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WORD FROM THE CEO



Since becoming Metrolink's CEO, one of my top priorities is, and will continue to be, having an active, ongoing dialogue with you, our riders. I strongly believe that through continual discussion with you, we can institute changes to our service that best meet your needs and the needs of the railroad.

Last year, we launched the "Customer Connect" program. Each week, a

Metrolink manager spends several hours at Union Station or a Metrolink station out in the field talking to passengers about their comments and concerns relating to our service, and then reports that input back to me. We have also convened three Rider Advisory Groups to get even more detailed feedback from our passengers, and so far we've received extremely valuable input from Metrolink riders.

In July, we took Customer Connect to a new level by launching a social media version of the program. On July 10 and 24, we held two customer engagement chats on Facebook in which riders asked questions of our staff. I want to thank those of you who contributed with your thoughtful interactions. It's through an open dialogue like this that we can learn what matters to you most. In these sessions, daily issues such as service expansion and schedule adjustments were the most prominently discussed.

We not only want to hear what you think of our service today, but we also need your ideas on how we can make Metrolink an even more effective service in the future. This spring, we sought input from our riders when we launched our long-range Strategic Plan process. Hundreds of riders have filled out surveys and provided us valuable insights into their priorities for our future. Many comments were about increasing frequency of trains and expanding service throughout the day and into the weekend. Others suggested ways to adjust the quality of service, reduce delays, increase train speed, and reduce prices. We also received ideas about improving connections with buses and extending rail service beyond our service area. When the next phase of the Strategic Plan process begins, we will need to hear from you during that effort as well. Very soon, we will be developing a series of "vision scenarios" outlining different paths our system and service can take, and we need you to weigh in with your opinion of those scenarios.

In the coming months, we will be making critical decisions about the future of Metrolink, and more than ever, we need to continue to hear from you. Thank you to everyone who has given us their ideas and input so far, and we look forward to hearing more of your thoughts in the coming weeks and months.

MICHAEL P. DEPALLO | CHIEF EXECUTIVE OFFICER | METROLINK

EASY COMMUTING AS A CORPORATE PARTNER



Let Metrolink take care of your ride with a commute that will save you both time and money; join the Corporate Partner Program. It's easy to join and can help both you and your employer save on taxes while providing you with a convenient way to get your monthly transit pass.

"My employer offers us the Corporate Partner Program so my coworkers and I have an alternative to driving, since most of us live quite far from the office," said Vanessa Norwood, an employee of the City of Anaheim and Metrolink commuter.

Employees aren't the only ones who benefit from the program. The Corporate Partner Program helps employers satisfy the South Coast Air Quality Management District's requirement of incentivizing employees to take public transportation, including Metrolink. With over 160 corporate accounts, Metrolink is a great alternative for businesses and employees looking for an easy commute. Join today to enjoy a great commute that saves time and money and helps you roll past traffic. Speak to your employer for more details, or visit us at metrolinktrains.com/iloverockandroll to learn more.

ON THE COVER

LOS ANGELES UNION STATION MASTER PLAN UNVEILED

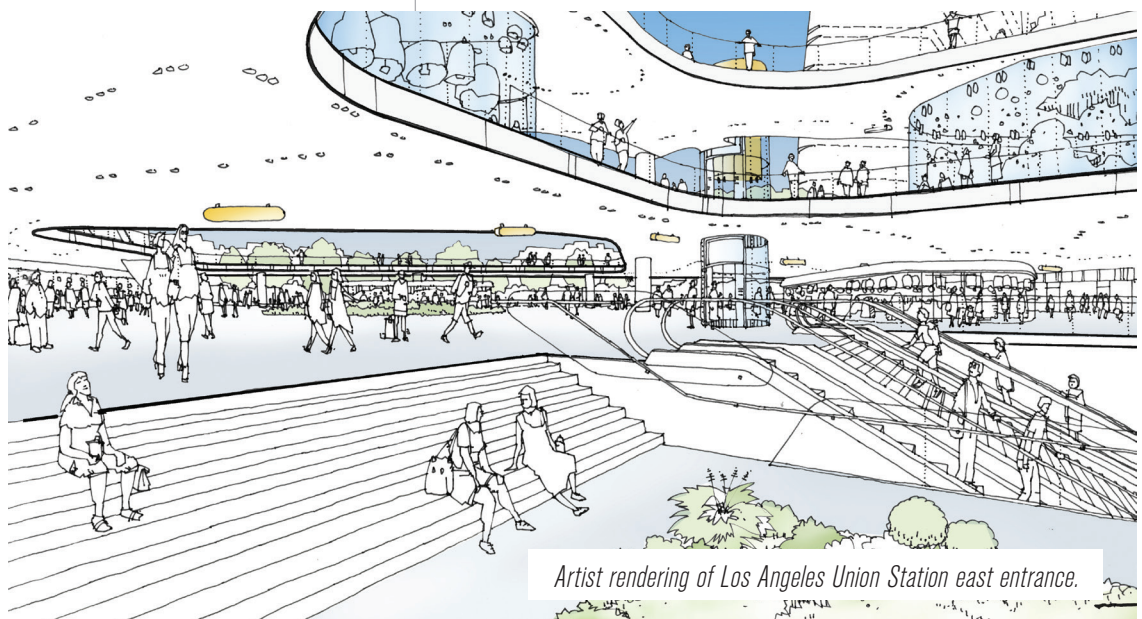
On the heels of celebrating Union Station's 75th anniversary last May, Metro recently held an open house to promote the Union Station Master Plan. The plan is designed to preserve the architectural beauty of Union Station as it prepares the civic icon to meet the growing transportation demands of the 21st century.

With nearly 70,000 people using the station on an average weekday – a number that's expected to grow to 100,000 by 2020, and to 140,000 users by 2040 – Metro has been working on a plan to improve how the station functions to promote the seamless connections among all modes of transportation. The Master Plan would also expand green space at the station, accommodate potential development that would work alongside the bus and train station, and transform Union Station into a complete travel destination.

Metro purchased the Union Station property in 2011, including 47 acres of surrounding land. The station currently serves Metrolink, Amtrak, Metro Rail, and Metro and municipal buses, and it is being prepared to accommodate California High-Speed Rail as well.

SOME DETAILS OF THE MASTER PLAN INCLUDE:

- A new passenger concourse that will greatly expand the existing passageway. The concourse will be significantly wider than the existing -- and often crowded -- pedestrian passageway. There will also be elevators and stairs accessing each of the rail platforms above. These rail platforms will be widened from 23 feet to approximately 30 feet. The location of the current entrances to the Metro Red/Purple Line and the Metro Gold Line will remain the same.
- Metro also plans to eliminate a long-standing track way bottleneck in a project that is separate, but complementary, to the Union Station Master Plan. Currently, Union Station is a dead-end for Metrolink and Amtrak trains since all trains must enter and exit via tracks on the north side of the facility. Metro's Southern California Regional Interconnector Project (SCRIP) – now in its environmental and engineering phase – would



Artist rendering of Los Angeles Union Station east entrance.

allow trains to enter and exit the station via the south side by running four tracks over the 101 freeway and connecting to the existing tracks along the Los Angeles River. The tracks would improve train capacity at Union Station by 40 to 50 percent, according to Metro. The project also gives Metro the chance to make improvements to the rail yard and the concourse below.

- The Master Plan also examines the possibility of locating a high-speed rail terminal either below or above Vignes Street, on the east side of the Union Station.
- Two pedestrian and bicycle bridges would also span the rail yard to better connect the eastern and western sides of the Union Station property, offering stunning views of the downtown skyline.
- In the shorter-term, other improvements are in the works. A new restaurant is expected to be announced soon for the old Union Bagel location near the west entrance to Union Station. Discussions are also underway for new restaurants in the old ticket room and Fred Harvey House.
- Another short-term project would involve replacing the parking lot in front of Union Station with a civic plaza that could include outdoor restaurant seating and a wide esplanade along Alameda Street for pedestrians and cyclists.

This project represents the future for public transportation and Metrolink. For more information about the Union Station Master Plan, visit metro.net/projects/la-union-station.

METROLINK RIDER SPOTLIGHT

KEN DENSKI **Represents:** Antelope Valley/Ventura County Lines and Orange County Line
Claim to Fame: Metrolink Monthly Pass Commuter for 20 Years

A QUICK CHAT WITH 20-YEAR METROLINK COMMUTER



Twenty-year Metrolink commuter Ken Denski with his first monthly pass from 1994.

ML: Ken, tell us a little about yourself.

KD: I'm originally from Cleveland, Ohio and moved to California in 1970. I work at Walt Disney Imagineering in Contract Administration, which I've been doing for more than 30 years.

ML: And how did you begin riding Metrolink?

KD: I heard about Metrolink through Disney. After the Northridge Earthquake in '94, Disney offered me a position in Burbank. I live in San Juan Capistrano, and didn't want to drive or move. They told me that in a month there would be a new Metrolink station in Burbank and that I could commute on the train to work. So, I got on and never got off.

ML: Do you have a favorite Metrolink memory?

KD: Metrolink's had some really fun conductors over the years, and there have been a lot of train parties. We had a huge retirement party for a conductor named Louie on this train. There have also been regular Friday parties where our group would board from different stations and bring muffins, coffee, etc.

ML: I hear you have a collection of monthly passes that span 20 years?

KD: Yes, they were records I kept for Disney. I have every pass starting from March 1994. That's 240 monthly passes!

ML: So, you're retiring next month. Will you miss Disney? Are you excited to make vacation plans?

KD: Yes. There are lots of creative people at Disney, geniuses in fact. I'll miss working there and seeing everything that came from those creative ideas. I plan on visiting Disneyland with my wife as often as I can.

ML: Do you think you'll ride Metrolink in your retirement years?

KD: Of course! We plan on going up to L.A. and on the Angels Express. We're big Angels fans.

ML: Ken, it's been a pleasure. Thanks for chatting with us. Hope to see you soon on the Angels Express!

TAKE THE TRAIN. METROLINK.



RIDE METROLINK TO THESE AND MANY MORE SOUTHERN CALIFORNIA EVENTS AND DESTINATIONS.

EXPLORE MORE WITH THE NEW 91 LINE WEEKEND SERVICE



Inland Empire residents now have an easy and stress-free way to get to Los Angeles. The 91 Line now runs weekend service from Downtown Riverside to L.A. Union Station, with stops in La Sierra, North Main Corona, West Corona, Fullerton, Buena Park, and Norwalk/Santa Fe Springs. Taking Metrolink to popular destinations is easy and fun with something for everyone:

- Soak in the Mexican culture with taquitos and mariachi music on Olvera Street
- Time travel with the family at the Natural History Museum
- Enjoy authentic Chinese cuisine at Chinatown and shop for fun and exotic gifts
- Take a sight-seeing stroll along the Hollywood Walk of Fame to see your favorite entertainers' stars

Metrolink's Weekend Day Passes are only \$10 and allows travel anytime, anywhere on either Saturday or Sunday. For details and schedules, visit metrolinktrains.com/schedules.

DISCOVER THE FUN AT THE LOS ANGELES COUNTY FAIR



Experience a world of discovery at the 2014 Los Angeles County Fair from August 29 through September 28. With food, shopping, animals and amazing attractions, the Fair is more than you've ever imagined. Enjoy the larger-than-life Chinese lantern festival Luminasia. Dance the night away at the Steampunk-inspired Grinding Gears nightclub. Don't miss The Farm, where animals and abundant gardens converge, and enjoy the End of Summer Concert Series, which offers 23 nights of music and action.

Metrolink riders can save on Fair tickets - \$11 adult and \$6 child admissions are available with the use of the promo code Metrolink. Visit lacountyfair.com for more details and to purchase tickets. To get there, the Saturday and Sunday San Bernardino Line trains will make a special stop at the Fairplex. The \$10 Weekend Day Pass is a great value, and all monthly pass holders can ride free to the Fair on weekends. For more information, go to metrolinktrains.com/LACF.

HIT A HOME RUN WITH THE ANGELS EXPRESS



Don't get stuck in traffic and paying to park at Angel Stadium – ride the Angels Express! This popular train service is back again for the fourth consecutive season. Arrive at least 30 minutes early to get your tickets to depart from either Laguna Niguel/Mission Viejo or L.A. Union Station at 5:50 p.m. for all Angels

weeknight 7:05 p.m. home games. Also, for Friday night 7:05 p.m. home games, there is roundtrip train service from Riverside on the Inland Empire-Orange County Line. Ride to and from Angel Stadium for only \$7 roundtrip for adults, \$6 for senior/disabled, \$4 for youth (ages 6 - 18), and free for children 5 and under with a paying adult (up to 3 children). The train takes you straight into the stadium's parking lot, so you're just a short walk away from the action. Visit metrolinktrains.com/angelsexpress for more information.

This train service is a joint demonstration project made possible in part by the Clean Transportation Funding from the Mobile Source Air Pollution Reduction Review Committee (MSRC).



RIDE METROLINK TO THE BEACH

Planning to hit the beach this summer? You can avoid the traffic headaches and parking hassles by taking a ride on Metrolink to the beautiful beaches in San Clemente and Oceanside. Both the Orange County and the Inland Empire-Orange County Lines can take you to the beach every day of the week. And since the San Clemente Pier Metrolink station is just a few feet from the relaxing sandy beach, it has never been easier to have a sun-filled adventure.

Remember – if you are traveling on the weekend, you can use the \$10 Weekend Day Pass to enjoy the entire day at the beach. Visit metrolinktrains.com/beaches for details.

HALO NATION: SHOW YOUR COLORS DURING THE RAIL SERIES!



Angel fans can take Metrolink to Dodger Stadium August 4 and 5 to see Southern California rivals go head to head as the Dodgers take on the Angels in interleague baseball. With Rail Series trains returning for a second consecutive

year, baseball fans can ride Metrolink Orange County Line trains 609 or 689 to Los Angeles Union Station and then take the Dodger Stadium Express shuttle to and from Dodger Stadium at no additional cost; just show your game day ticket to board. The Rail Series train will depart L.A. Union Station one hour after the end of the game. For details and pricing, visit metrolinktrains.com/railseries.

This train service is a joint demonstration project made possible in part by the Clean Transportation Funding from the Mobile Source Air Pollution Reduction Review Committee (MSRC).

METROLINK IS YOUR DISCOUNT TICKET TO POMPEII: THE EXHIBITION



Pompeii: The Exhibition features over 150 precious artifacts on loan from the Naples National Archaeological Museum in Italy. Take a glimpse into

the opulent lifestyle and tragic end of this ancient Roman society forgotten for centuries until its rediscovery over 250 years ago. Metrolink riders can receive exclusive discounts by entering promo code BRONZE at californiasciencecenter.org.