stops at a station, exit the train and flag down the conductor by waving your arm to get his or her attention. Conductors are trained to observe passenger well-being and exit the train from the platform. Please do not attempt to bring anyone back into the train. To report someone who is unable to be visited, call 800-371-5465.

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A word from the CEO

We have some exciting things in store for 2013. We have several capital projects planned to strengthen our rail service and our customer service, and it includes a pair of construction projects, the A-Line and the B-Series.

The A-Line, which is a transit-oriented development that includes the railroad right-of-way property.
When a fellow passenger suffers a medical emergency...what can you do? It’s something we all hope won’t happen, and yet, unfortunately, it does. With the train coming to a complete stop and emergency medical personnel boarding, the situation is urgent. This will be visible to them.

If the situation is urgent, try to help in any way you can. It may be as simple as allowing others to pass by, or as complex as offering first aid. If you are trained in CPR and/or first aid, please offer to help those in need.

If you see a fellow passenger in medical distress, locate the conductor and inform him of the emergency. If the train stops at a station, exit the train and flag down the conductor by waving your arms to get his or her attention. Consider working as a team with fellow passengers. One person can seek out the conductor, while another calls 911. Expect to be delayed at the nearest Metrolink station while emergency medical personnel board the train. Your conductor will advise passengers of the delay once he or she has time, and will provide updates when possible.

What are you reading during your Metrolink commute? Tell us what you’re reading on the rails. We’ll publish Metrolink riders’ top five books in the next issue of Metrolink Matters.

If you are a Metrolink employee, you can get pre-tax transit benefits (e.g., discounts, or reimbursement to purchase public transportation tickets) through your employer.

Phone: 800-371-5465 (metrolinktrains.com)
Strawberry’s Café & Bakery

Homemade pastries and fresh-cooked Mediterranean and Brazilian food at the train station. Rely on Metrolink for the train to the Auto Club 400! Did you know? We have offered fresh, homemade food at Strawberry’s Café & Bakery in the Irvine Transportation Center. In addition to making delicious baked goods, the chef/baker has a certificate from a Swiss culinary institute in making pastries and chocolates.

Before boarding your morning train, grab a cup of our customer-adored Selection coffee and breakfast, or enjoy a variety of fresh-baked pastries as well as a variety of American and European pastries. At lunch, choose from a variety of chickens, vegetable-based dishes, wraps, a pulled-roast chicken wrap—all freshly prepared and affordable priced.

Strawberry’s also offers commuters a selection of “meals-to-go” for easy and quick dining to get you going to the office. Don’t worry by 24 hours to advance in place an order for a big, big family-style serving of dishes such as roasted tilapia, baked salmon, shepherd’s pie, red potatoes au gratin and five-meat lasagna. Call (714) 664-6000 to place orders for pickup.

Stay connected with Metrolink

Whether you’re on the platform, on a train, at work or at home, you can find all the Metrolink information you need. Stay in touch and up-to-date with Metrolink no matter what form of technology you’re using. As long as trains are running, we’ve got you covered no matter what.

• Receive up-to-date information—and interact with our community—on our Facebook page: facebook.com/Metrolink
• Improved Metrolink call center
• Metrolink’s Communications Team coordinates with other transit agencies during service disruptions to get passengers to their destinations as quickly as possible.
• The mobile version of our website puts important, up-to-date Metrolink info at smartphone users’ fingertips.
• Did you know?

Would you like to be a part of the Metrolink family?...
### Did you know?

- Are you going to adjust the cold temperature on the Guardian Fleet cars? How have you determined the temperature on the Guardian Fleet cars? Are we working with Hyundai Rotem, the manufacturer, to adjust the temperature on the new cars? How do you get on an estimated completion date?

- What’s the difference between a locomotive and a cab car?

- Are you going to install Wi-Fi on the trains?

- What’s the difference between a canceled and an annulled train?

- What’s the difference between a train and a train car?

- What’s a train car that acts as the lead unit in a train being pushed by a locomotive?

- Are you going to fix the loud PA system on the Guardian Fleet cars?

- What’s the status on the Placentia Station?

- Funding has been allocated for construction to begin during fiscal year 2012/2013. The Metrolink board approved a $10.2 million contract with Hyundai Rotem, the manufacturer, to adjust the temperature to a more comfortable level. We do not yet have an estimated completion date. The Guardian Fleet is a new series of coaches designed by Hyundai Rotem, the manufacturer of the Caltrain fleet. The new fleet is scheduled to begin service in fiscal year 2012/2013.

- Why are you considering installing Wi-Fi on our trains?

- How are you going to install Wi-Fi on the trains? What’s the timeline for installing Wi-Fi on the trains? Is it a closed system, and if so, how will you ensure that the Wi-Fi service is available only to Metrolink passengers?

- Why do you hold the train for other transit delays (buses, streetcars, etc.)? Per Metrolink’s policy, we may hold the train to wait for other transit delays (buses, streetcars, etc.) for a maximum of 10 consecutive hours off duty. The decision on whether or not to hold a train for other transit delays (buses, streetcars, etc.) is based on the overall impact the delay may have on the whole system and our passengers.

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