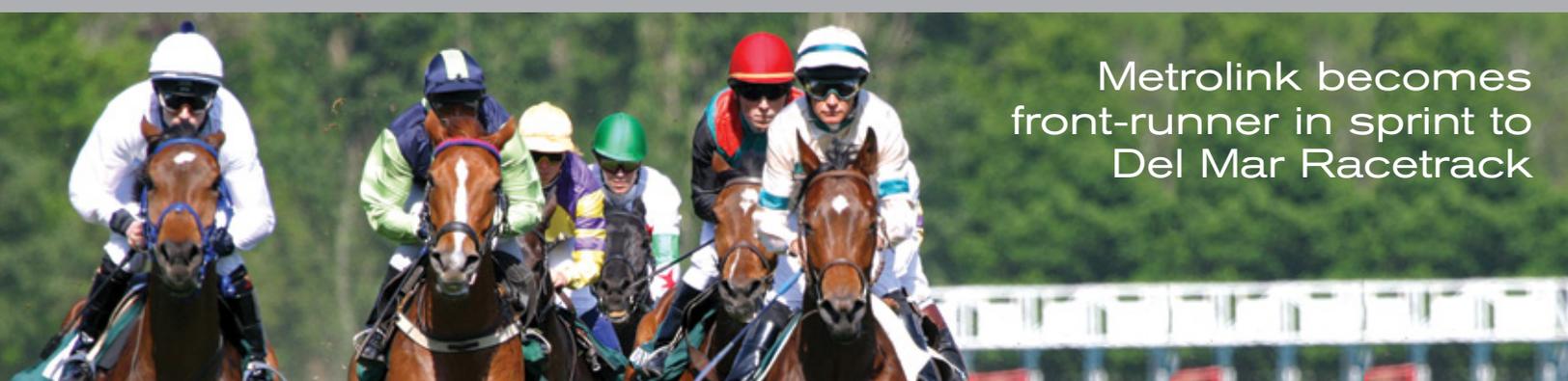


# METROLINK MATTERS

METROLINK NEWS AND EVENTS



Metrolink becomes front-runner in sprint to Del Mar Racetrack



## New Service to Del Mar

On Saturday, July 23, Metrolink began operating trains from Los Angeles Union Station to Del Mar Racetrack and back so you can enjoy rooting for your favorite horse as it competes in some of the biggest races of its life. And horse racing is not the only pastime offered at the racetrack this season. You can even wine and dine at Del Mar Racetrack's new restaurant and bar. The special weekend train service, which we are offering in partnership with North County Transit District (NCTD), is available through September 4.

"This is an exciting opportunity for Metrolink to collaborate with other transit agencies like NCTD to offer our riders more options and also serve customers in new areas," said Metrolink CEO John Fenton.

For a round-trip to and from Solana Beach, you must purchase our special \$28 Del Mar/Solana Beach Ticket, which is offered at ticket vending machines at L.A. Union Station and stations along the Orange County and San Bernardino lines. Any other ticket type will not be accepted. Riders who live near the Oceanside Station can purchase their Del Mar/Solana Beach Ticket for a small special fee of \$8 to get from Oceanside to Solana Beach. Free shuttle service\* is offered by the British Bus Company from Solana Beach to Del Mar Racetrack for passengers who arrive at the Solana Beach Station.

Happy cheering!

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L.A. Union Station to Solana Beach	6662	Solana Beach to L.A. Union Station	6661
L.A. Union Station	10:40 a.m.	Solana Beach	6:45 p.m.
Commerce	-	Oceanside	7:02 p.m.
Norwalk/Santa Fe Springs	11:01 a.m.	San Clemente	-
Buena Park	11:06 a.m.	San Juan Capistrano	7:34 p.m.
Fullerton	11:13 a.m.	Laguna Niguel/Mission Viejo	7:39 p.m.
Anaheim	11:21 a.m.	Irvine	7:48 p.m.
Orange	11:25 a.m.	Tustin	7:55 p.m.
Santa Ana	11:30 a.m.	Santa Ana	8:00 p.m.
Tustin	11:36 a.m.	Orange	8:05 p.m.
Irvine	11:41 a.m.	Anaheim	8:09 p.m.
Laguna Niguel/Mission Viejo	11:50 a.m.	Fullerton	8:17 p.m.
San Juan Capistrano	11:55 a.m.	Buena Park	8:23 p.m.
San Clemente	-	Norwalk/Santa Fe Springs	8:29 p.m.
Oceanside	12:30 p.m.	Commerce	-
Solana Beach	12:47 p.m.	L.A. Union Station	8:53 p.m.

\*Shuttle departs Solana Beach Station at 9:31 a.m. and continues transporting passengers to and from the station until 4:35 p.m. Return service to the station is 15 minutes after each race, and the last shuttle departs the racetrack 45 minutes after the last race ends.

## Metrolink gives bicyclists a new reason to pop a wheelie

On July 30, Metrolink began operating "bicycle cars" on designated weekend trains at no additional charge to riders who commute on our Inland Empire-Orange County Line, our most popular line for bicycles during the summer. The move was made in response to growing rider demand for additional bicycle storage capacity.

"These specially designed cars, which are easily recognizable by the large yellow decals posted in the middle of them, will create a more user-friendly experience for bicyclists because we can accommodate more bikes," said Ron Svoboda, Metrolink's director of maintenance of equipment.

Metrolink added a car to our morning and afternoon beach trains because they experience the heaviest bicycle traffic during

(continued on page 2)

## A word from the CEO

Greetings, Metrolink riders.

We have heard you voice your needs and desires and continue to meet your demands by providing you with better public service than ever before. We *get* how important it is for you to have reliable, low-cost, safe and convenient transportation at your disposal, which is why we have made great strides to accommodate you by offering new options and accommodations.



Metrolink CEO John E. Fenton

We recently finished our customized cars with more storage room for bicycle enthusiasts to store their bikes. We now have room for up to 18 bicycles on each bicycle car, as opposed to only two on regular trains, so you can ride our trains to work or even big bicycle-themed events. We are forming new partnerships with organizations to expand our services into new areas. We just began operating trains farther south to the Del Mar Racetrack and will continue the special service until early September so you can enjoy the races and new dining venues. We have partnered with AEG so that we could offer you better deals to events in downtown Los Angeles. And already, we have witnessed your overwhelming response to all our new promotions. We saw thousands of you take our trains to the U2 concert because you wanted a relaxing ride instead of dealing with the stress of competing for parking with the throngs of drivers who showed up to Angels Stadium. And we just saw nearly 20,000 of you, including new riders, flock to our trains during the I-405 weekend closure to avoid the freeway congestion. We also have continued working with member agencies and partners like the Ventura County Transportation Commission and Seaside Park so you can look forward to riding our trains to the Ventura County Fair each year.

We are excited that you have chosen Metrolink not only as a means to get to work, but also as a good alternative to get to exciting events with friends and family during your downtime. Everything that we do is because of you, and we want to keep hearing about the options you want to see in our service lineup.

### Check our blog for regular news updates

There are always new developments in a day in the life of Metrolink. To stay informed about the things that don't make it into the newsletter, visit our blog at [metrolinktrains.blogspot.com](http://metrolinktrains.blogspot.com)

The types of stories we cover include educational and exciting community events, rider experiences and new services and initiatives. And if there is a story that you think we should cover, we are always open to suggestions. Please feel free to interact with us through our comments section. Think of our blog as an open conversation between you and our organization. —Metrolink Communications

## Get your company to join Metrolink's CPP and win a gift card or FREE Monthly Passes

If you work for a company with 250 or more employees located in Southern California or know of a company that size, you could win a \$10 In-N-Out Burger, Starbucks or Coffee Bean & Tea Leaf gift card by providing Metrolink with a referral for our Corporate Pass Program (CPP).

The referral you send must lead to an appointment with Metrolink in order for you to qualify for the gift card. If the company you refer signs up within one week from the scheduled appointment, **you win three consecutive Monthly Passes**. This promotion will run through August 31.

Our CPP is a convenient transportation benefit program that companies can offer as a service to their employees. Also, employees and employers receive a tax break by commuting to work.

Joining Metrolink's CPP is FREE.

To learn more about how you and your employer can save money by enrolling, contact Laurene Lopez, corporate sales manager, at [lopezl@scrra.net](mailto:lopezl@scrra.net)

Bring in the business and win!



### ...a new reason to pop a wheelie (continued from page 1)

weekends. The bicycle bays are located on the lower level of the cars and have the capacity to hold up to 18 bicycles per car. The lower levels comply with ADA requirements and still have priority seating.



Metrolink designed and retrofit the cars in-house at a relatively low cost and also reached out to the bicycle community for its input. The special cars will be available through October 9. If the rollout proves successful, we will consider retrofitting more cars.

For more information, please visit [metrolinktrains.com](http://metrolinktrains.com)



# Metrolink **safety** always matters

## Customer safety reminders

**ALWAYS** use the handrail when boarding and leaving the train. Please watch your step.

**ALWAYS** hold the handrail when climbing or descending the stairs onboard the train or at the station.

**ALWAYS** use the seat handholds when standing or moving within the train car.

**ALWAYS** store your belongings under your seat or on your lap, not in the aisles.

**ALWAYS** strap your bicycle in the bicycle storage area. If space is not available, please move your bike to the adjacent car.

**ALWAYS** collect all of your belongings and move toward the exit as soon as your station stop is announced.

**NEVER** put your hands or any objects between closing doors.

**ALWAYS** remember that station stops are brief; please be ready to exit when the doors open.

**ALWAYS** wait behind the warning line while standing on the platform.

**ALWAYS** cross tracks at a designated crossing.

**ALWAYS** look both ways before crossing train tracks.

**NEVER** walk along the tracks or use the right of way as a shortcut. Trespassing on the railroad right of way is illegal and could result in a citation, monetary fine, serious injury or death.

**NEVER** cross the tracks when the signal indicates that a train is coming. Flashing lights and ringing bells mean **STOP** and wait for the train to pass.

**NEVER** walk under or around pedestrian gates.



## 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.

### Customer Julie Ivey emailed:

1. The new cars have less leg room and narrower seats as well as less room to put rolling briefcases and backpacks, etc. As a result, very overweight passengers and those with commuter bags (not suitcases) end up taking up two seats—reducing the possible profit gained from sardining more people in. You don't have enough personnel to monitor the taking up of multiple seats—but then again, what is a passenger with a thick briefcase or large girth supposed to do? If you took out two rows (eight seats), passengers would be able to breathe—and contain their belongings within the increased leg room.
2. The backs and too-high headrests on the new cars have caused back and neck problems for those under 6 feet tall. The curve in the seat back makes it painful for short folks like me on long commutes to relax.
3. Why no overhead racks in the redesign??? More customers, and not bags, on the seats.
4. Overall, new cars are “unfriendly” and claustrophobic.

### Metrolink responded:

*We are sorry to hear that our Guardian Fleet cars are uncomfortable for you. The cars were strategically designed with safety in mind. For example, the seating configuration enhances the collision energy management (CEM) technology that the manufacturer, Hyundai Rotem, incorporated into the car structure. Modifications to the seating arrangements could compromise the effectiveness of the CEM and reduce the seating capacity of the car, which is not conducive to Metrolink's safety goals or our ability to provide ample seating for our riders who crowd our trains during peak hours. In addition, the aim of the higher seat backs is to provide more neck and back support; the seat backs actually promote proper seating posture, which alleviates muscle tension and back stiffness caused by sitting improperly.*

*The new cars, like the other cars we operate, do not include luggage bins. Passengers have the ability to store their items under their seats. Although having amenities like overhead storage would be nice, Metrolink, unfortunately, does not have the budget to install them in our cars.*

*Metrolink uses social media channels like Facebook ([Facebook.com/Metrolink](https://www.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.*



## Take a ride to Ventura County Fair mania

The Ventura County Fair is right upon us, and Metrolink will help you get to all the fair's fun-filled events on special trains we will operate on August 6 and August 13. The service is supported by the Ventura County Transportation Commission and Seaside Park.

Plan your outing around three round-trips between our Chatsworth Station and the Ventura Fairgrounds Station.

You can purchase tickets on the day of your trip from ticket sellers at the Chatsworth, Simi Valley, Moorpark, Camarillo and Oxnard station platforms on a first-come, first-served basis. Advance tickets can be purchased at Simi Valley, Moorpark and Camarillo city halls. Any Metrolink Monthly Pass holders and children under 5 years old ride for free. Weekend Passes will not be accepted.

One-Way and Round-Trip tickets range from \$5 to \$7 and \$10 to \$14, respectively. For more information on ticket prices and schedules, visit [metrolinktrains.com/spevents](http://metrolinktrains.com/spevents) or call 800-371-5465 (LINK).

**Tell us how effective *Metrolink Matters* is—Take our online survey**

We publish *Metrolink Matters* specially for you, with your needs and enjoyment in mind. The newsletter contains key updates about what's going on at Metrolink and how it affects you. It also includes information about our employees so you can get a closer glimpse at some of the people who work hard to make possible the service we offer to you. We are always striving to improve the way we serve you. Please take a moment to tell us how we're doing by completing our online survey:

<http://www.zoomerang.com/Survey/WEB22CPL88AFSH/>

## How riding Metrolink helped him function independently, forge lasting friendships

For many commuters, Metrolink is a means of transportation they count on to get to work or just a service they use to travel to leisure-time activities. But for Ken Hyder, riding the train is a learning tool and in essence his ticket to independence.

Hyder, who turned 39 on August 1, suffers from the rare genetic disorder Aicardi Syndrome. His corpus callosum, the structure that connects the right and left sides of his brain, did not develop normally, thus contributing to his inability to read, write and tell time, and difficulty engaging in conversations. In spite of that, he has successfully learned, through lots of trial and error, how to travel throughout the Metrolink system.

Hyder, who has ridden Metrolink trains for about 14 years, participates in a day program that helps people with developmental disabilities learn how to function in society. Part of his program entails riding the train, which stimulates

his brain by forcing him to think on his toes. "Imagine standing in front of an oncoming car. One side of your brain knows that it's dangerous, but it can't tell the other side to move. Can you imagine how that feels? It's very difficult to get communication through and across and back and forth. So him riding the train is really very amazing," said Donna Hyder, his mother. "He succeeded because he wanted to do it, and he loves the trains," she said.

And riding the train is not all Ken does. He helps elderly people get on and off the train, opens station doors for disabled passengers and people whose hands are full, and he even "enforces" Metrolink train policies such as asking people to remove their feet from the seats.

He also has helped Metrolink employees elevate their job performance. "Ken helped me to be a better steward for our passengers by recognizing that sometimes we need to slow down and take time to smell the flowers," said customer engagement representative Tina Greer, who has known Hyder for eight years. "I realized that new riders come to the station and they don't always get the train language, but when we as customer representatives take the time to explain and simplify it,



gives our new passengers the confidence to come back and try it on their own."

Another benefit of Hyder riding the train is that he has formed strong bonds with other passengers, Metrolink employees and train crews, and station security personnel, among others. "I am lucky to have a friend like Ken who always surprises me with a flower waiting on my car window. It's something that's so simple, yet a kind act that always puts a smile on my face," said Greer.

So the next time you board a Metrolink train, remember this: That great big piece of steel can mean more to someone's life than just transporting them somewhere. It can be a symbol of hope, allowing people the freedom to learn by trying something new and at the same time scary, engage in social interactions and make lifelong friends.

### METROLINK MATTERS

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