

METROLINK MATTERS

METROLINK NEWS AND EVENTS



Metrolink adds personal touch to customer experience with COAT

It was a Tuesday morning when Linda Nelson and her daughter boarded Metrolink train 304, which was scheduled to depart Los Angeles Union Station at 9:02. Nelson had a question that she wanted answered, which prompted her to phone Metrolink's call center. While navigating through the automated system, she spotted a Metrolink employee walking through the train asking passengers if they needed assistance.

The Metrolink employee Nelson pulled aside happened to be Andy Redmond, a Customer Engagement Representative (CER) who is a member of Metrolink's newly established Customer Onboard Assistance Team (COAT), which we just rolled out. CERs who are part of the COAT are the same employees who have in the past assisted you at stations, except now some of them ride the trains with you to answer questions, help you board or detrain if you require special assistance, provide support to conductors and pass out assessment-based surveys.

"I was on the phone trying to get some information," said Nelson, who wanted to know what time the train would arrive in San Bernardino. "When I saw the gentleman pass by, I thought, 'He works here, he should have that information, thank God!' So I got excited, because the help was right there in front of me," she chuckled.

"It's very good service, it's very friendly to the passenger, and it will be good for Metrolink's system," Solomon Xu said of the COAT.

Solomon Xu, who decided to ride the train after having car problems, was in a similar situation. It was his first time riding Metrolink, and he had no idea how to transfer to other connections. So, he was delighted when Redmond walked by. "It's very good service, it's very friendly to the passenger, and it will be good for Metrolink's system," Xu said of the COAT.

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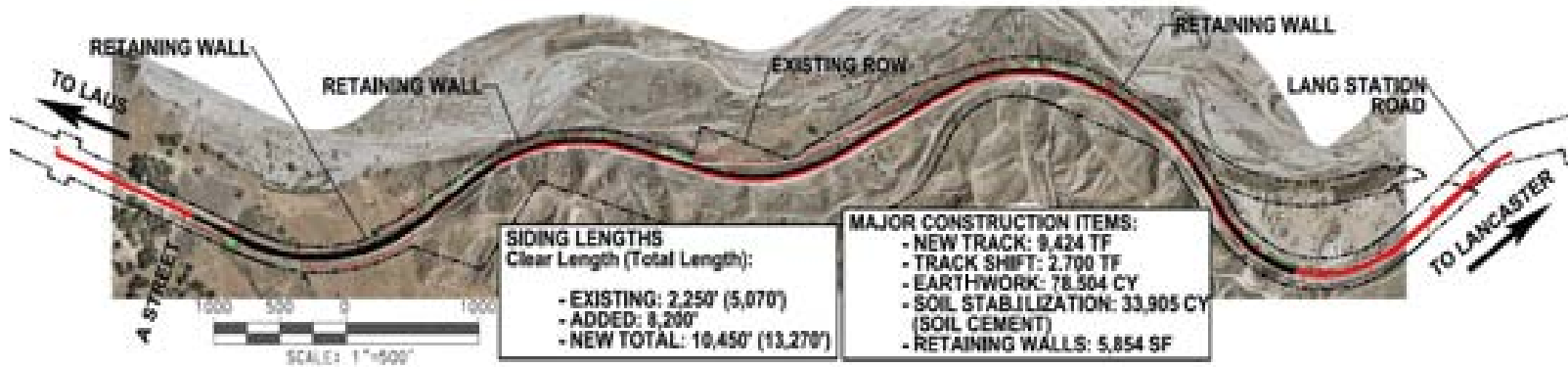
AV Line construction continues

Metrolink to provide bus bridges during three weekends in September

The new Antelope Valley Line siding extension we began constructing in February between Lang Station Road and just east of Sand Canyon Road in the Santa Clarita area is well under way. Our contractor will begin laying rail later this month and next month on the new earthen embankments that were constructed to support the track.

The mainline track will be shut down between the Via Princessa and Vincent Grade/Acton stations from 10:30 p.m. on Saturday until 3 a.m. on Monday during the weekends of September 11, 18 and 25. Metrolink will provide bus bridges. We will give you more updates as they become available.

We anticipate completing the project in late September.



Metrolink adds personal touch...(continued from page 1)

Safety Tip



ALWAYS remember to hold onto the handrail when boarding, detraining and using the stairs.

For Redmond, the most rewarding part of the program is that he has more time to assist passengers, which helps to foster better relationships with them. "It's a good opportunity to meet with everybody and give them excellent customer service."

Like Nelson and Xu, Metrolink's train crews welcome the CERs' helping hands. "The best benefit is having someone else onboard that I can turn to for help," said conductor Thomas Beil, who works on the San Bernardino Line. "I don't always have the time to spend with each person, whereas someone else who doesn't have my responsibilities [safe operation of the train] can take care of customer needs a little better. So, I think that's going to help a lot."

So if you see a Metrolink employee dressed in black slacks and a blue shirt with the conductor or walking through the train, chances are that person is a COAT member. And our COAT would love to provide you with top-notch customer service.

Metrolink extends free ride to JetBlue customers

JetBlue customers who fly in or out of Burbank's Bob Hope Airport can ride Metrolink to or from the airport for free on the day of their flights. Metrolink will accept your JetBlue boarding pass or printed email confirmation as valid fare. Please be prepared to present either one upon request from a Metrolink conductor or fare enforcement officer. Electronic tickets and confirmations shown via cell phone will not be accepted. This offer is valid through the end of 2011. To view our Burbank-Bob Hope Airport Line schedule, visit www.metrolinktrains.com/schedules/html.php?id=1105. Happy traveling!





Metrolink **safety** always matters



Retreat from the heat, safely

Metrolink began operating special service on July 2 so you can beat the heat and ride our trains to one of three Metrolink stations near Southern California's coastline: San Clemente, San Clemente Pier and Oceanside.

Try out the San Clemente Coastal Trail and enjoy one of the most beautiful shorelines in Southern California. This 2.3-mile trail, which you can access by getting off at Metrolink's San Clemente Station or San Clemente Pier Station, connects North Beach to Calafia Beach Park. While you are enjoying the sun, sand and surf, we ask you to be aware of tracks and trains and follow these safety tips:

- ALWAYS cross at designated pedestrian crossings or underpasses. Do not cross the track at the San Clemente Station platform. Please utilize the access points for the beach and trail: Dije Court, El Portal, Mariposa, Linda Lane, Corto Lane, San Clemente Pier, T-Street, South T-Street, Boca Del Canon, Lasuen, Rivera, Montalvo and Calafia.

- NEVER cross the tracks, stand on the tracks or walk down the tracks. Metrolink and Amtrak trains operate on these tracks. Pedestrians must remain on the trail at all times and are prohibited from trespassing into the rail corridor, which is owned by the Orange County Transportation Authority (OCTA). OCTA's officers began right-of-way enforcement in June, citing trespassers for violations.
- ALWAYS expect a train. The San Clemente Coastal Trail is a "trail along the rail," as it shares the corridor with active Metrolink and Amtrak service. Trains may approach from any direction, at any time. Trains are quiet and travel faster than they appear.

For more information, call the City of San Clemente's Beaches, Parks & Recreation Department at 949-361-8264 or visit san.clemente.org/sc/Standard.aspx?PageID=356 and traillink.com/trail/san-clemente-pedestrian-beach-trail-.aspx

Tell us how effective *Metrolink Matters* is

Take our online survey

We publish *Metrolink Matters* specially for you, with your needs and enjoyment in mind. The newsletter contains key updates about what's going on at Metrolink and how it affects you. It also includes information about our employees so you can get a closer glimpse at some of the people who work hard to make possible the service we offer to you. We are always striving to improve the way we serve you. Please take a moment to tell us how we're doing by completing our online survey: <http://www.zoomerang.com/Survey/WEB22CPL88AFSH/>

Metrolink provides more affordable, environmentally friendly weekend options

This month Metrolink introduced our \$10 Weekend Pass, which is an affordable and environmentally friendly alternative to driving. The pass, which is being offered as part of a pilot program, is valid from 7 p.m. on Fridays until 11:59 p.m. on Sundays. That means that you can ride our trains anywhere, as much as you want, within that time frame*. Monthly Pass holders also can take advantage of our weekend service at no additional charge.

Some excited riders already plan to take advantage of the new weekend ticket option. "I love the all-you-can-ride weekend promotion you're offering. I have grandkids, and what grandmother doesn't want to take her grandkids somewhere on the weekend that does not cost a lot?" said Elena Dunn, who has been riding Metrolink since we began operating in 1992. "I can take them to the pier and the beach. I have seven grandkids, so I'll take different ones at different times."



And on top of the Weekend Pass pilot program, we also began operating our beach trains. The special trains, which we operate only during weekends, are available until October 9.

We would love to hear about your weekend outings. Send your stories to MetrolinkMatters@scrra.net

*Please note that some lines do not operate during weekends. Please visit metrolinktrains.com/schedules for scheduling information.

Retirement takes a backseat to safety



Many people plan elaborate vacation getaways for their retirement. But the same cannot be said for Deputy Steve Smith, a 27-year Los Angeles County Sheriff's Department veteran who has worked for Metrolink's Security Department since 1992. As Metrolink's law enforcement liaison, he analyzes the agency's enforcement activities and determines areas for improvement. He retires July 30 but will continue devoting his free time to promote railroad safety.

Smith has volunteered for 18 years with Operation Lifesaver, a nonprofit organization that works with federal, state and local governments, law enforcement agencies, traffic safety organizations and railroad companies to spread railroad safety awareness. He teaches first responders, including fire department and law enforcement personnel, how to operate safely around railroad equipment. He is also a grade crossing collision investigation instructor who teaches courses on how to investigate railroad incidents and conduct enforcement along the right-of-way.

"I've always loved the railroad, and I get satisfaction in knowing that I've helped people understand how the railroad works," said Smith, who emphasized the importance of being vigilant and realizing that a train can come at any time. "I want to continue spreading safety awareness to make a difference in the community. You cannot prevent all incidents, but I try to prevent as many as I can through educational awareness. If my work saves one life, then it's worth every bit of effort I've made to get those safety messages out there," he said.

Smith hopes that through all of his years of volunteering he was able to help forge a stronger camaraderie between first responders and government and railroad agencies who work toward a common cause: railroad safety.

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Editor-in-Chief: Claudia Ziebell, Communications Manager
 Writer and Editor: Delana Gbenekama
 Contributors: Tracy Berge, Ron Mathieu
 Designer: Harlan West/HWDS
 CEO: John E. Fenton

Send comments or story ideas to metrolinkmatters@scrra.net
 or to Metrolink/SCRRRA, One Gateway Plaza, 12th Floor, Los Angeles, CA 90012.
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