

# Matters

METROLINK NEWS & EVENTS • JUNE 2008  
(800) 371-LINK • WWW.METROLINKTRAINS.COM



## Metrolink Ticket Vending Machines Now Sell Amtrak Tickets

In case you haven't noticed, Metrolink TVMs now have the ability to sell Amtrak tickets. This is the result of a partnership between Metrolink, Amtrak, and Caltrans to fund and install this capability on TVMs throughout the Metrolink system and at Amtrak stations from San Diego to San Luis Obispo. Installations are complete at all stations,\* and the TVMs have a new "Buy Tickets Here" sign as well. Now, passengers have a new level of convenience to purchase both an Amtrak and a Metrolink ticket to complete a trip that uses both services. Just use the Metrolink/Amtrak TVM now available at all Metrolink stations and at most Amtrak Pacific Surfliner stations.\*

\*Installation at the Carpinteria and San Clemente Pier stations and Amtrak 10-trip-ticket availability will take place at a later date.

(continued on page 3)

## Metrolink and Amtrak passengers can also continue to enjoy the benefits of the Rail 2 Rail program.

Metrolink monthly-pass holders still travel for free on any Amtrak Pacific Surfliner trains or buses within the origin-and-destination pair of their passes, including on weekends. Amtrak Pacific Surfliner ticket holders can also ride any Metrolink train within the limits of their tickets at no additional charge. All Metrolink and Amtrak tickets continue to be valid on either service between Bob Hope Airport in Burbank and L.A. Union Station as long as those two stations are within the trip limits of the ticket being used. For more information about purchasing Amtrak or Metrolink tickets from the Ticket Vending Machines, go to [www.metrolinktrains.com](http://www.metrolinktrains.com) or call (800) 371-LINK (5465).



## Construction & Maintenance Update

The Metrolink Orange Station will soon begin construction on a new pedestrian crossing that will make crossing the tracks safer and more convenient for everyone.

To make crossing easier—and safer—for everyone who uses the Orange Station, construction will begin in June on a grade-separated crossing with stairs as well as ramps accessible to the disabled. The crossing will provide direct access between the platforms and parking lots, and easy connection to various buses. The \$8 million Caltrans-funded project involves extension of both platforms, modifications to the west parking lot and bus transfer facility, and relocation

(continued on page 5)

## INSIDE

- 2 • A CLOSER LOOK—FARE ENFORCEMENT
- 3 • WHAT HAPPENED WHEN OCTA PRESENTS FREE RIDE DAY
- 4 • RULES OF THE ROAD WORTH A THOUSAND WORDS
- 5 • FOCUS ON SAFETY
- 6 • GO TRANSIT TO THE L.A. SPARKS TERRA COTTA WARRIORS CONTEST



## A Closer Look—Fare Enforcement

For the most part, passengers respect the Metrolink fare system and pay their proper fares. System-wide, 99 percent of passengers on average have proper fare media in hand. The overall evasion rate for the past two years was 0.85 percent. (Evasion rates are highest on weekend, midday, and late-evening trains.) And most of the passengers in that 0.85 percent actually did have fare media—but it wasn't for the correct station pair, or they failed to validate their 10-trip pass.

Metrolink has a multipronged approach to ensuring that all passengers pay their proper fares, in accordance with state fare-enforcement guidelines. Here's a look at how it works:

### Who Does It

Fare-enforcement inspections are performed by three different groups of people: conductors, law-enforcement technicians (LETs) from the L.A. County Sheriff's Department, and deputies from the Sheriff's Department. Conductors and LETs receive fare-enforcement training in the classroom and onboard trains before they perform the job. Sheriff's deputies receive this same training and, having also completed law-enforcement training at the Sheriff's Academy, have felony-arrest powers in addition to the fare-enforcement powers granted to conductors and LETs.

### What They Do

Conductors are required to inspect 25 percent of the passengers on each train. They randomly inspect different coaches and levels, and check between different stations every day. They aim to minimize passenger inconvenience by performing duties as unobtrusively as possible, and they thank passengers after inspecting their tickets. Then, they create a report that details the number of passengers inspected, verbal and written warnings given,

and citations issued. Warnings and citations may be issued for such violations as fare evasion, misuse of tickets, or lack of proof of eligibility for discounted tickets (e.g., student, senior, or disabled tickets).

While conductors and LETs are empowered to give warnings or citations for fare violations, deputies can issue citations for "quality of life" violations such as littering, playing loud sound equipment, smoking on the train, spitting on the train, or unruly conduct. Deputies step on and off trains at random locations, and provide stepped-up verification on certain lines and trains as requested by Metrolink.

In inspecting fare media, conductors, LETs, and deputies are looking for the following:

- Valid date
- Valid time
- Valid month/year
- Validation on 10-trip passes
- Fare-type eligibility (student/senior/disabled)
- Signature on monthly pass

In some cases, they'll simply provide a verbal warning. This may happen when it's necessary to avoid significant delays of the train, or if the inspector has verified that all TVMs or validators at a passenger's station are malfunctioning.

A written warning, rather than a citation, may be issued at the discretion of the fare inspector. These are used when the person misunderstood the fare policy. We track these written warnings and will cite individuals who repeatedly violate the fare policy.

A citation will be issued when a passenger has an expired pass, does not have a ticket, or is ineligible for a discounted fare in a peak period. Under certain conditions, a conductor is required to request assistance from the Sheriff's Department. These include the following:

- Fare media is altered or potentially counterfeit (which is a felony).
- A fare violator becomes hostile or belligerent
- No identification has been provided for the citation
- A passenger is or will be de-trained by the conductor

None of the people who perform fare inspection for Metrolink work under a quota system. Conductor performance in the area of fare inspection is monitored by SCRRA. The work of LETs and Sheriff's deputies is audited regularly by Metrolink Sheriff's supervisors, and the fare-enforcement effort for Metrolink is managed by the Chief Safety and Security Officer.

### Common Violations

Very few people try to ride Metrolink trains without a ticket. In the past six months, the most common fare violation was a lack of validation of 10-trip tickets—some people wait until they're caught, and then start validating. Another common violation is riding beyond the station pairs indicated on one's ticket.

The lines with the highest violation rates are Antelope Valley (1.7 percent) and San Bernardino (1 percent), compared to .38 percent for the entire rest of the Metrolink system. Train 804, the 4 p.m. train from Laguna Niguel to San Bernardino, had a 4.5 percent evasion rate in the fall. Seventeen special law-enforcement actions were performed on that train from September to December 2007.

### What's Next

We will continue performing routine fare inspections as well as rotating special enforcements. In the coming months, we will focus our enforcement attention on problem trains and problem segments.

SCRRA is seeking legislation that would increase the fine for fare violations from \$96 to \$250.



## WHAT HAPPENED WHEN

Some Metrolink trains are stored overnight in a layover facility in Riverside. Early one morning in mid-April, the leading wheels of Train 401 derailed on the exit track as it was departing from that facility, blocking the other trains waiting to leave the facility. The reason for the derailment was that the system set up at the layover facility to prevent trains from moving out onto the main track when unattended had not been deactivated. As a result, we had to cancel trains 401, 403, and 405 for the day; trains 407 and 409 were able to operate as usual. To accommodate passengers affected by the canceled trains, we used two parallel lines, diverting passengers onto San Bernardino Line trains to Rancho Cucamonga as well as 91 Line trains that run through the Riverside area. Train 401 was re-railed by that afternoon.



## OCTA PRESENTS FREE RIDE DAY

Want to get away for the day? Come to the Laguna Niguel/Mission Viejo Metrolink Station on Saturday, June 21, and take a ride on Metrolink for free, courtesy of the Orange County Transportation Authority (OCTA). Just start and end your trip at the Laguna Niguel/Mission Viejo Station and then leave the driving to Metrolink. Ride to Los Angeles and visit Olvera Street or head for the beach in Oceanside. Just visit [www.octa.net](http://www.octa.net) for all the details.



## RAILROAD GRUB

This month's Railroad Grub food find comes from Metrolink rider Larry Yarchever.

Understated and over-delivering, Good Fella's is one of those "finds" that you end up at by chance, then return to again and again. Good Fella's (presumably named for the "Rat Pack" decor scattered around the diner) is an old-school diner with a Latino twist.

Good Fella's is all about the comfort food, starting with staples like burgers, sandwiches, and pancakes. Look farther down the menu, and you'll see that this diner has taken a turn south of the border with a large selection of homemade Mexican favorites. The portions are huge (the regular burger-and-fries combo defeats any attempt to finish the plate) and the food is good.

Larry recommends not passing up the kielbasa sausage with your breakfast eggs.

Good Fella's is located in Santa Fe Springs, just a few blocks east of the Norwalk/Santa Fe Springs Station, on the corner of Imperial Highway and Shoemaker Avenue. It's a short walk, but worth the effort.



## Metrolink Ticket Vending Machines...(continued from page 1)

### What are the benefits of the new ticket-sales system?

- Purchase an Amtrak Pacific Surfliner ticket quickly and conveniently from nearly any Metrolink Ticket Vending Machine.
- Buy advance-purchase tickets for both Amtrak and Metrolink from the same machine.
- Purchase tickets for a joint Metrolink-Amtrak trip at the same time.
- Print out an Amtrak ticket purchased online or from a travel agent at a Metrolink Ticket Vending Machine using the credit card used for the purchase or the "Passenger Name Record" code provided at the time the reservation was made.



## Rules of the Road

Combining a bike ride with your train ride is a great way to enjoy a healthy, green commute. That's why we're happy to welcome bicycles on Metrolink trains. We simply ask that you follow a few guidelines when bringing your bike on the train:

- Please observe the limit of two bicycles per car. This system operates on a first-come, first-served basis. If the conductor determines that there is insufficient space for additional bicycles, cyclists may be asked to relocate to a different car or wait for the next train.
- Please note that no one is obligated to give up her or his seat for a bicycle. (Many Metrolink riders are willing to do this if asked, but it's not their obligation.)
- Bicycles are welcome on Metrolink anytime. Riders transferring from Metrolink to Metro in Los Angeles should note that Metro does not



allow bikes on Metro Rail during peak hours (weekdays, 6:30 to 8:30 a.m. and 4:30 to 6:30 p.m.). See

[www.metro.net](http://www.metro.net) for more information.

- Bicycles must be secured in the bicycle storage area located on the first level near the doors. Please use the Velcro straps to tie up your bicycle.
- Bicycles may not extend into the aisles or block doors.
- Gas-powered vehicles are not permitted on Metrolink trains.



## COMING SOON: FRIENDS AND FAMILY

Metrolink will soon introduce the Friends and Family 4-Pack for service on weekends and selected holidays. The Friends and Family 4-Pack will cost \$29 and will be good for up to four persons, including free connections to the Metro Rail system and most buses. It's a great way to travel with family and friends at an affordable price. For round trips shorter than 25 miles in each direction, check individual round-trip ticketing options to ensure your best value.



## FLYAWAY JUST GOT EASIER

Beginning this summer, you will be able to buy your FlyAway bus ticket from Metrolink TVMs. Just purchase a ticket from your boarding station and select L.A. International Airport as your final destination (as you would with any Metrolink station). The additional cost of the FlyAway segment of your trip (currently \$5) will be added to your fare to Union Station, so you'll only need one ticket. The ticket will be accepted on the FlyAway bus from Union Station to the airport. This new feature is brought to you through a partnership with Los Angeles World Airports.



## Worth a Thousand Words

Metrolink Board of Directors Vice-Chairman Keith Millhouse dedicates Metrolink's newest locomotive, 888, on Earth Day, April 22.



## FOCUS ON SAFETY

### Los Angeles County Sheriffs and Metrolink Launch Random Baggage Security Screening Procedures

In June 2008, Metrolink's Los Angeles County Sheriff's Bureau will begin deploying its Passenger Random Baggage Search Program to further strengthen rail security and discourage and deter violent criminals from carrying weapons, explosives, or other dangerous items onto Metrolink trains. According to the Transportation Security Administration, random baggage inspections are an effective security tool for deterring individuals who may pose a threat to passengers on board commuter trains. Since predictable security can be exploited, the screening program will be conducted randomly, occurring at various times and at randomly determined stations. These measures are part of the continued evolution of Metrolink's rail-security programs and were not adopted in response to a new or particular threat. Similar programs are already in place at several commuter rail services in the U.S.

Metrolink Sheriff's deputies and canine teams will conduct random searches of any article of baggage that a passenger is carrying or transporting via the Metrolink transit system prior to the passenger's entering the train. Baggage is defined as any bag/briefcase, suitcase, shopping bag, handbag, fanny pack, or similar personal container; any paper or opaque plastic bag; or any package, parcel, or other object that is being carried by or in the possession of any passenger who is being transported in or on the Metrolink system. The procedures will not affect published train schedules. Random passenger-baggage inspection is a quick process and will typically take less than a minute. The randomly selected passengers can expect the inspection process to occur

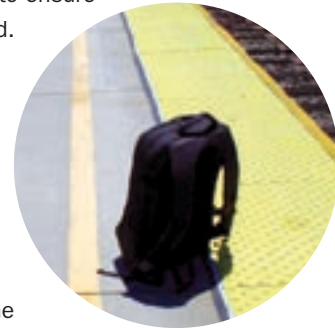


swiftly and in a minimally intrusive manner to ensure that their commute schedule is not affected.

Prior to initiation of a screening event, signs will be posted at all entrances to the station parking lots and platforms to notify passengers that the deputies are present and the random security screening will be conducted. Access to the station platform will be restricted; passengers must pass through the checkpoint to gain access to the station platform.

Portable tables will be set up for searching selected baggage. Once a passenger has been selected for a baggage search, Sheriff's personnel will have him or her place his or her baggage on a table. The deputy will make a cursory search through the baggage, and, if available, a canine will also do a check. During the inspection, deputies may open the baggage and physically inspect and manipulate the contents to ensure that the baggage does not contain an explosive device or other dangerous item. These inspections will be similar to the baggage inspections that all persons are required to participate in prior to entering a sporting event or concert.

Any passenger may refuse to permit an inspection of his or her baggage. A refusal to permit inspection will result in the individual's not being allowed to access the Metrolink system. Deputies will request that the passenger leave the station facility.



### Construction & Maintenance Update (continued from page 1)

of existing Ticket Vending Machines. The new crossing will be decorated by public art commissioned by the City of Orange.

Construction is expected to be complete by late February 2009. Most of the work will occur during weekday business hours, but there will be a few instances of weekend and overnight work. We would like Metrolink riders to be aware that the construction will necessitate relocating a few bus stops to nearby Cypress and Maple streets.

For more information, please contact the Metrolink Community Relations Office by phone at (213) 452-0288 or via e-mail at [LopezL@scrra.net](mailto:LopezL@scrra.net).

The Los Angeles Department of Transportation (LADOT) is reconstructing the southern half of the Northridge Metrolink Station parking lot and building a new sidewalk from the station

to Parthenia Street. The construction work began on May 19, 2008, and is expected to take about one year to complete. During construction, the southern half of the parking lot will be closed. To accommodate riders, LADOT will open the 120 spaces in the north parking lot.

Because some Northridge Station passengers purchased 10-trip tickets valid during the few weeks before this project was announced, Metrolink will accept Northridge 10-trips that expire before September 2, 2008, for travel to/from Chatsworth or Van Nuys. As a reminder: all 10-trip tickets must indicate the station pairs that reflect the customer's trip. After September 2, the temporary exception will end, and all monthly passes, one-way tickets, and round-trip tickets must have the correct station pairs for the customer's trip.

For more information, visit [www.metrolinktrains.com](http://www.metrolinktrains.com) or call (800) 371-LINK (5465).



## GO TRANSIT TO THE L.A. SPARKS



The Los Angeles Sparks are back! With the return of perennial MVP Lisa Leslie and the arrival of rookie sensation Candace Parker, the Sparks are poised to get back on the championship track. And you can head there with them by riding Metrolink trains to downtown Los Angeles. With free connections to the Metro Rail line or buses, catching the Sparks action has never been easier.

Sparks fans who ride Metrolink to the game will receive a special 10-percent-off discount toward single game tickets for any regular-season game during the 2008 season. Simply present your Metrolink ticket or pass at the STAPLES Center Box Office.



Riders may also use their Metrolink tickets or passes to save 25 percent on three select games, including Opening Night, June 6; Go Green Night, June 18; and Fiesta Night, August 30. All game times are 7:30 p.m.

To get on board with the Sparks championship track, go to [www.metrolinktrains.com](http://www.metrolinktrains.com) for train schedules and directions from your train to STAPLES Center. For more information on your Los Angeles Sparks's season schedule and news, visit [www.lasparks.com](http://www.lasparks.com). Grab your tickets and get on board!

## The Home Show

Springtime is the perfect season to start working on those home improvements you have been putting off for months. The 32nd Annual Home Remodeling and Decorating Show will return to the L.A. Convention Center June 27 through June 29 to bring you new ideas for your home or garden. Hundreds of home- and garden-improvement products, how-to classes, and giveaways—all under one roof! Show your Metrolink ticket to receive half off general admission. Hours are Friday, noon to 8 p.m.; Saturday, 10 a.m. to 8 p.m.; and Sunday, 10 a.m. to 6 p.m.



For more information, go to [www.thehomeshow.com](http://www.thehomeshow.com) or call (818) 557-2950.

## TERRA COTTA WARRIORS CONTEST



You don't need to visit northern China to see what many are calling the Eighth Wonder of the Ancient World. The Bowers Museum in Santa Ana is now showing *Terra Cotta Warriors: Guardians of China's First Emperor*, the largest loan of terra-cotta figures and artifacts to ever travel to the United States.

Want to see hundreds of artifacts, including fourteen life-size terra-cotta warriors? Fill out the form below for a chance to WIN one of two Family 4-Packs of tickets to the Bowers Museum's *Terra Cotta Warriors: Guardians of China's First Emperor*. Send your entry to *Metrolink Matters*, Terra Cotta Warriors Contest, 700 S. Flower Street, Suite 2600, Los Angeles, CA 90017, or enter online at [www.MetrolinkChanceToWin.com](http://www.MetrolinkChanceToWin.com). All entries must be received by June 30, 2008.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_

No purchase necessary to enter or win. One entry per person. Must be 18 years old or older to enter. Void where prohibited. Tickets can be redeemed through the Bowers Museum.



### METROLINK MATTERS

Editor-in-Chief: Paul Sitkoff  
 Contributors: Charlene Ariza, Tracy Berge, Francisco Oaxaca  
 Designer: Harlan West/HWDS  
 Writing Consultant: Jessica Hoffmann  
 C.E.O.: David Solow

Director, Communications and Development: Steve Lantz  
 Manager, External Communications: Francisco Oaxaca  
 Send comments or story ideas to [metrolinkmatters@scrra.net](mailto:metrolinkmatters@scrra.net)  
 or to *Metrolink Matters*, 700 S. Flower St., Suite 2600, Los Angeles, CA 90017.  
 Published by the External Communications Department.

Printed on recycled paper with soy ink.