

# METROLINK MATTERS

METROLINK NEWS AND EVENTS



## New year-round service to debut in July

Beginning July 7, Metrolink will operate additional year-round weekend trains from Los Angeles and San Bernardino all the way to Oceanside to help you indulge in all your favorite leisure time activities – more frequent trips to the beach cities, Disneyland and other must-see destinations.

Starting July 2, two additional round-trips will be offered from the Laguna Niguel/Mission Viejo Station to the Fullerton Station as part of the Metrolink Service Expansion Program (MSEP) to accommodate growing demand on the Orange County Line. The MSEP is funded by the Orange County Transportation Authority.

And Inland Empire-Orange County Line riders will have the chance to take an additional round-trip from Riverside to Laguna Niguel/Mission Viejo starting July 2.

Look out for the new schedules on [metrolinktrains.com](http://metrolinktrains.com), at your station kiosk and on our trains.

Note: Additional trains are pending approval on June 22 by the Metrolink Board of Directors. (Continued on page 5)



Photo by Sheri Crummer

## Changes that affect you

### Systemwide average fare increase effective on or after July 1

During a public hearing held at a special Board of Directors meeting on May 30, the Metrolink Board of Directors approved a 7 percent systemwide average fare increase to help close a \$13 million funding gap for the fiscal year 2012-2013 budget. The funding gap was caused by increased operational costs, including a rise in fuel costs and a nationwide labor settlement.

The fare increase comes on the heels of a year when Metrolink was able to increase service by 14 percent without increasing fares. Metrolink has streamlined operations and continues to keep the majority of our costs and headcount flat, despite a 9 percent increase in ridership over the last year.

Increasing fares was the last resort for Metrolink to maintain

current service levels, as we take pride in providing affordable service in the region. Of the \$13 million funding gap, the fare increase to passengers will generate only \$4.5 million. Metrolink's five member agencies will fill the remaining funding gap.

To help mitigate the impact of the fare increase to riders, Metrolink will keep the \$10 Weekend Pass at its current price so that families will still have the opportunity to explore the region at an affordable price. We will also launch a rewards program that consists of Metrolink partnerships with businesses along our system to allow riders to take advantage of discounted goods and services.



(Continued on page 5)

# A word from the CEO

Greetings, Metrolink riders.

After having the privilege of serving you for the past two years, I made the decision last month to step down as Metrolink's CEO. Leaving the agency was an extremely difficult decision for me, but it will allow me to move closer to my aging parents, children and grandchildren and pursue my lifelong dream of operating a railroad holding company – Patriot Rail Corp.



Former Metrolink CEO John E. Fenton

I truly enjoyed the challenge of going to work each and every day to find ways to provide you the safest, most convenient commute possible. Thank you for your kind words of support and also constructive criticism while I worked with the Metrolink Board and employees to accomplish things like improving Metrolink's safety culture, purchasing safety-enhanced Guardian cars, initiating Positive Train Control (PTC) implementation, boosting ridership and providing more service options to enhance mobility for the region.

Metrolink will continue to focus on high standards for safety and performance. I left behind a very talented, dedicated Senior Leadership Team that will work under the direction of a safety-focused Board of Directors to continue implementing new standards, enhancing safety and improving the way we serve our customers.

My remaining time at Metrolink was spent working with the agency to develop a transition plan for the next CEO, who will have the pleasure of serving a noble cause in a region that needs transportation solutions more than anywhere in the country.

Thank you for continuing to ride Metrolink. It is an honor to have had the responsibility of getting you safely to work and back home to your loved ones.

## Become a Metrolink corporate partner: save money, commute stress-free and get your own personalized account manager

Metrolink's Corporate Pass Program (CPP) is a convenient transportation benefit program that offers many perks to commuters. Did you know that you can reduce your taxable income by \$1,500 per year (\$125 per month), and your employer can also receive a tax break? That's right.

Your company will also receive its very own dedicated Metrolink account manager to assist you with all your needs. Your company will receive perks like our monthly



*Corporate Scoop* newsletter to stay abreast of all the latest information and access to trial ride tickets for employees who may be interested in riding Metrolink.

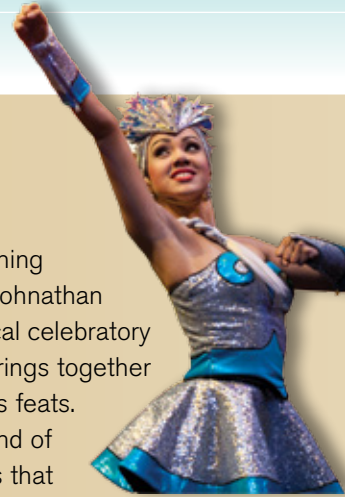
Think about it! You're already skipping stressful traffic, helping the environment and saving gas money by riding Metrolink. Why not save even more money by getting your employer on board with Metrolink's CPP?

For more information on how your company can qualify for Metrolink's CPP, email [cppsales@scrra.net](mailto:cppsales@scrra.net)

### Shout-out to our new corporate partners!

Metrolink would like to send a big thank you to the companies who joined our CPP within the last year.

- LA Law Library
- Skid Row Housing Trust
- HD Supply Utilities
- AltaMed Health Services Corporation
- Santa Ana Unified School District
- Peregrine Pharmaceuticals
- Los Angeles Athletic Club
- ACLU of Southern California
- Barry Controls Aerospace
- RockTenn Merchandising Displays
- Space Exploration Technologies
- Minuteman Parking Company (St. Joseph Hospital)
- City of Santa Clarita
- Good Samaritan Hospital
- Lexus of Glendale
- Oldcastle BuildingEnvelope
- Veritext
- Los Angeles County Office of Education
- Equity Office
- Four Door Media
- Person & Covey, Inc.
- CBRE Global
- Irvine Spectrum Transportation Management Association (TMA)
- RideLinks, Inc.



## Events and Promotions

### Metrolink riders save \$8 off *DRAGONS* admission

Metrolink has partnered with Ringling Bros. and Barnum & Bailey to get you a great deal for admission to *DRAGONS*, a circus event that celebrates the Year of the Dragon. Get your tickets for only \$12 and \$18, saving \$8 off the regular-priced \$20 and \$26 tickets.\* Present your Metrolink ticket at the box office, call Ticketmaster and give the code **TRAIN** or visit [ticketmaster.com/train](http://ticketmaster.com/train) and enter the code **TRAIN**. Tickets go on sale Sunday, June 10, at 10 a.m.

This special offer is valid only for the following venues, dates and showtimes. Other performances are available at regular prices. Other restrictions apply. Visit [ticketmaster.com](http://ticketmaster.com) for details.

\*Service charges and handling and facility fees may apply.

#### All about *DRAGONS*

Ringling Bros. and Barnum & Bailey® Presents *DRAGONS* is a once in a millennium event that honors the Year of the Dragon. Circus performers from the farthest reaches of the Earth have assembled for Ringling Bros. and Barnum & Bailey® Presents *DRAGONS* to showcase their



astounding acts of bravery and astonishing athleticism. Ringling Bros. ringmaster Johnathan Lee Iverson presides over this fantastical celebratory tournament of circus champions that brings together mystic dragon lore with authentic circus feats. *DRAGONS* is a never-before-seen blend of renowned spiritual and real life legends that can be found only at The Greatest Show On Earth®!

#### All-Access Pass:

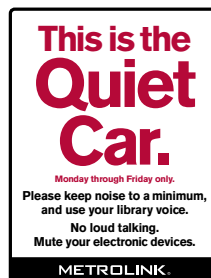
Ringling Bros. and Barnum & Bailey Presents *DRAGONS* opens one hour before showtime with the *All-Access Preshow*®, available to all ticket holders. Families can join *Preshow* host Andre McClain and participate in interactive experiences such as learning juggling and balancing skills, get performer autographs, see one of Ringling Bros.' majestic Asian elephants paint a one-of-a-kind masterpiece and meet the Ringling Bros. clowns, whose side-splitting spoofs, absurd antics and comical parody are guaranteed to keep audiences roaring with laughter!

## How to cope when Quiet Car guidelines are not followed

Last October Metrolink introduced the Quiet Car on all weekday trains for riders who enjoy a more peaceful commute. The rollout was one of Metrolink's initiatives to improve our level of service for riders. Metrolink encourages passengers to socialize on our trains, just not on the Quiet Car.

While some passengers follow the guidelines for the Quiet Car, others may not be aware of them. Below are tips on how to cope when other riders fail to follow the guidelines:

- Kindly remind your fellow passenger that they are seated in the Quiet Car. Never be demanding or engage in a verbal or physical confrontation with another rider.
- If you do not feel comfortable approaching a passenger who isn't following the guidelines, feel threatened after reminding a passenger of the guidelines or witness what might be the buildup to a verbal or physical confrontation, please inform the conductor, a sheriff or other Metrolink personnel. If you are unable to spot a Metrolink employee, contact our Call Center at 800-371-5465 (LINK) so that Metrolink personnel can be dispatched to the Quiet Car.



#### Quiet Car guideline refresher

Metrolink encourages passengers to follow the below guidelines while seated in the Quiet Car. Metrolink personnel may ask passengers who fail to follow these guidelines to relocate to another car.

- **No loud talking.**
- **Mute your device.** Customers should not use any devices with audio features enabled or without headphones: cell phones, pagers, handheld games, laptop computers, portable CD or DVD players and the like.
- **Keep the volume down.** Customers using headphones should keep the volume low enough so that the audio cannot be heard by neighboring passengers.

To reduce confusion and increase awareness about the Quiet Car, Metrolink recently installed Quiet Car signs on the lower, middle and upper levels of each Quiet Car so that passengers are immediately aware that they are boarding the Quiet Car. In addition, regular announcements – either live or automated – are made about the Quiet Car during the train ride.



**STAPLES Center**

Thu, July 12, 12 p.m. & 7:30 p.m.  
 Fri, July 13, 12 p.m.  
 Sat, July 14, 11:30 a.m.  
 Sun, July 15, 11:30 a.m.  
 Mon, July 16, 12 p.m. & 7:30 p.m.  
 Tue, July 17, 12 p.m. & 7:30 p.m.

**Citizens Business Bank Arena**

Sat, July 21, 11:30 a.m.  
 Sun, July 22, 11:30 a.m.  
 Mon, July 23, 12 p.m. & 7:30 p.m.  
 Tue, July 24, 7:30 p.m.

**Honda Center of Anaheim**

Sat, July 28, 11:30 a.m.  
 Sun, July 29, 1:30 p.m.  
 Wed, Aug. 1, 1 p.m. & 7:30 p.m.  
 Thu, Aug. 2, 10:30 a.m. & 7:30 p.m.  
 Fri, Aug 3, 1 p.m.  
 Sun, Aug. 5, 11:30 a.m.

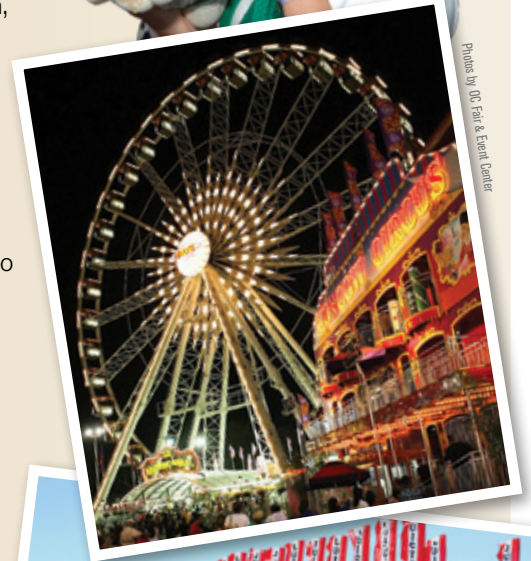
**Take the OC Fair Express to the OC Fair**

If you're going to the Orange County Fair this year, take Metrolink to the Anaheim Canyon, Santa Ana or Irvine Metrolink Station. Then show your Metrolink ticket and hop aboard one of OCTA's OC Fair Express buses. You'll ride FREE directly to the yellow gate at the OC Fair. Plus, all OC Fair Express passengers riding to the fair will receive a coupon good for \$2 admission into the fair. You'll save \$9 on adult admission, \$6 on senior admission and \$4 on youth admission when you use your coupon for \$2 admission!

The OC Fair Express will run Fridays during the fair from 3 p.m. until midnight, and on Saturdays and Sundays from 10 a.m. until midnight. Be sure to check your train schedule to ensure a successful trip home. For Metrolink train schedules, visit [metrolinktrains.com](http://metrolinktrains.com) or call 800-371-5465 (LINK).



Photos by OC Fair & Event Center



**Top five Metrolink train movies**

The votes are in! We asked Metrolink employees to tell us about their favorite train movies. Sit back and relax as we reveal Metrolink's top five train movies.

**5. Before Sunrise (1995)**

**Plot:** American tourist Jesse and French student Céline meet on a train from Budapest to Vienna. In a wonderfully simplistic way, two perfect strangers connect deeply over the course of a single day.

**Stars:** Ethan Hawke, Julie Delpy  
**IMDB rating:** 8.0/10\*

**4. The Polar Express (2004)**

**Plot:** On Christmas Eve, a doubting boy boards a magical train that's headed to the North Pole and Santa Claus' home.

**Stars:** Tom Hanks  
**IMDB rating:** 6.6/10\*

**3. Strangers on a Train (1951)**

**Plot:** A deranged socialite confronts a pro tennis star on a train with a theory

on how two complete strangers can get away with the greatest crime of their lives.

**Stars:** Farley Granger, Robert Walker  
**IMDB rating:** 8.2/10\*

**2. Murder on the Orient Express (1974)**

**Plot:** Famed Detective Hercule Poirot is on the Orient Express, but the train is caught in the snow. When Poirot learns of a missing passenger, he immediately starts investigating.

**Stars:** Albert Finney, Lauren Bacall  
**IMDB rating:** 7.3/10\*

**1. Planes, Trains and Automobiles (1987)**

**Plot:** Neal Page is determined to get home for Thanksgiving, but with an obnoxious shower curtain ring salesman as his only companion, will he make it home?

**Stars:** Steve Martin, John Candy  
**IMDB rating:** 7.5/10\*

\*IMDB ratings recorded as of June 1, 2012.



# METROLINK SAFETY ALWAYS MATTERS



## Beat the heat: take Metrolink to San Clemente Beach

Planning to hit the beach this summer? You can avoid the traffic headaches and parking hassles by taking a ride on Metrolink to beautiful San Clemente Beach. Bask in the sun, frolic in the surf and trek or bike along the San Clemente Coastal Trail, a 2.3-mile-long trail that connects North Beach to Calafia Beach.

### When planning your Metrolink beach day getaway, please keep in mind the following:

- All bags, beach chairs, beach toys, beach umbrellas, coolers, towels and other items must be stored under your seat or in the lower level.
- Strollers must be folded and secured in the lower level. They cannot be stored in the aisles.
- Body boards and boogie boards must be stored under the seat or in the lower level. Surfboards are not allowed on board.

- Bikes are allowed on ALL Metrolink train cars. Each passenger car can hold up to three bikes. Bike Cars, identified by a yellow “Bike Car” decal on the side of the train or Bike Train wrap, can hold up to 18 bikes on the lower level.
- Please do not block the aisles or emergency windows with your carry-on items. Please do not occupy empty seats with items. Allow fellow passengers the courtesy of a seat.
- Items that cannot fit between the seats or in the lower level are not allowed on board.
- Beach carts or wagons are not allowed.
- Shoes and shirts are required.
- No smoking or consumption of alcohol is allowed on Metrolink trains.

### While you are enjoying the sun, sand and surf, please be aware of tracks and trains, and follow these safety tips:

- ALWAYS cross at designated pedestrian crossings or underpasses.
- NEVER cross, stand on or walk down the tracks. Pedestrians should remain on the trail at all times. Pedestrians are prohibited from trespassing into the rail corridor. Trespassers will be cited 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 to.
- ALWAYS collect your items and wait on the station platform before your return train arrives at the station.

## New year-round service...

### Grab your beach gear and go (Continued from page 1)

Our new permanent year-round service comes just in time for summer! Ride Metrolink to the 36th annual San Clemente Ocean Festival, dubbed “The Greatest Show on Surf!” The festival will take place July 21 and 22 and will feature fun, family friendly activities you won’t want to miss.

Start off both days at the beach with the pancake breakfast (7 a.m. until 11 a.m.), and then immerse yourself in the many adrenaline-rush-inducing events. Kids will have the chance to showcase their athletic abilities at the

Dolphin Dash Kids’ Beach Run, play carnival games, watch performances and get their faces painted, while adults will have the chance to compete head-to-head in the 5k beach run, one-mile ocean swim and swim/run biathlon, among other events. Don’t miss out on the big beach party and free concert featuring Flock of 80s. For the complete schedule of events, visit [oceanfestival.org](http://oceanfestival.org) or call 949-440-6141.



Photo by Sheri Crummer

## Changes that affect you

(Continued from page 1)

### Metrolink 10-Trip Tickets

Metrolink 10-Trip Tickets will be honored by Metrolink until they reach their 45-day expiration date or until June 29, whichever comes first. Metrolink offers a variety of other ticket options, including One-Way and Round-Trip tickets and Monthly and 7-Day passes. Visit [metrolinktrains.com](http://metrolinktrains.com) for a comprehensive list of ticket types and fares.

### Rail 2 Rail changes

Starting July 1, Amtrak 10-Trip Tickets will no longer be accepted on Metrolink trains under the Rail 2 Rail program. Only Amtrak Monthly Passes are accepted.



## Enjoy fresh Tex-Mex and live music at Nick's Taste of Texas

We Metrolink foodies are always on the lookout for the best "railroad grub" near our train stations. This month, we hopped on a San Bernardino Line train down to Covina to try Tex-Mex food at Nick's Taste of Texas. When talkin' Tex-Mex, we think of flour tortillas, fajitas and Texas chili. Nick's Taste of Texas has all the typical Tex-Mex fixings, made to serve with fresh ingredients.

We sat down with Pat Martinez, the gracious owner, and had the Tex-Mex feast of a lifetime while listening to her stories about her move out West. The beef brisket, cooked for 12 to 15 hours in a smoker, was tender and juicy. The homemade flour tortillas, spicy salsa and tangy barbecue sauce were married wonderfully in the taco plate. The crunchy, amazingly sweet strawberry funnel cake was the "berry" on top of a great meal, but it's not necessarily for those of you who are watching your waistlines so you can fit into your bikinis this summer.

Come to Nick's Taste of Texas if you want a home-cooked Texas meal with live entertainment. Pat will treat you like family and make you feel at home while you dig in to some great Texas barbecue.

Feeling adventurous? Come on a Sunday and grab a mean bowl of spicy menudo or try the famous barbacoa.



**Directions**  
Nick's Taste of Texas is across the street from the Covina Station. Walk 0.1 miles north on North Citrus Avenue toward East Front Street.

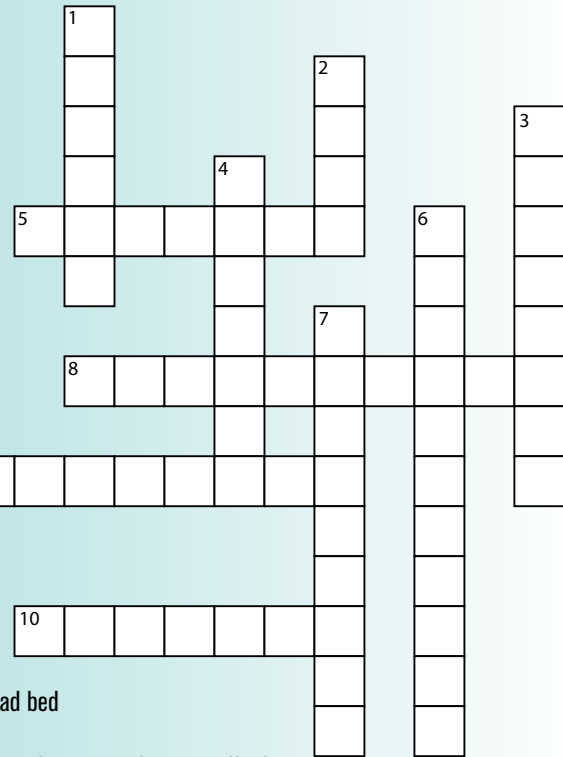
## Test Your Railroad IQ

### DOWN

- 1 Lead unit in a train pushed by a locomotive
- 2 Point where a train travels on the single main track while another train waits in a siding for the train to pass
- 3 Crew member that operates a train
- 4 Freight car placed at the end of the train and used for Metrolink's Holiday Toy Express® performances
- 6 Railway employee in charge of a railway yard
- 7 Crew member responsible for operational and safety duties that do not involve the actual operation of the train

### ACROSS

- 5 Gravel or broken stone laid in a railroad bed
- 8 Unit that powers the train
- 9 A return train trip that doesn't include picking up or dropping off riders
- 10 Vehicles that make up a train



## Free, new ART shuttle from Anaheim Station to Disneyland

Metrolink and the Anaheim Transportation Network have teamed up to provide Metrolink riders with a more convenient way to travel to the "Happiest Place on Earth" this summer. Starting June 1, you can transfer for free from the Anaheim Station to the Anaheim Resort Transit (ART) shuttle to Disneyland. Spend the day at Disney California Adventure Park exploring the newest attraction, Cars Land, which will open on June 15. Shuttles operate every 30 minutes during Disneyland's operating hours.

The shuttle also provides transportation from the station to other area attractions:

**Route 14:** Honda Center, Angel Stadium, The Outlets at Orange, Crystal Cathedral and Disneyland

**Route 15:** Honda Center, Angel Stadium and Disneyland

For route maps and shuttle schedules, visit [rideart.org](http://rideart.org)

## METROLINK MATTERS

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Railroad IQ Answers: Down: (1) Cab car (2) Meet (3) Engineer (4) Caboose (6) Train master (7) Conductor  
Across: (5) Ballast (8) Locomotive (9) Deadhead (10) Conist