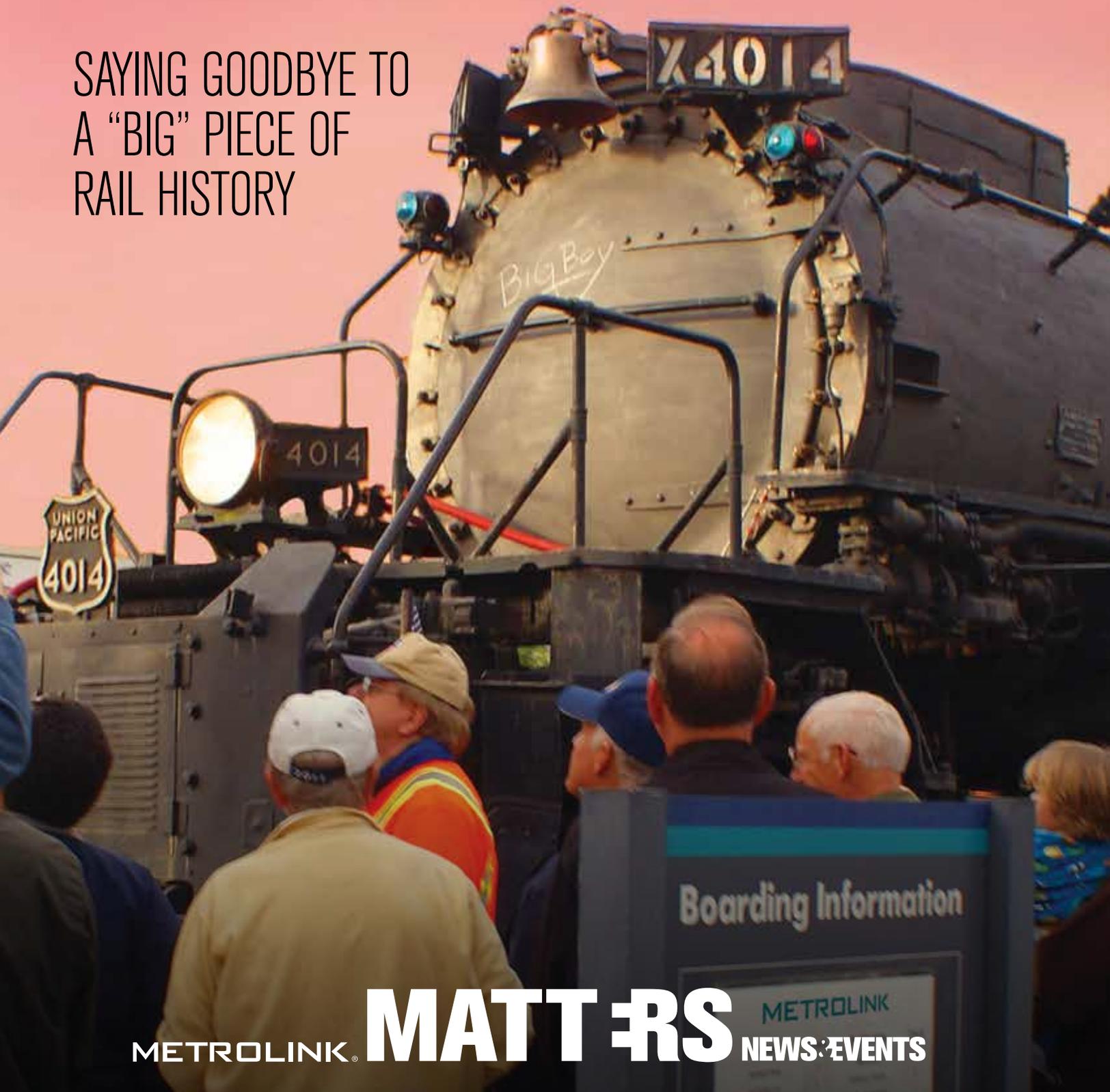


# SAYING GOODBYE TO A "BIG" PIECE OF RAIL HISTORY



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## WORD FROM THE CEO



In the last issue of Metrolink Matters, I spoke to you about some of the more noteworthy accomplishments and success stories our agency experienced over the course of 2013. I also spoke to my continuing commitment to improve the overall Metrolink customer experience, and that commitment remains as strong as ever as 2014 gets underway.

Last year, we introduced the Customer Connect initiative as a way to provide you with the opportunity to ask questions, raise concerns and suggest improvements directly to Metrolink staff. Every Wednesday, a member of our team has been available at Union Station to meet with you directly about these types of issues. In 2014, we are planning to expand the Customer Connect program. We will still be available at Union Station two Wednesdays each month, but for the other two Wednesdays we will be making staff available at a rotation of other Metrolink stations. I encourage you to take advantage of this opportunity to meet members of the Metrolink team and give us your input on what we can do to make your traveling experience better.

Similarly, part of the Customer Connect program involved the formation of a Rider Advisory Group, which met with various Metrolink staff on a regular basis to learn more about the interworkings of our system. Rider Advisory Group members also served as "secret shoppers," providing us with real-time input and feedback regarding their own travel experience and the experiences of fellow riders.

We are now in the process of establishing a new collection of individuals to serve on the Rider Advisory Group. If you are interested in providing us with your input in this manner, please go to [metrolinktrains.com/customerconnect](http://metrolinktrains.com/customerconnect) on our web site for more information or to submit an application. Click on the Rider Advisory Program link and fill out the application, and we will be in touch with you shortly.

I want to thank you all for continuing to use Metrolink, and I thank you for your support as we continually strive to improve our service.

MICHAEL P. DEPALLO | CHIEF EXECUTIVE OFFICER | METROLINK

## JANUARY 1 BROUGHT NEW LEGISLATIVE NEWS ABOUT YOUR COMMUTE

With the new year, Metrolink is working hard to make sure your commute reflects the region's commitment to commuter rail in Southern California. Due to Congressional inaction, on January 1, 2014 the monthly pre-tax limit for the transit commuter benefit fell from \$245 per month to \$130 per month. We urge you, our riders, to contact your elected officials to voice your support to extend the Commuter Tax Benefits. The commuter advocacy group, Commuter Benefits Work for Us, is offering a sample editable letter that can be sent to our representatives in Congress. For more information, or to take action, visit [CommuterBenefitsWorkforUs.com](http://CommuterBenefitsWorkforUs.com).

### ON THE COVER

## SAYING GOODBYE TO A "BIG" PIECE OF RAIL HISTORY

Metrolink riders got an exciting chance to see a piece of railroad history on January 26 when Union Pacific's Big Boy Locomotive No. 4014 made a guest appearance at our Covina Station. The chance to see Big Boy was a special treat to rail enthusiasts who came out to admire one of only eight such locomotives, and the only one that will be restored to operating condition at its new home in Cheyenne, Wyoming.



© Henning Eichler

## TEN TIPS FOR A SAFE TRIP

- 1 Always use the handrail when boarding and deboarding the train.
- 2 Always allow passengers to exit the train before you begin boarding.
- 3 Always hold the handrail when climbing or descending the stairs aboard the train.
- 4 Always store your belongings under your seat or on your lap, not in the aisles.
- 5 Always collect your belongings and move toward the exit as soon as your station stop is announced.
- 6 Always use the hand holds on the seats when standing or moving within the train car.
- 7 Be Aware—trains may stop between stations or move unexpectedly.
- 8 Train stops are brief; be ready to exit as soon as the doors open.
- 9 Never lean on the doors or hold them open. Train doors will not bounce back open like elevator doors.
- 10 Please take newspapers, cups, and other trash with you when you detrain and dispose of properly.

SEE TRACKS, THINK TRAINS.

### EMERGENCY PULL



The emergency pull located in Metrolink passenger cars is to be used to stop the train in the event of an emergency. The handle should not be used for medical emergencies. In the event of a medical emergency, please contact your conductor. Misuse of the handle will result in a fine or imprisonment. Thank you for your cooperation.

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



## HOLIDAY SERVICE ALERT



### PRESIDENT'S DAY

Metrolink will operate normal weekday service on President's Day (Monday, February 17).

### GET YOUR PCA CARD BEFORE MARCH 3



Starting Monday, March 3, Personal Care Attendants (PCAs) will no longer be allowed to ride metrolink without purchasing a ticket. PCAs can obtain a PCA ID card, valid for 12 months at an annual cost of \$25, in lieu of purchasing a ticket to accompany a person with a disability. If no PCA ID card is present, the PCA must purchase a regular fare.

Get your application by visiting [metrolinktrains.com/pca](http://metrolinktrains.com/pca) or call (800) 371-5465 (LINK). Speech and Hearing Impaired (800) 698-4833 (4TDD).

## SAVE MONEY DURING TAX SEASON AS A CORPORATE PARTNER



Feeling the pinch this tax season? You can reduce your taxable income by getting your company to join Metrolink's Corporate Partner Program (CPP). Your company could save extra cash too. Joining the program is free and is easy for companies to administer through Metrolink's online CPP portal. Joining the CPP will also help your

company satisfy air quality requirements by helping to reduce traffic congestion and improve air quality in the region. Metrolink riders eliminate the need for approximately 8,500,000 weekday automobile trips every year, while Metrolink trains provide the same capacity as adding two new freeway lanes on adjacent freeways during peak commute hours. Metrolink has a dedicated account manager readily available to provide support to you and your employer. Visit [metrolinktrains.com/iloverockandroll](http://metrolinktrains.com/iloverockandroll) to learn how your commute could rock when you roll with Metrolink.



# CONSTRUCTION BEGINS

## ON FIRST METROLINK EXTENSION IN NEARLY 20 YEARS

Construction of the Perris Valley Line (PVL), which will extend Metrolink commuter rail service on the 91 Line, began in October 2013. Led by the Riverside County Transportation Commission (RCTC), the PVL is the first extension of Metrolink service since the Antelope Valley Line was built in 1994. The PVL will continue rail service 24 miles from the downtown Riverside station to south Perris, with four new stations being constructed. The PVL is expected to open to riders by late 2015.

**THE PROJECT INCLUDES CONSTRUCTION AND REHABILITATION OF RAILROAD TRACKS, UPGRADE OF 15 AT-GRADE CROSSINGS, AND CONSTRUCTION OF FOUR NEW STATIONS: RIVERSIDE HUNTER PARK, MORENO VALLEY/MARCH FIELD, DOWNTOWN PERRIS, AND SOUTH PERRIS.**

**RIVERSIDE HUNTER PARK STATION:** This station will provide parking for 344 vehicles and convenient access from Hunter Park, UC Riverside Campus, Highgrove, and the city of Grand Terrace. Hunter Park is an industrial area with numerous light industrial and manufacturing facilities. The area is also home to the College of Engineering, Center for Environmental Research and Technology (CE-CERT) for the University of California, Riverside. The Hunter Park Station is located in Riverside, a city with a significant concentration of office and commercial activity. Riverside is the twelfth largest city within the state, with a population of 303,871.

**MORENO VALLEY/MARCH FIELD STATION:** This station with 316 parking spaces will serve Moreno Valley commuters and is adjacent to the Meridian Business Park and minutes from the March Air Reserve Base. The site of the March Air Reserve Base is being transformed into a major employment, business, and logistics center. The location of the station will increase the attractiveness of the area for potential employers and aid economic development initiatives.

**DOWNTOWN PERRIS STATION:** This station located in the heart of downtown Perris will serve Perris and the new regional Perris Multimodal Center, which includes bus, and park and ride facilities. To accommodate commuters at this station, 392 parking spaces will be provided. The downtown Perris area was developed in 1885 around the Santa Fe railroad station and now includes civic center, courthouse, and state government facilities. The station is in close proximity to the Orange Empire Railway Museum, the largest museum documenting the transit and rail transportation industry in the western United States.

**SOUTH PERRIS STATION:** At the terminus of the Perris Valley Line, the South Perris Station is located near the interchange of I-215 and State Route 74. The South Perris Station will serve Menifee, Murrieta, Temecula, Hemet, and San Jacinto, and provide 730 parking spaces to the commuting public. The City of Perris is a fast-growing community with over 71,000 residents and is home to many outdoor recreational pursuits including the 8,800 acre Lake Perris State Recreation Area, hot-air ballooning, and skydiving.

The project will bring about many social, economic and environmental benefits, which will contribute to an improved quality of life for residents, businesses, and commuters. Benefits include greater mobility, increased safety, reduced noise, enhanced air quality, and the creation of over 4,000 direct and indirect jobs.

For construction safety concerns, construction alerts, or other questions, please call the project helpline at 855-PVL-4111 (855-785-4111) or visit the project website at [perrisvalleyline.info](http://perrisvalleyline.info).

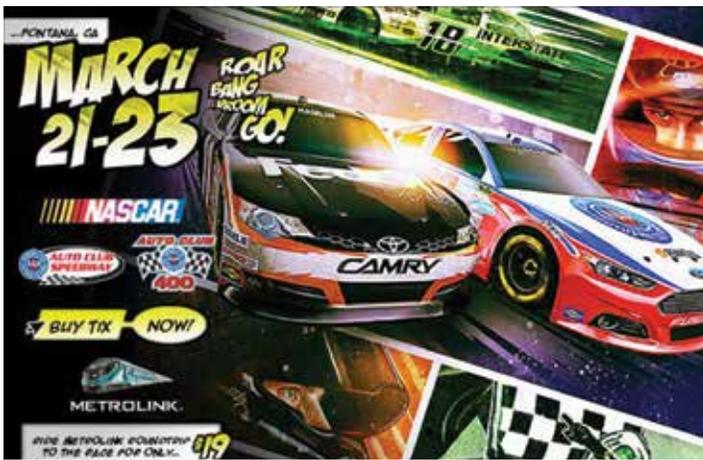


## EXPLORE MORE WITH THE \$10 WEEKEND DAY PASS



Take advantage of Metrolink's \$10 Weekend Day Pass to see more of Southern California. With the Weekend Day Pass, you can ride anytime, anywhere on the Metrolink System on either Saturday or Sunday to get to great destinations like the San Clemente Pier and San Juan Capistrano.

The pass is good for free transfers to most Southern California bus and urban rail providers. Monthly Pass holders can ride for free on the weekends from 7 p.m. on Friday through 11:59 p.m. on Sunday, so grab a friend and explore.



## RACE PAST TRAFFIC ON THE AUTO CLUB 400 EXPRESS

Looking for a stress-free, convenient, and affordable way to get to the Auto Club 400 NASCAR race in Fontana? Beat the traffic on the freeways by riding the Auto Club 400 Express train to the race. Auto Club Speedway has partnered with Metrolink to provide special service to the big event on Sunday, March 23, as the superheroes of NASCAR return to Southern

California for an epic battle in the Auto Club 400 NASCAR Sprint Cup Series. Trains originate from Oxnard, Lancaster, and Oceanside with limited stops for faster service, and drop you off behind the race track backstretch at a station especially designed just for Metrolink riders, connecting you with a free tram to the entrance gate. Trains will depart the Speedway one hour after the drop of the checkered flag and speed you on your way home after a day at the race. Round-Trip tickets are only \$19 and can be purchased by visiting [autoclubspeedway.com/metrolink](http://autoclubspeedway.com/metrolink) or calling (800) 944-RACE (7223).

This train service is a joint demonstration project made possible in part by the Clean Transportation Funding from the Mobile Source Air Pollution Reduction Review Committee (MSRC).

## OCTA OFFERS EXPRESS SERVICE TO ANGELS GAMES



Say goodbye to fighting traffic and paying for parking. The Angels Express special train service is back again this season beginning March 31, 2014. For more information, please visit [metrolinktrains.com/angelsexpress](http://metrolinktrains.com/angelsexpress).

Ride to and from Angel Stadium for a very special price—only \$7 roundtrip, \$6 for senior/disabled, \$4 for youth (ages 6 – 18), and free for children 5 and under with a paying adult (up to 3 children). The train takes you straight to the stadium's parking lot so you're just a short walk away.

## RAIL SERIES BY TRAIN – DODGERS VS. ANGELS



Instead of driving the I-5 Freeway from Orange County to Dodger Stadium, take Metrolink to see the great cross-town rivalry between the Angels and the Dodgers. Metrolink has selected four games for the Rail Series promotion, and will operate special service to and from the games on March 27 & 28 for pre-season action and on August 4 & 5 for regular season interleague play.

With major construction scheduled on the I-5 freeway this summer, avoid traffic and enjoy stress-free travel on Metrolink. Metrolink tickets will be available the day of the event at Orange County Line stations. Adult Round-Trip tickets are just \$7, while senior/disabled and youth (ages 6-18) tickets are just \$6 and \$4, respectively. Children ages 5 years and under ride free with a paying adult. Tickets can be purchased on the day of the game only, while no advanced ticket sales are available from the Metrolink ticket vending machines (TVM). For complete ticket and train schedule information visit [metrolinktrains.com/railseries](http://metrolinktrains.com/railseries).

Once Metrolink riders arrive at Union Station, they can board the free Dodger Stadium Express buses operated by Metro from L.A. Union Station to Dodger Stadium and back.

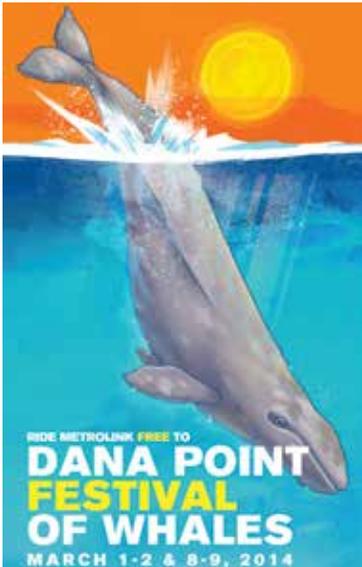
The Rail Series special train service is made possible by support from the Mobile Source Air Pollution Reduction Review Committee to reduce traffic congestion and its associated air quality impacts by encouraging fans to take public transportation to the games.

TAKE THE TRAIN. METROLINK.

# RIDE & JOY

RIDE METROLINK TO THESE AND MANY MORE SOUTHERN CALIFORNIA EVENTS AND DESTINATIONS.

## BEAT THE TRAFFIC AND SAVE AT THE FESTIVAL OF WHALES



Each day during their migration season, hundreds of whales will pass by Dana Point. Catch a train to enjoy all the fun of the Festival of Whales without the hassles of traffic. The event takes place March 1-3 and March 8-9.

Join Metrolink and the Orange County Transportation Authority (OCTA) for a kickoff event at the Orange Metrolink Station. The fun begins at 9 a.m. with free food, free entertainment, and free Metrolink Tickets to the first 50 people. To enjoy 50 percent off whale watching excursions at the Dana Wharf or Ocean Institute, just show your Metrolink ticket,

OCTA bus pass, or 91 Express Lanes transponder to save.

To get there; ride Metrolink to the San Juan Capistrano station and connect to OCTA Bus Route 91 South for free with a valid Metrolink ticket. Check out [metrolinktrains.com](http://metrolinktrains.com) for more information regarding train schedules and event information.

## CHEER FOR THE LA MARATHON WITH METROLINK

Every year, thousands of runners take to the streets of Los Angeles to compete in the LA Marathon. Catch a train to see all the fun without the hassle of traffic. Arrive at Los Angeles Union Station from the Antelope Valley, Inland Empire-Orange County, Orange County, and San Bernardino lines. From there you can walk to Olvera Street (directly across from Union Station) to watch the participants run the course. Visit [lamarathon.com](http://lamarathon.com) for details and race schedules.



## DON'T GAMBLE ON TRAFFIC

**SAN MANUEL**  
INDIAN BINGO & CASINO

Metrolink passengers can take the San Bernardino Line to start their Metrolink "Fun Trip" to San Manuel Indian Bingo & Casino with a free shuttle service directly to the Casino. Once there, look for the San Manuel "You Are Here" shuttle; it will be located just steps from the train. Remember, Monthly Passes, 7-Day Tickets and Round-Trip tickets will all get you to San Manuel. Shuttles operate weekdays only; for more information visit [metrolinktrains.com/sanmanuel](http://metrolinktrains.com/sanmanuel).

## CATCH A TRAIN TO SWALLOWS DAY

Don't miss this fun celebration of the Swallows' historic migratory return to San Juan Capistrano from their winter home in Argentina. The 56th annual Swallows Day Parade will be held on March 22 and will feature family fun in this celebration of the Old West. The parade is the nation's largest non-motorized parade and showcases stunning equestrian units.

Kickoff the fun with Metrolink and the Orange County Transportation Authority (OCTA) by joining us at the Tustin Station for fun activities and free giveaways. For more information visit [metrolinktrains.com/swallowsdayparade](http://metrolinktrains.com/swallowsdayparade).

## RAILROAD DAYS ARE NEAR

MARK YOUR CALENDARS



### SAN BERNARDINO RAILROAD DAYS

(SAN BERNARDINO STATION): APRIL 12-13

NATIONAL TRAIN DAY (L.A. UNION STATION): MAY 3

FULLERTON RAILROAD DAYS (FULLERTON STATION): MAY 3-4

Rail enthusiasts across the Southern California region are invited to celebrate railroad history in the coming months. Stay tuned to our next edition of Metrolink Matters for more information about these upcoming events.