

Matters

METROLINK NEWS & EVENTS • APRIL '09
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Metrolink: Your Green Commute

Consider the many ways to celebrate Earth Day, April 22: Trade some incandescent lightbulbs for fluorescent ones, refrain from printing e-mails for an entire day, recycle your plastic water bottles, and, of course, enjoy your usual Metrolink commute. It's the green way to go.

Riding Metrolink is three times more energy efficient than driving. Simply switching to public transit from driving solo can cut a commuter's daily carbon emissions by 20 pounds. It also reduces oil consumption and congestion.

Our passengers save about 22 million gallons of oil a year, reduce carbon emissions by 178 metric tons per year, and remove about 25,600 cars a day from Southern California highways and freeways.

We have been green from the get-go. Metrolink locomotives have always been the industry's cleanest, powered by ultra-low-sulfur diesel fuel, the cleanest and most efficient fuel available for liquid-fueled locomotives.

Last year, we introduced new-generation locomotives that were even more energy efficient, more powerful, and less polluting. They are equipped with electronic fuel injection, which provides precise fuel metering, and automatic engine stop-start technology that reduces idle emissions by at least half.

A total of 15 MotivePower MPXpress® commuter locomotives were ordered at \$2.9 million each. As each one goes into service, it replaces an older Metrolink locomotive that is refurbished to be even cleaner and more energy efficient before returning to duty.

Fourteen MotivePower locomotives are currently in service, escorting you on your very green commute.

Metrolink Participates in National Transportation Safety Hearing

In March, Metrolink participated in a public hearing convened by the National Transportation Safety Board (NTSB) as a follow-up to the September 12, 2008, train collision in Chatsworth. Given Metrolink's historic focus on safety innovation, we described many of our enhanced safety measures at this nationally significant hearing.

The NTSB scheduled the March 3 and 4 open forum to receive testimony on train-operation safety issues to supplement facts discovered during the on-scene and subsequent follow-up investigation of the Chatsworth collision.

Metrolink sent a number of subject-matter experts to the hearing in Washington, D.C., to provide testimony on issues related to our train operations, as well as to share information on the numerous

forward-looking safety enhancements the agency has undertaken since September 12. In addition to Metrolink, the hearing included testimony from other rail-industry stakeholders, including Connex Railroad, Union Pacific, the Federal Railroad Administration, the California Public Utilities Commission, the United Transportation Union, the Brotherhood of Locomotive Engineers and Trainmen, and Wabtec Corporation.

Metrolink representatives who spoke reinforced our focus on strengthening our agencywide safety culture and ensuring that our outside service providers demonstrate that shared commitment to passenger safety as their top priority. Some of the wide-ranging improvements that are well underway include:

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...National Transportation Safety Hearing

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- Accelerating expansion of Automatic Train Stop technology to be completed by early summer 2009.
- Working within an accelerated strategy to have Positive Train Control (PTC) operational on all Metrolink train equipment by 2012, three years before required by federal mandate.
- Continuing to use extra-board employees to serve as a “second set of eyes” in trains.
- Initiating the procurement process to become the nation’s first passenger or freight railroad system to install inward-facing video cameras in all of our locomotives and lead passenger cars.
- Acting swiftly to require senior management of our train-operations contractor, Connex, to take immediate steps to prevent unauthorized individuals in any locomotive cab and unauthorized text messaging, and to improve the adequacy of efficiency testing of train-operations personnel.

Metrolink will continue to focus our resources to ensure exceptional passenger and crew safety on all of our lines, on every train, at all times. We continue to aggressively pursue funding for PTC and our other vital commuter-safety and infrastructure projects, such as increasing the amount of double-track territory and upgrading our dispatching system to a known PTC-compatible platform.

We hope that our efforts will encourage other rail providers nationwide to adopt innovative safety measures. As a community and an industry, we have the responsibility and the opportunity to work together toward solutions that will ensure the safety of every single passenger and the integrity of our transportation system.

RAIL-BIKE EARTH DAY TOUR OF GLENDALE

Looking for a way to mark Earth Day while lowering your carbon footprint? Make tracks to Glendale on Saturday, April 18, for an historic tour of the city by bicycle.



In observance of Earth Day, participants will visit historic Glendale locations on a 12-mile ride sponsored by the Los Angeles County Bicycle Coalition, the city of Glendale, and the Glendale Historical Society. A food break is planned, and participants will have a chance to win a bicycle at a Glendale Recycling Center stop. The ride is not recommended for young children, helmets are required, and the tour will be cancelled if it rains.

It couldn't be easier to take Metrolink to this event, which starts at the Glendale Metrolink Station and Glendale Transportation Center. Meeting time is 9:30 a.m. and the tour starts at 10 a.m. If you're traveling southbound on the Antelope Valley Line to Glendale, Train 260 arrives at 8:17 a.m., giving you plenty of time to enjoy breakfast before the tour. If you're traveling northbound from Union Station, Train 261 arrives at 9:10 a.m.

Only two bicycles are allowed per Metrolink train car, and they must be secured with bicycle tie-downs located on the opposite end from each train car's restroom. The conductor may require a bicyclist to relocate to a different car or wait for a later train depending upon the number of bicycles already on the train.



For more information on the tour, visit www.la-bike.org/glendale.

FREE SHUTTLE SERVICES DEBUT AT COVINA AND POMONA STATIONS

Two new shuttle services to help Metrolink passengers reach their destinations began service in March.

The new Covina Transit Metrolink Shuttle, which commenced service March 9, offers free service from the Covina Metrolink Station to employment centers and parking lots in downtown Covina. Aiming to help downtown Covina residents and businesses take advantage of all that Metrolink has to offer, the city of Covina contracted with Southland Transit to provide this free shuttle service.



It's a great way for Metrolink commuters to access additional parking, or enjoy dinner or shopping in pedestrian-friendly downtown Covina on the way home from work. Plus, it will make it easier than ever for people who work in downtown Covina to try our cost-effective, environmentally friendly commute alternative.

The free shuttle runs Mondays through Fridays, excluding holidays, meeting all Metrolink trains that stop at Covina between 6:10 and 8:08 in the morning, and between 3:50 and 7:09 in the evening. Looping through downtown Covina, the free shuttle has three regular stops: the Covina Metrolink Station, Citrus Valley Health Partners at the corner of College and Third streets, and the Covina Civic Center Parking Structure at 124 E. College Street. Another shuttle provides flex service to drop passengers at other employer locations off the regular route.

For questions about the shuttle or shuttle locations, contact Covina Transit at (877) 858-5556. For information about parking and other transit options at the Covina Metrolink Station, or to request flex service to your business's location, contact Covina's transportation division at (626) 858-7219.

Cal Poly Pomona now offers a free Bronco Link shuttle for students, faculty, and staff, giving them an express, direct connection to campus from the Pomona Metrolink Station. The shuttle carries passengers showing Bronco identification between the station and two different stops on campus, the CLA Building and Building 1. It makes two trips each weekday morning—leaving the Metrolink Station at 6:50 a.m. and 7:30 a.m.—and two each weekday afternoon, leaving the first stop on campus at 5:05 p.m. and 6:15 p.m., and the second stop three minutes later. More information about Bronco Link is available at www.dsa.csupomona.edu/parking/broncolink.asp.



CUSTOMERS GIVE METROLINK A THUMBS-UP

Every two years, Metrolink asks our riders for feedback on our service quality in an ongoing effort to provide excellent customer service. Metrolink's most recent Onboard Customer Satisfaction Survey, conducted in May and June 2008, showed that nearly 57 percent of those surveyed found Metrolink service better than expected and another 36 percent said it was about the same as expected. Only 7 percent felt it was worse than expected.

The recently released 2008 survey results included responses from more than 10,000 riders—a significant share of Metrolink's average weekday riders that allows us to accurately gauge our customers' views.

Riders were asked to rank their satisfaction with a wide range of service aspects, and we compared these rankings with rider responses from 2006. Satisfaction with conductor courtesy, mechanical dependability, ticket prices, usability of the ticket vending machines and Web site, and peak schedules have improved since 2006. Satisfaction with the safe operation of trains continued to rank highest in the survey conducted this past summer.

Where can we improve? Rider satisfaction on the availability of seating and parking fell since 2006. This reflects some of the strains of increased ridership, which hit a record high in the summer of 2008. Lower rankings also were recorded for satisfaction with security at the stations that are operated and maintained by our city and agency partners.

To address the issue of crowding, Metrolink leased 25 rail cars from New Jersey Transit and Utah Transit, and will start taking delivery of 117 new Rotem cars beginning this spring. And while station security is not under Metrolink's control, you should notice increased Los Angeles County Sheriff's Department visibility on station platforms.



LOOK AROUND—YOU ARE NOT ALONE

Transit ridership soared in 2008, with so many Americans taking trips on public transportation that they set a modern ridership record. The American Public Transportation Association released a report tallying 10.7 billion public-transit trips during a year that saw gas prices fall and a recession begin to trim jobs.

This explains the jostling for seats last year—Metrolink experienced the same passenger surge. We had another record-setting year, with more than 12.6 million passenger trips in 2008, a 9 percent increase over 2007. Further, ridership in June through September 2008, when gas prices were peaking, was more than 13 percent higher than during

the same period in 2007. With gas prices falling, we've noticed a significant reduction in ridership and less crowding.

Nationally, 2008 transit ridership was the highest in 52 years. Trips taken jumped 4 percent over the 2007 number, with vehicle miles traveled falling by 3.6 percent. Clearly, many commuters left their cars parked, and boarded a bus or train.

The increase affected every mode of public transit: light rail, commuter rail, subways, and paratransit shuttles.

Once again, Metrolink passengers are part of a smart, green trend.



WHAT HAPPENED WHEN:

VENTURA COUNTY ROCK SLIDE

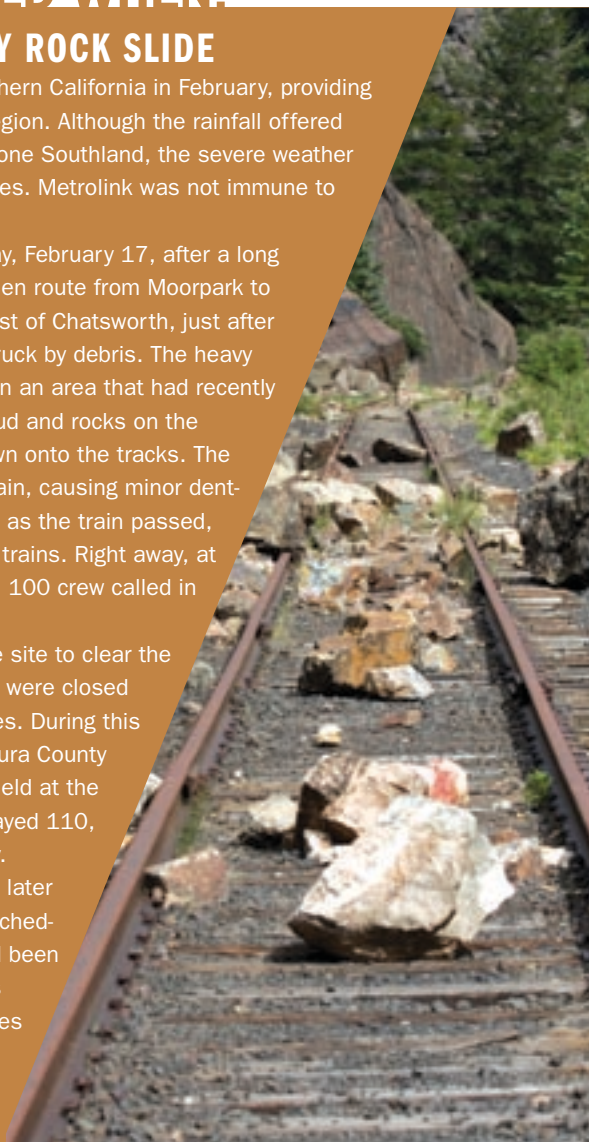
Rainstorms soaked Southern California in February, providing much-needed moisture to the region. Although the rainfall offered numerous benefits to a drought-prone Southland, the severe weather also brought with it some challenges. Metrolink was not immune to the storm's impacts.

Early in the morning on Tuesday, February 17, after a long night of heavy rain, Train 100 was en route from Moorpark to Union Station. About two miles west of Chatsworth, just after the train exited a tunnel, it was struck by debris. The heavy overnight and early-morning rains in an area that had recently experienced fires had loosened mud and rocks on the hillside, sending debris sliding down onto the tracks. The falling debris hit the front of the train, causing minor denting, and then landed on the tracks as the train passed, blocking the tracks to subsequent trains. Right away, at approximately 5:25 a.m., the Train 100 crew called in to report the blocked tracks

Metrolink crews traveled to the site to clear the way. While they worked, the tracks were closed for about two hours and 15 minutes. During this time, the next few L.A.-bound Ventura County trains (102, 104, and 106) were held at the Simi Valley Station. They were delayed 110, 110, and 50 minutes, respectively.

These delays, in turn, affected later trains. Trains 108 and 110 were scheduled to depart after the tracks had been cleared. The earlier, delayed trains ordinarily turn around in Los Angeles and return to Ventura County to "become" trains 108 and 110. Hence, the delays of the earlier trains turned into delays for trains 108 and 110 (20 and 68 minutes, respectively).

All train service was back to normal by 12:30 p.m. Several buses were called to provide alternate transportation for affected Metrolink riders, but the tracks were cleared before they could be put into action. Amtrak Train 799, which departs Union Station at 7:30 a.m., also was delayed by the slide.



RAILROAD GRUB:

IRVINE'S STAR WOK EXPRESS

No time for breakfast or coffee at home? Need a quick lunch or dinner that's tastier than standard fast-food fare? If your commute involves Metrolink's Irvine Station, you're in luck. Star Wok Express, located right inside the station, has good food, great prices, and quick service for breakfast, lunch, and dinner—and even snacks in between.

Maryam Mojabi, one of Metrolink's rail-crossing design engineers, discovered Star Wok when her work recently brought her through the Irvine Station. She was hungry and didn't have a lot of time, so she figured she'd try the little Chinese-food stand in the station. She wasn't expecting much—but she was pleasantly surprised by how good the food was. Maryam loved the deep-fried prawns, and appreciated the well-kept, quiet outdoor seating area.

Star Wok Express serves coffee and donuts in the morning, and Chinese food the rest of the day. Regulars especially like its barbecue chicken, and lunch always draws a crowd. Fortunately, there are plenty of tables to accommodate everyone.

The family-owned business behind Star Wok Express started in the 1980s with a donut shop in Santa Ana. The family has since expanded to six different restaurants in Southern California that serve donuts or Chinese food—or, like Star Wok Express, both!

Star Wok Express, located in the Irvine Station, is open from 6 a.m. to 7 p.m., Mondays through Fridays.



WORTH A THOUSAND WORDS

Sam Bernstein, 11, of Santa Ana, photographed one of Metrolink's new locomotives at the Fullerton Station. A big rail fan since his first train ride—on Metrolink from Santa Ana to Fullerton—he tries to ride every weekend with his dad, Allen.



PHOTO, PLEASE?

Are you taking your child to work with you via Metrolink on Thursday, April 23, the official Take Our Daughters and Sons to Work Day? Have another passenger take a photo of your and your child's Metrolink experience and submit it for possible publication in a future issue of *Metrolink Matters*. Send your high-quality JPEG- or TIFF-format photo to metrolinkmatters@scrra.net by May 1.

WEEKEND OUTING: UPLAND'S LEMON FESTIVAL

Looking for some affordable, hassle-free weekend fun? Leave the car at home, and take Metrolink. Weekend service is free to Metrolink pass holders, and costs everyone else 25 percent less than weekday travel. With weekend service on the Antelope Valley, San Bernardino, Orange County, and Inland Empire–Orange County lines, you can enjoy events throughout Southern California without worrying about gas costs or traffic.

This month, take the San Bernardino Line to quaint historic downtown Upland for the 12th annual Lemon Festival, happening April 23 to 26. Honoring Upland's citrus-growing roots, this free-admission festival will cover nine square blocks directly across the street from the Upland Metrolink station.

Adventurous? Head directly to the carnival rides. An extreme reverse bungee will shoot you 200 feet into the air in 1.3 seconds. For the not-so-courageous, mellow offerings like sippy-cup rides for young attendees are just steps away. Then visit with animals, including wolves, elephants, and monkeys. If you've worked up an appetite by now, enjoy a leisurely lunch at a local restaurant—or, if you don't want to miss the water-balloon war or lemon-pie-eating contest, grab a quick bite at one of dozens of food vendors. Walk off your lunch while browsing the four themed shopping areas: arts and crafts; Western; "Inland Empire Goes Green"; and a business expo. Then watch your kids join forces with up to 1,000 others in an attempt to make the world's largest glass of lemonade.

There's so much going on, you can stroll for hours and never see the same thing twice. When the sun sets, catch a free evening concert. Performers include Hotel California, an Eagles tribute band,

and American Idol's Justin Guarini and Kimberly Caldwell. With a mix of free and ticketed activities, the Lemon Festival is fun and affordable.

Saturday, Metrolink runs all day from L.A. Union Station to Upland (stopping at stations along the way), starting at 7 a.m. The last return train leaves Upland at 9:46 p.m. On Sunday, trains to Upland from L.A. start at 9 a.m., and the last train back to Union Station leaves Upland at 6:01 p.m. For schedule details, visit www.metrolinkweekends.com/stops/schedule/2. For more information about the Upland Lemon Festival, visit www.lemonfestival.org.



MORE APRIL WEEKEND OUTING IDEAS:

- **Claremont Village Heritage Walking Tour**
Claremont, April 4 (Info: www.claremonthheritage.org)
- **Guided Tour of "Treasures of the Vault" Exhibit**
Petersen Automotive Museum, Los Angeles, April 5 and 12
(Info: www.petersen.org)
- **18th Annual California Poppy Festival**
Lancaster, April 25 and 26 (Info: www.poppyfestival.com)

Metrolink Weekend tickets must be purchased before boarding, so arrive at the station at least 30 minutes prior to departure. Push the "special tickets" button on a ticket vending machine. Up to three children under 5 can travel for free with a paying adult. Riders may use Metrolink monthly passes and 10-trip tickets for appropriate stations. For more information on Metrolink's weekend service, visit www.metrolinkweekends.com.

SAFETY MATTERS: PROTECTING YOUR VALUABLES WHILE PARKED

For many of you, your commute begins with a car, truck, or SUV, the one you park at the station where you catch your train. Then you depart for the day. Are you leaving your vehicle vulnerable to theft?

Vehicle break-ins and theft are a serious but common crime. Nearly 2.5 million car break-ins are reported every year in the United States, an average of 281 break-ins every hour. Unfortunately, vehicle break-ins occasionally occur at Metrolink stations.

Metrolink is not responsible for station security, but we'd like to offer some do's and don'ts that can make your vehicle less vulnerable to vandalism or burglary.

- Do park your vehicle in well-lit, high-traffic areas.
- Don't park behind large trucks or dumpsters, where your vehicle is obscured from the view of others.
- Do roll up all windows and lock all doors.



- Don't leave anything that appears valuable in view. Money, keys, GPS systems, stereos, iPods, cell phones, CD cases, personal identification, and mail with your home address should be stored out of sight.
- Do store large duffel bags, backpacks, and anything that thieves associate with laptops or other electronics in your vehicle's trunk. Even if you don't have a laptop in the bag, a thief may break in, hoping that you do. According to the Los Angeles Police Department, an automobile is not a safe or secure place to leave any valuables, whether locked or unlocked. Car thefts occur more frequently where large groups of cars are parked for extended periods of time. Any property left unattended in a vehicle for just a few minutes can be stolen. Police warn that even something as simple as a small sunglasses case, an empty backpack, or a gym bag can cause a thief to smash your car window, resulting in hundreds of dollars in damage whether or not anything is stolen. The best way to prevent these crimes is by removing all valuables and property from your vehicle.

TAKE METROLINK TO AIN'T MISBEHAVIN' AND SAVE 20 PERCENT

Don't miss the revival of the famous musical revue, recreated by original director Richard Maltby Jr. exclusively for the Ahmanson Theatre! Take Metrolink to *Ain't Misbehavin'*, playing at the Ahmanson April 18 to May 31. Metrolink users save 20 percent on ticket prices for Tuesday, Wednesday, and Thursday evening performances.*

At the height of the historic Harlem Renaissance, venues like The Cotton Club were jumpin' to a new beat called swing. *Ain't Misbehavin'* is a rollicking, finger-snapping, toe-tapping, Tony Award®-winning musical revue—a tribute to the black entertainers of the early 1900s that centers on the music of one of the most prolific musicians of the time, Thomas "Fats" Waller.

To get your discount to *Ain't Misbehavin'*, show your valid Metrolink train ticket or pass at the Ahmanson Theatre box office, or buy tickets by phone at (213) 628-2772 or online at CenterTheatreGroup.org. Use the promotional code COMMUTER.

The Ahmanson Theatre is at 135 N. Grand Avenue at Temple Street in Los Angeles.

* Subject to availability. Offer excludes front orchestra seating and previously purchased tickets.



METROLINK RIDER DISCOUNTS

Metrolink riders can save big money on local sports, theater, and other entertainment events. For more special discounts for Metrolink riders, visit www.metrolinktrains.com; click on "Special Events" for new offers.

Los Angeles Clippers

Save 50 percent on \$35 and \$85 tickets to the April 7 game versus the Minnesota Timberwolves at 7:30 p.m. Show your valid Metrolink ticket or pass at the STAPLES Center box office or purchase tickets online at www.ticketmaster.com/promo/p3mvtz. Use the savings code TRAIN.



Los Angeles Kings

With packages starting at \$53, you get two tickets, two nachos, and two drinks for the last Hockey Night Out game on Saturday, April 4, at 7:30 p.m. To purchase tickets, go to www.lakings.com/ticketdeals or call (888) KINGS-LA for the Hockey Night Out promotion.



TAKE METROLINK TO FIESTA BROADWAY

Wireless-phone provider MetroPCS invites you to take Metrolink to AT&T Fiesta Broadway on Sunday, April 26. This event is the official Cinco de Mayo festival for the city of L.A., as well as one of the largest Cinco de Mayo street celebrations in the world. More than 500,000 people fill the 24-square-block area in downtown L.A. Performers include Rigo Luna, Yari More, Mariachi Sol del Luna, Pepe Aguilar, Los Horóscopos de Durango, L.A. Boyz, and many others on multiple entertainment stages and mini-stages located throughout the fiesta area. There are also games, food, and children's activities to keep you busy all day.



Gates open at 11 a.m. and the music starts at noon. For more information, please visit www.fiestabroadway.la.

Directions: From Union Station, connect free to the Metro Rail Red or Purple Line to Pershing Square. Exit to Fifth Street/Hill Street. Walk one block east on Fifth Street to Broadway. For Metrolink train schedules, visit www.metrolinktrains.com or call (800) 371-LINK (5465).



Universal Studios

Save up to \$15 on general-admission prices. Order your tickets online at www.UniversalStudiosHollywood.com/gotransit. Offer valid through June 30, 2009



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Promotional rate is subject to applicable taxes and based on availability until June 30, 2009. Rates and dates subject to change without notice.



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Editor-in-Chief: Cheryl Downey
 Contributors: Charlene Ariza, Tracy Berge, Naomi Goldman
 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
 or to Metrolink Matters, 700 S. Flower St., Suite 2600, Los Angeles, CA 90017.
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