

# METROLINK MATTERS

METROLINK NEWS AND EVENTS



## 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 where you are.



- Improved Metrolink call center wait time.



- Our new Customer Information System will rapidly post critical information about service disruptions and delays to electronic message boards at station platforms (expected later this year).



- Metrolink's Communications team coordinates with other transit agencies during service disruptions to get passengers to their destinations as quickly as possible.



- Metrolink Tweets to 13,000-plus followers on general and line-by-line Twitter feeds.



- Connect your Metrolink ride with travel on sister transit agencies using go511.org – integrated information for a seamless trip.



- Receive updated information—and interact with our community—on our Facebook page: facebook.com/Metrolink



- Metrolinktrains.com is now customizable and more user-friendly than ever. Create a personal account with "My Metrolink."



- The mobile version of our website puts important, up-to-date Metrolink info at smartphone users' fingertips.

## A word from the CEO

We have some exciting things in store for 2012. We have several capital projects planned to accommodate ridership growth. This



Metrolink CEO John E. Fenton

includes plans for construction of the Placentia Station, which will be located along our 91 Line. This project is also part of our commitment to improve the quality of life in Southern California by expanding service into new areas so public transportation can be readily available to all.

Metrolink is proud to continue offering affordable service to so many exciting upcoming events. For those of you who are race car fans, one of the biggest events this month is the Auto Club 400. We have partnered with the Auto Club Speedway to bring back special service to the event, which will take place later this month. We also continue to partner with organizations throughout the region so you can use your Metrolink ticket to get discounts to events like the LA Kings home games and Discover the Arts participating venues.

And while we have been working to provide more service availability and special discounts and deals, we continue to work toward our goal of becoming the safest commuter railroad in the nation. We are committed to having Positive Train Control (PTC) implemented throughout our system before the federal deadline. We also need your help in our safety efforts. We encourage you to take time to read the safety tips we publish in every issue of *Metrolink Matters*.

And lastly, we want you to stay connected with us. We have a strong social media presence on Facebook and Twitter, our call center representatives are available to assist you, and we have a new and improved website ([metrolinktrains.com](http://metrolinktrains.com)) that makes it easier for you to stay informed.

## Legislators' new year is bustling—and they're talking about your commute

Our representatives in government are busy. During these first months of the year, they hash out exactly how to address the fiscal and other challenges we face as Californians and Americans. Here are some glimpses at legislative proposals that might affect you, Metrolink riders.

At the federal level, a proposal under discussion in the House would end the longstanding payment of approximately 20 percent of motor-fuel taxes to a dedicated fund for mass transportation. Under the proposed bill, a new alternative transportation account would receive a one-time \$40 billion payment from the general fund, and no guarantee for public-transportation funding beyond 2016. The American Public Transportation Association (APTA) is advocating to keep the dedicated mass-transit account, which has been funded through fuel-tax revenues since it was created under President Reagan in 1983. While Metrolink does not rely on this federal fund for daily operations, the change would impact important capital projects such as implementing Positive Train Control (PTC). Of note: Another proposal in Congress would delay the national deadline for PTC implementation from 2015 to 2020. Metrolink remains committed to beating the initial 2015 deadline.

Another federal legislative conversation we are watching relates to the commuter-tax benefit. Last year's cap of \$230 per month expired in December, and the cap reverted to \$125. APTA and Metrolink have been advocating that the benefit should be restored to the \$230 level and extended for another year. The passage of the "Commuter Benefits Equity Act" would return the benefit level to \$230 per month.

In state news, Gov. Brown's January budget proposal would largely preserve transportation funding, which has avoided major cuts due to last year's gas-tax swap. Metrolink relies heavily on bond proceeds, so it is good news that spring and fall bond sales are planned for 2012. (In 2011, canceled bond sales caused shortfalls and delays to transportation projects throughout California.) Metrolink plans to use 2012 bond revenues for PTC and capacity-enhancement projects.

These proposals mark the beginning of a months-long process of review and debate before budgets are finalized and legislation is passed. Metrolink will keep a close eye on developments, and always advocate for users of public transit.







# METROLINK SAFETY ALWAYS MATTERS

## Steps for a safe commute

A prepared Metrolink commuter knows how to ensure their personal safety in the course of a regular commute. How many of these tasks are part of your commuting routine?

### To station

- Fasten seat belt upon entering vehicle, before starting engine
- Never text or use electronic devices while driving; use hands-free cell-phone device
- Leave home with plenty of time to travel to station
- Obey all traffic laws and traffic-control devices

### At station

- Arrive with ample time to choose a well-lit parking place away from dumpsters or large vehicles that could conceal a thief
- Store packages, duffel bags and valuables in locked trunk
- Arrive with enough time to walk (not race) to platform, purchase and validate your ticket
- Wait on platform with your bag; never leave bag unattended
- Refrain from using headset while approaching platform; wait until seated on train
- Stand well behind the line as train pulls into station
- Allow other passengers plenty of room to detrain before boarding
- When boarding, watch step and hold handrail

### On board

- Use three points of contact when moving through train car

- Use handrail when climbing and descending stairs
- Be aware of emergency exits and location of emergency equipment
- In an onboard passenger emergency, locate conductor, Customer Onboard Assistance Team (COAT) representative or nearest uniformed officer for assistance
- Select seat and place personal items underneath, not on adjacent seat
- Never save seats; allow others the courtesy of a seat as they board
- Offer fellow passengers assistance with bags or other items

- Alert fellow passengers if they leave a bag or personal item behind
- Observe Quiet Car guidelines
- Listen to announcements and be aware of landmarks along route that indicate time to collect belongings and proceed to doors for exit
- When train is at capacity, move away from doorway to stand where you can hold on to a handhold
- Maintain three points of contact as train comes to a stop
- Safely step from train to platform and move away before train leaves station



## A life is worth (more than) 1,000 pictures



Train tracks may seem like a romantic location for a photo op, but there are real dangers to posing on or near the rails. At Metrolink, we are committed to making sure that everyone on or near our trains and property is safe. This includes our passengers, motorists at rail crossings and community members. Taking pictures or video near Metrolink trains or right-of-way property can be hazardous. We have implemented the following policy to ensure safety. When taking pictures or including Metrolink trains or tracks in your videos:

- Stay off Metrolink right-of-way property. This includes tracks and the adjacent property, bridges, tunnels, signal towers and facilities.
- At passenger stations, always stand behind the line while on the platform.
- Obey all safety rules, regulations and instructions provided by law enforcement and Metrolink employees.

Violators are subject to a citation for trespassing on railroad property.

## Reading on the rails



What are you reading during your Metrolink commute? Tell us what you're reading on board. We'll publish Metrolink riders' top five books in the next issue of *Metrolink Matters*. Send your top train-read titles to [metrolinkmatters@scrra.net](mailto:metrolinkmatters@scrra.net).

These are some of the *New York Times* best sellers as we go to print:

### Nonfiction:

- *Abundance* by Peter H. Diamandis and Steven Kotler
- *Steve Jobs* by Walter Isaacson
- *Indivisible* by James Robison and Jay W. Richards

### Fiction:

- *Private Games* by James Patterson and Mark Sullivan
- *The Wolf Gift* by Anne Rice
- *Defending Jacob* by William Landay

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

It's something we all hope won't happen, and yet, unfortunately, sometimes it does—a fellow rider suffers a medical emergency on the train. When the unavoidable strikes, our first priority at Metrolink is to secure medical aid fast.

How can you help? If you see 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 arms to get his or her attention. Conductors are required to observe passengers exiting and entering the train from the platform, so this is a good way to be visible to them.

If the situation is urgent, ask any medically trained personnel (e.g., doctors, nurses) or emergency personnel (e.g., police officers, firefighters) on the train for help.

*In medical emergencies, never pull the emergency cords 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 have access to the train and the person in need.

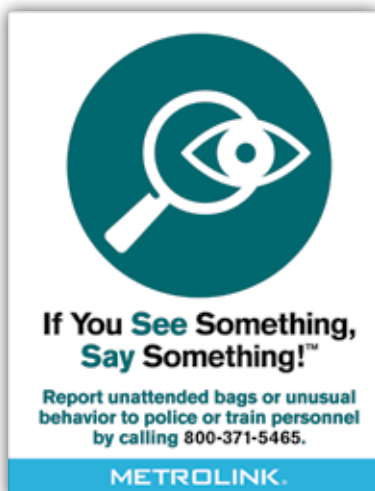
Consider working as a team with fellow passengers. One person can seek out the conductor while another calls 911.

Expect to be delayed at the nearest Metrolink station while emergency medical personnel address the situation. Metrolink will resume operations as soon as possible, but the immediate medical care of the ill passenger is our paramount concern. Once the ill passenger is cared for, the train will resume service. Your conductor will advise passengers of the delay once he or she has time, and will provide updates when possible.

## Plan ahead with Metrolink to save cash

Did you know you can receive pre-tax transit benefits through your employer? And in turn your employer can save money on their taxes? Since tax season is in full swing, now is a great time to approach your employer about planning for next year's savings.

If your employer joins Metrolink's Corporate Pass Program (CPP), you can receive a \$125 pre-tax benefit each month. To qualify for CPP, at least five employees at your company must purchase a Metrolink Monthly Pass through your employer. For more information about joining, email [cppsales@scrra.net](mailto:cppsales@scrra.net).





# Metrolink promotions

## LA Kings

Save 10 percent on tickets to LA Kings home games this season at STAPLES Center. Just show your valid Metrolink ticket at the box office and get 10 percent off all games. Discounted tickets may be purchased in advance with a valid Metrolink ticket. Tickets are subject to availability, and there are no blackout dates. For the complete LA Kings season schedule, visit [lakings.com](http://lakings.com)



## Special train service: LA Kings vs. Ducks



For \$7 round-trip, take the Metrolink Ducks Express from LA Union Station to Anaheim to see your team play against the Ducks on March 16, 2012. For more information, visit [octa.net/ducksexpress.aspx](http://octa.net/ducksexpress.aspx)

## Auto Club 400

Looking for a stress-free, convenient and affordable way to get to the Auto Club 400 race? Auto Club Speedway has partnered with Metrolink to provide special train service to the Auto Club 400 on Sunday, March 25. Metrolink will operate three special trains originating from Oxnard, Lancaster and Oceanside, with limited stops for faster service. Metrolink Speedway trains stop at a specially constructed station just off the back straightaway at the racetrack. From there, passengers will take a free tram to the entrance gates. Trains depart Auto Club Speedway one hour after the end of the race. Round-

trip Speedway Train tickets are \$19. Regular Metrolink tickets and passes are not valid. Special train tickets are sold only by Auto Club Speedway and are mailed out prior to the race. To purchase race and train tickets or for information on the special train schedule, call Auto Club Speedway at (800) 944-RACE (7223), log on to [autoclubspeedway.com/metrolink](http://autoclubspeedway.com/metrolink) or visit the Auto Club Speedway Ticket Office at 9300 Cherry Avenue in Fontana.

## Discover the Arts in LA

Get up to 50 percent off admission, gift-store items and more at 50 of the best museums and performing-arts venues Los Angeles has to offer. Experience the Autry National Center, Annenberg Space for Photography, GRAMMY Museum at LA LIVE, LACMA, Natural History Museum, Los Angeles Chamber Orchestra, Walt Disney Concert Hall and much more. Pick up a special discount card from Wells Fargo or Ralphs, or download the deals online at [discoverlosangeles.com/thearts](http://discoverlosangeles.com/thearts).



Metrolink can help get you to many of the Discover the Arts attractions with our \$10 Weekend Pass. Ride anytime, anywhere, systemwide, from 7 p.m. on Friday through 11:59 p.m. on Sunday. The Weekend Pass includes free rail and bus connections throughout Southern California. For Metrolink schedules and trip-planning information, visit [metrolinktrains.com](http://metrolinktrains.com) or call (800) 371-5465 (LINK).





## Strawberry's Café & Bakery

Homemade pastries and fresh-cooked Mediterranean and Brazilian food at the Irvine Station—can you say “yum”? Since last summer, a husband-and-wife team has offered fresh, homemade food at Strawberry's Café and Bakery in the Irvine Transportation Center. In addition to making

delectable international cuisine, the chef/baker has a certificate from a Swiss culinary-art institute in making pastries and chocolates.

Before boarding your morning train, grab a cup of their customer-adored Brazilian coffee and breakfast—offerings include omelets and breakfast pizza as well as American and European pastries. At lunch or dinnertime, try chicken, lamb or beef kabobs; salad; soup; or a grilled-veggie wrap—all freshly prepared and affordably priced.

Strawberry's also offers commuters a selection of “meals-to-go” trays for family dinners or get-togethers with friends. Call or stop by 24 hours in advance to place an order for a to-go tray featuring dishes such as roasted tri-tip steak, baked salmon, grilled chicken, shepherd's pie, potatoes au gratin and fire-roasted vegetables.

Strawberry's Café and Bakery is open from 7 a.m. to 6 p.m., Monday through Friday. For more information, visit [strawberryscafe.com](http://strawberryscafe.com) or call 949-748-0037. To sign up for emails announcing daily specials, email [manager@strawberryscafe.com](mailto:manager@strawberryscafe.com)



## Did you know?

- **Are you going to adjust the cold temperature on the Guardian Fleet cars?** We have determined that the temperature 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 fix the loud PA system on the Guardian Fleet cars?** We deployed teams to test the system on the new cars. Our maintenance contractor is working on adjustments.
- **Are you going to install Wi-Fi on the trains?** Metrolink is not currently considering installing Wi-Fi on our trains.
- **What's the difference between a locomotive and a cab car?** A locomotive is a self-propelled car body that has power and transmission equipment and is used for moving railroad cars. A cab car is a passenger-train car that acts as the lead unit in a train being pushed by a locomotive.
- **What's the status on the Placentia Station?** Funding has been allocated for construction to begin during fiscal year 2012/2013. The station will be located along our 91 Line, serving Anaheim, Fullerton, Placentia and Yorba Linda.

For updates on other projects, visit [metrolinktrains.com/metrolink\\_at\\_work](http://metrolinktrains.com/metrolink_at_work)

- **Why are there sometimes crew changes during the middle of incidents?** Incidents disrupt planned crew hours. By federal law, train crewmembers may work no more than 12 continuous hours followed by a minimum of 10 consecutive hours off duty.
- **Why didn't you hold my train?** Per Metrolink's policy, we may hold the last train of the evening departing L.A. Union Station for 10 minutes beyond its scheduled departure time. Our Operations management makes the decision on whether or not to hold a train for other transit delays (buses, rail and shuttles) based on SCRRA Operations Procedures, taking into consideration the impact on the whole system and our passengers.
- **What's the difference between a canceled and an annulled train?** A canceled train never begins its trip. An annulled train is canceled mid-trip.
- **What's a train meet?** When two trains meet on single track, and one train waits in a siding off the main track while the other train passes.

### METROLINK MATTERS

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