

# MAN VS. TRAIN: IT'S NO CONTEST



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## WORD FROM THE CEO



I have heard from numerous riders regarding problems they have experienced with our ticket vending machines, or TVMs. I want you to be aware that I am very mindful of the issues we are experiencing in that regard. I also want to let you know that we have both a short- and long-term plan in place to address the issues associated with our TVMs.

Beginning in October, we will implement a series of improvements to the TVMs, which will improve the reliability of the machines, as well as significantly reduce their ongoing maintenance and repairs. Put more simply, we expect that these improvements will dramatically improve your ticket buying experience at the stations. We are currently scheduled to complete these improvements by the end of this year.

We are also planning to begin a new ticketing program which will allow you to purchase tickets online or through your phone. We are actively exploring a mobile ticketing pilot program involving Weekend Day Pass purchases, which we hope to initiate by early 2015 (note, the initial program will not allow transfers to the Metro system). If all goes well, a system-wide mobile ticketing program will be in place by the middle of next year. We will still have some issues to address in terms of how our riders will be able

to continue accessing the Metro rail and bus systems, but I am committed to making mobile ticketing a successful and permanent ticket purchasing option for the long-term. We will have much more detail to share about mobile ticketing in the coming issues of Metrolink Matters.

In the meantime, please consider the following suggestions to make your ticket purchasing experience more seamless:

- For monthly pass holders, please try to purchase your monthly passes near the beginning of the purchase period rather than at the last minute. You can purchase your monthly pass as early as the 25th of the previous month and up through the 14th of the month for which you are traveling. You can avoid long lines and other complications by buying your monthly pass early.
- Please arrive at the station at least 20 minutes prior to departure. We all know to arrive at an airport 60 to 90 minutes prior to departure, so giving yourself a little extra time at the station will significantly reduce ticket buying complications before your train leaves.
- Your monthly pass can be purchased at any of our 55 stations. Consider buying your next monthly pass at the end of your trip, when more time is available.
- Additionally, if you frequently buy the same ticket type using a debit or credit card, you can use Metrolink's Quick Ticket feature, which reduces the time and effort required to purchase a ticket. The Quick Ticket option is available for all ticket types.

I ask for your patience as we work through these various issues to address our ticket machines, but please be assured that we working on short- and long-term solutions to address all of these issues. Also, as a reminder, Metrolink monthly passes are only valid for the month issued. Conductors will continue to enforce valid fares at the beginning at each month. This includes the conductors with the Amtrak/Rail 2 Rail program. As always, thank you for continuing to travel on Metrolink.

MICHAEL P. DEPALLO | CHIEF EXECUTIVE OFFICER | METROLINK

## RAIL 2 RAIL® | BLACKOUT DATES

Rail 2 Rail® blackout dates are Thursday, November 27, Friday, November 28 and Sunday, November 30, 2014. Metrolink Monthly Passes will not be accepted for travel on Pacific Surfliner trains during the blackout dates. Shared Service trains (A768 and A761) are NOT blacked out at ANYTIME. Passengers may board (A768 and A761) without restriction to blackout dates as long as they purchase a Metrolink ticket/pass (One-Way, Round-Trip, 7-Day and Monthly Passes are allowed).

Whenever you're riding, please be sure to hand the conductor the hard copy of your ticket or pass so it can be properly scanned. Photo copies or phone scans of the Monthly Pass will not be accepted.

## ON THE COVER

## SEE TRACKS? THINK TRAIN!

For Metrolink, nothing is more important than safety. This fall, Metrolink, Orange County Transportation Authority, and Operation Lifesaver Inc. officials launched the agencies' combined safety campaign called, "See Tracks? Think Train!" at the Orange Station.

"If a car can't stop on a dime then a train definitely can't," Orange County Supervisor and Metrolink Board Member Todd Spitzer said at the event. "Every year, thousands of people's lives are destroyed by what has become a nonchalant attitude around train tracks. People carelessly walk or drive across tracks without fully comprehending the speed and power of an oncoming train. Tragically, these unfortunate individuals pay consequences that cannot be taken back. 'See tracks? Think train!' is a simple message, but one that will save lives," added Spitzer.

"Hopefully, if more people have the education and the understanding of the rules and laws, then maybe we can keep them off the tracks," said Kalina.

Mark Kalina, a "See Tracks? Think Train!" spokesperson and an Operation Lifesaver volunteer, shared his story about the night his life changed when he took a shortcut across train tracks. In the fall of 2012, the then-college senior tragically had both legs severed when he tripped and got caught underneath a moving train.

As he was walking home, Kalina cut through a field and was attempting to walk around a train stopped on the tracks. That's when a chain of unforeseeable, harrowing events began. After slipping on some gravel, Kalina snagged his shirt sleeve on a train car – right as the train started moving. He was soon being dragged along by the accelerating train. Using his free arm to grab a ladder on the train car that had him snagged, Kalina struggled to free himself. A sharp turn jarred him from the ladder and he landed on a car connector. Before Kalina could pull his legs up onto the connector, they were caught by the wheels and he was thrown under the train.

"I feel extremely lucky to be alive, because I should've died on those tracks. I didn't realize that walking near or across train tracks like that was even illegal. If more people understood the laws and rules, they may not be hurt or killed," said Kalina. "I thought I was being safe enough, and that a stopped train would never hurt me. It was so horrible to look down and see parts of my body that have been there all my life, and now they're just gone," Kalina recalled.

After nearly two years of grueling rehabilitation, Kalina is now able to walk with prosthetic legs and is helping to promote rail safety across the country. Kalina wants people to listen so no one else has to go through what he has, or worse.



*Orange County Supervisor and Metrolink Board Member, Todd Spitzer; Operation Lifesaver Authorized Volunteer Mark Kalina; Operation Lifesaver California State Coordinator, Pete Aadland; and OCTA CEO Darrell Johnson joined together to remind us when we "See Tracks, Think Train!"*

Metrolink works year-round to deliver a rail safety campaign to a wide variety of organizations and individuals. Along with our rail safety partners, we strive to raise public awareness to improve driver and pedestrian behavior around railroad tracks. If you are interested in learning more about Operation Lifesaver and the "See Tracks? Think Train!" campaign, please visit [metrolinktrains.com/safety](http://metrolinktrains.com/safety). There, you can view the video featuring Mark Kalina, as well as request safety information for your community.



## NEW TRAIN TIMES FOR 91 LINE RIDERS IMPROVES COMMUTER OPTIONS

To meet the needs of regular 91 Line riders, commuter service is being optimized by offering more peak round-trip options. Beginning October 6, Metrolink will optimize the 91 Line train schedule by offering new trains during the morning and afternoon peak commute times, and eliminate two mid-day trains. The feedback from our rider surveys helped Metrolink make schedule changes that provide better service to Metrolink riders. The additional trains during peak commute times will be available prior to the 91 freeway construction ramp-up. The weekday changes complement the additional 91 Line weekend service that went into effect July 5, which offers four trains between Downtown Riverside and Los Angeles on both Saturdays and Sundays. More 91 Line commuter options are on the horizon with the extension of the 91 Line into Perris Valley with a 24-mile extension expected to open by late 2015. For a complete schedule, visit [metrolinktrains.com/schedules](http://metrolinktrains.com/schedules).

## HOLIDAY SERVICE ALERT



## THANKSGIVING DAY

Metrolink will operate a Sunday schedule on Thanksgiving Day (Thursday, November 27) on the San Bernardino and Antelope Valley lines only. No service will be offered on the Ventura County, Riverside, 91, Orange County or Inland Empire-Orange County lines on Thanksgiving Day. Regular service at normal rates will resume the Friday after the holiday. Regular ticket rates apply during the remainder of the Thanksgiving holiday weekend.



## STOP HUMAN TRAFFICKING

If you or someone you know is being forced to engage in any activity and cannot leave – whether it is commercial sex, housework, farm work, construction, factory, retail, or restaurant work, or any other activity – call the National Human Trafficking Resource Center at 1-888-373-7888 or the California Coalition to Abolish Slavery and Trafficking (CAST) at 1-888-539-2373. Victims of slavery and human trafficking are protected under United States and California law. Visit [heat-watch.org](http://heat-watch.org) for more information.

## METROLINK IS RECRUITING!

METROLINK.

**JOIN OUR TEAM.**

**WE HAVE OPENINGS TO FILL. CHECK OUR CURRENT CAREER OPPORTUNITIES AT [METROLINKTRAINS.COM/CAREERS](http://METROLINKTRAINS.COM/CAREERS)**

# HAVE A SAFE COMMUTE



**PLEASE HOLD THE HAND RAIL.**  
 POR FAVOR, AGÁRRESE DEL PASAMANOS.

BE SAFE. BE SMART.  
 ESTE SEGURO. SEA INTELIGENTE.

At Metrolink, safety is foundational. We are continually looking for ways to ensure the safety of our passengers. However, every year about this time we start to see reports of passengers tripping while running for a train or missing a step while descending the stairs. Slips, trips and falls are avoidable, and it is up to all of us to make safe decisions and behaviors a priority.

- Use caution when using headsets or cell phones around train tracks or in stations
- Allow yourself plenty of time to meet your train
- Always walk on or toward the station platform
- Always allow passengers to exit the train before boarding
- Always use caution when stepping onto a train
- Always hold the handrail - use caution and avoid looking down at hand held devices when climbing or descending stairs
- Have a safe trip and, as always, if you need any assistance on board or at the station, please notify the conductor, a police officer, or a security guard

For more safety information, please visit [metrolinktrains.com/safety](http://metrolinktrains.com/safety).



## GET 20% OFF AT THE COFFEE BEAN & TEA LEAF®

Enjoy 20% off any food or handcrafted beverage item from October 13 to November 2, 2014 at participating The Coffee Bean & Tea Leaf® retail locations. Offer for twenty percent (20%) off the purchase price of one (1) behind-the-bar beverage or one (1) bakery case or grab-and-go food item with valid Metrolink ticket or pass. Metrolink tickets or passes must be current and unexpired. Discount applies to item of equal or lesser value. Limit one (1) offer per person, per visit. Cannot be combined with other offers. Not valid on previous purchases. Proof of a valid Metrolink ticket or pass must be presented at time of purchase. No cash value. No substitutions. No rain checks. While supplies last. Valid from 10/13/14-11/2/14. ©2014 International Coffee & Tea, LLC. All rights reserved.



## NEWS FOR YOUR FALL COMMUTE

Starting October 6, Metrolink is implementing schedule changes to improve your commute. The schedules and train numbers on select lines will change to reflect our commitment to offer you the best service possible. On the San Bernardino Line, Metrolink trains 310, 327, 338, and 339 will no longer operate following the San Bernardino Associated Governments' approval of a lower contribution, resulting in a modification in service. Orange County Line trains 607 and 644 will depart later to minimize conflicts with other rail service. For more information, please visit [metrolinktrains.com/schedules](http://metrolinktrains.com/schedules) or call (800) 371-5465 (LINK).

TAKE THE TRAIN. METROLINK.

# RIDE & JOY

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

## RAIL FANS EXPLORE DOWNTOWN LOS ANGELES WITH METROLINK



If you're looking for a great way to explore Southern California without the hassles of traffic and parking, try the \$10 Weekend Day Pass. The pass provides an excellent opportunity to see all the great things along the Metrolink route, such as historic Los Angeles Union Station, the Mission at San Juan Capistrano, the beach, and much more. With the Weekend Day Pass, you can ride anytime, anywhere on the Metrolink system on either Saturday or Sunday for just \$10.

Earlier this year, the Tehachapi Loop Railroad Club and the Friends of the Tehachapi Depot used the \$10 Weekend Day Pass to travel from Lancaster into L.A. Union Station to attend the Los Angeles Conservancy's Last Remaining Seats program. With a free transfer to most Southern California bus and urban rail providers, you too can see all that Southern California has to offer. For just \$10, you can travel throughout the Metrolink system and leave the car at home. The club's trip is a great example of all the great places you can explore when you take Metrolink.

## AVOID THE LINE! METROLINK. MONTHLY PASS

Don't get stuck waiting in long lines at ticket vending machines to purchase or redeem your Monthly Pass. Metrolink Monthly Passes are always available starting on the 25th of every month prior. For example, the November Monthly Pass will be available beginning on October 25. Avoid the line and get your Monthly Pass early!

## SAVE ON KINGS MERCHANDISE



The 2014 Stanley Cup Champion Los Angeles Kings begin their journey to defend the title on Wednesday, October 8 against the San Jose Sharks. Metrolink is one of the official transportation partners of the L.A. Kings for the 2014/15 season. Metrolink riders can be the best dressed Kings fans by purchasing their official merchandise at the TEAM LA Store with a 10% discount at all home games. Just show your Metrolink ticket at the TEAM LA Store at STAPLES Center to receive your discount or go online to [teamlastore.com](http://teamlastore.com) and use the promo code METRO10 upon checkout. Go Kings Go!

## EXPLORE POMPEII: THE EXHIBITION WITH METROLINK



Metrolink riders receive exclusive discounts to see the Pompeii Exhibition at the California Science Center. Save \$3 on adult exhibit-only tickets and \$2 off IMAX ticket (exhibit and any IMAX film of your choice). Enter promo code BRONZE when purchasing tickets at [californiasciencecenter.org](http://californiasciencecenter.org).

Pompeii: The Exhibition runs from May 20 through January 4, 2015 and features over 150 precious artifacts on loan from the Naples National Archaeological Museum in Italy, which offer a glimpse into the opulent lifestyle and tragic end of this ancient Roman society forgotten for centuries until its rediscovery over 250 years ago.