

METROLINK **Matters** News & Events

SPRING INTO A GREENER COMMUTE



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A WORD FROM THE CEO

STEPHANIE N. WIGGINS | CHIEF EXECUTIVE OFFICER | METROLINK

Dear Riders,

I wanted to take the time to introduce myself. I joined Metrolink as CEO on January 2. I shared with the Metrolink Board of Directors and employees my vision for Metrolink's success and it starts and ends with you – our valued customer. My customer-first vision relies on a three pronged approach to improving your experience on our system.

First and foremost, safety and security. We are already a leader in safety innovations such a Positive Train Control and we will continue to seek out ways we can operate the safest rail system in the world while sharing our knowledge, training and expertise to help other rail operators as well. We've also recently added the ability for you to text about any security concerns you see while riding on our trains and use cameras to monitor our system.

Next, an integrated system. We will create stronger relationships between our public transit agencies in the region to provide seamless connectivity to riders while increasing the capacity of our system.

We will work to assess all elements of the customer journey to make taking public transit easier than driving.

Finally, we are modernizing our business practices.

We will transform the inner workings of our agency so that we can be successful. Being successful and efficient behind the scenes will transfer to the way we operate and how customers have an even better experience with Metrolink. This will also include the addition of Wi-Fi on trains, a revamped website and new Ticket Vending Machines.

I thank you for your loyal ridership and cannot wait for you to experience a new Metrolink that has you at the center of all we do.



METROLINK SCHEDULE CHANGE AND NEW FRIDAY NIGHT SERVICE ON SAN BERNARDINO LINE STARTS APRIL 8

On Monday, April 8, Metrolink will implement its spring schedule, which will include new late-night Friday night round-trip service on the San Bernardino Line.

This new service will provide late-night trains on Friday nights to and from L.A. Union Station. Train 339 will depart San Bernardino – Downtown at 9:30 p.m., making all stops on the line, arriving at LAUS at 11:12 p.m. Train 338 will depart LAUS at 11:30 p.m. and arrive back at San Bernardino – Downtown at 1:12 a.m. This service will mirror the Saturday night trains on the SB Line and allow riders the opportunity to explore many of the great activities the region has to offer.

With this change, there will be minor adjustments to five other San Bernardino Line trains of less than five minutes.

There are also adjustments to three Amtrak Pacific Surfliner trains between Oceanside and Los Angeles to improve on-time performance.

Funding for the new Friday late-night train service is provided by the Los Angeles Metropolitan Transportation Authority (Metro) and the San Bernardino County Transportation Authority (SBCTA).

Pick up a new Timetable at any station or go to metrolinktrains.com/schedules.

CELEBRATE EARTH DAY WITH A FREE RIDE AND MAKE A YEAR-ROUND COMMITMENT TO SUSTAINABILITY



Bring a friend or family member on Earth Day to see how easy it is being green

Metrolink's Board of Directors recently voted to celebrate Earth Day by offering free train rides for all riders in support of Earth Day on Monday, April 22, 2019 to encourage Southern Californians to leave their cars at home and minimize their environment impact. Taking the train is one of the easiest ways to make a positive impact on the environment. Riders will not only get a free ride on Earth Day, but by downloading the Metrolink App, riders can receive a second free ride to use any time.

For nearly five decades, April 22 has been observed as Earth Day and is celebrated by billions of people in more than 193 countries worldwide. Earth Day is an international recognition to demonstrate support for environmental protection while advocating changes in human behavior to make the world greener and more sustainable. If 1,000 people gave up their cars and rode Metrolink on Earth Day, they would reduce greenhouse gas emissions by 23,472 pounds, which is the equivalent of the carbon sequestered by a 12-acre forest, the size of 10 football fields.

Creating a more sustainable future goes further than offering free rides as an incentive one day a year. Metrolink values the role it plays in creating a more sustainable future year-round.

In addition to taking cars off of roads, Metrolink invests in a cleaner future by providing facilities and trains that support bike usage, offering electric vehicle recharging stations at 17 Metrolink stations, solar-paneled parking structures and greener buildings, such as the LEED Silver Certified Dispatch and Operations Center. Additionally, Metrolink participates in a Fuel Conservation Program to prevent excessive idling during train maintenance to help reduce fuel use and emissions, uses electric forklifts and rail car movers to perform actions that would normally require diesel fuel and follows a Plug-In Program where rail cars use electricity for their daily service as opposed to locomotive power.



By the numbers:

- 8.8 million: Miles eliminated annually by passenger vehicles
- 8.7 million: Weekday automobile trips removed each year
- 853,000: Gallons of fuel reduced per year with the Fuel Conservation Program
- 120,000: Metric tons of GHG reduced annually
- 22,000: Bikes carried on trains each month
- 8: Percentage of fuel saved with Tier 4 locomotives
- 2: Freeway lanes worth of capacity freed up on adjacent freeways during peak commute times

CONDUCTOR'S CORNER: CONDUCTOR RICHARD EDWARD MORENO



"I am submitting this feedback in acknowledgment of Richard Edward Moreno, who has served as train conductor for the last 7 years. As a conductor, Richard is a complete professional, and as a human being, I know no one who is kinder than him. Richard's extraordinary ability to get along with people from all walks of life is perhaps what makes his train one of the most popular ones on Metrolink.

In his time with Amtrak, as a passenger, I have observed that Richard always works well with other train personnel to maintain order on the train during train routes, and always creates a very pleasant atmosphere for passengers on our commute to work. As a regular train commuter for the last 10 years, I have had the opportunity to meet a number of conductors, and I have never met someone who is as passionate about their work as Richard.

The Conductor is a vital role when operating trains. They are in charge of the train's safe operation, check tickets, answer questions and ensure federal rules and regulations are followed and most importantly, the safety of passengers. Please let us know about your favorite conductor at metrolinktrains.com/contact. This month's honoree is Conductor Richard Edward Moreno. A rider sent in the following feedback on Mr. Moreno:

Richard is appreciated for the job he does and the way he does it. I believe many passengers would be in agreement with me in acknowledgment of Richard's excellent work ethic, and for this, Richard deserves all of the recognition he can get."

Remember to share your favorite stories about a Metrolink employee for a chance to be featured in an upcoming issue or the Metrolink Matters Blog!

ANGELS FANS REJOICE! THE ANGELS EXPRESS TRAINS RETURN FOR 2019 SEASON

The Angels Express train service has returned for the 2019 baseball season! Trade in the stress of traffic and parking for a peaceful discounted ticket with fellow Angels fans for every Friday night home game this season.

The round-trip trains travel to every 7:07 p.m. Friday game from Perris – South, Oceanside and Los Angeles for just \$7 for adults, \$6 for Senior/Disabled/Medicare, \$4 for youth (ages 6 to 18) and free for children 5 and under.

Don't worry about heading out early during the 7th inning stretch as trains depart home 30 minutes after the end of the game (or 11:30 p.m. if extra innings occur– whichever is earlier).

Funding for these special trains is courtesy of the Orange County Transportation Authority, LA Metro and the Riverside County Transportation Commission.

Get all the details for this homerun service at metrolinktrains.com/AngelsExpress.



GET FRESH AIR, STAY HEALTHY AND HAVE FUN DURING NATIONAL BIKE MONTH

National Bike Month takes place every year during the month of May and is a great time to use bikes as a first/last mile connection that gets people outside of their cars, is good for the environment and helps add a little extra exercise to a daily routine.

Metrolink is excited to participate in Bike Month with special events and a Twitter party that will include giveaways, all to celebrate the two-wheeler. Each Metrolink train car can accommodate bikes so riders won't have to worry about filled racks or reservations.

Bike Month doesn't have to end in May because in Southern California it is always bike season. Plus, many bike trails are located just a short pedal away from Metrolink stations including the Santa Ana River Trail in Orange and Riverside counties, the Pacific Electric Trail in San Bernardino County, the Santa Clara River Trail in Los Angeles County and the Simi Valley Arroyo Bike Path in Ventura County.



BIKE GUIDELINES

- Bikes must be safely secured within the bike storage area
- Bikes must never block aisles or doors
- Bicyclists must follow the conductor's instructions to relocate or board an alternative car due to overcrowding and/or if space is needed for a passenger in a wheelchair
- Only single-rider bikes are allowed
- Battery-powered scooters and wheelchairs are permitted
- Folding bikes are allowed on the train and must be stored in the bike storage area

NOT ALLOWED:

- Gas-powered vehicles
- Mopeds, motor, tandem and three-wheeled bikes
- Segways (except when used as a mobility device for a passenger with a disability)
- Riding bikes onboard the train or on the station platform

VIOLATING THE BIKE RULES MAY RESULT IN REMOVAL FROM THE TRAIN.

SEE FIDDLER ON THE ROOF AT THE HOLLYWOOD PANTAGES FROM APRIL 16 TO MAY 5!

A beloved theatrical classic from Tony Award-winner Joseph Stein, and Pulitzer Prize-winners Jerry Bock and Sheldon Harnick, *Fiddler on the Roof* is directed by Tony Award-winner Bartlett Sher (*South Pacific*, *The King and I*); choreographed by the acclaimed Israeli choreographer Hofesh Shechter; inspired by the original choreography of Jerome Robbins; and has musical direction by Ted Sperling.

Fiddler on the Roof is the heartwarming story of fathers and daughters, husbands and wives, and life, love and laughter. This classic musical is rich with Broadway hits, including "To Life (L'Chaim!)," "If I Were A Rich Man," "Sunrise Sunset," "Matchmaker, Matchmaker" and "Tradition." Take Metrolink to L.A. Union Station and transfer for free to the Metro Red Line. Exit at the Hollywood/Vine stop.



Check returning train times at metrolinktrains.com/schedules.

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