



Metrolink Rolls Out New Fares and Fare Policy

A 4 percent increase in Metrolink fares will take effect July 1, 2004. (The Southern California Regional Rail Authority [SCRRA] Board of Directors approved the across-the-board fare increase on April 23.) This increase in fares will help offset big jumps in operational costs such as insurance and fuel—both necessary components to operating Metrolink service.

Metrolink's board of directors also voted to restructure the method we use to calculate fares in the future. Our current zone system will be changed to an actual mileage system. This new, fairer fare program will be calculated on the basis of the driving miles between stations. Fare increases are strictly limited to hold down the potential impact in any given year. Fare calculation changes will go into effect by July 2005.

A Fare Question

Question: I ride Metrolink just about every day but my ticket only gets checked a few times a month. Are tickets being checked often enough?

Answer: Metrolink operates using what is known as a barrier-free honor system. We do not collect fares from passengers onboard trains and we do not have a turnstile or gate in which passengers place fares before entering a station. We only require passengers to have the proper tickets when they ride our trains and to be prepared to have their tickets inspected at any time.

We have three groups of contract employees that ensure our passengers have the proper tickets.

Our train conductors are required to check a certain percentage of passengers on every train. They are authorized to issue a citation to anyone who is not riding with the proper ticket. They also have the authority to issue verbal warnings and written warnings, depending on the specific situation.

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Inside



Metrolink and Los Angeles County EZ Transit Pass

The Los Angeles County transit operators have established a monthly-pass program that gives EZ Transit Pass holders unlimited local transfers onto most of the county and municipal transit operators at no additional charge. Metrolink is now participating in the EZ Transit Pass program. The new EZ Pass program has replaced many of the former transfer agreements. EZ Pass allows Metrolink riders with valid Metrolink tickets or passes to make unlimited local connections on participating EZ Transit Pass providers, including all Metro bus and rail

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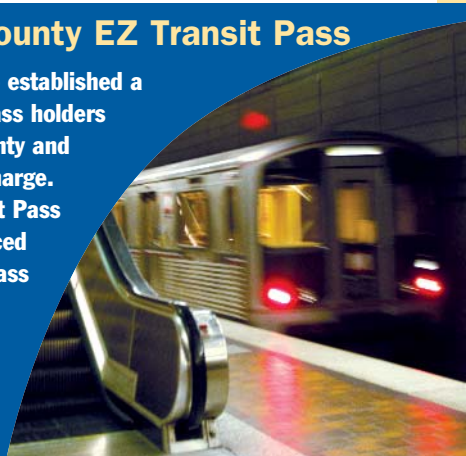


Photo courtesy of Metro. Photographer: Laura Woodward



Orange County Metrolink's 10th Anniversary Bash a Success

The 10th anniversary celebration of Orange County Metrolink service attracted 9,000 people who enjoyed free train rides on April 24, courtesy of the Orange County Transportation Authority (OCTA). The day-long bash started off with a VIP breakfast at Sarducci's Capistrano Depot, which was attended by OCTA board members, Metrolink officials, and community leaders. Free train rides between Fullerton and San Juan Capistrano were the highlight of the day. More than 9,000 people, including families with children of all ages, rode the Metrolink trains. OCTA buses colorfully wrapped with Measure M graphics provided free service to and from Metrolink stations.

Ten years ago, with funding from Measure M, the voter-approved half-cent sales tax for transportation improvements, OCTA dispatched six Metrolink trains each weekday on the new Orange County Line between Oceanside and Los Angeles. The route became Metrolink's fifth and longest rail line, stretching more than eighty-seven miles across three counties. Today, nineteen trains operate on the line, which has the second-highest ridership in the Metrolink system.

Balloon artists performed at major stations while Wild Wing,

the mascot of the Mighty Ducks hockey team, delighted children

and hockey fans at the Orange Station. At San Juan Capistrano, the Red Pepper Jazz Band entertained passengers. Throughout the day, people visiting stations on the Orange County Line received a "Ticket to Fun" good for free train rides and special discounts at participating merchants in Fullerton, Orange, and San Juan Capistrano. Passengers were invited to enter a drawing to win prizes such as free

Metrolink four-trip tickets and—the grand prize—a Metrolink annual pass.

"Thanks to Measure M, Metrolink service in Orange County has come a long way in the past ten years," said OCTA Chairman Gregory Winterbottom. "By running Metrolink, OCTA is helping to take cars off our crowded freeways while offering residents a convenient, stress-free way to get to work and back home again."

By day's end, returning passengers commented favorably on their rides and many asked if Metrolink weekend service would soon be available. OCTA is exploring expanding the commuter-rail service to include weekend trips.



SAFETY MATTERS

- ▶ Always try to be early for the train. Running for the train can cause a trip or fall.
- ▶ Stand behind the yellow safety line while waiting.
- ▶ Wait for the train to come to a complete stop and allow exiting passengers to leave the train first.
- ▶ Do not attempt to force or hold the doors open.
- ▶ Never attempt to board a moving train.
- ▶ Hold on to the handrails as you use the steps on trains and platforms.
- ▶ Hold on to the seatbacks as you walk through a moving train. Trains can lurch unexpectedly.
- ▶ Take a seat whenever one is available.
- ▶ Keep the aisles clear—other passengers might trip on your belongings.
- ▶ Move to the door before your stop to be ready to exit the train. (The train only stops for about forty seconds.)
- ▶ Never attempt to exit a moving train.

The following passengers are winners from the April 20–22 IEOC LINK Event drawing.

Michael Anderson, Highland, CA

Jennette Haywood, Riverside, CA

Pat Burns, Corona, CA

Catherine Iglesias, Corona, CA



A Fare Question...*(continued from page 1)*

Metrolink also employs the Los Angeles County Sheriff's Department for security and to perform fare inspection on trains. The Sheriff provides deputies as well as unarmed civilian law-enforcement technicians (LETs) to check for tickets on our trains. These individuals are empowered to issue verbal warnings, written warnings, and citations.

During March 2004, Metrolink conductors checked the tickets of 320,000 passengers and found that 1.1 percent of them had the wrong ticket or no ticket at all. The Sheriff's deputies and LETs inspected 57,000 passengers on 335 trains and found that .08 percent of those passengers were caught without a ticket or with an incorrect ticket. Other commuter-train systems in the United States that have barrier-free fare systems typically have fare-evasion rates approaching 5 percent. Passengers receiving citations are fined up to \$250. Repeat violators are tracked in the Sheriff's Department database and are subject to even greater fines.

Metrolink constantly monitors the fare-evasion rates of each of our lines, making particular note of trains—and even days of the week—with unusually high evasion rates. We adjust fare-inspection procedures according to evasion-rate trends and we give special attention to those trains and days identified as having higher evasion rates.

With a barrier-free honor system, fare inspection is our only way to verify that passengers have paid the proper fare.

Metrolink and Los Angeles County EZ Transit Pass *(continued from page 1)*

lines, LADOT DASH service, and Foothill transit. However, EZ Passes are not valid for Metrolink travel. This agreement allows local transfers only; express service will be added in the near future. On certain express routes (e.g., Foothill Transit), a Metrolink ticket holder can ride the express route and will have to pay the difference between the local fare and the express fare. The EZ Transit Pass logo will

be printed on Metrolink tickets to help transit operators identify valid Metrolink tickets.

Current Los Angeles EZ Transit Pass Operators

- AVTA (Antelope Valley Transit Authority)
- Burbank Local Transit
- City of Commerce
- Culver City Municipal Bus Lines
- Foothill Transit
- Gardena Municipal Bus Lines
- Glendale Beeline
- LADOT
- Long Beach Transit
- Metro Bus and Metro Rail
- Montebello Bus Lines
- Monterey Park Spirit Bus

- Norwalk Transit
- Pasadena ARTS
- Santa Clarita Transit
- Santa Fe Springs Metro Express
- Santa Monica Big Blue Bus

Please note: Santa Clarita Transit has several commuter routes between Lancaster, Santa Clarita, and Los Angeles. If a Metrolink ticket or pass holder has a valid ticket, s/he can travel on the bus for the portion of the trip covered by the origin/destination for free. For example, a monthly-pass holder from Lancaster to Los Angeles can travel on train 209 from Los Angeles to Newhall and connect with bus 795 to Lancaster for no additional charge. If someone wanted to use a 10-trip ticket from Los Angeles to Santa Clarita on bus 799, his or her 10-trip ticket would have to be validated at Union Station prior to boarding the bus.

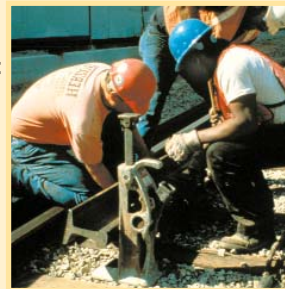


Photo courtesy of Metro. Photographer: Laura Woodward

Construction Corner

Sun Valley Improvements

The Sun Valley Metrolink Station opened in April 2001 on San Fernando Road East near Sunland Boulevard. This segment of San Fernando Road is divided by the rail tracks, with the major highway portion, where MTA buses run, on the west side of the tracks. Because of this configuration, there is no connection for pedestrians between the rail station and bus services. The Los Angeles Department of Transportation (LADOT) is working with Metrolink and the MTA to build a pedestrian crossing and improve the bus stops on San Fernando Road across from the station.



Construction started on April 12, 2004, and is scheduled for completion in mid-June. The project will include installation of a signalized pedestrian walkway across the tracks as well as additional lighting and fencing. Fourteen bicycle lockers will be added adjacent to the eight existing lockers. The bus stops will be improved with concrete sidewalk and bus pads. The stops now at Olinda Street will be moved south to Roscoe Boulevard, adjacent to the station. A traffic signal will be installed to provide safe pedestrian crossing of San Fernando Road.

Parking Expansion at Van Nuys

The Los Angeles Department of Transportation (LADOT) is adding 125 parking spaces at a new, east-end parking area at the Van Nuys Amtrak/Metrolink Station. A few years ago, the California Department of Transportation (Caltrans) extended the platform 300 feet in order to accommodate more service on Amtrak's popular Surfliner trains, which operate between San Diego and San Luis Obispo. A ticket vending machine and validator will be relocated to the east platform to serve the Metrolink riders who will use the new parking lot.



Project construction began the week of April 12, 2004, and is scheduled to take about eight months. The work entails connecting the existing lot to the 1.1-acre parcel purchased by LADOT from the Department of Water and Power. The parking area will include stairway access to the platform, lighting, and landscaping. LADOT is seeking to install passenger shelters on the platform. Van Nuys Station parking will total 354 spaces for its Amtrak and Metrolink patrons.

Station City News



Lancaster Station

Fullerton—Enjoy a Wurlitzer Pipe Organ concert featuring Chris Elliott and the feature-length Buster Keaton silent, *The Navigator*. This recreation of the original movie experience is set for June 20, 2:30 p.m., at the Plummer Auditorium, 201 E. Chapman Avenue, and sponsored by the Orange County Theatre Organ Society. Call (714) 529-5594 for more information on this unique event.

Camarillo—Every Saturday from 8:30 a.m. to 12:00 p.m., Camarillo rolls out its certified farmers' market at Ventura Boulevard between Elm and Fir. Enjoy a pleasant stroll, visit with friends and neighbors, and stock up on locally grown fresh flowers, fruits and veggies, and baked goods—plants and artwork, too! A portion of the proceeds benefits the Camarillo Hospice.

Riverside—Experience the sights and sounds of turn-of-the-century Riverside at the Mission Inn Museum. Its collections, gathered from around the world by the hotel's founder, Frank Miller, have adorned the inn's architecturally diverse structures since its earliest days. Lacquered Asian temple guardians, life-sized papal court figures, arts and crafts furniture, Spanish and Mexican terra cotta, and hundreds of bells invite you to experience the diverse world cultures that have shaped today's Riverside. To learn more about the Mission Inn Museum, call (909) 788-9556. Located at 3696 Main Street, the museum is open Monday through Sunday, 9:30 a.m. to 4:00 p.m. (A donation of \$1.00 is requested at the door.)

San Bernardino—The Santa Fe Depot (the Queen of the West) public grand-opening date has been rescheduled due to unavoidable construction delays. The event will now take place June 13, 11:30 a.m. to 2:00 pm. This free public opening and historic depot dedication will feature Engine 3751 (the nation's oldest working steam locomotive), other historical displays, tours, and food.

iWatch –It's everyone's job to keep an eye out for safety.

Metrolink employees and passengers are teaming up to ensure everyone's safety and security. Our train crews and other employees are acquiring knowledge and training in matters of safety and security. We are looking to our valued passengers to provide additional support by being aware and reporting anything that seems out of the ordinary to the proper authorities. When Metrolink passengers and employees team together, we become a highly effective first line of defense against a potential natural or man-made disaster.

iWATCH

What Our Passengers Can Do:

- ▶ **Take time to know your seatmate.**
- ▶ **Observe what other passengers bring on the train.**
- ▶ **Observe where packages and objects are placed.**
- ▶ **Be aware! If a passenger leaves something behind when he or she gets up to depart, immediately call it to his or her attention.**
- ▶ **Observe new people (i.e., not "regulars") who are not relaxed or who appear uncomfortable.**

Keep track of your belongings on the train and remember to take them with you when you leave the train. Not only will this solve a potential security problem, it will also save you time and effort later.

You are the eyes and ears of our system. If in the course of your commute you experience something that doesn't seem quite right, please notify your conductor immediately. Your conductor is the authority on the train and is in the best position to deal with issues onboard the train. If your concern involves a platform or parking lot, contact a station security guard or a police officer. You may also call (800) 371-LINK(5465) or 911.

Please do not leave unattended baggage or personal items on the platform. All unattended items will be confiscated by Metrolink Sheriff's Department.

Your safety is always our top priority. Together we will continue to keep your commute stress-free and safe!

METROLINK MATTERS

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