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A WORD FROM THE CEO

STEPHANIE N. WIGGINS | CHIEF EXECUTIVE OFFICER | METROLINK

Dear Riders,

It's been more than six months since I began as CEO at Metrolink and every day I am impressed with the dedication and passion I see from our staff.

When I first joined the Metrolink team, I shared my customer-focused vision for the agency. Every one of our departments need to be on top of their game in order to deliver on this vision allowing us to "Create Value, Exceed Expectations." This requires precise and proactive collaboration among every department to ensure our equipment is functioning properly, we are meeting the scheduled train times we have promised riders and the technology we rely on for a safe system is up-to-date.

One team, however, plays a major role in achieving on-time performance that keeps our trains on schedule. In fact, without them the trains wouldn't move at all! The Dispatching Services team keeps our trains moving smoothly and they stay

ready to make adjustments to ensure we are running a safe operation in case of any disruptions. The dispatchers have one of the most important roles in the railroad industry and I am grateful for their dedication to keep Southern California moving. In this month's Metrolink Matters, you'll learn more about what our dispatchers do each day.

In the coming months, I look forward to telling you more about the important roles each of our teams plays in making your trip as safe, reliable and as enjoyable as possible.

See you on the trains,

TAKE THE KIDS TO THE BALLGAME ON THE ANGELS EXPRESS FOR FREE!



Don't miss out on the chance to experience America's pastime in person this season. Bring the whole family along because kids ride the Angels Express FREE for the month of August! Save time and money by using Metrolink's Angels Express trains.

For all Angels weekday home games that start at 7:07 p.m., Metrolink has special service from Oceanside to Angel Stadium. On Friday nights, the service expands with trains from Los Angeles and Riverside counties. Round-trip tickets for Angels Express are just \$7 for adults, \$6 for seniors/disabled and FREE for children ages 18 and under (limit three kids per adult). There's no better way to beat the heat and start rooting for the Halos by enjoying a stress-free ride!

Train tickets are available on the day of the game through the Metrolink mobile app and at station ticket vending machines, plus, when you take Angels Express, you can get 50% off the purchase of tickets for select games. For more details, visit metrolinktrains.com/AngelsExpress.



SAY FAREWELL TO SUMMER WITH \$10 FARES ON LABOR DAY

Labor Day is Monday, Sept. 2, and Metrolink is offering \$10 tickets across the system. It's your chance to say farewell to summer by exploring SoCal.

Take advantage of the holiday by riding Metrolink to the San Clemente or Oceanside beaches, the LA County Fair in Pomona or just take the day to explore somewhere new.

On Labor Day, Metrolink will operate a Sunday/Holiday schedule. Please remember, no service will be available on the Ventura County or Riverside lines, nor to the four stops on the Perris Valley Line extension. Be sure to check out the full schedule at metrolinktrains.com/LaborDay.

A CLOSER LOOK: DISPATCHING

The train dispatcher has been an integral part of railroading since the mid-19th century and without them, even with today's high tech signaling systems like Positive Train Control, trains could not safely and efficiently operate.

"Our dispatchers have a lot of responsibility when it comes to the railroad," said Sergio Marquez, Director, Dispatching Services. "Dispatchers are responsible for the safe and efficient movement of trains on Metrolink dispatched territory. They are also responsible for providing protection for our maintenance personnel when they perform scheduled and unscheduled tasks on or near our tracks."



It takes almost six months of training to become a dispatcher, which includes classroom instruction, practical application by learning about the territory they'd cover and on-the-job training. The rules and vocabulary are complex while the job stress is intense. Good dispatchers are exceptional multitaskers who can remain calm and focused – even pleasant – under extreme pressure.

In the unfortunate event of an emergency on the tracks, dispatchers need to do what they do under normal circumstances every day: keep people safe. A quick-thinking dispatcher needs to adapt to changing circumstances and coordinate all the people and parts to keep the system running smoothly and safely.

Dispatchers can be compared to air traffic controllers. Both monitor and track the movements of trains or planes in real time to make sure they travel safely. Like air traffic controllers, dispatchers are on the clock 24 hours a day, seven days a week, 365 days a year.

Metrolink has 21 dispatchers ranging from six months to 16 years of service who are committed to getting you where you need to go every day.



COMING INTO FOCUS - A NEW REMINDER ABOUT SAFETY

Metrolink has designed a new polo shirt for Amtrak crew members to wear that brings awareness to three areas of focus when it comes to safely operating a train.

The polos have symbols highlighting the areas of focus: signals, switches and derails (pictured right). By focusing on these areas, crew members will ensure they are operating the train correctly to prevent any incidents, such as a derailment.

If you see a conductor or engineer wearing the new polo, feel free to ask more about what each symbol means and why it is important for the safe operation of your train.



A COMMITMENT TO KINDNESS MAKES METROLINK CONDUCTOR TIMM MCDERMOTT ONE OF A KIND

For Everyday Hero Timm McDermott, Kindness Goes Along With the Territory



Most evenings, Metrolink commuters on board the Antelope Valley Line can relax to the sight of a glorious mountain sunset on an enjoyable ride home.

However, on the evening of May 28, the usual tranquility was replaced by tension and alarm. Unlike normal evenings, the train was slowing down, crawling toward a tunnel it would normally speed through, then came the announcement. Passengers noticed the train slowly decreasing speed, while on their normal route through a tunnel.

“Ladies and gentlemen, we will be stopping to check something outside the train and will be returning to our

normal schedule shortly. Apologies for the delay,” said conductor Timm McDermott through the train’s speaker system.

The train came to a complete stop. There, on the tracks, was a man dressed in dark clothing sobbing, talking out loud. Timm knew that something needed to be done fast and that the man needed help. Concerned passengers watched as he exited the train to assist the person.

“We just witnessed a hero in action. [Timm] was able to safely remove a gentleman off the tracks in the tunnel,” said an AV Line rider. A hero indeed. But to Timm, being a hero never crossed his mind while helping the man to safety. It was just another “day at the office,” a part of his job description.

Metrolink Matters (MM): What crossed your mind while saving the person?

Timm McDermott (TM): I wasn’t thinking about saving him, I was thinking about getting him to safety. I wanted him to be OK. My train engineer, Steve Hyman and I

received a call from dispatch about a person on the tracks. We thought it would be best to stop the train and assist the gentleman. Once the train stopped, I made sure I followed safety protocol. It took me about three to four minutes to help him to safety and eventually into the custody of the sheriff’s department.

MM: Some call you a hero for saving the person on the tracks. What are your thoughts?

TM: A hero... no, ridiculous. To me, it’s just kindness, kindness toward other people.

MM: You’re described as being kind and polite by passengers. Do you believe these characteristics assisted you while saving the individual?

TM: My mantra is, kindness is first, kindness is free, you can give it away. Sometimes you get it back and sometimes you don’t. Don’t let it change you. Along with other safety measures, my approach to helping this guy was to smile him off the tracks. Thankfully, it worked.

MM: What advice can you give to conductors when responding to an emergency?

TM: Think slowly and be calm. Be aware of the situation and know what’s going on. Prioritize your time and know exactly where you are to let Dispatch know what’s going on.

More About Timm

Before joining Metrolink in 2015, Timm served in the Army for six years. He was born in Fort Benning, GA and raised in Columbus, GA, giving him a Southern flair that people onboard the AV Line have come to love.

From Metrolink and our riders everywhere, thank you, Timm, for your kindness to our riders and for your selfless act of safety.

Share with us your positive experiences with a conductor! Simply tell us on our social media accounts @metrolink on Facebook, Twitter and Instagram or online at metrolinktrains.com/contact.

A NEW WAY TO CONTACT METROLINK ABOUT SAFETY

Metrolink riders can now share non-emergency safety and security concerns by calling or texting **(866) 640-5190**.

The calls and text messages go directly to Metrolink’s Security Operations Center. The system is available for any concerns on trains, platforms or in parking lots 24 hours a day, seven days a week.

This new feature makes it easier for riders to share concerns, especially if they feel uncomfortable speaking on the phone or can’t find a conductor, security guard or law enforcement personnel. Reasons to text include suspicious persons, objects or activities, people or objects on railroad tracks, or any other cause for concern. To report an immediate threat or emergency, please call 911.

This new feature is another way to help remind riders that if they “see something, say something.”

CONTACT US

FOR GENERAL CUSTOMER SERVICE CONCERNS CALL OR TEXT (800) 371-5465

IF YOU NEED TO REPORT A NON-EMERGENCY SAFETY CONCERN, CALL OR TEXT (866) 640-5190

IF YOU NEED TO REPORT AN EMERGENCY DIAL 911 OR CONTACT YOUR CONDUCTOR

metrolinktrains.com/safety