

MATTERS

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METROLINK EXTENSION TO PERRIS NOW ON FAST TRACK

Metrolink and the Riverside County Transportation Commission (RCTC) are moving full-speed ahead to extend the existing Metrolink 91 Line 24 miles to North Riverside, Moreno Valley and Perris. The extension marks the first major expansion of the Metrolink system since the early 1990s. It will include station stops near key locations, such as the Hunter Park business complex, March Air Reserve Base and South Perris. Another station will complement existing bus service in Downtown Perris.

"Freight trains have run along these tracks since the 1800s," said Metrolink Board Director and RCTC Chair Karen Spiegel. "It's a rail line that has served this area effectively for a long time, and now we can serve local residents and employers with attractive and reliable passenger rail service."



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METROLINK ROLLS OUT FARE ENFORCEMENT INITIATIVE AT L.A. UNION STATION

On July 1, Metrolink customer engagement representatives (CERs) and security guards began day one of Metrolink's latest fare enforcement initiative at L.A. Union Station. You may recall that, since December 2011, CERs have randomly inspected passenger tickets at select station platforms prior to passengers boarding the trains. The new initiative entails ramping up those efforts.

During weekdays at L.A. Union Station, ticket inspections are performed at 85 percent of the trains prior to their departure. Metrolink sheriffs and security guards also perform ticket inspections on board the remaining 15 percent of the trains after they've departed the station. On the weekends, 100 percent of the trains are inspected prior to their departure from L.A. Union Station, in addition to Metrolink sheriffs and security guards riding the trains.



This fare enforcement initiative is the latest step Metrolink has taken to reduce fare evasion by assisting Metrolink conductors, sheriffs and security guards who already perform on board fare inspections, as well as team members who check tickets at station platforms. The increased security presence at the platforms and on board the trains gives passengers peace of mind during their commute. Metrolink chose to roll out this initiative at L.A. Union Station because 63 percent of Metrolink riders begin or end their trips at the station.

Here's a brief timeline of our recent progress related to fare enforcement:

- **December 2011:** CERs begin randomly checking fares at select station platforms throughout the Metrolink system.
- **October 2012:** Security guards begin riding Antelope Valley Line trains.
- **February 2013:** CERs and security guards begin Metrolink's first fare inspection survey to evaluate the trains, stations and lines that need increased staff presence and determine the number of additional staff necessary to assist with fare inspection.
- **June 2013:** Security guards begin riding the San Bernardino, Orange County, Inland Empire-Orange County, Ventura County, Riverside and 91 lines.
- **July 2013:** CERs and security guards begin inspecting tickets at L.A. Union Station prior to passengers boarding. Metrolink employs 21 additional security guards to assist with fare enforcement.

If you board the train at L.A. Union Station, we encourage you to arrive at the platform at least 15 minutes prior to your train's departure. Please remove your ticket from your ticket carrier and be ready to show your ticket to a fare inspector. Thank you for your patience and cooperation as Metrolink works to ensure that every rider has valid fare and that you have a pleasant commute.

WORD FROM THE CEO



As you know, we launched our weekly *Customer Connect* initiative in March 2013. Riders can stop by our booth from 7 – 9 a.m. at L.A. Union Station's East Portal to provide feedback to Metrolink staff about our service. We encouraged riders who stopped by the

booth, those who read Metrolink Matters and follow us on social media to sign up to be considered for our Rider Advisory Group.

In late July, we selected up to 15 riders to be part of the Rider Advisory Group. These riders will not only have the opportunity to provide feedback about how we can improve our service and resolve issues pertinent to their fellow riders, but they will also have the chance to take tours of our facilities and learn about our operations.

On Wednesday, Aug. 7, we held the first of four quarterly meetings with our new Rider Advisory Group. We are excited to work with these riders to make your commute even better.

We really appreciate the feedback all of our riders have provided during *Customer Connect* over the past few months. One of the top concerns you've expressed relates to fare enforcement. This fiscal year, we increased our fare enforcement efforts to address your concerns. You can read about our latest fare enforcement initiative on page 1 of this newsletter. We look forward to continuing this open dialogue with you.

MICHAEL P. DEPALLO | CHIEF EXECUTIVE OFFICER | METROLINK

TAP TIPS & REMINDERS



TIPS

- **The special chip and antenna are located inside your Metrolink ticket near the TAP logo.** Covering the chip and antenna with your fingers may block the turnstile or validator from reading the signal. Be sure to grasp the bar code side of the ticket and tap the side of the ticket that displays the TAP logo on the turnstile or validator.
- To avoid damaging the special chip and antenna inside your Metrolink ticket, **please do not bend or fold your ticket.**
- **Store your Metrolink ticket alone in your ticket carrier.** Do not store your ticket with debit or credit cards or expired tickets, because they can interfere with the turnstile's or validator's ability to read your ticket.
- **Do not laminate your Metrolink ticket.** Heat from lamination will damage your ticket, rendering it unreadable by the turnstiles and validators.

REMINDERS

- Metrolink TAP-enabled tickets contain a special chip and antenna that unlatch Metro turnstiles. **Only tickets with an L.A. County destination and those that allow for systemwide travel are TAP-enabled.**
- **Monthly Passes are only available for purchase starting the 25th of the current month through the 5th of the month of travel.** You can purchase September passes Aug. 25 through Sept. 5.



METROLINK EXTENSION TO PERRIS NOW ON FAST TRACK

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The \$247 million project will also include upgraded tracks and signaling systems. To date, the project has received approval for \$75 million in federal funding and is included in a transportation expenditure plan approved by Riverside County voters in 2002. "We've been working on this project for more than a decade," said Metrolink Board Director Daryl Busch, who is RCTC's second vice chairman and mayor of Perris. "We're ready to start construction, create jobs and build a transit system that serves local residents and employers.

For more information on the Perris Valley Line project, visit perrisvalleyline.info

NEW SHUTTLE SERVICE DEBUTS BETWEEN THE MOORPARK STATION AND THOUSAND OAKS

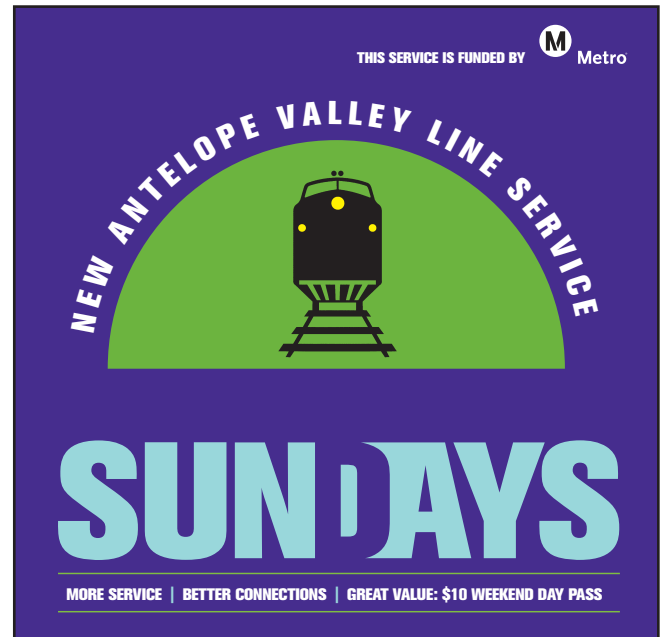
MetroLink has partnered with the City of Thousand Oaks and Thousand Oaks Transit to provide convenient weekday round-trip shuttle service to the MetroLink Moorpark Station from the Thousand Oaks Transportation Center, The Oaks Shopping Center and California Lutheran University. The service debuted on July 15, making it easier for commuters in the Conejo Valley and Thousand Oaks to take advantage of MetroLink service.

As a MetroLink rider, you can transfer to the shuttle at no additional cost as long as you present a valid MetroLink ticket upon boarding.

The shuttle operates a total of six round-trips during the peak morning and evening commutes and is scheduled to connect with most MetroLink trains providing service between Moorpark and L.A. Union Station.

Each shuttle holds up to 14 passengers and is ADA-compliant. They can also hold up to two bikes and have free Wi-Fi. The service is funded in part by a \$20,000 Federal Transit Administration grant received by the Ventura County Transportation Commission.

Check our website for more information.

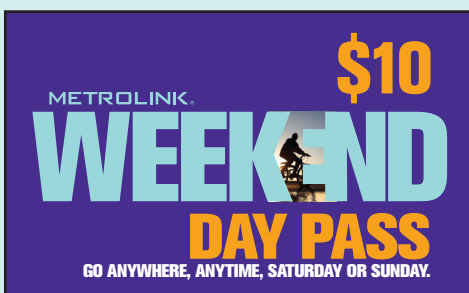


NEW, IMPROVED ANTELOPE VALLEY LINE SERVICE TO GO INTO EFFECT AUGUST 17

We received feedback from riders along the Antelope Valley, Orange County and San Bernardino lines about improving weekend connections. We are proud to announce that starting Saturday, Aug. 17, modifications to the Saturday and Sunday schedules on the Antelope Valley Line will go into effect to improve connections to the Orange County and San Bernardino lines. We are also adding three additional round-trips on Sunday so there will be the same amount of travel options as Saturday. There will be a total of three morning and three afternoon trains on both days.

The service changes are funded by Metro, one of MetroLink's five member agencies.

Visit our website to view the schedule.



Take advantage of MetroLink's \$10 Weekend Day Pass to get to your favorite pastime activities. With the \$10 Weekend Day Pass, you can ride anytime, anywhere on the MetroLink system on either Saturday or Sunday. The pass is good for free transfers to most Southern California bus and rail providers.

Please note that the \$10 Weekend Day Pass is only valid for one day, either Saturday or Sunday. There is no advance purchase option, so the pass must be purchased on the day of travel.

Remember, Monthly Pass holders can ride for free on the weekends from 7 p.m. on Friday through 11:59 p.m. on Sunday.

SAFETY IS SMART

SEPTEMBER IS RAIL SAFETY MONTH

Rail Safety Month is a time for Metrolink to reflect on our commitment to safety at rail crossings and on the railroad rights-of-way through education outreach, enforcement efforts and engineering upgrades. We encourage you to take time during Rail Safety Month to reflect on changes you can make to be safer near all railroad tracks.

Please stay tuned for the safety messages we plan to distribute and the activities we plan to participate in as part of our public safety awareness campaign:

In April, we introduced SMARTY, our new safety mascot, through the unveiling of our **STAY ALERT, STAY ALIVE** exterior SMARTY train wrap. During Rail Safety Month, we will complement the exterior train wrap with the unveiling of an interior wrap displaying safety messages throughout both levels of the train car.

Our "Tracks Are for Trains" bus card messages will debut on board eight major Southern California bus providers.

Our safety team will join California Operation Lifesaver in giving safety presentations in communities near the Metrolink system. You may see us at your job, neighboring schools and businesses.

We will join railroad, transportation and local law enforcement agencies to spread safety awareness during enforcement activities and special events within select cities near the Metrolink system.

Although we plan a host of activities during Rail Safety Month, Metrolink's commitment to safety extends far beyond September, with a year-round, 24/7 emphasis on safety around trains and tracks.

BE TRACK SMART

metrolinktrains.com/safety



EMBRACE YOUR INNER RHYTHM AT PRECIADO'S BALLROOM DANCE STUDIO

Have you ever wanted to learn how to dance but felt too embarrassed to show your two left feet? At Preciado's Ballroom Dance Studio, owner Eusebio Preciado will make you feel at ease by giving you some tips to bring out your inner rhythm.



As a Metrolink rider, you can receive a 50 percent discount on an introductory dance lesson as long as you present a valid Metrolink ticket. The discount is exclusive to Metrolink riders, as part of our *Metrolink Rewards* program.

Preciado's Ballroom Dance Studio is located in Newhall. Preciado has taught partner ballroom dancing in the Santa Clarita Valley for 12 years, specializing in all forms of partner dancing: Latin, Ballroom, Jazz, Swing, Country Two-Step, Disco and much more.

"I have been dancing since 1994 and originally got into dancing to meet new friends," said Preciado.

"Ballroom dancing is an entertaining and exciting activity, perfect for meeting new people. You build confidence in yourself, and it's a good way to stay active."

Eusebio Preciado

Preciado's offers private classes Monday through Friday (12 - 9 p.m.), weekend group practice classes (Friday from 7:30 - 8:30 p.m. and Saturday from 7 - 8 p.m.) and social parties on Saturday nights (8 - 10 p.m.) where you can show off your newly acquired moves.

Preciado's Ballroom Dance Studio is located at 24811 Railroad Ave., a five-minute walk from the Newhall Station.

Visit metrolinktrains.com/rewards for the complete list of participating businesses.



If you're a business owner interested in becoming a Metrolink Rewards participant, contact our Sales and Marketing Coordinator, William Ringland, at rewards@scrra.net

Ken Szok



Flickr: Szoksnaps
Railpictures.net: Ken Szok
Metrolink station pairs:
 Upland/Montclair to L.A. Union Station



Who is Ken Szok?

I'm originally from Orange County and I teach English as a Second Language at Mt. San Antonio College. I'm married and have one daughter. I enjoy photography and like to watch my daughter's swim competitions.

When did you begin taking photos?

In the 1970s, I took a photography class and I fell in love. I liked the process of snapping pictures and developing them in the dark room. Now that I have more time, I enjoy the art aspect as well.

What camera do you use?

I have a first-generation Canon5D, which is considered the classic – and I also use my 10D and 50D. I always bring my lenses, they are the most important part.

What do you take photos of?

Trains, planes and (a few) automobiles. (laughs)

Are you on social media?

Yes, I'm on Flickr and have made friends with fellow train photographers. We have a tight community of rail photographers online. I'm also on railroad discussion groups and forums.

Can photography make a real impact?

Definitely. I think photography has a way of eliciting emotions and documenting moments. Ken Burns, for example, will pick out old photographs and use panning techniques in his documentaries. You learn what history was like through the eyes of the photographer.

Lastly, what is so unique about rail photography?

I love many things about moving transit. I love catching a great scene – a scene where the environment and the train is incorporated in one shot. You know, there's nothing better than catching a great shot of a conductor ready to call highball*.

*Highball definition: What the conductor says to the engineer to take off



Image © Ken Szok

If you're a photographer who would like your Metrolink photos to be considered for posting on our social media channels, contact our Social Media Specialist, Yena Jeon, at metrolinksocial@scrra.net

L.A. COUNTY FAIR



North America's largest fair will return Aug. 30 through Sept. 29. Indulge in deep-fried and sugary delights, watch horse racing, tour the African safari and more.

Don't miss your chance to see the End of Summer Concert Series featuring several big-name performers, including Trace Adkins, Disney stars Zendaya and Demi Lovato, Los Lobos & Los Lonely Boys and Lynyrd Skynyrd. You can also watch the freestyle motocross competition and monster truck madness.



Photos courtesy of the L.A. County Fair



Getting there is easy. Just purchase our \$10 Weekend Day Pass and take a weekend San Bernardino Line train. Metrolink will make a special stop at the Fairplex Platform, between the Pomona and Covina stations, during the weekends only. A free shuttle will take you to the fair gates. At the end of the day, please allow 30 to 45 minutes to travel from the fair to the train station.

Visit metrolinktrains.com/lacofair for more information.

RECEIVE UP TO 25 PERCENT OFF L.A. SPARKS TICKETS



If you want an affordable, convenient way to get to the L.A. Sparks games, look no further. Metrolink has teamed up with the L.A. Sparks to offer Metrolink riders a 20 percent discount on tickets to weekend home games and a 25 percent discount on tickets to weekday home games. All you have to do is present your Metrolink ticket at the STAPLES Center box office or visit metrolinktrains.com/lasparks to purchase tickets online.

Watch star players Candace Parker and Nneka Ogwumike lead the Sparks on their bid to win the franchise's first championship since the 2001-2002 season.

To get to the games, ride Metrolink to L.A. Union Station and then transfer for free to a Metro Red or Purple Line train. Exit at the 7th Street/Metro Center Station. Walk upstairs and take a Metro Blue or Expo Line train to the Pico/Chick Hearn Station, which is right across the street from the STAPLES Center.



Photo courtesy of the L.A. Sparks

RIDE METROLINK TO SEE DODGERS VS PADRES FOR ONLY \$7



On Aug. 30-31, Metrolink will offer special \$7 round-trip train service from Oceanside to L.A. Union Station so baseball fans can watch the Dodgers and the Padres go head-to-head.

- Tickets cost \$6 for seniors and disabled and \$4 for youth ages 6 to 18. Up to three children ages 5 and under can ride for free with a paying adult.
- Metrolink riders can transfer for free at L.A. Union Station to the Dodger Stadium Express Shuttle.
- The special round-trip Metrolink tickets are only available for purchase on the day of the game, so please arrive at the station at least 15 minutes before the train is scheduled to depart. Trains will depart L.A. Union Station 45 minutes after each game ends. Visit metrolinktrains.com/railseries to view the special train schedule, as well as the schedule for the Dodger Stadium Express.
- The service is funded by the Mobile Source Air Pollution Reduction Review Committee.

Rail Series—Dodgers vs. Padres

Special Service on the Orange County Line 8/30 & 8/31
Connect at Union Station with the Dodger Stadium Express.

