

# METROLINK **MATTERS** NEWS:EVENTS

CELEBRATING 25 YEARS OF SERVICE | 1992-2017

## 2017 IN REVIEW, 2018 IN FOCUS



METROLINK®



KEEPING SOCAL'S FUTURE ON TRACK.

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# WORD FROM THE CEO

ARTHUR T. LEAHY | CHIEF EXECUTIVE OFFICER | METROLINK

It's hard to believe we're already ending 2017 and heading into 2018. It seemed like this year passed by in a blink of an eye, especially because of all the exciting achievements Metrolink accomplished over the past 12 months. From our efforts to increase safety system-wide with projects like grade crossing improvements and grade crossing separations like at Buena Vista Street in Burbank or Citrus Avenue in Covina and expanding life-saving Positive Train Control to introducing the Tier 4 locomotives, which helps reduce emissions up to 80 percent compared to older locomotives, into revenue service. This year, Metrolink also celebrated its 25th year in operation and providing relief from Southern California roadways and traffic.

It may seem like we've reached our milestones, but as we look on to 2018, we have a lot to look forward to. We will continue to bring more Tier 4 locomotives on the tracks, embark on projects such as new stations, double tracking projects and other grade improvements and separations to help make Metrolink a safer, more reliable transportation system.

While it is great to look back on all the accomplishments we have made over the past year, I welcome you to continue your journey with us to see where we are headed in 2018 and beyond.

## METRO OPENS NEW METRO BIKE HUB AT LAUS



In November, the Los Angeles County Metropolitan Authority (Metro) opened a new Metro Bike Hub at Los Angeles Union Station, which provides safe and secure parking for nearly 200 bikes.

Bike share programs and hubs are ways to solve the "first/last mile" issue, which is an obstacle to converting more people to become public transportation users. The first/last mile is referred to as the first and last mile of a person's trip to transportation, which may include biking, walking, driving or other modes, although actual distances may vary.

This new 3,000-square-foot facility will support a variety of bike-related services, including onsite staff, same-day repairs, accessory sales, bike rentals and bike-related clinics and classes for multi-modal transit riders.

Bike parking is available for registered users for \$5 weekly, \$12 monthly or \$60 yearly at LA Union Station, and there is no additional charge to bring bikes on any Metrolink train. Users can register online or learn more by visiting [metro.net/bikehub](http://metro.net/bikehub).

### UPCOMING HOLIDAY SERVICE UPDATES

PLEASE BE AWARE OF THE FOLLOWING HOLIDAY SCHEDULES:



#### CHRISTMAS DAY, MONDAY, DEC. 25, 2017:

Metrolink will operate a Sunday schedule. Regular weekday service will resume on Tuesday, Dec. 26.

#### NEW YEAR'S DAY, MONDAY, JAN. 1, 2018:

Metrolink will operate a Sunday schedule. Regular weekday service will resume on Tuesday, Jan. 2. Earlier trains to L. A. Union Station for the 2018 Rose Parade will be available on the Antelope Valley Line (train 258, normally 260) at 5:40 a.m., San Bernardino Line (train 349, normally 351) at 6:05 a.m. the 91/Perris Valley Line will have a special train (749X) to LAUS from Riverside – Downtown at 6 a.m. and a special train (750X) to Riverside – Downtown from LAUS at 1:30 pm.

#### MARTIN LUTHER KING JR. DAY, MONDAY, JAN. 15, 2018:

Metrolink will operate a Sunday schedule. Regular weekday service will resume on Tuesday, Jan. 16.

On holidays when Metrolink operates the same schedule it operates on Sundays, there is no service on the Ventura County, Riverside or the four stops on the 91/Perris Valley Line extension. Additionally, regular weekday fares will be required.

## ON THE COVER

## METROLINK'S 2017 IN REVIEW AND WHAT THE FUTURE HOLDS

2017 was an exciting year for Metrolink. Not only did the agency celebrate its 25th year of providing Southern California relief from traffic, but a number of changes, accomplishments and achievements occurred this year.

In 2017, the top two rider concerns were delays and communication to passengers.



For on-time performance, the new Tier 4 locomotives, which just recently entered into revenue service, are faster and more reliable, which relieve delays caused by mechanical issues of older locomotives, the continued rehabilitation of passenger cars will keep them operational and double tracking projects will enable trains to bypass interrupted tracks to help get our riders where they need to be when they need to be there.



Metrolink has recently made improvements to provide updates to riders as soon as possible. A new, customer-friendly website, real time train tracking and more social media alerts are helping riders know what is going on. A wide variety of communication devices including conductor announcements, social media pushes, seat drops, door drops, community meetings, email blasts and mailings are being used to help communicate to riders about service disruptions or changes and projects or events that may affect a rider or community member's life or commute.

## METROLINK IN 2017

### JANUARY

The City of Glendale added a new Quiet Zone after upgrading crossings which increased safety for pedestrians, drivers and train passengers and improved the quality of life for community members.

### FEBRUARY

Metrolink receives funding to host Auto Club 400 NASCAR Race, which will take hundreds of Southern California NASCAR fans to the race in Fontana in March.

### MARCH

Metrolink unveiled its new logo, which was inspired by the Tier 4 locomotives and represents the agency's commitment to safety, environmental sustainability and innovation. The icon also pays tribute to the past, its evolution and a bright future.

### MAY

Metrolink introduces new Bike/Surfboard Cars on every train. After receiving feedback from a young surfer, Metrolink took steps to modify its bike cars to be able to hold surfboards to help make Southern California beaches more accessible to people of all ages.

### JUNE

Metrolink began testing its Tier 4 locomotives system-wide.

### SUMMER

Summer sports return to Southern California. With the return of both the Angels Express trains and the Football Train, Metrolink played a vital role in getting Southern Californian's to their favorite pastimes.

### SEPTEMBER

Technological transformation! Metrolink began to embark on a new era with the debut of its brand new website, [metrolinktrains.com](http://metrolinktrains.com). The website was designed to be more user-friendly and provide the most sought out information where readers want it to be. In addition, real time train tracking information became available through the use of GPS technology. This new features on the website lets riders check where their train is and when they can expect it to arrive from their phone or computer – anywhere on the Metrolink system.

### OCTOBER

Metrolink celebrates 25 years in service. Metrolink honored the event with a recreation of the iconic banner breaking at Los Angeles Union Station and included special guests, such as the L.A. Mayor Eric Garcetti, past and present Board members, employees and riders.

### FALL

To help riders across the region learn about the Tier 4 locomotives, Metrolink launched the Tier 4 Clean Power Tour. This tour had five stops along the tour with aim to help bridge the community together and show how Metrolink is helping to improve lives, even if they aren't riders by helping to reduce pollution.

### WINTER

Metrolink celebrates the holidays with the return of special trains for the Festival of Lights at the Mission Inn Resort and Spa in Downtown Riverside. Now with more trains than ever, Metrolink is helping bring Southern Californian's holiday cheer.

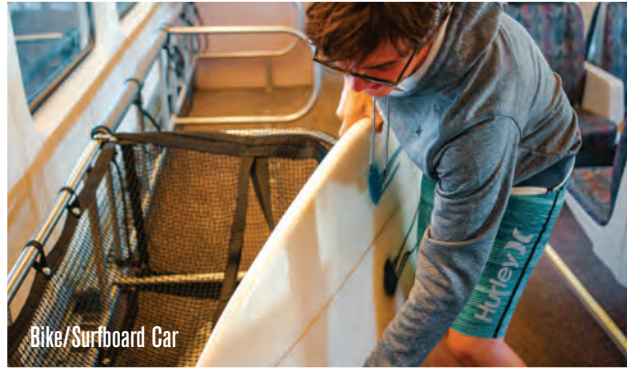
## METROLINK IN 2018

Metrolink is committed to becoming a safer, more reliable option for commuter year and year. In the next year, we expect to open a new station (Burbank Airport – North), embark on new double tracking and grade crossing improvement projects and other ways to improve the rider experience.

# 2017 | THE YEAR IN PICTURES



Festival of Lights, Riverside



Bike/Surfboard Car



Tier 4 Clean Power Tour

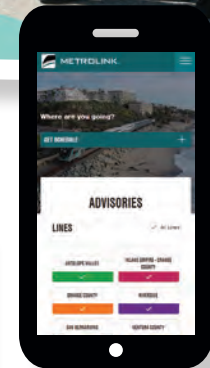


25th Anniversary Celebration



Tier 4 Locomotive

New Metrolinktrains.com Website



New Logo

## SB AND IE-OC LINE SERVICE TO SAN BERNARDINO—DOWNTOWN STATION BEGINS DECEMBER 16

Commuting to and from downtown San Bernardino is about to get even easier! Beginning Monday, December 18, 2017, Metrolink's San Bernardino and Inland Empire-Orange County lines will begin service to the San Bernardino - Downtown (San Bernardino Transit Center) Station. This station will connect riders to several Omnitrans local routes, the sbX Green Line and other neighboring transit agencies such as Pass Transit, Mountain Transit, Victor Valley Transit Authority and Riverside Transit Agency starting January 2018.

Currently, Metrolink services San Bernardino from the Santa Fe Depot. With the completion of the extension project, the Metrolink San Bernardino and Inland Empire-Orange County lines will now extend service from the Santa Fe Depot one mile further east to Downtown San Bernardino. The new station stop is located at 599 W. Rialto Ave. For more information about this station, visit [metrolinktrains.com/SBD](http://metrolinktrains.com/SBD).





## METROLINK GUEST FEATURE

## THE BEST KIND OF TRAINING BY CARON TATE

Mature students in the USC Master of Professional Writing Program; Sharon Sim and Alexandra D'Italia, later joined by Trisha Chambers and this writer (Caron Tate); found they needed a new kind of training. They didn't always fit in with "kids" fresh out of undergrad. The days of clubs and keggers were long past, but the desire for community and peer support was as strong as ever. Thus the MPW Second Act Club (SAC) was created to unify members and help enhance their writing careers.

After graduation, the SAC continued, and Writers Unblocked became a component, meeting Sundays at homes and cafes. When member Glen Golightly suggested we take advantage of Metrolink's weekend \$10 fare, writing while riding to a destination city, we were all for it.

So, on Sunday Sept. 27, 2017, eight of us, (seven at Union Station, one at Fullerton) boarded Metrolink 662 for San Juan Capistrano. We found comfy, spacious seating with great views and wrote from train-related prompts. The easy, swaying movement down the tracks induced calm and creativity. Our final pieces ranged from prose poetry to fiction and even a theater piece.

On arrival, we walked to the Sundried Tomato Restaurant, where we happily got our brunch on. When our adventure ended that afternoon in LA, everyone agreed: we absolutely have to do it again.

We mature students have learned a lot in life and school, but that Sunday, we learned there are different kinds of training, and writing the rails with friends may be one of the best.

## PREPARE FOR BAD WEATHER THE METROLINK WAY

**S**outhern California is known for its year-round sunshine and great weather, but Southern Californians know darker weather can appear seemingly out of nowhere. This can include thunderstorms, including damaging winds, large hail, flash flooding, and winter storms that include freezing rain, sleet, snow and strong winds.

Metrolink Maintenance of way crews are equipped and prepared for various conditions ranging from high winds to floods. Emergency response crews are available whenever a situation arises where tracks or trains may be affected, strategically placed stockpiles of equipment are throughout the entire system for fast response times and riprap is used and replaced to help prevent flooding at low points along the system.

Metrolink also reminds riders to be prepared and remember safety tips to stay safe in winter months:

- Allow plenty of time to meet your train. When driving to the train station, exercise special caution on the wet roads and allow a few extra minutes to arrive early
- Always be aware of fellow commuters walking to and from their vehicles on the surrounding roads and in the parking lots

- Use your mobile device to track train service and any status updates. Get Metrolink's real-time information through our Train Tracker, Twitter and Facebook accounts
- Use caution when stepping on a train. Water dripping from clothes and umbrellas may make station platforms and train floors wet; store wet umbrellas in a bag to avoid drips
- Always hold the handrail. Use caution and avoid looking down at hand held devices when climbing or descending stairs.

Metrolink staff is always on the lookout for safety issues, but if you spot a weather-related safety issue, such as flooding, a slip hazard or a downed power line or tree, at a station, please contact us at (800) 371-5465. If you notice a safety issue on board the train, notify the train conductor.



## DISCOVER THE HOLIDAYS IN SOUTHERN CALIFORNIA ON METROLINK

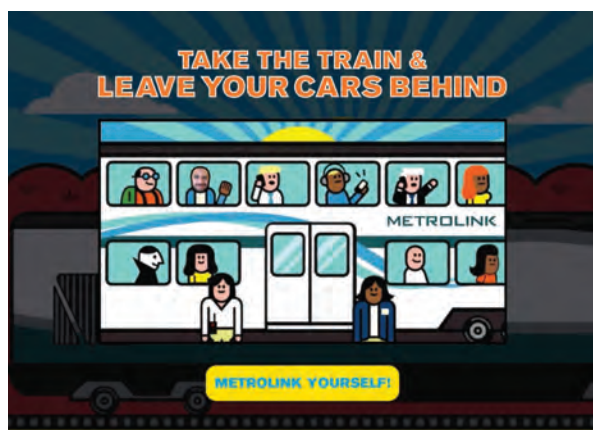
Take your out-of-town guests, family and friends on a Metrolink train this holiday season and explore the best of Southern California while saving money and avoiding traffic.

From beaches to Disneyland, ice skating in downtown Los Angeles to tracking stars on the Hollywood Walk of Fame, or enjoying the Festival of Lights in Riverside and the San Bernardino History & Railroad Museum, Metrolink is a vehicle of discovery.

Many of the most popular venues, such as the beaches in San Clemente and Oceanside, Mission San Juan Capistrano, Old Towne Orange, or Olvera Street in downtown Los Angeles are an easy walk from the Metrolink stations.

Metrolink riders also can transfer free to many local bus and rail operators, such as Metro, that serve world famous museums in Exposition Park, shopping in Old Pasadena, as well as Santa Monica and its popular beaches and pier.

### GET INTERACTIVE ON METROLINK.ME!



Metrolink launched a new microsite with a video feature that allows users to upload a picture of themselves to an animated Metrolink train. Simply upload your favorite photo and place it on one of the character's faces on the train! You can also create your own avatar using the site's avatar creator feature.

You can download your personal short film and avatar to share on Facebook, Twitter and Instagram. To try it out, visit [metrolink.me](http://metrolink.me).

### USE METROLINK TO SEE THE HOLIDAY CHEER AT THE FESTIVAL OF LIGHTS IN RIVERSIDE



Metrolink is running special train service to the Festival of Lights event at Riverside's Mission Inn Hotel and Spa from train stops throughout Los Angeles, Orange

and Riverside counties. This year, Metrolink has more trains than ever before to get you to the holiday fun!

The Festival of Lights includes more than 400 animated figures including angels, elves and Dickens carolers, appearances by Santa Claus, the world's largest man-made mistletoe, horse-drawn carriage rides, elaborately decorated Christmas trees in the lobby and throughout the hotel and delectable holiday confections.

Trains run November 24 and 25 and December 1, 2, 8, 9, 15 and 16 for only \$7 round trip for adults/seniors and free for those ages 18 and under. For more information, please visit [metrolinktrains.com/fol](http://metrolinktrains.com/fol).

### PERSHING SQUARE HOLIDAY ICE RINK CELEBRATES 20 YEARS



The Bai Holiday Ice Rink Pershing Square, is returning to Downtown Los Angeles! The beloved recreational landmark will kick-off its 20th anniversary season with a festive series of free community and special events. Welcoming more than 54,000 skaters and 450,000 spectators annually, the city's largest outdoor ice rink fosters community while embracing winter fitness and fun.

**Thursday, Nov. 16, 2017 – Monday, Jan. 15, 2018**

**Pershing Square, Downtown Los Angeles  
532 S Olive St.  
Los Angeles, CA 90013**

Tickets can be bought at the ice rink ticket window or online, and for more information, such as hours, prices and special events, visit [holidayicerinkdowntownla.com](http://holidayicerinkdowntownla.com).