

# Metrolink Matters

## NEWS & EVENTS

### IN THIS ISSUE JANUARY

page 2

- A Word from the CEO
- Achieve The Top 5 New Year's Resolutions

page 3

#### FEATURE:

- Human Trafficking Awareness Month
- Get the Most Out of Your Metrolink Pass

page 4

- Conductor's Corner: Jonathan Macias
- Metrolink's SCORE Program Scores BIG in Economic Development According to Study
- Disney's FROZEN at the Hollywood Pantages

### GET THE MOST OUT OF YOUR METROLINK PASS



Details on [page 3](#)

**Start the New Year  
with New Adventures**



**METROLINK.**

[metrolinktrains.com](http://metrolinktrains.com)

| [metrolinkmatters.com](http://metrolinkmatters.com)

| 800-371-LINK (5465)





CEO Stephanie N. Wiggins

# A WORD FROM THE CEO

STEPHANIE N. WIGGINS  
CHIEF EXECUTIVE OFFICER | METROLINK  
Instagram: @stephaniewigginsceo

Happy New Year!

As I look ahead to a new decade, I see great opportunity. You know what a difference it makes to sit comfortably on our trains while you whiz by the gridlock on our region's freeways. My goal for this decade is that many more of your friends, family and neighbors can access the convenience of Metrolink. It's a healthier way to get around this vast region – for you and for our communities. So we'll do all we can to expand our service and make that happen.

In just eight years, Southern California will be on the world stage when the Olympic and Paralympic Games are played here. Millions of visitors will come, eager to explore all that Southern California has to offer – and Metrolink will be ready.

By 2028, we expect to have realized the vision of our Southern California Optimized Rail Expansion (SCORE) initiative ([Metrolinktrains.com/SCORE](https://metrolinktrains.com/SCORE)) which will give you more frequent trains, enhanced safety at crossings and much more. And we will have a commuter rail system we can be proud of as we greet our world guests.

Along the way, we'll continue to enhance your experience by adding Wi-Fi and other amenities important to you, while making connections to your final destination more seamless. At the same time, we are aggressively pursuing our zero emissions (near) future.

I'm happy to have you along for this ride.

## ACHIEVE THE TOP 5 NEW YEAR'S RESOLUTIONS

Have you set a New Year's resolution? Recent studies indicate a mere 8% of people actually achieve them. Metrolink can help improve that rate!



- 1 EXERCISE** — When you take Metrolink you're walking more! From your car to the train. From the train to the Metro. From the Metro to your workplace. And back! To help you track your progress, use a step counter.
- 2 SPEND MORE TIME WITH FAMILY AND FRIENDS** — Aside from providing convenient transportation to destinations across Southern California, Metrolink offers a rewarding experience for your whole family. Instead of sitting in freeway traffic, play a game together on-board the train. Also, taking the train allows you to connect with new friends!
- 3 PREPARE FOR A CAREER CHANGE** — For many people, finding a new job is their goal for the new year. Use your time on the train to earn a new degree or certificate or use the time to work on your resume and search for new job openings.
- 4 TRAVEL MORE** — How does a getaway to one of Southern California's most desirable beaches sound? Metrolink can get you there without the added costs of gas and parking. Plus, you can enjoy unlimited rides on Saturday or Sunday for just \$10.
- 5 BE BETTER TO THE ENVIRONMENT** — Want to reduce your carbon footprint? Take Metrolink. Our customers help reduce 130,000 metric tons of CO2 equivalent greenhouse gas emissions annually and reduce over 339 million vehicle miles traveled from roadways.

## JANUARY IS HUMAN TRAFFICKING AWARENESS MONTH

20.9 million people are estimated to be victims of human trafficking worldwide. California's economy and proximity to international borders means the state's big cities are major hotspots for human trafficking. While some human trafficking victims are prisoners in a fixed location, others take public transportation and work a seemingly normal job, all while remaining under the control of criminals who enslave them.

Metrolink employees and customers have an opportunity to help victims escape human trafficking by being aware of the warning signs and acting quickly when something seems wrong. As January is Human Trafficking Awareness Month, here are some things for you to look for from the Coalition to Abolish Slavery and Trafficking.

- Victims may display anxious behavior like avoiding eye contact or showing signs of physical injury.
- Victims might have few or no possessions.
- Victims might have inconsistencies in their stories.

If you notice these warning signs while taking Metrolink, please text or call Metrolink's Security Operations Center at 1-866-640-5190. If you notice suspicious activity outside Metrolink's transit system, please call the National Human Trafficking Hotline: 1-888-373-7888. Your safety and the safety of the victim are paramount. Do not attempt to confront a suspected trafficker directly or alert a victim to any suspicion. It is up to law enforcement to investigate suspected cases of human trafficking. To learn more, visit the Coalition to Abolish Slavery & Trafficking's website at [castla.org/human-trafficking](http://castla.org/human-trafficking).

**NATIONAL  
HUMAN  
TRAFFICKING  
HOTLINE**

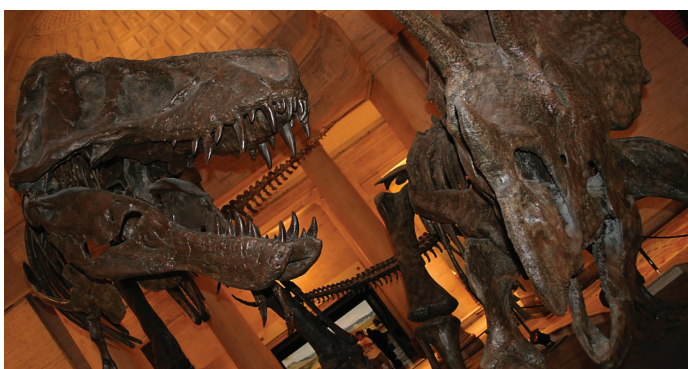
**1-888-373-7888**

## GET THE MOST OUT OF YOUR METROLINK PASS: 15<sup>th</sup> Annual Museums Free-For-All

The 15th Annual Museums Free-For-All returns to Southern California on Sat., Jan 25 letting you enjoy free admission to over 40 museums. Explore the arts, culture and science and get there using your Metrolink monthly pass, or the weekend day pass that's just \$10 per person. Both Metrolink tickets include hundreds of free transfers to bus, subway and light rail lines across Southern California.

### NATURAL HISTORY MUSEUM

Explore LA and the world at the Natural History Museum. At the La Brea Tar Pits, learn about dinosaurs, gems, minerals and horticultural treasures, and see the only ice age fossil site in the world! The adjacent William S. Hart Museum flashes you back to the 1920s with a collection of movie props, authentic Native American artifacts and western themed art. Take any Metrolink line that runs to LA Union Station, then connect to the Purple or Red line to the Expo line from the 7th and Metro station.



*Dinosaur exhibit at the Natural History Museum of Los Angeles*

### MUSEUM OF CONTEMPORARY ART

Experience new art mediums through exhibits by artists such as Porras-Kim and permanent exhibits of art from the 1950s through today. Take any Metrolink line that runs to LA Union Station, then connect to the Red or Purple line to Civic Center/Grand Park station.

### ORANGE COUNTY MUSEUM OF ART

Discover new perspectives through the masterpieces of revered modern and contemporary artists. Take the Orange County Line or IEOC Line to the Santa Ana Station for easy access to the museum.

### POMONA COLLEGE MUSEUM OF ART

Absorb a diverse range of exhibitions that highlight contemporary, historic and cultural art, some of which are paired with scholarly publications. Take the San Bernardino Line to Claremont Station for easy access to the museum.

### RANCHO SANTA ANA BOTANIC GARDEN

Discover the largest botanic garden dedicated to California native plants – spread across 86 acres in Claremont. Take the San Bernardino Line to Claremont Station to get there.

### THE MUSEUM OF TOLERANCE\*

This is the only museum of its kind in the world. Visitors are challenged to understand the Holocaust in contemporary and historical contexts and visitors' hearts and minds are challenged to assume positive change. Take any Metrolink line that runs to LA Union Station, then connect to the Metro Rapid Line.

\*Participating on Sunday, January 26

Find the list of participating museums at [socialmuseums.org/free-for-all](http://socialmuseums.org/free-for-all) and plan your trip at [metrolinktrains.com](http://metrolinktrains.com).

# CONDUCTOR'S CORNER

Johnathan Macias



**Pictured from left to right:**

Brian Humphrey Metrolink Board Chair, Johnathan Macias Metrolink Conductor, Oscar Flores Engineer, Nikolina Haretakis Pacific Surfliner Conductor, & Marisol Munoz Pacific Surfliner Train Master, Ops

On Nov. 22, a Metrolink train struck an abandoned motor home on the railroad tracks in Santa Fe Springs. Thankfully, there were no serious injuries!

Upon impact, the motor home caught fire. Fire fighters were called immediately to extinguish the flames. The conductor, Johnathan Macias, took immediate action to ensure everyone on that train was safely evacuated. He sat down with Metrolink Matters (MM) to share his account of what happened.

**Metrolink Matters (MM):** What went through your mind as you were helping passengers evacuate the train?

**Johnathan Macias (JM):** The safety of everyone. I didn't want anyone to get injured. It was important to get everyone off the train in an orderly fashion. The safety of everyone on the train – my engineer, Oscar Flores and the passengers – were my number one priority. I was very glad that no one was injured. It could have been a lot worse.

**MM:** What advice can you give to other conductors during an incident?

**JM:** Remember your training and stay calm. Emergencies can be an adrenaline rush; take it slow, clear your mind and do what you've been taught.

**MM:** What advice can you give to passengers during an incident?

**JM:** Remain calm. Wait and listen for the conductor to give you instructions. Help other passengers that may need assistance. And remember, in the case of an evacuation, exit the train safely and use the handrails.

At Metrolink's Dec. 13 board meeting, Macias and Flores, as well as off-duty Amtrak Pacific Surfliner Conductor Nikolina Haretakis, were recognized for working together to safely evacuate all passengers.

# SCORE

Southern California Optimized Rail Expansion



## Metrolink's SCORE Program Scores BIG in Economic Development According to Study

Metrolink has a \$10 billion capital plan to upgrade our rail system in time for the 2028 Olympic and Paralympic Games. It's called **SCORE** (Southern California Optimized Rail Expansion) program. With **SCORE** the region gets more: more safety improvements, more frequent rail service, more access to job centers and affordable housing, more seamless connections to other rail providers and healthier air for Southern California.

The Los Angeles Economic Development Corporation analyzed **SCORE**'s impact to the Southern California region.

**Here's what the LAEDC findings concluded about SCORE:**



For more information about **SCORE**, visit [metrolinktrains.com/SCORE](http://metrolinktrains.com/SCORE)

<sup>1</sup> Direct construction jobs in all years until 2028

<sup>2</sup> All jobs created – direct, indirect and induced – in all years until 2050

## PARTNERSHIP HIGHLIGHT



**Now Playing:**

**Disney's FROZEN at the Hollywood Pantages Theater**

One sister struggles with being an outsider and harnessing her mysterious powers within. The other sets out on a thrilling adventure to bring her family together once again. Frozen is everything you want in a musical: It's moving. It's spectacular.

And above all, it's pure Broadway joy. Tickets start at \$39. Ride any Metrolink train to L.A. Union Station and then take a free transfer to the Metro Red Line, exiting at Hollywood/Vine. Learn more at: [metrolinktrains.com/frozen](http://metrolinktrains.com/frozen).

**Dates:** Now – February 2, 2020

## NOMINATE YOUR FAVORITE CONDUCTOR

Do you want us to feature your favorite conductor? Share your experiences at [metrolinktrains.com/contact](http://metrolinktrains.com/contact), or on Facebook or Twitter, and tag us @Metrolink.

