

METROLINK® MATTERS NEWS:EVENTS

INSIDE 2 | WORD FROM THE CEO
SAVE MORE WITH CPP

3 | L.A. UNION STATION FARE ENFORCEMENT
CITY OF COMMERCE SHUTTLE
AMTRAK BIKE POLICY REMINDER

4 | CORONA GRADE SEPARATION
SAFETY IS SMART
NOTICE TO SB LINE RIDERS

5 | SOLAR DECATHLON
LA AND OC AUTO SHOWS
SAN CLEMENTE SEAFEST

6 | FOOTBALL SEASON
BREEDERS' CUP
L.A. KINGS DISCOUNT
DESTINATION VIDEOS

HOW MANY?



THE NUMBER OF
HOT DOGS THAT
COULD FIT IN A
METROLINK CAR:
**3,094,971
HOT DOGS**



THE AMOUNT OF CO2
METROLINK RIDERS
PREVENT FROM BEING
RELEASED INTO THE
ATMOSPHERE EACH YEAR
IS EQUAL TO PLANTING
**2 MILLION
TREES**



THE NUMBER OF
PEOPLE WHO CHOOSE
TO RIDE METROLINK
EACH YEAR INSTEAD OF
DRIVING IS EQUAL TO:
**122 SOLD-OUT
NFL FOOTBALL
STADIUMS**



METROLINK RUNS
ITS TRAINS
**11,200 MILES
PER DAY**
(EQUAL TO 2
ROUND-TRIPS
BETWEEN L.A. & NYC)



EMF EXPANSION INCREASES METROLINK'S OVERNIGHT TRAIN STORAGE AND MAINTENANCE CAPABILITIES

The San Bernardino Associated Governments (SANBAG), one of five member agencies that funds Metrolink service, completed the expansion of Metrolink's Eastern Maintenance Facility (EMF) in September. The facility is expected to be operational in early 2014. The yearlong \$10.3 million construction project increased the overnight storage and maintenance capability of the Colton facility from five train consists* to 15. The EMF will also allow Metrolink to move a portion of its maintenance operations performed at its Central Maintenance Facility near downtown Los Angeles.

continued on page 2

WORD FROM THE CEO



Metrolink recognizes that outstanding on-time performance is critical to providing you with an excellent customer experience. While we have maintained an average systemwide on-time performance rate of 94 percent from August 2012 through August 2013, we realize that improvements are needed to continue offering you the quality service you deserve.

Over the past few months, there has been a rise in train delays due to equipment-related issues. I appreciate the candid feedback you've sent to me expressing your frustration about our recent on-time performance. After reviewing your concerns and monitoring our monthly on-time performance reports, I called a meeting with our mechanical contractor to identify ways to proactively address these issues and improve our fleet performance.

We are in the process of implementing an action plan to tackle this issue promptly and comprehensively. It is our goal to get you to work, school and home to your families on time and worry-free.

Please do not hesitate to contact our customer call center at 800-371-5465 or speak to a customer engagement representative at an L.A. Union Station ticket window if you need to request a letter for work or school stating that your train was delayed.

I appreciate your continued patronage despite these recent challenges, and I assure you that we are working very hard to address these issues.

Michael P. DePallo

MICHAEL P. DEPALLO | CHIEF EXECUTIVE OFFICER | METROLINK

SAVE MORE CASH WHEN YOUR EMPLOYER JOINS METROLINK'S CPP



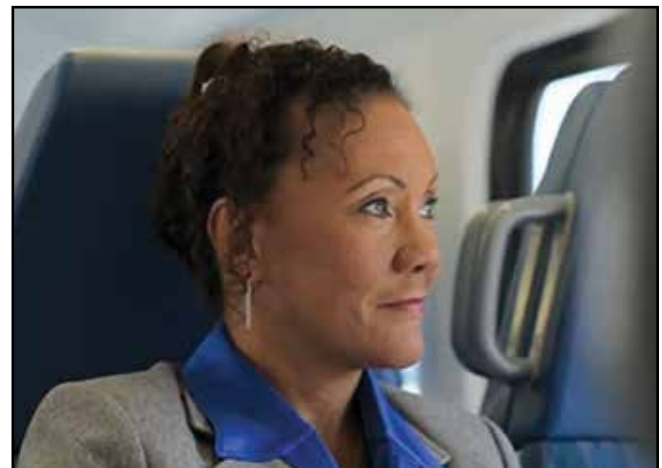
You can reduce your taxable income by up to \$3,000 a year by getting your company to join Metrolink's Corporate Partner Program (CPP). Your company could save extra cash too. Joining the program is free and is easy for companies to administer through Metrolink's online CPP portal. Joining the CPP will also help your company satisfy air quality requirements by helping to reduce traffic congestion and improve air quality in the region.

Metrolink has a dedicated account manager readily available to provide support to you and your employer, and your company will receive a monthly newsletter to stay abreast of the latest information pertinent to your commuting needs. Watch our Corporate Partner Program video



(<http://youtu.be/F-zm39ZqDNA>) hear testimonials from a business and two long-time Metrolink riders who have benefited from the program.

Email cppsales@scrra.net to join today.



EMF EXPANSION *continued from page 1*

The project is also integral to SANBAG's planned extension of the Metrolink San Bernardino Line into downtown San Bernardino, slated to begin construction in early 2014. Metrolink trains had been stored overnight at the current San Bernardino Line terminus at the historic San Bernardino Santa Fe Depot (Depot). The EMF expansion will help make room at the San Bernardino terminus for the upcoming San Bernardino Line extension, which will require the reconfiguration of platform tracks at the Depot.

Construction efforts to expand the EMF included installation of approximately 9,000 lineal feet of railroad track, requiring the replacement of a 25 foot-long section of the existing Lytle Creek Channel with a concrete box culvert structure and extension of an existing bridge structure. The bridge extension spans the existing concrete channel across the project site and is placed on cast-in-drilled-hole (CIDH) concrete piles. Improvements also required raising portions of the existing grade by approximately two feet, relocating existing utilities, installing an on-site drainage system, underground water, sewer, gas, electric lines, water hydrants, lighting and spare conduits and adding a safety feature of a train retarder.

**consist: the number of cars that make up a train*

UPDATE ON L.A. UNION STATION FARE ENFORCEMENT INITIATIVE

In the last issue of *Metrolink Matters*, we told you about a new fare enforcement initiative we rolled out July 1. It entailed Metrolink customer engagement representatives (CERs) and security guards inspecting passenger tickets at 85 percent of the trains prior to their departure, as well as Metrolink sheriffs and security guards inspecting tickets on board the remaining 15 percent of the trains after departure. Additionally, Metrolink CERs and security guards inspected tickets at 100 percent of the trains on weekends.

After receiving rider feedback, we modified our fare inspection process to improve the quality of service Metrolink security guards and sheriffs provide to riders. We previously opened the doors to every other train car and inspected tickets prior to passengers boarding the trains. In early September, we began checking passenger tickets in the tunnels leading up to the platforms, which has allowed us to open all train doors so passengers can quickly board any car they prefer after their tickets have been inspected. This modified process has also allowed us to inspect tickets for 100 percent of the trains during the week, compared to 85 percent when we first introduced the initiative. Additionally, Metrolink sheriffs continue to inspect rider tickets on board the trains after departure.

We also posted new signage in the tunnels and on the platforms to alert Metrolink riders that they must have valid tickets before entering the platforms and boarding the trains.

Thank you for your input in helping us to improve this process. We appreciate your patience and cooperation as we work to ensure that every rider has valid fare.



Photo © Torianne Schiff

CITY OF COMMERCE DEBUTS NEW SHUTTLE SERVICE TO AND FROM METROLINK COMMERCE STATION

On Sept. 2, 2013, the City of Commerce began operating the 26th Street Shuttle, which offers transportation to the Metrolink Commerce Station from local businesses, schools, as well as shopping and entertainment centers such as the Citadel Outlets, City Hall, the National Polytechnic College and Commerce Casino.

The shuttle operates Monday through Friday during the peak morning and afternoon commute and is free of charge to the public. The new service is a convenient option that enables more commuters to take advantage of Metrolink's service.

Visit our metrolinktrains.com to view the schedule.



Photo courtesy of the City of Commerce

AMTRAK® BICYCLE POLICY REMINDER FOR RAIL 2 RAIL® RIDERS



Metrolink Monthly Pass holders who ride Amtrak as part of the Rail 2 Rail program may not board Pacific Surfliner® trains with bicycles without purchasing an Amtrak ticket and reserving a bike slot in advance of their trip. Amtrak tickets and bike reservations can be obtained by visiting Amtrak.com, from station ticket agents, at Quik-Trak ticketing kiosks (starting November 1), or by calling 1-800-USA-RAIL (872-7245).

Please use Metrolink trains if your commute requires bicycle transport. Metrolink operates special Bike Cars on select trains (refer to Metrolink "All Lines Timetable"), and all passenger cars are designed to hold three bikes each.

Visit metrolinktrains.com/rail2rail for more info on the Rail 2 Rail® program and Amtrak's bicycle policy.

NOTICE TO RIDERS WHO BOARD AT WEST CORONA STATION:



GRADE SEPARATION PROJECT TO IMPACT COMMUTE TO STATION

Construction for the Auto Center Drive grade separation in Corona continues. There is only one traffic lane open in each direction on Auto Center Drive between Pomona Road and Railroad Street and on Railroad Street between Monica Circle and Auto Center Drive. Metrolink encourages riders who board at the West Corona Station to allow for extra time when commuting to the station or take an alternate route to the station.

The Riverside County Transportation Commission, one of the five member agencies that fund Metrolink service, and the City of Corona are completing the grade separation.

A four-lane over crossing is being constructed at the Burlington Northern Santa Fe railroad tracks, which intersects with Auto Center Drive. The project will reduce traffic congestion in the area and improve public safety by separating railroad traffic from automobile traffic.

Construction for the \$26 million project began in August 2013 and is expected to be completed in June 2015.



Visit <http://ow.ly/oOtSV> or follow the City of Corona on Twitter @autocentersg and Instagram @autocentersg for more project info.

SAFETY IS SMART

Metrolink encourages you to familiarize yourself with our train emergency evacuation instructions. These instructions are posted inside every train car for your review.


Remember, safety is everyone's responsibility, including yours. BE SAFE, BE SMART by taking a few minutes to review these guidelines today.



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*.



Cab Car

Trailer Car

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.

METROLINK
metrolinktrains.com
800.371.5465 (LINK)

BE TRACK SMART metrolinktrains.com/safety

SB LINE SIX-CAR TRAIN SETS TO BE REDUCED WHILE PTC INSTALLATION UNDER WAY

All six-car Metrolink trains on the San Bernardino Line will be reduced to five-car sets. Metrolink is implementing the service adjustment to incorporate critically needed Positive Train Control (PTC) safety technology on its locomotives.

The proposed effective date is Monday, Nov. 4. The service adjustment will remain in effect for at least two years.

Other factors leading to the service adjustment are the planned San Bernardino Line service expansion and renovation to the historic Santa Fe Depot, which are expected to begin in early 2014.

Read about PTC at metrolinktrains.com/ptc

Etiquette reminder: Seating will be limited following this change, so please be courteous to fellow riders by placing your bags/luggage beneath your seat.



SOLAR DECATHLON



DISCOVER "GREEN" HOME IDEAS AT THIS YEAR'S SOLAR DECATHLON



Photo © Department of Energy Solar Decathlon

For the first time since its debut in 2002, the award-winning Solar Decathlon and XPO will be held outside of Washington, D.C., at the Orange County Great Park in Irvine on October 3-6 and Oct. 10-16 from 11 a.m. to 7 p.m.

The Solar Decathlon challenges college students from around the world to design, build and operate solar-powered homes. Ride Metrolink to the event to discover fresh ideas you can incorporate into your home life.

- Tour more than 20 attractive solar homes that reflect cost and energy savings
- Find out how to save money with energy-saving innovations
- View fun, interactive exhibits fit for the entire family
- Taste delicious organic food at gourmet food trucks

On each day of the exhibit, you'll have the chance to receive a free prize. The first 100 people to show their Metrolink tickets at the Orange County Transportation Authority's XPO booth will receive a free gift pack.

To get there, take Metrolink to the Irvine Station. Transfer for free to the Irvine Station shuttle, which will take you to the event.

Visit metrolinktrains.com or call 800-371-5465 (LINK) for more details.

SAN CLEMENTE SEAFEST



Ride Metrolink to San Clemente to enjoy the annual Seafest on Sunday, Oct. 6. The event will feature a surf competition, arts and crafts show, the popular chowder cook-off and many more exciting family friendly activities.

Take Metrolink's Orange County or Inland Empire-Orange County Line to 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 sccchamber.com

LA AUTO SHOW®

More than 50 vehicles will make their world debut at this year's LA Auto Show. BMW, MINI, Chevrolet, Honda, Mercedes-Benz, Subaru, Volkswagen and Porsche are among the automakers that will have surprises in store for car enthusiasts. The show will take place Nov. 22 through Dec. 1 at the Los Angeles Convention Center.

To get there, take Metrolink to L.A. Union Station. Transfer for free to the Metro Red or Purple Line by tapping your Metrolink ticket at the Metro turnstile. Exit at 7th Street/Metro Center (Julian Dixon) Station. Walk upstairs and tap your Metrolink ticket at the Metro turnstile to catch the Blue or Expo Line to the Pico Station. The convention center is right across the street.

Visit laautoshow.com for ticket info and show hours.



Photo courtesy of the LA Auto Show®

OC INTERNATIONAL AUTO SHOW

Test drive more than 100 new cars at this year's Orange County International Auto Show. Ride Metrolink to gain FREE admission on Thursday, Oct. 3 and Friday, Oct. 4. Just show your Metrolink ticket at the Anaheim Convention Center box office.

Save \$3 off regular admission by showing your Metrolink ticket on Saturday, Oct. 5 and Sunday, Oct. 6. Visit AutoShowOC.com for ticket info and show hours.

To get to the convention center, take Metrolink to the Anaheim Station, and transfer for free to the Anaheim Resort Transit (ART) route 15 shuttle. Check shuttle schedules at rideart.org

For weekend shows, take advantage of Metrolink's \$10 Weekend Day Pass. Be sure to check our schedules when planning your trip.



Photo courtesy of the OC International Auto Show

FOOTBALL SEASON IS IN FULL SWING

Whether you're a Trojan or Bruin fan, you can ride Metrolink to see your favorite college team compete during home games this football season.



USC TROJANS – L.A. COLISEUM

From L.A. Union Station, transfer for free to the Metro Red or Purple Line by tapping your Metrolink ticket at the Metro turnstile. Exit at 7th Street/Metro Center Station. Walk upstairs and tap your Metrolink ticket at the Metro turnstile to catch the Expo Line to the Expo Park/USC Station. The coliseum is right across the street.

UCLA BRUINS – ROSE BOWL STADIUM

From L.A. Union Station, transfer for free to the Metro Gold Line by tapping your Metrolink ticket at the Metro turnstile. Exit at the Memorial Park Station, make a quick right and then walk two blocks east down Holly Street to the Parsons parking lot to catch the free Foothill Transit shuttle to the Rose Bowl Stadium.

[View the football schedules at metrolinktrains.com](http://metrolinktrains.com)

For weekend games, take advantage of Metrolink's \$10 Weekend Day Pass. Be sure to check our schedules when planning your trip. Remember, Amtrak is an option on the Ventura County and Orange County lines if no Metrolink service is available during your preferred trip time.

WATCH LIVE HORSE RACING AT THE BREEDERS' CUP

Watch the best jockeys and their horses go head-to-head at this year's Breeders' Cup World Championships at Santa Anita Park. All the action will happen on Nov. 1-2. Classic contenders like Cross Traffic, Boisterous and Mucho Macho Man will compete to become the horse-racing world's ultimate champion.

To get there, take Metrolink to L.A. Union Station, and then tap your Metrolink ticket at the Metro turnstile to transfer for free to the Metro Gold Line. Exit at the Sierra Madre Villa Station, and then connect for free to Foothill Transit bus 187 to get to Santa Anita Park.

Visit breederscup.com for more info about the races.

RECEIVE A 10 PERCENT DISCOUNT ON L.A. KINGS MERCHANDISE

Ride Metrolink to see the Kings compete for their second championship in franchise history. Save 10 percent at the L.A. Team Store by showing your valid Metrolink ticket during Kings home games only.

To get there, take Metrolink to L.A. Union Station, and then tap your Metrolink ticket at the Metro turnstile to transfer for free to the Metro Red or Purple Line. Walk upstairs and tap again at the turnstile to take the Blue or Expo Line to the Pico Station, which is right across the street from the STAPLES Center.

Visit lakings.com for the complete Kings season schedule.

WHERE CAN METROLINK TAKE YOU?

Ready to go on some awesome Southern California adventures? Our new "Destinations Video Series" explores historic and unique destinations you can visit around Southern California. **Subscribe to our YouTube channel (youtube.com/metrolinkmatters) to check out all of our videos.**



LITTLE TOKYO



<http://youtu.be/83u15Dxo4T8>

Homemade ramen noodles, museums and cultural centers – what's not to love? Watch how easy it is to take Metrolink and Metro Rail to Little Tokyo in downtown Los Angeles.

THE BEACHES



<http://youtu.be/uissuRLtdj8>

Get to where the tracks meet the sand. Hop aboard Metrolink's OC and IEOC trains to the San Clemente and Oceanside beaches. It's easy and we'll show you how.

SAN JUAN CAPISTRANO



http://youtu.be/y65XnG_OLWE

Let tour guide Wilfred show you around Mission San Juan Capistrano and the Los Rios Historic District. Explore Orange County's birthplace by taking the OC or IEOC Line to San Juan Capistrano.

DOWNTOWN RIVERSIDE



<http://youtu.be/VnrA50jeuy0>

We're heading to Downtown Riverside. Explore the UCR ARTSBlock, the Mission Inn & Spa and take a peek inside the oldest building in Riverside. Take a Metrolink RIV, SB, 91 or IEOC train to Riverside-Downtown Station.

CITADEL OUTLETS



<http://youtu.be/AjDW-67a0rg>

Get ready to shop until you drop. Take a Metrolink VC, ANT, SB, RIV, 91 or OC train to L.A. Union Station and hop aboard the free Citadel Express shuttle at Patsaouras Plaza, Bay 7. It takes you right to the Citadel Outlets.

Have a great destination video idea? Email us at MetrolinkSocial@scrra.net