

# Metrolink Matters

## ♥ NEWS & EVENTS ♥

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### Ride the Rails to Romance



### A HEALTHY HEART IS A HAPPY HEART



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*CEO Stephanie N. Wiggins*

# A WORD FROM THE CEO

STEPHANIE N. WIGGINS  
CHIEF EXECUTIVE OFFICER | METROLINK  
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Greetings, riders!

This month is all about Matters of the Heart. The American Heart Association's (AHA) Heart Month is in February. The unofficial day of hearts, Valentine's Day, is also in February. And Metrolink celebrates Customer Appreciation Day on February 14, because we heart our riders.

Last year, as a part of our Metrolink Cares initiative, we formed a partnership with the AHA – and I was honored to join the Los Angeles Chapter's Board of Directors because I am very committed to advancing healthy life choices. The Metrolink team participated in three heart walks last year. This year,

I'll be wearing my brightest red on February 7 in support of AHA's National Wear Red Day to bring awareness to heart disease and strokes, which take 500,000 lives a year. Our team will also be participating in more AHA Heart Walks across Southern California.

February 14 is all about you. We want you to come on board our train. Take a seat. Lean your head back on the head rest. Take a deep breath. Feels good to skip traffic, right? Sure it does. It feels good to know that because you're not driving, you're reducing congestion and emissions, huh? That's right, you're making a choice that benefits you, as well as your fellow Southern Californians. We appreciate you for that. And this month we have some surprises in store for you. Plus, on page 3 we give you options for places Metrolink can take you to celebrate Valentine's Day.

I know you choose to ride Metrolink, and I am committed to showing my appreciation by keeping you first in all that we do. We've already extended and expanded our Wi-Fi Pilot giving more riders the option to connect for free. We're going to begin providing Saturday Service on the Ventura County Line in April. We are also going to replace our ticket vending machines with new ones starting this month. These vending machines will be more reliable and save you time if you choose to purchase tickets using the machines. 2020 is going to be a great year, because it's going to be all about you. Thank you for continuing to ride with us.

Love ♥,

## ♥ SAVE A LIFE – LEARN HOW TO USE A DEFIBRILLATOR ♥

Last year on February 15, Metrolink joined the American Red Cross (ARC) to announce that all our trains are equipped with life-saving Automated External Defibrillators (AEDs) ahead of a statewide mandate. An AED is a portable electronic device that automatically diagnoses life-threatening heart issues and treats them through the application of electricity to re-establish an effective rhythm.

In honor of National Heart Month, ARC provides these tips to use AEDs in the event you see someone on the train suffering symptoms of heart attack:



- 1 **ESTABLISH** that the individual isn't breathing. Have someone call 911.
- 2 **TURN ON** the AED and follow the prompts.
- 3 **OPEN** the person's shirt and wipe their chest, removing any medication patches.
- 4 **ATTACH** the AED pads. If necessary, plug in the connector.
- 5 **SHOUT** "Stand clear." NO ONE should be touching the individual.
- 6 **PUSH** the "analyze" button.
- 7 If the AED recommends a shock, make sure that no one is touching the person. **PUSH** the button.
- 8 After delivering the shock, **BEGIN CPR**. If no shock is advised, begin CPR. **PERFORM** 2 minutes of CPR and continue to follow the AED's prompts. **MONITOR** breathing for any changes in condition until paramedics arrive.

To view helpful videos on AED training or providing hands-free CPR, please visit ARC's YouTube page at: [YouTube.com/AmRedCross](https://www.youtube.com/AmRedCross).

Thank you for riding with Metrolink and saving lives.

## RIDE THE RAILS TO ROMANCE

This Valentine's Day Metrolink invites everyone to ride the train to romantic destinations and fun events around the area. To help you win the heart of that special someone, we've pulled together some events that can be attended by train, but first a little history about this lovely day.

It all began around 500 A.D.. Historians believe it started in ancient Rome as a pagan festival. Around the 12th century, people were unaware that the function of the heart was to circulate blood inside the body. They did understand that the heart began to beat faster when a person was upset or excited, so it's then that the heart was linked to emotions and feelings. Poets also highlighted the role of the heart in feelings of love and romance further making the connection between heart and love in the minds of people. Even though we now know that emotions come from the brain, the heart remains a powerful symbol of love and Valentine's Day.<sup>1</sup>

According to History.com, the oldest record of a valentine being sent, was a poem written by a French medieval duke named Charles to his wife in 1415. Charles wrote a sweet note to his lover while he was imprisoned in the Tower of London at just 21 years old.

Today people exchange love notes, gifts, flowers, chocolates and plan romantic dates and getaways to make each other feel special. This year, Valentine's Day is on a Friday, but you can celebrate your main squeeze all weekend. Here are a few ideas for how to spend your Valentine's Day around Southern California.



### ♥ TAKE A GONDOLA RIDE

What could be more romantic than sitting together in a gondola as you cruise a scenic waterway? Visit Long Beach and other areas throughout the month.

[www.gondolagetawayinc.com](http://www.gondola getawayinc.com)

Take Metrolink to Los Angeles Union Station. Then transfer to the Metro Purple or Red line to 7th Street/Metro Center and board the Metro A Line (Blue) to Downtown Long Beach. Then take a short walk, bus or cab from there to the beach.

### ♥ ROMANTIC MOVIE DANCES *February 1-16*

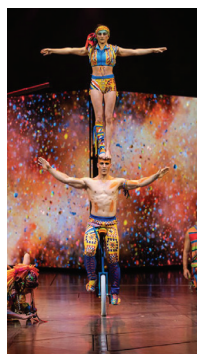
Watch "the most romantic moments in American cinema come to life" with short comic dialogue followed by recreations of dances from four iconic films during **Astaire Dances** at Metropolis Los Angeles. Elegant attire encouraged.

[www.acbdances.com/season-ix-astaire](http://www.acbdances.com/season-ix-astaire)

Take Metrolink to Union Station then take Metro Purple or Red lines to the 7th Street/Metro Center stop.

### ♥ CIRQUE DU SOLEIL *February 1-April 12*

Volta, a spellbinding story about the freedom to choose and the thrill of blazing your own trail.



[www.cirquedusoleil.com/volta](http://www.cirquedusoleil.com/volta)

Take Metrolink to Union Station and then take the Downtown Dash bus to Dodger Stadium (Feb. 1 – Mar. 8) or Take Metrolink's Orange County or Inland Empire-Orange County Line to the Santa Ana Station. Take a quick ten-minute cab, Uber or Lyft to OC Fair & Event Center. You can also get off at the Fullerton Station, where there is a bus connection that will take a 47 minute ride to your destination. (Mar. 18 – Apr. 19).

### ♥ R & B CONCERT *February 14*

Legend Charlie Wilson performs with special guests Stephanie Mills & Con Funk Shun at Microsoft Theater.

[www.microsofttheater.com/events/detail/charliwilson21420](http://www.microsofttheater.com/events/detail/charliwilson21420)

Take Metrolink to Union Station. Transfer to Metro Purple or Red lines to 7th Street/Metro Center stop.

### FOR A ROMANTIC DINNER AND A TRAIN RIDE:

#### ♥ LE RENDEZ-VOUS CAFE IN COLTON

French/Creole cuisine, vegan/gluten-free friendly.

[www.lerendezvousrestaurant.com](http://www.lerendezvousrestaurant.com)

Take the San Bernardino Line to San Bernardino - Downtown station where you can take a bus, cab or short walk from train. **(20% off Saturday or Sunday Brunch if you show your Metrolink Pass)**

#### ♥ MARIO'S PLACE IN RIVERSIDE

This Italian favorite offers a special annual Valentine's menu.



[www.mariosplace.com](http://www.mariosplace.com)

Metrolink Riverside, 91/Perris Valley or IEOC lines to Riverside-Downtown Metrolink Station. Then take a short walk to the restaurant.

#### ♥ BARTON'S STEAK AND SEAFOOD IN SIMI VALLEY

Classy steakhouse with warm decor.

[www.bartonssteakandseafood.com](http://www.bartonssteakandseafood.com)

Take Metrolink's Ventura County Line to Simi Valley Station, then take the Simi Valley Transit A (Blue Line) Westbound.

Information for this article was sourced from:

<sup>1</sup>[Stvalentinesday.org](http://Stvalentinesday.org). Events were culled from [events12.com](http://events12.com).



# CONDUCTOR'S CORNER

Interview with Conductor Eddie Ramos



Safe. Reliable. That's what Metrolink riders can expect when they ride the friendly rails on one of Conductor Eddie Ramos' trains.

Ramos, who has been a conductor for over fourteen years, has been commended by many riders for his efforts to keep the train on track. "Eddie is awesome! Excellent customer service, always gets us going on time. It's a pleasure to see him every day!" He is a rider favorite for his warm smile, positive attitude and family-oriented demeanor.

## More about Conductor Ramos

**Metrolink Matters (MM):** Conductor Ramos, many riders have commended you on getting them to their destinations on time. What practices do you have to keep the train on schedule?

**Eddie Ramos (ER):** I like to do everything the safe way. On-time performance is linked to safety and safety is first. I always try to make oncoming station announcements so that riders are prepared for their stop, making it as quick and safe as possible.

**MM:** I've heard that your commitment to customer service doesn't stop when the rider steps off your train. Rumor is that you have chased after riders who left their belongings on the train. What makes you, literally, take those extra steps to take care of our riders?

**ER:** It feels great to return lost items to passengers. I take the extra step because riders are like family. If someone leaves a possession behind we take care of our own by attempting to return it as soon as possible.

**MM:** Riders feel that you really take care of them. With up to 700 people on a train, how can you connect with each rider?

**ER:** I try my best to be friendly, smile, keep them happy and get them to their destination on time because I know time is valuable. Riders are here for a purpose, to get to and from point A to point B safely.

## NOMINATE YOUR FAVORITE CONDUCTOR

Do you want us to feature your favorite conductor? Share your experiences at [metrolinktrains.com/contact](http://metrolinktrains.com/contact), or on Facebook or Twitter, and tag us @Metrolink.

## ELECTION DAY IS MARCH 3

March 3 is election day in Southern California, and each county offers different options, including early voting that starts as early as February! So go to your county's website to make your voting plan now!



**Los Angeles County:** [lavote.net](http://lavote.net)

**Orange County:** [ocvote.com](http://ocvote.com)

**Riverside County:** [voteinfo.net](http://voteinfo.net)

**San Bernardino County:**  
[sbcountyelections.com](http://sbcountyelections.com)

**Ventura County:**  
[recorder.countyofventura.org/elections](http://recorder.countyofventura.org/elections)

Thanks for voting!



## ♥ AHA MOMENT ♥



## A Healthy Heart is a Happy Heart

As we celebrate hearts beating a little faster for a loved one this month, Metrolink, in partnership with The AHA, reminds everyone that good heart health is important to reducing heart disease and stroke.

The AHA recommends 30 minutes of exercise on most days of the week as regular exercise can lower the risk for high blood pressure, high cholesterol, and diabetes. A walk with a loved one or a dog is a great way to start, even walking to your local Metrolink train station can get your heart pumping! Decreasing stress is also important; yoga, meditation and journaling can help you find peace and balance. Adding heart healthy foods, such as whole grains, lean meats, and healthy fats to the diet, and drinking alcohol in moderation, particularly antioxidant rich red wine, can all promote better heart health.

To remind others to celebrate and take care of their hearts we invite everyone to wear red on February 7, "Wear Red Day." Making a few healthy lifestyle changes can keep the heart pumping for good health and for the ones you love. For more information visit: [metrolinktrains.com](http://metrolinktrains.com) and [heart.org](http://heart.org).



American Heart Association.

Heart and Stroke Walk™

