

METROLINK

MATTERS

METROLINK NEWS AND EVENTS



A Metrolink love story

In 2007, Alicia Diaz anxiously boarded the train for the first time, not knowing much about how the Metrolink system worked. What she didn't realize is that riding the train would eventually lead to one of the happiest chapters of her life.

She had been in a long-distance relationship with someone who lived in New York. But after riding the train for a while, she had taken notice of another rider, Ryan McDermott, who also boarded at the Fontana Station. "It was cute how he was all dressed up for work in his slacks, and he would bring his *Oliver Twist* book to read. He was like a cute little boy sitting there reading."

She and Ryan would eventually begin sitting on the same bench at the Fontana Station, awaiting their train, and only greeting each other with a simple hello. "The first thing I noticed about Alicia was her

overwhelming beauty the moment I first saw her smile," said Ryan, an introvert who was smitten with Alicia but just couldn't bring himself to ask her out right away.

After a few weeks of riding the train, Alicia retired her Metrolink ticket and started driving to work. In the meantime, Ryan had started carpooling to his job with a



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Buy *Jekyll & Hyde* tickets and enjoy a free, romantic Valentine's Day dinner for two

If you haven't made plans yet for Valentine's Day, consider bringing that special someone to see *Jekyll & Hyde* at the Pantages Theatre in Hollywood. Grammy Award nominee and R&B singer Deborah Cox and American Idol star and Tony® Award nominee Constantine Maroulis have joined forces to breathe new life into the classic tale of good and evil.

Metrolink riders who purchase any full price \$61 or \$81 seat to the Valentine's Day performance will receive a free dinner voucher for two at the Lexington Social House, located at the corner of Hollywood and Vine (1718 Vine St.). Visit Ticketmaster.com and use the promotional code **METLEX** at the time of purchase to receive your dinner voucher. The Lexington House is known for its intimate, chic dining experience, which is perfect for couples looking to make the most of their Valentine's Day.

To get there, take Metrolink to L.A. Union Station, transfer for free to the Metro Red Line and get off at the Hollywood/Vine stop. Be sure to check the Metrolink schedule to plan your return trip home.



Metrolink welcomes new board leadership

During its regularly scheduled monthly meeting on Jan. 11, 2013, the Metrolink board of directors voted unanimously to elect San Bernardino Mayor Pat Morris as the new chair. A Metrolink board member since 2006, Morris had served as vice chair for the last two years and now succeeds former chair Richard Katz.

"Efficient and accessible public transportation is essential to our region, and Metrolink holds a profound role in that effort," said Morris. "As a frequent Metrolink rider, I look forward to continuing the groundbreaking safety initiatives the agency has embarked upon."

Morris previously spent nearly 40 years practicing law, first as a lawyer and later a superior court judge. To pay his way through college and law school, Morris worked at the Santa Fe Railroad as an engineer's

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Events and promotions

Golden Dragon Parade

\$10 Weekend Pass

Auto Club 400

Old Town Newhall destinations

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Word from the CEO

In the last issue of *Metrolink Matters*, I told you about my plans to improve customer relations. I firmly believe it is imperative for Metrolink to continue our efforts to better understand your needs because we value your opinion and appreciate your continued support.



I'm proud to announce that in March Metrolink will introduce *Customer Connect*, a program that will enable us to build a stronger relationship with you and improve your commute. A Metrolink representative will be available at L.A. Union Station every week for two hours to hear what you have to say about how we can better serve you. Staff members from all levels, including me, will be involved in the program.

Customer Connect will also enable us to recruit those of you who are interested in serving on the rider advisory group we plan to create. We want you to play a key part in helping us meet your needs by contributing ideas about how we can enhance our service.

I'm excited about this upcoming opportunity to get better acquainted with you. Be on the lookout for updates about the program as we get closer to the launch date.

Michael O'Donnell

Receive tax savings of up to \$2,940 a year when your employer joins Metrolink's Corporate Partner Program

Get a free gift card if your employer meets with Metrolink

Has your employer already joined Metrolink's Corporate Partner Program (CPP)? If not, you could receive a \$10 Starbucks or In-N-Out Burger gift card if you get your employer to meet with Metrolink about the CPP.

With tax season in full swing, now is the perfect time for you and your employer to find out about how participating in Metrolink's CPP can save you money on your taxes going forward.

You could receive a \$245 pre-tax transit benefit every month (\$2,940 annually) through your employer if your employer signs up for Metrolink's Corporate Partner Program (CPP). Plus, your employer can save \$225 per employee each year just by offering the pre-tax transit benefit. To qualify for CPP, at least five employees at your company must purchase a Metrolink pass through your employer.

Email cppsales@scrra.net for more information about CPP benefits.

Riverside-Downtown Metrolink Station dedicated to longtime transit advocate

On Wednesday, Dec. 5, the Riverside County Transportation Commission (RCTC), one of Metrolink's five member agencies, dedicated the Riverside-Downtown Metrolink Station to California Transportation Commission (CTC) Commissioner Joseph Tavaglione in honor of his long-term dedication to improving transportation in the Inland Empire and statewide. Mr. Tavaglione was appointed to the CTC in 2002 and currently serves as chair. During his tenure on the CTC, several projects have received state funding, including the extension of Interstate 210, the expansion of the California State Route 60/California State Route 91/Interstate 215 interchange, the Perris Valley Line Commuter Rail Extension, as well as numerous freeway projects such as the recent widening of Interstate 215.



Metrolink welcomes new board leadership (Continued from page 1)

helper before becoming an ice handler and later a brakeman, following in the footsteps of his grandfather who worked for Santa Fe as a section superintendent and his father and uncle who worked for Santa Fe as conductors.

Michael Hennessey, who represents the Orange County Transportation Authority, was elected vice chair. Hennessey began serving on the Metrolink board of directors in January 2012 as an alternate and was appointed as a voting member in December 2012. He has extensive real estate experience, including development, real property acquisition,



Chair Pat Morris



Vice Chair Michael Hennessey



Second Vice Chair Daryl Busch

eminent domain, community outreach and redevelopment law and process.

Perris Mayor Daryl Busch, who represents the Riverside County Transportation Commission (RCTC), was elected as second vice chair. Busch, who has been mayor of

Perris since 1999, began serving as an alternate board member in 2005 and was appointed a voting member in 2008. Under his leadership, the RCTC is in the process of awarding a construction contract to begin the Perris Valley Line Commuter Rail Project, which will extend Metrolink service to the city of Perris.



Events and promotions

Celebrate Year of the Snake at spectacular parade and festival

Join the thousands of people expected to show up at the 114th annual Golden Dragon Parade in downtown Los Angeles to celebrate Lunar New Year. The parade will start at 1 p.m. on Feb. 16 at the corner of Temple and Hill streets and will include must-see floats, dancers and bands making their way through the heart of Chinatown. Los Angeles Mayor Antonio Villaraigosa and Los Angeles Police Department Chief Charlie Beck will be this year's Grand Marshals.

And don't forget about the Lunar New Year Festival, which will run from 12 p.m. to 8 p.m. on Feb. 16 and from 12 p.m. to 5 p.m. on Feb. 17. Hear live music, see cultural performances, participate in cultural workshops and eat some of the best food served by many of Los Angeles' most popular gourmet food trucks.

To get to the downtown festivities, take Metrolink to L.A. Union Station, connect to the Metro Gold Line and then exit at the Chinatown Station a few blocks from the festivities.



Limited edition paper trains

When you arrive at L.A. Union Station, be sure to see a Metrolink Customer Engagement Representative to get your own very special Lunar New Year-inspired limited edition paper train. Metrolink staff will only hand out the paper trains on Feb. 16. There are a limited number of trains available, so don't miss out.



Pre-party it up in Orange County

Feel up to an early morning party before the parade and festival? The Orange County Transportation Authority, one of Metrolink's member agencies, will hold a celebration at the Irvine Station on Feb. 16 at 8 a.m. Spin a wheel for your chance to win a free Metrolink Round-Trip Ticket and other prizes. Enjoy live entertainment and free refreshments.



Take advantage of \$10 Weekend Pass for President's Day weekend

Spend your weekends exploring Southern California for only \$10. With President's Day coming up, now is the perfect time to start planning your weekend outing. Metrolink's \$10 Weekend Pass is valid starting at 7 p.m. on Friday until 11 p.m. on Sunday. You can travel on any Metrolink line offering service at any time. Plus, up to three children ages 5 years and younger can accompany an adult who has a valid Metrolink ticket*. If you're a Monthly Pass holder, your pass is

good for unlimited systemwide weekend travel at no additional cost.

*Please note that children must have a valid ticket to ride Metro Rail and buses, as well as service provided by other carriers.

Events and promotions



Train ride to Auto Club 400 only \$19

Don't get caught stuck in bumper-to-bumper traffic trying to get to the Auto Club 400. Metrolink and the Auto Club Speedway have partnered to provide affordable, special train service to and from the March 24 race for only \$19. Part of the funding for the special service to the Auto Club 400 is provided by the Mobile Source Air Pollution Reduction Review Committee.

Train and race tickets are on sale now. Be sure to visit metrolinktrains.com for ticket information and the train schedule.



Old Town Newhall is the place to be

There's a new, fun shopping and visitor destination along the Antelope Valley Line that's full of an eclectic mix of town charm and cosmopolitan appeal.

Located a few steps away from the Newhall Station in Santa Clarita, Old Town Newhall is a growing arts and entertainment district that is perfect for a day or night out on the town with friends and family.

The 271-acre, mixed-use revitalization area features a new 30,000 square-foot Santa Clarita Public Library, theatres, a community center, gift shops and casual dining options.

From shopping for the hottest fashions at boutiques like Fresh and J.Serraino to enjoying a delectable dining experience at authentic restaurants like El Trocadero or Thai Pepper to watching live performances at the Canyon Theatre Guild or Repertory East Playhouse, Old Town Newhall really is the place to be.

Visit MyNewMainStreet.com for more information on Old Town Newhall destinations.



Antelope Valley Line upgrades to affect riders during three weekends in March; buses will be provided

Metrolink will begin implementing safety enhancements at three crossings along the Antelope Valley Line on Sunday, March 3, 10 and 17: Osborne Street, Pierce Street and Sunland Boulevard in the City of Los Angeles.

Because of the construction, Metrolink will not be able to operate trains between the Sylmar/San Fernando and Sun Valley stations on March 3 and 10. We will provide buses between the two stations. On March 17, Metrolink will provide buses between the Sun Valley and Downtown Burbank stations.

Upgrades to the crossings will include installation of automatic pedestrian gates and pedestrian sidewalks, as well as widening of the crossing panels.



METROLINK SAFETY ALWAYS MATTERS

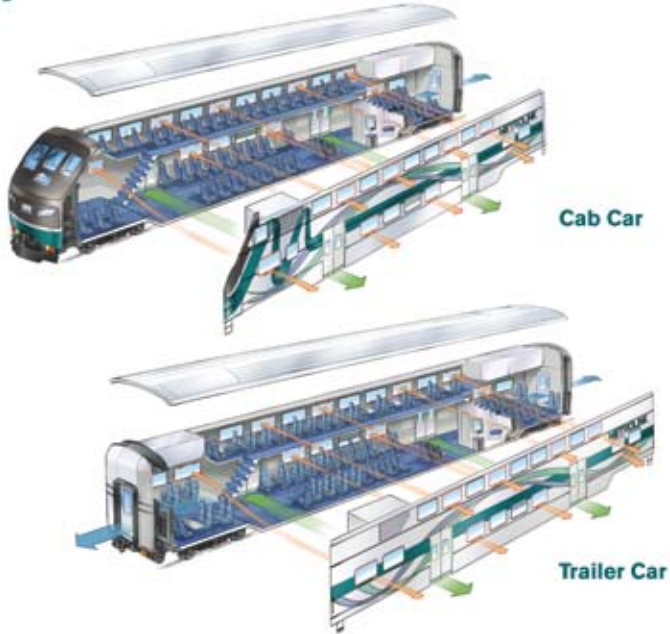
Take time to review Metrolink's emergency evacuation guidelines

Metrolink encourages you to familiarize yourself with our train emergency evacuation instructions. These instructions are posted inside every train car for your review. Remember, the time you take to prepare yourself may help you and your fellow passengers in the event of an emergency.

Instructions for Emergency Evacuation

In the Event of an Emergency:





- ▶▶ **1 Move to the next car, or**
Use the connecting end doors at the immediate levels of each car to enter the leading or following car. Connecting train doors are *depicted in blue*.
- ▶▶ **2 If you cannot exit through the end doors, exit the train through the side doors, or**
Side doors should only be used if you cannot exit through the end doors. Side doors are *depicted in green*.
- ▶▶ **3 If you cannot exit through the side doors, exit through the emergency exit windows.**
Emergency exit windows should only be used if you cannot exit through the side doors. Emergency exit windows are *depicted in orange*.



WARNING!
NEVER EXIT A MOVING TRAIN.

Step-by-Step Instructions for Doors and Windows

DOORS

- 1** Break plastic cover to access red triangle. 
- 2** Pull red triangle down to release both door panels. 
- 3** Grip rubber between door panels and slide one or both panels open. 
- 4** Look out of doorway for obstacles. Exit with caution. 

WINDOWS

- 1** Pull red handles on rubber using both hands. 
- 2** Pull window handles using both hands. 
- 3** Carefully remove window and place it out of the way. Window weighs approximately 70 pounds. Exit with caution. 

IT IS A VIOLATION OF FEDERAL REGULATIONS FOR AN UNAUTHORIZED PERSON TO OPEN SIDE DOORS OR EMERGENCY WINDOWS WHEN NO EMERGENCY EXISTS.



Where should I send my feedback?

We value your opinion about our service. To ensure your feedback is responded to in an efficient manner, please follow the below guidelines when submitting your input.

General questions, comments and complaints

- **Online comment form** – metrolinktrains.com/contact_us
- **Customer call center** – 800-371-5465
Representatives are available Monday through Friday from 6 a.m. to 10 p.m. and Saturday through Sunday from 6:30 a.m. to 8 p.m.

- **Social media** – We encourage you to engage in dialogue with us via social media, and we respond to your questions and comments to the best of our ability. However, please be aware that our response may be delayed if a service disruption occurs. If you have comments or questions that require immediate attention, please contact the customer call center at 800-371-5465.

- **Metrolink Information Center at L.A. Union Station** – Customer Engagement Representatives are available Monday through Friday from 6:30 a.m. to 6:30 p.m.

Metrolink Matters newsletter story comments and suggestions

- **Email** – metrolinkmatters@scrra.net

A Metrolink love story (Continued from page 1)

co-worker. But after carpooling for a few months, he made up his mind that he would give up carpooling in hopes of reconnecting with Alicia.

“Ryan made it very clear that he was interested in some girl on the train and that he would be riding the train until he got a date with her,” said Alan Burnia, a co-worker and close friend who Ryan used to carpool with. “I laughed, called him an idiot and took off home for the day.”

Two years of riding the train would pass by before Ryan saw Alicia again. Her car broke down so she started riding the train again. She and Ryan would sit on the same bench at the Fontana Station and make small talk before boarding the morning train and going their separate ways.

After what seemed like an eternity of chatting with Ryan every morning at the station, Alicia decided to make a move. “I gave him my phone number and my email address and said, ‘If you ever get bored, call me or email me and maybe we can go get coffee.’” They went on their first date two weeks later, and Alicia realized they had a connection. She ended her long-distance relationship, and she and Ryan became inseparable. “He’s just a sweet, giving guy,” she said. “Some guys are out there playing games and not serious. I could just tell he was serious and wasn’t wasting my time.”

Ryan proposed to Alicia on Sept. 17, 2010, at the Eiffel Tower during a Vegas getaway. The couple married nearly a year later on Aug. 20, 2011, and welcomed a beautiful baby girl, Sophia Riley McDermott, into the world seven months ago. The McDermotts are also proud parents to Alicia’s son and daughter from a previous relationship.

“I was hesitant about riding the train because it was new to me, but something good came out of it,” said Alicia. “You don’t know when you’re going to meet somebody. Everybody’s looking for somebody, looking for them in all the wrong places, and it happens when you’re not even looking because I wasn’t looking.”

Valentine’s Day Sudoku fun

With the season of love upon us, we thought we’d challenge your puzzle skills with a Valentine’s Day-inspired Sudoku designed especially for you by Metrolink. Instead of using the numbers 1 through 9, use the nine letters that spell *Love train*. Enjoy and have a very happy Valentine’s Day!

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METROLINK MATTERS

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