

METROLINK **MATTERS** NEWS & EVENTS



STUDENTS EXPLORE SOUTHERN CALIFORNIA WITH METROLINK

© Mia Zamora-Johnson

INSIDE 2 | METROLINK'S STRATEGIC PLAN

3 | STUDENTS EXPLORE SO CAL

4 | IT'S NO CONTEST
METROLINK IS RECRUITING
PERSONAL SAFETY
ADVANCE MONTHLY PASSES

5 | METROLINK RIDER SPOTLIGHT

6 | LUNAR NEW YEAR
FESTIVAL OF WHALES
AUTO CLUB 400
SAVE ON KINGS MERCHANDISE
SWALLOWS DAY PARADE

METROLINK IS PLANNING FOR THE FUTURE

IN LATE 2013, METROLINK INITIATED WORK ON THE PREPARATION OF A STRATEGIC PLAN

to chart out a path for the passenger rail agency over the next 10 years. Once finalized and approved by our Board this spring, the Strategic Plan will provide a roadmap and vision for how Metrolink will evolve into the future. This roadmap is being developed based on an in-depth look into the agency's strengths and weaknesses, opportunities and challenges, as well as an assessment of how regional travel in Southern California is evolving. Based on our self-examination of the performance of the Metrolink system and organization, five principles were identified to guide our strategic plan. These five guiding principles are:

- **FOCUS:** making sure that basic needs of the operation and the agency's finances are met
- **CUSTOMER VALUE:** placing the needs of the customer first
- **CONNECTIVITY:** integrating regional transportation to link land uses and activity centers throughout Southern California
- **TRANSPARENCY:** sharing accurate information in a timely manner with our customers, the public, and our decision-makers
- **COLLABORATION:** partnering with all regional partners and stakeholders

These principles are designed to make Metrolink the premier passenger rail agency in the nation and are tailored to meet the particular needs of Metrolink as a joint powers authority partnership supported by its five member agencies.



INCORPORATING YOUR INPUT

We highly value your input on the future growth of Metrolink over the next five to 10 years. We are incorporating what we have heard from you into our Strategic Plan development process. As you may know, we recently conducted a public online survey in the spring of 2014. From this survey, and other comments we have received to date, respondents have been calling for more service, especially more mid-day and evening service, along with the strong desire for the Southern California transportation network to accommodate a wider variety of trips that will provide riders with more flexibility in their travels across the region. There has also been emphasis placed on enhancing our schedules and reliability within our existing service. Furthermore, there is interest in connecting to locations beyond our current service area. This interest suggests a need to develop strategic partnerships with transit providers that can support these future connections.

In December 2014, we again reached out through Metrolink's social media outlets with a second round of surveys to get riders' feedback and opinions on possible agency priorities, potential service scenarios, and to collect general comments. If you haven't done so already, we invite you to visit metrolinktrains.com/publicsurvey and be a part of Metrolink's future growth by participating in the survey.

We will continue working toward completion of our Metrolink Strategic Plan with the goal of finalizing and adopting it this spring. Please stay tuned for more information.

ON THE COVER

STUDENTS EXPLORE SO CAL



Students from the Norton Space & Aeronautics Academy in San Bernardino visiting Olvera Street.

Metrolink reached a new milestone last year when our school field trip program provided school children with more than 14,000 rides as they explored Southern California as part of their studies. These are the most students Metrolink has ever accommodated in a single school year, and the number of schools utilizing our system continues to grow steadily. Metrolink's school field trip program exposes students to public transportation using mostly mid-day trains, and allows students access to some exciting destinations that they may not otherwise be able to visit. Over this past year, the most visited destination was L.A. Union Station and Olvera Street, followed by the Mission at San Juan Capistrano.

In addition to providing for the students' field trip transportation needs, the program is designed to educate Southern California's youth on the ease of taking public transit and how to practice safe behavior around trains and railroads. A significant number of student field trips are also organized as a way to educate students on how to ride the train: schools will book a trip, ride to a specific station then get on the next return train back to their station of origin.

Priced at only \$3 per student, the school field trip program supports school-sponsored field trips to destinations throughout Southern California. Any school with students aged 5 to 18 years (typically grade levels K-12) can benefit from the program.

SCHOOLS THAT MEET THE FOLLOWING CRITERIA QUALIFY FOR THE PROGRAM:

- Students aged 5 - 18 and/or attending K - 12, regardless of age.
- Minimum group size of 15.
- A minimum of one chaperone per 10 students, with a maximum of one chaperone per five students. A one-to-one chaperone/student ratio is permitted for students with disabilities. (All other adults must purchase tickets from Ticket Vending Machines on day of travel).
- Price is \$3 per student or chaperone, round-trip or one-way.
- No transfers to connecting transit will be provided.
- Weekend school trips are not allowed.
- Subject to space availability.

INTERESTED SCHOOLS LOOKING TO BOOK A FIELD TRIP ON METROLINK CAN SCHEDULE THEIR EXCURSION IN THREE SIMPLE STEPS:

- 1** Call (800) 371-5465 (LINK) to make your reservation with Metrolink. Reservations must be made at least six weeks prior to travel.
- 2** Send in payment at least 30 days prior to travel.
- 3** Board the train with the valid travel voucher.

For more information about the Metrolink school field trip program, please visit metrolinktrains.com/school.

IT'S NO CONTEST.



Throughout America, a person or vehicle is struck by a train roughly once every three hours! Ninety-five percent of all rail-related deaths involve drivers trying to beat a train, or people trespassing on railroad tracks. Please remember -- when you match yourself or your vehicle up against a train, "It's No Contest."

Please visit metrolinktrains.com/safety for more information.

METROLINK IS RECRUITING!



PERSONAL SAFETY GUIDELINES



If passengers see any unusual or unsafe activity onboard our trains they should contact the conductor immediately. Metrolink conductors are trained and equipped to handle a variety of emergency situations. Additionally, our conductors can communicate directly with the Metrolink Operations Center to secure assistance from law enforcement officials and emergency response teams during any emergency.

STAY ALERT. STAY WITH OTHERS. SPEAK UP.

- Always be aware of your surroundings and the people around you, day or night.
- Trust your instincts. If someone or something makes you feel uneasy, move away, change seats and ask for help.
- Stay with others; if possible, travel with another rider or in a group.
- Share your concerns with a security guard, police officer, or conductor. Call 800-371-5465 (LINK) to report suspicious activity.

We take customer safety very seriously. Please be aware of any unusual occurrences or circumstances, particularly while boarding. Keep track of your belongings at the station and on the train. Always listen for onboard announcements and follow any directions from the train crew.

ADVANCE MONTHLY PASSES



AVOID THE LINE!

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 March Monthly Pass will be available beginning on February 25. Avoid the line and get your Monthly Pass early!

MARILYNN BRODY & GABRIEL RODRIQUEZ



Represents:
San Bernardino Line
Claim to Fame:
Found love on their daily commutes

A QUICK CHAT WITH METROLINK'S NEWEST COUPLE

ML: Thanks for speaking with us, Marilynn. Let's start with where you're from and what you do.

MB: I was born and raised in the snowy center of America and moved to California half a lifetime ago.

I spent a brief period performing general office duties and later landed a job in computer programming. After programming for a number of years, I missed writing and craved a job involving more interpersonal skills, so I settled on Technical Writing.

ML: What's your history with Metrolink?

MB: My beloved mother owned her own business and my dad's retirement career consisted of being her "Guy Friday." They rode Metrolink together from Claremont to Los Angeles for several years.

ML: How did you meet your fiancé, Gabriel? What is he like?

MB: Gabriel and I met on the train sometime in October 2011. We were each returning home from Los Angeles. The first thing he said was, "You're the most stylish thing on this train." That got my attention! He was persistent and charming in a very real, not slimy, sort of way.

I love so much about Gabriel that it's impossible to pick just one quality. He's loving, kind, devoted, sincere, funny, smart, intuitive, and has the cutest face... just to name a few things.

ML: How did he propose?

MB: Gabriel proposed twice. The first time was on December 12, 2012. He grasped my hands in his and began reciting wedding vows. I thought he was joking until a couple of days later when he took me ring shopping! The second proposal came in April of 2013. Gabe got down on one knee, ring in hand, and proposed.

My ring is amazing. And it has a name, "EE," after the squealing sound I made when we first started looking at rings. The center stone belonged to my maternal grandmother. Gabe designed the mounting himself, and it showcases the stone beautifully.

ML: Will you keep riding Metrolink as a married couple?

MB: We hope to keep riding the train together; every moment we spend together is a joy.



TAKE THE TRAIN. METROLINK.

RIDE & JOY

METROLINK RIDERS SAVE AT THESE AND MANY MORE SOUTHERN CALIFORNIA EVENTS AND DESTINATIONS.

SPECIAL SERVICE TRAIN FOR LUNAR NEW YEAR



Los Angeles' Chinatown will hold one of the country's largest Lunar New Year celebrations on Saturday, February 21. Join the fun by taking Metrolink to the 116th Annual Golden Dragon Parade and avoid the traffic and parking hassles!

Start your day of fun by joining Metrolink and the Orange County Transportation Authority (OCTA) from 8 to 9 a.m. at the Irvine Metrolink Station for free food, entertainment, and free Metrolink tickets for the first 100 people. Because this event is so popular, there will be an additional train returning to Orange County in the afternoon to accommodate riders. To learn more, and to view the special service train schedule, visit metrolinktrains.com/lunarnewyear.

SAIL PAST TRAFFIC, SEE THE WHALES, AND SAVE



Don't miss your chance to see some of the hundreds of whales that will be passing by Dana Point! The annual Festival of the Whales (March 7-8 & 14-15) celebrates this annual migratory journey, and can be easily reached by a convenient Metrolink train.

Join Metrolink and the Orange County Transportation Authority (OCTA) for a kickoff event at the Orange Metrolink Station on March 7 from 9 to 10 a.m. Enjoy free food and entertainment, and free Metrolink tickets for the first 100 people. For more information visit metrolinktrains.com/FOW.



AUTO CLUB 400

support of Clean Transportation Funding from the Mobile Source Air Pollution Reduction Review Committee (MSRC). After the limited numbers of free tickets

Race fans – you can take Metrolink **for free** to the Auto Club Speedway's Auto Club 400 NASCAR Sprint Cup Series race on Sunday, March 22!

The free train ride will be offered to a limited number of race fans with the

are depleted, race fans will once again be able to purchase the discounted \$19 round trip train tickets. Riders must sign up in advance to register for the free train tickets. For more information, please visit metrolinktrains.com/autoclubspeedway.

Metrolink will operate three trains originating from Oxnard, Lancaster and Oceanside with limited stops for faster service. Metrolink's Speedway trains stop at a specially constructed station just off the back straight-away of the race track. From there, passengers will board a free tram that takes fans to the entrance gates. Trains depart the Auto Club Speedway approximately one hour after the end of the race, or checkered flag.

SAVE ON KINGS MERCHANDISE



Metrolink is one of the official transportation partners of the Stanley Cup Champion Los Angeles Kings for their 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 and use the promo code METRO10 upon checkout. Go Kings Go!

RIDE METROLINK TO SWALLOWS DAY



On March 21, the City of San Juan Capistrano celebrates the historic return of the swallows from their winter home in Argentina. For more

information, visit metrolinktrains.com/swallows.