

METROLINK MATTERS

METROLINK NEWS AND EVENTS



Workers Ready New Cars for Testing on Tracks

Metrolink is assembling our new Hyundai Rotem collision-absorption-equipped cars at the Eastern Maintenance Facility, located in Colton. In the large photo to the right, one of the new cars is hoisted into the air while Hyundai Rotem workers move a truck assembly into place. Each truck assembly contains side frames, wheel sets, brake rigging, yaw dampers, and shocks. The other photos show a welder removing brackets used for shipping, and workers rolling a truck assembly toward the passenger car.



A Word from the CEO

Greetings, Metrolink Riders,

On April 16, I began my tenure as Metrolink's Chief Executive Officer. One of the things that attracted me to Metrolink is the potential for growth for passenger-rail service in Southern California. Another is the steadfast



Metrolink CEO John E. Fenton

commitment to commuting and passion for this system that you, our Metrolink riders, have shown over the past seventeen years.

Because of my years of experience leading companies and working in railroading, I want you to know first and foremost that **SAFETY** is my highest priority and the cornerstone of what we do. There is zero tolerance for safety failures. I believe there is no other way to do business.

I will be taking some time to completely review how Metrolink carries out its mission and delivers on its core values. I am making a commitment to you that our guiding principles will not only embrace your passion but are designed to build relationships, enhance Metrolink's reliability and predictability, and above all lead to creating solutions that result in a world-class railroad.

I firmly believe that pride and excellence come from an organization that fosters teamwork. Metrolink has a foundation of committed employees and contractors who work hard each day to keep your trip safe, and strive

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Board Limits Service Cuts and Moves Forward to Balance Budget

After listening to suggestions from the public, the Metrolink Board of Directors took preliminary steps in late April to balance the fiscal year 2011 budget. Potential measures include imposing a 6 percent systemwide fare increase, making limited service reductions, and changing some fare policies and discounts. None of these measures will be taken unless they are approved by the Southern California Regional Rail Authority (SCRRA) member agencies this month, prior to a final Metrolink budget vote in June.

At the April meeting, the Metrolink Board reduced the number of trains targeted for possible elimination from twelve to four. This leaves only San Bernardino Line midday trains 306 and 323, and Ventura County Line trains 105 and 114, under consideration for potential cancellation.

Metrolink Board members representing LA Metro, the Orange County Transportation Authority, and the Riverside County Transportation Commission approved continuing to fund eight other Inland Empire–Orange County Line and Ventura County Line trains. The commitment to provide that additional funding must be approved by those agencies' governing boards.

The Metrolink Board is scheduled to finalize the budget in June 2010. Any fare or service changes approved would take effect on July 1, 2010, the start of the new fiscal year.



Daryl Busch (right), mayor of Perris and Metrolink Board member, sits at the controls of Metrolink's locomotive simulator as Amtrak trainer Jose Castillo runs him through a virtual-train simulation exercise. The simulator—a state-of-the-art hardware and software training system—provides trainees with hands-on operations experience in a safe, controlled classroom environment. Metrolink's locomotive simulator is currently training newly hired engineers and conductors in preparation for the transition to Amtrak as the new operations contractor in late June.

A Word from the CEO

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to get you to your destination on time. You are a key partner on our team and in our success. Providing excellent service must be our daily commitment and reflect your experience every time you purchase a ticket and board a Metrolink train. No excuses.

For any organization to move forward there must be continuous improvement. For Metrolink to keep pace in our industry and serve you to the best of our ability, I need to personally hear from you. Please write to me at fentonj@scrra.net.

You can be certain that you will be hearing from me.

Sincerely,

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!

... A rider on the Burbank–Bob Hope Airport Line wishes fellow riders would be open to making some new friends:

“Every day there are people reserving seats for riders anticipated to board in Glendale and Burbank. When I ask for a seat I am refused because the seat is ‘saved.’ One individual holds three seats. Please help.”

... Unfortunately, that rider is not alone. From the San Bernardino Line, a passenger laments that some riders seem to like bags better than buddies:

“This lady took up two seats with her blanket, pillow; she was spread out to where you couldn't sit next to her. Plus, she had her bags and purse on the third seat. You can't ask them to sit on one seat or remove their belongings because they will ignore you or give you an attitude for the rest of your trip.”

Metrolink's seating policy is first-come, first-served. Saving seats for passengers who board later is not fair to passengers who board earlier. Our rider policies also clearly say that seats are for passengers; bags and other personal items should be stored under the seat or on your lap.



METROLINK SAFETY ONE

Guardians of Metrolink Security—More Than a Badge

Lieutenant John Herrera, who has headed the Los Angeles County Sheriff's Metrolink Division since May 2007, retired in late March. Before departing, he sat down with *Metrolink Matters* to discuss the division's role in keeping Metrolink safe.

The Los Angeles County Sheriff's Department has worked in partnership with Metrolink since our commuter-train service began in 1992. Metrolink Division deputies support the safety and security of passengers, employees, and contractors every day. In an emergency, other divisions of the L.A. County Sheriff's Department may respond.

Herrera built a solid legacy at Metrolink. He is most proud of the increased visibility of officers on trains and at stations. "Arrests and citations have increased due to a much more active presence of deputies on board trains," Herrera explained.

He also points to the role he played in enhancing relationships. Herrera encouraged his team to communicate with other transit officers in the area, train engineers and conductors, passengers, and station security guards. "This job is all about relationships. Successful communication at all levels is the key," he said.

Herrera outlined the many ways his officers support Metrolink operations, with responsibilities ranging from checking tickets to remaining alert to potential terrorist threats.

● **Fare Verification:** Both deputies and law-enforcement technicians—unsworn, civilian Sheriff's employees—ride trains throughout the Metrolink system daily to check passenger tickets. Riders also may notice other uniformed, sworn law-enforcement officers on board. They ride for free, add a visible law-enforcement presence, and are available to assist in an emergency.

● **Railroad-Crossing and Trespassing**

Enforcement: The division works with cities and law-enforcement agencies located along Metrolink rights-of-way to discourage trespassing and encourage proper driver behavior at railroad crossings. Metrolink Sheriff's deputies coordinate joint-enforcement activities with law-enforcement officers from freight railroads and other transit agencies.

● **General Security:** Deputies provide general security on the platforms at Union Station, Metrolink's primary hub. Division detectives investigate security issues such as ticket-machine vandalism or break-ins, theft of personal items on trains, or break-ins and thefts at Metrolink properties and yards.

● **Random Baggage Searches:** Metrolink deputies initiated the Random Baggage Search Program in 2009, the first such program on the West Coast for a commuter-train system. These searches are conducted jointly with federal and local agencies to provide an additional level of protection for passengers and employees.

● **Education:** Deputies participate in monthly Southern California Rail Safety Team meetings, support Operation Lifesaver programs, and take part in community presentations about coexisting safely with railroad tracks and trains. Deputies also help conduct ten GCCI (Grade Crossing Collision Investigation) courses each year.

● **Security Audits:** Deputies audit each station at least annually to identify security issues and monitor security-guard performance.

John, your Metrolink family thanks you for all you've done and wishes you the best! And we greet your replacement, Lieutenant Steve Brannigan. Welcome aboard, Steve!



Lieutenant John Herrera



Census Season, Metrolink-Style

No, those aren't U.S. Census workers tracking you down on the train. Those survey workers you see are distributing Metrolink questionnaires for the customer-satisfaction survey we conduct every two years.

Our survey provides us with important information on our ridership, including your transit needs and your level of satisfaction with our service. Surveys will be distributed on trains chosen to represent all of our lines and our various trip types. Not every train will be surveyed.

All individual responses are completely confidential. Your contact information will be used solely to choose five lucky riders who will win one of five \$200 Best Buy gift cards for completing a survey.

The Power of the (You)Tube

Metrolink's first two shiny new rail cars arrived on U.S. soil at the Port of Long Beach in March. Did you see the video of their arrival? Check out youtube.com/metrolinkmatters.

A few weeks ago, Metrolink launched its own YouTube channel to share news and innovation with our customers and the general public. In early



May, we will post sneak-peek video of the inside views of our first completely assembled cars. So stay tuned!

Subscribe to Metrolink's YouTube channel and find out when a new video is posted.

Join us by becoming a Metrolink Facebook fan at facebook.com/metrolink to share your thoughts, view the videos we post on our YouTube channel, and learn about Metrolink news, events, and more.

Follow us on Twitter via @Metrolink, @MetrolinkOC, @MetrolinkIEOC, @Metrolink91, @MetrolinkVC, @MetrolinkANT, @MetrolinkRIV, and @MetrolinkSB.

Follow Us on



Fun, Food, and Wine Tasting in Upland

Stop by the second annual Taste of the Inland Empire on Friday, May 21, in historic downtown Upland near the Upland Metrolink Station for local cuisine and brews, wine tasting, and entertainment. Sponsored by Discover Upland, a partnership between the City of Upland and the Upland Chamber of Commerce, the elegant, open-air event will be held from 6 p.m. to 9 p.m. on A Street. Tickets are \$30 and attendees must be 21 or older. For more information, visit discoverupland.com.



See something different
DISCOVER
UPLAND

Cajun Creole Music Festival Comes to Simi Valley

On Memorial Day weekend, thousands of Cajun and Creole fans will gather just across the street from the Simi Valley Station to enjoy the 21st Annual Cajun Creole Music Festival with a Blues Infusion. The festival will be held May 29 and 30 at Simi Valley's Rancho Santa Susana Community Park. One of the largest Cajun festivals west of the Mississippi, this annual event features music, food, and children's activities.

The Simi Valley Cajun Creole Music Festival is the Simi Sunrise Rotary Club's largest annual fundraiser. Proceeds are distributed to local charities as well as to international projects.

Single-day festival tickets are \$18 (\$15 for children 5–12; children under 5 may attend for free). The festival will be held at Rancho Santa Susana Community Park at 5005 Los Angeles Avenue in Simi Valley from 10:30 a.m. to 8 p.m. on Saturday, May 29, and 10:30 a.m. to 7 p.m. on Sunday, May 30. For more information, visit simicajun.org.



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