

# METROLINK MATTERS

METROLINK NEWS AND EVENTS



## Metrolink's First Two New Railcars Arrive at the Port of Long Beach

Continuing our history of safety innovation, Metrolink welcomed the agency's first two passenger cars equipped with Crash Energy Management features on Tuesday, March 2, upon their arrival from South Korea. These are the first of 117 cars that will be put into service beginning later this year after undergoing rigorous safety testing on Metrolink's system. Metrolink will be the first rail system in the nation to place into service these state-of-the-art passenger cars, which feature a unique collision-absorption technology.

Most of the work to assemble the new cars will be done at Metrolink's Eastern Maintenance Facility in the City of Colton in order to satisfy the "Buy America" program, which requires of Metrolink that final assembly of rolling stock take place in the U.S.

Performing the work stateside also will result in expedited training, faster completion of cars, the opportunity to start working on Positive Train Control modifications, and approximately fifty-six new jobs that will be extended for a longer period of time throughout the assembly process.

Look for the cars being tested on the Metrolink system in the coming months as part of our overall commitment to public safety.

*(See more coverage on pages 4 and 5)*



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## Metrolink Keeps Focus on Safety at U.S. Department of Transportation Outreach Tour

Last month, Metrolink participated in the U.S. Department of Transportation's Reauthorization Outreach Tour—a high-level town-hall meeting with transportation stakeholders in Los Angeles—to talk about regional and federal transportation priorities. Under the leadership of Transportation Secretary Ray LaHood and Senator Barbara Boxer, the forum addressed issues related to safety, livable communities, infrastructure maintenance, economic competitiveness, and environmental sustainability. Much dialogue focused on the urgent need for Southern California's priorities to be included in the upcoming reauthorization of the federal surface-transportation authorization bill, including provisions for Positive Train Control (PTC)—the ultimate automatic train-stopping technology, which Metrolink is working aggressively to develop and deploy.

Metrolink Board Chairman Keith Millhouse participated on a panel on human factors and safety to discuss Metrolink's

advancements in implementing sustainable passenger-safety improvements and to share the agency's perspective on the critical role of the federal government in supporting public-transit infrastructure and safety initiatives.

Moderated by Christopher Murphy, director of the California Office of Traffic Safety, this panel featured Chairman Millhouse alongside an impressive and diverse group of participants: Ron Cottingham, president of the Peace Officers Research Association of California; Stephen Finnegan, manager of government affairs and public policy at the Automobile Club of Southern California; Deb Hubsmith, founding director of the Safe Routes to School National Partnership; and Bill Martin, board co-chair of Advocates for Highway and Auto Safety.

Collectively, the group underscored the need for safety to be at the top of everyone's minds in all areas of transportation policy and programming—



Transportation Secretary Ray LaHood and U.S. Senator Barbara Boxer address transportation issues at town-hall meeting.

better engineering, ongoing public education, stricter enforcement of laws and regulations, and dedicated, sustained funding. In highlighting the issue of distracted driving among numerous safety issues, the panel also encouraged the participation of the general public in taking personal responsibility for complying with the many safety mechanisms and laws that exist for their protection.

Chairman Millhouse highlighted the many safety initiatives that Metrolink has implemented as part of its comprehensive program, which uses state-of-the-art technology and redundant safety systems to help account for both human and mechanical errors in the operation of its trains. These include numerous industry-leading measures, including the installation of inward-facing video cameras in the entire Metrolink fleet, significantly enhanced safety-compliance testing among crews, an accelerated strategy to develop and install PTC, expanded staffing to oversee safety and regulatory compliance, and the forthcoming arrival of the system's new fleet of Crash Energy Management-equipped cars. In closing, he further advocated for federal support for PTC to help bring that important safety technology to Southern California, where it can create a safer environment for our traveling public.

### Save on Your Taxes by Taking Metrolink

Tax day is quickly approaching. Did you know that employers who offer transit commuter benefits enjoy a significant tax benefit per employee and can save thousands?

Employees whose monthly transit and parking costs reach or exceed \$230 can save about \$1,000 per year by participating in a pre-tax commuter-tax-benefit plan through their employer. The federal stimulus bill increased the amount of pre-tax wages that can be set aside for transit purchases to \$230 per month. Under the previous withholding cap, participants could save slightly more than \$500 per year. So now is the time to act.

The commuter-tax benefit is specified in Internal Revenue Code Section 132 (F), as amended by TEA-21, Title IX, Section 910.

For more information, call Metrolink's Corporate Program at (213) 452-0206 or visit [metrolinktrains.com](http://metrolinktrains.com).



# METROLINK SAFETY ONE

## Training—Essential to Safety Awareness

Training is an essential part of Metrolink's Safety-Awareness Program, which educates both internal and external groups. Our goal is to ensure that everyone—engineers and conductors; mechanical, track, and signal workers; security guards; managers; firefighters; police; and others—is ready to react quickly and appropriately in any emergency.

### Our internal training includes:

- **Egress Training**—This biennial training is provided to Metrolink employees and contractors' staff about a particular location. Classroom instruction at the site focuses on access to fire extinguishers, first-aid kits, and emergency tools located on train cars, as well as hands-on training on how to use emergency exits or remove emergency windows.
- **National Incident Management System (NIMS)/ Incident Command System (ICS)**—This specialized training for Metrolink employees and contractors who may respond to emergencies is designed to help organizations improve emergency-response procedures and work together effectively.
- **iWatch Awareness**—Metrolink front-line employees, such as staff at stations, security guards, and staff from our four major contractors, receive this biennial training on system security and the critical importance of alert employees. Employees are trained to make preliminary evaluations of potential threats to system security, to report, and to respond.



### Our external training includes:

- **First Responder Training**—Firefighters and emergency personnel from throughout the Metrolink service area learn how to respond to an emergency involving a Metrolink train, with particular emphasis on familiarizing them with railroad-specific safety measures.

- **Equipment Familiarization**—A follow-up to First Responder Training, this gives participants an opportunity to exercise what they learned by using emergency exits and removing emergency windows.
- **Grade Crossing Collision Investigation**—This trains law-enforcement officers, investigators, and emergency-response personnel about investigating a collision between a train and a vehicle trespasser.

- **Directed Enforcement Training**—Before engaging in a directed-enforcement operation designed to warn and cite pedestrians and motorists who violate grade-crossing rules, local traffic officers are trained about appropriate vehicle codes and conducting a safe operation.

- **Roll Call Training**—This is a special training opportunity during a shift change at a police station, where Metrolink sheriff's deputies or staff attend a roll-call meeting to brief officers about local rail-safety issues and safely navigating near railroad tracks and crossings.
- **Transit Driver Training**—School-bus drivers entrusted with transporting children safely get training specific to this important task, including proper procedures for navigating railroad crossings along their routes.
- **Professional Driver Training**—This training helps professional truck drivers understand the regulations and what to do if a truck gets stuck on a grade crossing.

Each year, Metrolink conducts one large-scale drill that allows staff and emergency responders to practice skills, work with actual Metrolink equipment, and carry out procedures outlined in Metrolink's emergency-preparedness plan. A debriefing and critique session following each drill helps determine whether changes or modifications to the emergency-preparedness plan are necessary.



# Railcar Delivery Earns Metrolink International Attention

On Tuesday, March 2, Metrolink greeted the system's first two Crash Energy Management (CEM)-enabled cars at an event at the Port of Long Beach. Delivered from their manufacturing site in South Korea across the Pacific on the U.S.-flagged cargo ship *Ocean Charger*, the cars were on display for media and special guests gathered at the port. Joining Metrolink Board Chairman Keith Millhouse, board members Greg Pettis and Daryl Busch, and CEO Eric Haley were Port of Long Beach Harbor Commissioner Dr. Mike Walter and representatives from Intermarine LLC (ship owner), Suntrans International, Inc. (freight forwarder), and Hyundai Rotem, South Korea (manufacturer). The arrival of the new cars with state-of-the-art collision-absorption technology attracted attention and media coverage from around the world. Metrolink officials hailed them as another step forward in Metrolink's comprehensive safety program.



## NEWS COVERAGE

### BUSINESS WEEK:

"SoCal Train Line Gets Crash-Resistant Cars"

### LOS ANGELES DAILY NEWS:

"Safer Railcars Arrive"



### CBS 2 NEWS:

"The world's safest commuter-train cars will soon be getting a test run by Metrolink."



### THE HUFFINGTON POST:

"Metrolink Trains Get Crash-Resistant Cars"

### KNBC CHANNEL 4:

"Metrolink received its first shipment of crash-resistant train cars."

### RAILWAY GAZETTE INTERNATIONAL:

"Metrolink's Crash Energy Management Coaches Arrive"

### LONG BEACH PRESS-TELEGRAM:

"Crash-Resistant Metrolink Cars Arrive at Port of Long Beach"

### Praise from Metrolink Social Networks

- @Deb...: "Metrolink is shining example!"
- Kyle: "Awesome! Excellent investment, Metrolink!"
- Carol: "Congratulations! So exciting. Can't wait to try them out!"
- Eric: "Congrats, Metrolink. Look forward to riding this past traffic one day!"





Stephen Gardner (left), Amtrak's vice president of policy and development, and Metrolink Board Chairman Keith Millhouse shake hands to mark agreement on a three-year operations contract.

## Amtrak Back On Board as Metrolink Train Operator

In what will be a seamless transition for passengers, Amtrak will assume responsibility for the safe operation of Metrolink trains on all seven lines beginning June 26.



The Metrolink Board and Amtrak have agreed upon a four-year contract with two potential three-year extensions.

Metrolink officials are proud to welcome Amtrak crews and managers back. Having performed similar duties during Metrolink's first thirteen years of operation, Amtrak will be back on board this summer. Longtime riders will recall that Amtrak conductors and engineers operated Metrolink trains from 1992 to 2005.

Metrolink contracted with Amtrak in part because of its significant commitment to passenger safety and multiple safety programs that will complement and enhance Metrolink's safety efforts.

"The depth of relevant experience and management support Amtrak has for our operation is unique in the passenger-rail environment and we look forward to working with them again in this capacity," Metrolink CEO Eric Haley said.

Amtrak will provide the train and engine crews required to operate Metrolink-owned locomotives and railcars, including new equipment that is built with state-of-the-art collision-absorption technology designed to enhance protection for passengers and crews.

## Customer Commentaries

**Metrolink Matters will share feedback from you on what passengers are talking about out there on the rails. We will reprint quips and comments from your letters and e-mails ... keep 'em coming!**

**On a San Bernardino Line train, one customer was encouraged with progress made in on-time performance:**

"I have often written regarding my displeasure with continual late trains over the past few months. However, this e-mail is to thank you for your efforts in being on time. It makes such a huge difference! Thanks again."

**Another customer is eager to resolve our aesthetic differences:**

"It's time for a Web-site upgrade. I'm not even talking about your design. The colors! Oh, the colors! They hurt my eyes. I will build you a better Web site for free. Where should I send the mock-ups?"

**As many of you may have noticed, a new design and color scheme has begun appearing on our locomotives. The same graphic elements also will be incorporated into our Web site over the next year.**

**And yet another customer wonders about chilly onboard temperatures:**

"Are you trying to freeze us solid on the train? For the love of God, turn on some heat! I sat all bundled up with three layers of jackets on ... INSIDE THE TRAIN!"

**Rest (warmly) assured: The Mechanical Department has looked into this matter; the temperature should be adjusted by the time you read this.**

## METROLINK SAFETY ONE

**Handrail Safety**—Station stops shouldn't be hazardous or rushed. All passengers should hold the handrails to climb or descend the stairs in order to prevent falls, collisions, or mishaps with other passengers. The process of boarding and disembarking runs most smoothly if disembarking passengers are ready to step down as soon as the train pulls into their station—and embarking passengers yield to disembarking passengers, then board. Courtesy and caution help everyone get where they are going safely.





## March Is National Procurement Month—Time to Celebrate!

By Jennifer M. Sims, C.P.M., Manager,  
Contract Administration and Procurement

Ever wonder how Metrolink acquires the supplies and services necessary to keep 52 locomotives and 171 commuter railcars rolling along more than 500 route miles, while ensuring well-equipped stations meet the needs of more than 40,000 daily customers?

Metrolink's Contract Administration and Procurement Division (CA&P) engages in strategic sourcing processes. These processes support operations and administration while adhering to pre-established budgetary constraints, and applicable laws and regulations. Supporting a business model that contracts out roughly 90 percent of Metrolink activities, CA&P processes nearly 1,400 requisitions, 300 purchase orders, and more than 30 formal bid solicitations annually.

National Procurement Month highlights the role that procurement professionals play in an organization. In the private sector, our counterparts contribute to companies' bottom lines.



From left to right: Venus Sanchez, contract administrator; Cherry Nalipay, administrative assistant; Kari Brozowski, administrative assistant; Roslyn Lewis, senior contract administrator; Aran Takenouchi, buyer; Jennifer Sims, manager of Contract Administration and Procurement; Steve Holman, buyer; Richard Chiou, contract administrator; Lia McNeil-Kakaris, principal contract administrator

In contrast, Metrolink's CA&P staff exercises its fiduciary responsibility to protect your investment as a taxpayer. These efforts result in vital cost savings or avoidance to maximize Metrolink's resources and minimize exposure to risk. We don't just purchase, we procure!

We analyze the total cost of ownership and life-cycle costs, as opposed to simply awarding the contract to the contractor with the lowest purchase price. CA&P staff factors in the cost of disposables, maintenance, downtime, energy, and salvage value on simple procurements. On complex procurements, CA&P staff partners with internal customers to evaluate additional factors to ensure that "best value" is realized. These factors include technical specifications and a contractor's qualifications or methodology for providing the goods or services.

During times of economic uncertainty, smart procurement has even more value. Companies that may appear solvent and profitable may be over-leveraged and unable to secure financing for raw materials. As a result, many firms will not survive.

CA&P staff must constantly monitor the pulse of the supply chain. It is imperative that we employ sufficient administrative oversight to continue supporting operations and avoid any lapse in product or service delivery. But our role doesn't end there. Procurement professionals in Metrolink's CA&P Division also act as liaisons between new technologies and project managers. They ensure equitable treatment of all vendors by maintaining the highest ethical standards.

Buyers and contract administrators in public agencies across the nation are being recognized this month for the impact they continue to have on their agencies' budgets and operating efficiencies.

You'll find Metrolink's CA&P staff sitting next to you on trains, subways, and buses. As fellow passengers, we share your concerns about keeping costs down and maximizing efficiencies. We diplomatically question, challenge, and push the limits, never forgetting that you have entrusted us with your investment. In the last three months, CA&P staff successfully negotiated cost savings or spending avoidance that will result in overall annual savings totaling over \$1.5 million.





## Railfest 2010

For the fifteenth year, the Santa Clara River Valley Railroad Historical Society (SCRVRHS), in cooperation with Fillmore and Western Railway Company, will host Railfest in Fillmore. From 9 a.m. to 5 p.m. on March 27 and 28, Southern Californians of all ages are invited to explore railroad history and enjoy rail-themed fun. Compete in a railroad-spike-driving contest; view a rare railroad turntable; and ride a vintage pre-1940s train between Fillmore and Santa Paula. On Saturday night, encounter the Old West on F&W's murder-mystery dinner train. Throughout the festival, enjoy arts-and-crafts booths, exhibitions of model trains and antique farm equipment, and live entertainment.

A Metrolink train will be available for walk-on tours, and the Fillmore Historical Society and Museum will lead tours of the Fillmore Railroad Depot. Visitors can also hop on a tour bus to visit Rancho Camulos, a national historic landmark.

Railfest 2010 will take place in Fillmore's Central Park at the corner of Central Avenue and Main Street. Admission is free; ticket purchase is required for special train rides. Proceeds will benefit SCRVRHS. For more info, visit [scrvrhs.com](http://scrvrhs.com) or call (800) 773-8724 or (805) 524-2546.

## Building Relationships Starts by Listening

**A letter from @gidgey, a Metrolink follower on Twitter and one of our daily Orange County Line commuters ...**

The Twitter updates via [@metrolink](#) and [@metrolinkOC](#) are great! In fact, Twitter updates from Metrolink are currently the only reliable way to find out about the system, as my station of origin (San Juan Capistrano) has no signs, and the Santa Ana Station's marquees are totally unreliable.

Last night, as soon as I got to the station, I checked [@metrolink](#) from my cell phone and found that train 604 was up to 20 minutes late out of Fullerton due to a freight-train incident and that [@metrolink](#) had replied to my question earlier [about whether] the trains would be delayed. The marquee signs at the station showed no flashing lights and no scrolling announcement. I was the only one on the platform who knew the train was delayed, so I updated other passengers. Following [@metrolink](#) or bookmarking [twitter.com/metrolink](http://twitter.com/metrolink) (as I do on my cell) is vital for line updates. You can check Metrolink's Web site for the Twitter account for your line.

I've been riding Metrolink to work for the last four years. I've been on Twitter for nearly three, and [@metrolink](#) was one of the first accounts I followed. I've actually had a lot of great interaction with [@metrolink](#) and the user behind it: great customer service and PR.

**Thank you @gidgey, @metrolink and all of the line-by-line Twitter accounts have been established to help get timely and relevant information to our customers in a cost-effective way. Please continue to send your suggestions and interact with us. Have a great commute!**

*—Your friends at Metrolink*

## Seeking Your Input: Potential Service Cuts and Changes in Fare Policies

To balance the agency's budget, the Metrolink Board of Directors is proposing an increase in Metrolink fares of from 3 to 6 percent, changes in fare policy and discounts, and reductions in service. To see detailed explanations of the options under consideration and to submit feedback electronically, visit [metrolinktrains.com/about/agenda](http://metrolinktrains.com/about/agenda) and click on "eComments" next to "Notice of Public Hearing" (under "Metrolink Upcoming Meetings and Documents"). You can also comment in person at the public hearing on Friday, April 2, 2010, at 10 a.m. in the Southern California Association of Governments (SCAG) San Bernardino Conference Room at 818 W. 7th Street, 12th Floor, Los Angeles, California, 90017.

### METROLINK MATTERS

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