

# METROLINK MATTERS

METROLINK NEWS AND EVENTS



## Holiday Toy Express® to bring cheer to a city near you

Enjoy the free show, donate to the 'Spark of Love Toy Drive'

Starting mid-November, Santa, Mrs. Claus and Santa's little helpers will be whisked away on the Holiday Toy Express by Santa's reindeers to begin their magical tour. The Holiday Toy Express is the 450-ton gift that Santa and his gang worked on with Metrolink and your station city all year long to unveil especially



for you. It will be adorned with more than 50,000 sparkling lights, awe-inspiring holiday displays as well as a massive stage that will feature a spectacular live musical performance that you won't want to miss. And it's all for free! To top that off, most cities will hold their own unique fun-filled extravaganza to complement Santa's show. So bring your friends and family to celebrate the joy of the holidays.

And before you head out to celebrate with Santa and his gang, don't forget what the true spirit of the holiday season is about: caring and sharing. Please remember to bring a new, unwrapped toy to donate to the ABC7 & Southland Firefighters "Spark of Love Toy Drive."

Last year local firefighters collected more than 500,000 toys to give to less fortunate families in local communities, putting a smile on children's faces.

Stay tuned for the complete list of tour stations and dates, which will be released later this month. Santa and Metrolink hope to see you soon!



## Metrolink offers Quiet Cars for riders who enjoy more peaceful commute

If you sit in the second car away from the locomotive, you may have noticed that your train ride has been unusually quiet. The reason is that on Oct. 3, Metrolink introduced Quiet Cars on all weekday trains. They are the second car away from the locomotive, and you can ride them at no additional charge. The move to offer the free, new amenity is part of our initiatives aimed at improving our level of service for passengers.

No loud talking is allowed on the cars, which is a bonus for riders who like to nap, read or get a little work done, or just want peace and quiet. Passengers can use audio devices with headphones as long as the volume level cannot be heard by neighboring riders.

### Silence Is Golden

No Talking   No Phone Calls   No Music

**When riding on the Quiet Car, please refrain from:**

**Phone Calls • Loud Conversations  
Other Noise or Disturbances**

Thank you from Metrolink and your fellow passengers.

If you do not wish to follow these guidelines please relocate to another car. Visit [metrolinktrains.com](http://metrolinktrains.com) for more information on Quiet Car guidelines.

METROLINK.

"Our new Quiet Cars will make the commute on Metrolink trains even more enjoyable for those, like myself, who prefer a more peaceful commute," said Metrolink Board Chairman Richard Katz. "Some of our passengers prefer to socialize (continued on page 2)

## A word from the CEO

Greetings, Metrolink riders.

This year in earlier editions of *Metrolink Matters*, I told you about how we have been working to provide you with more choices than ever. The rollout of our Quiet Cars and additional bicycle cars are the latest examples of our delivering on our promises to you. Our Quiet Cars provide a peaceful environment for those of you who prefer an almost noise-free train ride. We will begin deploying new bicycle cars this month because of growing rider demand for more storage and the success of the pilot program we introduced a few months ago. Our rollout comes just in time for bike riders who want to attend CicLAvia, one of Los Angeles' biggest events that encourages people to leave behind their motorized vehicles and explore Los Angeles in a green way. As an environmentally responsible transportation alternative, Metrolink supports green initiatives like CicLAvia and encourages anyone who lives in or visits the region to try out our service.

The service that Metrolink provides would not be possible without your support. Our commitment to you drives our efforts toward improving our service. Last year we devised a new strategy to increase our on-time performance so we could provide you with a more reliable service. We have maintained an average on-time performance rate of 96 percent for the past 13 months. But we will not stop there. We will continue working toward getting better so you can have the best customer experience, and we want your input.

Metrolink will continue to reach out to you through avenues such as Facebook, Twitter and our mobile site so you can engage in a dialogue with us and also to ensure that you receive timely and pertinent information about your commute. Your thoughts are vital in our efforts toward playing a greater role in meeting the region's transportation needs.



Metrolink CEO John E. Fenton

## Cash in on savings

### Join or refer a friend to Metrolink's Corporate Pass Program

Do you work for a company with 250 or more employees or know of a company that size? If the answer is yes, then you could win a \$10 In-N-Out Burger, Starbucks or Coffee Bean & Tea Leaf gift card by providing Metrolink with a referral for our Corporate Pass Program (CPP).

The referral you provide must lead to an appointment with Metrolink in order for you to qualify for the gift card. If your referral signs up within one week from the scheduled appointment, **you win three consecutive Metrolink Monthly Passes.** This offer ends Nov. 30.

Our CPP is a convenient transportation benefit program that companies can offer as a service to their employees. And the great thing is that employees and employers receive a tax break by commuting to work.

Joining Metrolink's CPP is FREE. To learn more about how you and your employer can save money by enrolling, contact Laurene Lopez, corporate sales manager, at [lopezl@scrra.net](mailto:lopezl@scrra.net)

### ...peaceful commute (continued from page 1)

or do business on the train. We encourage that – just not on the new Quiet Cars.”

Seating is on a first-come, first-served basis. Metrolink asks that passengers be mindful of the limited seating capacity by placing their personal items on their laps or below their seats so other riders can also enjoy the Quiet Car.

Before introducing the cars, Metrolink took to the social media forum Facebook to ask riders to weigh in on the systemwide

rollout. “We believe in giving our riders every opportunity to voice their opinions about our service options. We want to offer service that is attractive to our customers and increases ridership,” said Metrolink CEO John E. Fenton. So far 65 percent of riders who responded said offering Quiet Cars is a great idea, compared to 27 percent who said the cars are not for them.







# Weekend fun



## Claremont Village Venture

Head out to the "City of Trees" to experience autumn's largest arts and crafts fair in the Inland Valley. More than 450 booths will feature unique arts and crafts, international foods and entertainment. And don't miss out on the children's Halloween costume parade that begins at 9:30 a.m. at the corner of Harvard and Bonita avenues. The event is free to the public.

Take Metrolink's San Bernardino Line. Get off at the Claremont Station, and you will see and hear all the excitement.

For more information, contact the Claremont Chamber of Commerce at 909-624-1681 or [contact@claremontchamber.org](mailto:contact@claremontchamber.org), or visit [claremontchamber.org](http://claremontchamber.org)

## Football and shopping at the Rose Bowl

There's still time to catch a football game at the Rose Bowl before the season ends. And if you're not into football, you can check out the Rose Bowl Flea Market, one of the world's most famous bazaars.

To get there, take Metrolink to L.A. Union Station, connect for free to the Metro Gold Line and then get off at the Memorial Park Station. If you're attending a UCLA football game, you can take a free shuttle from Parson's Engineering at 100 W. Walnut St. The shuttle operates three hours prior to kickoff and continuously until about two hours after the game ends. The shuttle will drop you off within 100 feet of the stadium gates.

If you are traveling to the Rose Bowl for another event besides football, you have two options to get there from the Memorial Park Station. For those of you who are avid walkers, you can take the 25-minute stroll from the station to the Rose Bowl. If you prefer to take the bus, walk down to the corner of Raymond Avenue and Holly Street and connect for free to the Pasadena Area Rapid Transit System (ARTS) bus route 51 or 52 to get to the Rose Bowl.

For questions about Pasadena ARTS bus schedules, call 626-398-8973 or visit [cityofpasadena.net/ARTSbus](http://cityofpasadena.net/ARTSbus)

For questions about Rose Bowl events and admission prices, call 626-577-3101 or visit [rosebowlstadium.com](http://rosebowlstadium.com)

## How to purchase the \$10 Weekend Pass

The \$10 Weekend Pass is available for purchase at all Metrolink Ticket Vending Machines (TVMs), located at our train station platforms, starting at 7 p.m. on Fridays.

Step 1: Select **Special Ticket**

Step 2: Select **\$10 Weekend Pass**



## San Clemente SeaFest

Take a trip to one of Southern California's most beautiful beach cities, San Clemente, to enjoy its unique SeaFest activities. The annual event features a surf competition, clam chowder cook-off, business exposition and a host of other exciting things to see and do.

Take Metrolink's Orange County or Inland Empire-Orange County Line. Get off at the San Clemente Pier Station and you'll be right at the festivities.

For more information, contact the San Clemente Chamber of Commerce at 949-492-1131 or visit [scchamber.com](http://scchamber.com)



## Save the date

### No Metrolink service on the OC and IEOC lines four weekends this fall

Metrolink will not operate trains on the Orange County and Inland Empire-Orange County lines the following weekends this fall due to track construction that will be carried out by San Diego Northern Railway:

Oct. 22-23 • Oct. 29-30 • Nov. 5-6 • Dec. 10-11

No buses will be provided in lieu of Metrolink train service.

Amtrak is planning to operate its 700 train series between Los Angeles and Irvine and provide buses between Irvine and San Diego only during the October and November shutdowns.

Check our website for updates.



# METROLINK SAFETY ALWAYS MATTERS

## Courtesy among passengers goes a long way

On your best day or your worst day, a simple act of kindness from a fellow commuter will not go unnoticed. Basic good manners and respect for your Metrolink neighbor will make commuting a pleasant experience. Please keep the following tips in mind:

**Wait for other passengers to detrain** before boarding. Never jostle or push past people who are exiting the train. Hold the handrail and watch your step when boarding and detraining.

**Do not stand in front of the doors** once you have boarded the train. Find

a seat or move to the center of the car. If standing, hold the handrail or a seat headrest while the train is in motion.

**Always offer a seat** to those who may need it more than you do (e.g., elderly or disabled passengers). Mothers with small children should also be given priority. Be gracious, willing and act quickly when you see a fellow passenger in need of assistance. Seats located near the door are reserved for such passengers.

**Assist passengers** with large bags, mothers with large strollers and elderly passengers who might find the step off the train difficult.

**Never place your feet on the seat** opposite of you. Do not take up additional seats with your bags. Store your items below your seat or on your lap.

**Use your library voice** when speaking with other passengers or using a cell



phone. Passengers who are working, reading or resting will appreciate your courtesy.

**Use headphones for audio devices.** Please keep the volume at a level that will not disturb your neighbors.

**Gather your coffee cup,** wrappers, papers or other waste and dispose of it as you exit the train.

Commuter etiquette should be observed so that all passengers will have the most comfortable journey possible.



## iShuttle to offer service to Irvine Spectrum Center

iShuttle will offer two new weekday lines to the Irvine Spectrum Center beginning Oct. 10. The service will be available to commuters arriving at the Irvine Station by train, bus, bike and car. Metrolink riders



can board for free as long as a valid Metrolink ticket is presented. The shuttle will not only stop at the Irvine Spectrum Center, but it will also serve businesses and residents along Barranca Parkway, Irvine Center Drive, Sand Canyon Avenue, Alton Parkway and Pacifica. The new service is convenient for local residents who want a quick, carefree ride to and from the Metrolink station and also for riders who don't live in the area but want to shop or dine.

Visit [irvineshuttle.net](http://irvineshuttle.net) for route and schedule information.

## New 800-plus-space parking structure unveiled at Tustin Station

Metrolink riders who board at the Tustin Station no longer have to deal with vehicle overcrowding now that construction of a five-story parking structure equipped with 823 spaces is complete. The 243,130-square-foot facility nearly triples parking capacity, replacing the former 300-space surface lot. It includes energy-efficient LED lighting, rooftop solar panels that power the structure and electronic signage at the entrance indicating parking availability. The parking facility opened Sept. 22.

The Tustin Metrolink Station averages 844 weekday passenger boardings. The increased parking capacity will help to accommodate growing ridership.



# Ask the CEO

Metrolink has improved our on-time performance to historical highs to provide you with a more reliable service. However, there have been recent occasions where our trains have been delayed due to mechanical issues or track inspection and maintenance. We recognize that it is frustrating for you when these delays occur. We do everything in our power to ensure that we work efficiently to prevent delays that are within our control. In addition, we strive to provide you with timely updates. Some examples of delays that are out of our control include:

- 1) **Heavy railroad traffic.** About 40 percent of the track we operate on is single track, which means we have to share the track with other railroad companies. Sometimes there are uncontrollable delays due to heavy traffic.
- 2) **Extreme weather conditions.** When it rains, for example, and water pools inches above the track like we saw Sept. 10 on the Antelope Valley Line, Metrolink has to suspend service so that

we do not put you at risk by operating equipment that can be damaged by flood waters. Also, there are times when we have to perform track inspections and maintenance.



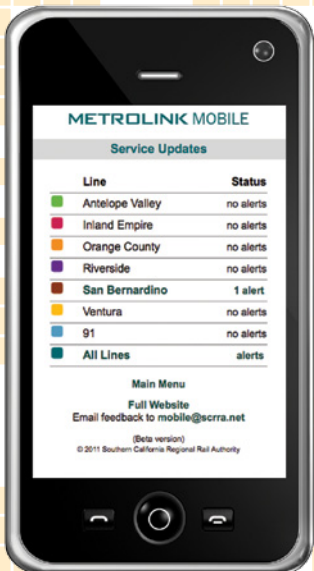
- 3) **Customer service.** Passengers needing assistance getting on and off our trains.
- 4) **Public safety reasons.** Unruly passengers or individuals who threaten to harm themselves. You may recall that on Sept. 14 we experienced major delays on our Orange County Line because an individual threatened to jump off a bridge.

**Metrolink customer wrote:**

For three years, prior to last year, I used Metrolink to get to the Auto Club Speedway for NASCAR's Sprint Cup series race on the scheduled Sunday the event took place. Last year I was disappointed to find that Metrolink was not providing this service to the race. I contacted Gillian Zucker, president of Auto Club Speedway, and was told that the prior year only 2,000 people had used Metrolink. I disputed her number then, and I still dispute it today. I was on one of the trains that Sunday, and there were far more than 2,000 people exiting the trains upon our arrival at the racetrack. I'm wondering, now that you are in charge, if there's been any consideration given to provide this service in the future, specifically in March of 2012? With an attendance in excess of 80,000 people, and a station on the property, it seems to me that providing train service makes sense.

**Metrolink responded:**

Metrolink has been working with the Auto Club to possibly operate a special train to the NASCAR Auto Club 400 next year. Possible dates and times have yet to be determined. Again, we are working toward bringing the service back, but whether or not we will be able to has yet to be confirmed. In the meantime, please check our website, [metrolinktrains.com](http://metrolinktrains.com), for information as we draw nearer to the event date.



## Social media: More than a one-way channel of communication

Metrolink's use of social media has its roots in the need to communicate more effectively with our customers. A passion for customer engagement, transparency and collaboration are the driving factors behind this communications initiative. This is the most timely way to send and receive valuable feedback from the very people we exist to serve.

If you are only interested in train status updates, we've got you covered.

We post train delays of 10 minutes or more on Twitter, Facebook ([facebook.com/Metrolink](http://facebook.com/Metrolink)) and our website home page ([metrolinktrains.com](http://metrolinktrains.com)). Our home page features all Metrolink Twitter train status updates on the right navigation pane.

Our mobile site ([mobile.metrolinktrains.com/updates/service](http://mobile.metrolinktrains.com/updates/service)) also features train status updates by line.

We encourage you to send your comments and questions our way. We make every effort (continued on page 6)





## New bicycle cars slated for rollout after successful pilot program

This month Metrolink will begin rolling out additional bicycle cars because of growing demand for storage space on trains. The latest bicycle cars slated for rollout add to the first round of cars introduced in late July as part of a pilot program. The cars are being deployed in phases on the Ventura County, Burbank-Bob Hope Airport, Orange County, Inland Empire-Orange County and San Bernardino lines. Metrolink chose these lines because they have high bicycle traffic. Once the deployment is complete, there will be a total of 12 cars in operation.



Second-time rider Donovan Main boarding a Metrolink train with his bike in hand.

**"I was totally blown away when I saw in this August *Metrolink Matters* that you now have 'bike cars.' While I would like to pretend it was my suggestion, I know it must have taken a lot of effort from a lot of your people to make it happen. Thank you very, very much!"**

**—Russ Neff**

### Just in the nick of time for CicLAvia

The increase in storage capacity comes just in time for bicyclists who want an affordable, convenient and environmentally friendly way to get to "LA's Biggest Block Party," CicLAvia, on Oct. 9. The car-free event, which spans 10 miles of normally congested streets, will give the public a chance to explore Los Angeles at a stress-free, leisurely pace. It will feature art, performances, music, food and many more lively activities, and it's free to the public. The excitement lasts from 10 a.m. to 3 p.m.



CicLAvia participants enjoying the event's car-free route.

The route extends from East Hollywood to Boyle Heights and will include six hubs where you can access free water, first-aid stations, portable and wheelchair-accessible restrooms, neighborhood guides, culinary delights and much more.

For more information, contact CicLAvia at 213-365-0605 or [info@ciclavia.org](mailto:info@ciclavia.org), or visit [ciclavia.org](http://ciclavia.org)

## Social media (continued from page 5)

to respond to your posts in a timely manner from 4:30 a.m. to 9:30 p.m. during weekdays and 8:30 a.m. to 5:00 p.m. during weekends. Visit and "like" our Facebook page at [facebook.com/Metrolink](http://facebook.com/Metrolink). Nearly 1,800 of you already "like" us on Facebook. Follow us on Twitter. We have more than 10,000 followers to date, and that number is growing, on all our Metrolink Twitter accounts combined.

If you already have a Twitter account, simply follow us.

If you are not on Twitter but want to receive our alerts on your phone, simply text "Follow Metrolink" or your preferred line (e.g., "Follow MetrolinkOC") to 40404.

You will then receive a confirmation text from Twitter that says, "Welcome to Twitter! You are now following @Metrolink and you'll receive their Tweets on your phone (standard message rates apply)."

For more information on Twitter and Facebook, visit their help pages at [support.twitter.com](http://support.twitter.com) and [facebook.com/help](http://facebook.com/help)

### Become part of our METROLINK® Twitter Nation

For updates on "Everything Metrolink" follow @Metrolink  
For line-by-line train status updates:

- Antelope Valley Line, follow @MetrolinkANT
- Inland Empire-Orange County Line, follow @MetrolinkIEOC
- Orange County Line, follow @MetrolinkOC
- Riverside Line, follow @MetrolinkRIV
- San Bernardino Line, follow @MetrolinkSB
- Ventura County Line, follow @MetrolinkVC
- 91 Line (Riverside-Fullerton-LA), follow @Metrolink91

## METROLINK MATTERS

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