

METROLINK **MATTERS** NEWS & EVENTS



SENIORS EXPLORE SOUTHERN CALIFORNIA VIA METROLINK & METRO CONNECTIONS

— LOS ANGELES UNION STATION —

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WORD FROM THE CEO



DEAR VALUED PASSENGERS:

I hope 2016 is getting off to a good start for you. Metrolink is renewing our commitment to our passengers. Safety, reliability and customer service are our top priorities. Last year, we received your feedback through surveys, phone calls and email. I want you to know that we have heard you.

We realize that our passengers expect our trains to be on-time and to be informed immediately if there is an issue. As a lifelong public transportation rider, I believe those are reasonable and fair expectations.

This year, we are making some enhancements to our service to improve our customers' experience. We are going to be adding an option for riders to get their tickets on their smart phones or tablets. We will also be putting our new Tier 4 locomotives into service. These brand-new locomotives will reduce delays from mechanical issues while improving air quality through an 85 percent reduction in emissions! We've also reduced our fares for short, station-to-station, trips.



New Metrolink Tier 4 locomotives will be put into service in 2016.

We will also be changing our schedule. We realize we made some errors when we changed the schedule in October. Again, I am sorry. Please know that we've learned from those mistakes and are in the process of designing a schedule that we hope will be convenient for our passengers. The next schedule change will be released sometime this spring.

As I close, I just want to thank you for your continued ridership and the continuous feedback. I look forward to another year of providing safe and enjoyable transportation options.

Thank you,

ARTHUR T. LEAHY | CHIEF EXECUTIVE OFFICER | METROLINK

COMMUTER TAX BENEFIT INCREASE



Great news for commuters! Congress has nearly doubled the public transportation tax incentive. As part of one of the measures in the Omnibus Appropriations Act, employees at participating organizations are now eligible to receive up to \$255 a month in tax-free commuting benefits from their employer. Additionally, public transportation commuters at participating organizations are eligible for up to \$250 in tax-free benefits, retroactive to January 2015, as part of the Protecting Americans from Tax Hikes (PATH) Act of 2015. Before this increase, the public transportation commuter benefit was only \$130, while individuals who paid for parking received a \$250 tax-free benefit each month.

Commuting with Metrolink is now more affordable than ever. Be sure to check out Metrolink's Corporate Partner Program, which is a pre-tax benefit program that allows companies and organizations the ability to offer this transit benefit to employees. Find out how your company can participate by visiting metrolinktrains.com/cpp.

MOBILE TICKETS ARE COMING TO METROLINK



Inland Empire-Orange County (IE-OC) Line riders will be the first to pilot mobile ticketing starting in March, 2016. Passengers will be able to download the Metrolink App on any iOS or Android device and purchase a ticket without waiting in line at a Ticket Vending Machine. All other lines should be available four to six weeks after the pilot launch. Check metrolinktrains.com/app for updates.

ON THE COVER

CONNECTIVITY AND SENIOR DISCOUNTS: CREATING ADVENTURES WHILE EXPLORING



Seniors can enjoy their mobility freedom by taking a Metrolink train to various destinations across Southern California. Seniors, ages 65 and over (with a valid Identification), receive a 50% discount on one-way and round-trip fares, as well as 25% off monthly and seven-day passes. With the discount, along with free connections to Metro and other local transit services, the exploration options are endless! We know that public transportation can be intimidating, but there is no need to worry. Metrolink is an easy, safe and stress-free way to travel in Southern California. Don't believe us? Just ask Grace and Jacqueline.

Grace Moreman (above left) and Jacqueline Chase turned their passion for exploring Los Angeles into a book they co-authored and published, titled "Loving LA the Low Carbon Way – A Personal Guide to the City of Angels via Public Transportation." The two start their adventures in Claremont where they live and board the Metrolink train headed into Union Station. They visit museums, shops, friends, the beach, historical sites, and stop along the way for lunch at such LA landmarks as Philippe's Restaurant. We caught up with these two avid Metrolink riders to find out more.

GRACE & JACQUELINE LOVE THE CITY

Grace was born in Los Angeles and Jacqueline was born in New York City's Greenwich Village. They came from opposite sides of the country, but have bonded through their passion for adventure and love for big cities. As a child growing up in Los Angeles, Grace's parents took her to landmarks in the city, such as Griffith Observatory, Exposition Park and the merry-go-round on Santa Monica Pier. On the other side of the USA, Jacqueline also loved to visit city landmarks, including The Met, Central Park and Macy's Thanksgiving Day Parade.

PUBLIC TRANSPORTATION WAS PART OF LIFE

Jacqueline traveled by public transportation from Queens to Brooklyn to attend high school. Later, she took a job in the city, which allowed her to enjoy the train as she grew into adulthood. Train travel in Southern California was limited in Grace's youth, but by age 18 she was riding the Southern Pacific Railroad to visit relatives. She enjoyed eating in the dining car on china dishes decorated with California poppies and listening to the rhythm of the rails.

UNION STATION IS A FAVORITE LA DESTINATION

Union Station is a portal to hundreds of fun and exciting destinations throughout Los Angeles, which are accessible with the Senior Discount ticket, which includes free transfers to Metro. Grace and Jacqueline also like to venture out and take the Orange County Line to the San Juan Capistrano Mission or the Ventura County Line to Oxnard. They look forward to riding on the new Perris Valley Line in Riverside County when it opens this year.

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SENIOR FARE DISCOUNTS AND EASE OF TRAVEL

Traveling by Metrolink not only offers economical transportation with the Senior Discount program, but it is easy and convenient. It takes people to culture, arts, and music in the vibrant city of LA. Grace and Jacqueline concurred that their favorite aspect of riding Metrolink is the speed of cutting through traffic and reaching their destination promptly.

METROLINK.

SENIOR FARES

SAVE UP TO 50%

RIDE | SAVE | ENJOY

STATION & TRACK IMPROVEMENTS



Covina Metrolink Station

COVINA METROLINK STATION IMPROVEMENTS

The Covina Metrolink Station recently received a makeover to better accommodate the approximately 900 commuters who use the station every weekday. The station was updated and the parking lot was reconfigured to alleviate traffic caused by passenger drop-offs and to allow riders easier access to boarding platforms. Aesthetic improvements were also part of the project that received a combination of federal, state, and local funding. Enhancements include a pedestrian plaza, landscaping, a new median, new signage, American with Disabilities Act (ADA) access ramps, pedestrian countdown signals, pavement repairs, traffic loops, and other features.



Crews work inside a tunnel along Metrolink's Antelope Valley Line using a RAILVAC excavation machine.

MAINTENANCE ON ANTELOPE VALLEY LINE CONTINUES

Maintenance work continues in a tunnel south of the Newhall Station in Santa Clarita. It involves replacing up to 1,000 aging ties, cleaning ballast, and completing other projects to improve drainage. The topography of the tunnel requires pumps to continually remove water from the area, which is a serious concern during the potential El Niño rainy conditions in the forecast for this year. The project has often required weekend work to prevent a major weather-related disruption along the line. Metrolink extends its appreciation to riders along the Antelope Valley Line for your patience and any inconvenience this may have caused you.



CODE OF CONDUCT

METROLINK

Safety is foundational at Metrolink. A safe and convenient ride onboard the trains is dependent upon Metrolink staff and the traveling public behaving in a respectful and courteous manner. Metrolink conductors have full authority to enforce these policies and procedures onboard the trains. [THE METROLINK CODE OF CONDUCT IS SUMMARIZED BELOW:](#)



PAY THE CORRECT FARE

Valid fare is required to enter the Metrolink platforms and board the train. Tickets or Passes must be presented to the fare inspector upon request. Tickets and passes may not be resold.

BOISTEROUS AND UNRULY CONDUCT

Metrolink prides itself on providing a stress-free train experience where passengers are comfortable and relaxed. Speak quietly while onboard the trains and be mindful of the language you use.

NO SOLICITING

Selling of any items onboard Metrolink trains, on platforms or at stations is prohibited without written consent from Metrolink. This includes the reselling of any Metrolink ticket or pass.

NO SMOKING

There is no smoking onboard Metrolink trains or on train station platforms. This includes the use of e-cigarettes. If you must smoke, you may do so only in a designated smoking area.

DESIGNATED SEATING

There is no assigned seating onboard Metrolink trains; however, Metrolink has designated seats on the lower levels for seniors, persons traveling with small children, and passengers with disabilities. Please surrender these designated seats if one of these passengers should board the train.

NO ALCOHOLIC BEVERAGES

There is no drinking of alcoholic beverages onboard Metrolink trains. Any alcohol brought onboard the train must remain sealed for the duration of the trip.

PERSONAL ITEMS AND BELONGINGS

Make sure your personal items and belongings do not block the aisles, seats, or emergency exits. Place your items under the seats and not on the chair beside you. Use the appropriate storage areas designated onboard the trains (bicycle bays, luggage racks, etc.).

MUSIC AND AUDIO DEVICES

All music and audio devices must be used with personal head phones while on Metrolink platforms and trains.

ANIMALS ONBOARD

With the exception of service animals trained to assist people with disabilities, large pets are not allowed onboard Metrolink trains. Small pets are allowed if enclosed in a properly ventilated carrying case that can be stored on your lap or under the seat.

NO FEET ON SEATS

Please do not place your feet on the seats.

METROLINK **SAFETY**

**TAKE THE TRAIN.
METROLINK.**

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

CELEBRATE THE LUNAR NEW YEAR AT CHINATOWN'S GOLDEN DRAGON FESTIVAL, FEBRUARY 13-14



Metrolink is proud to continue the New Year celebration with the annual Los Angeles Chinatown Lunar New Year Festival the weekend of Feb. 13 and 14. Celebrate the Lunar New Year by participating in various

cultural workshops and sampling the many gourmet food trucks. The Lunar New Year Festival is free and open to all ages. Before riding Metrolink to L.A., join OCTA in Irvine for a Lunar New Year kickoff celebration on Feb. 13 from 8 a.m. to 9 a.m. The first 100 people to arrive will receive free Metrolink roundtrip tickets. In addition, Metrolink will be offering additional Special Service trains to accommodate passengers on the Orange County Line who would like to take Metrolink to the Lunar New Year celebration. Visit Metrolinktrains.com/lunarnewyear for additional information regarding the festival, as well as the 2016 Lunar New Year Special Service schedule.

SPECIAL TRAIN SERVICE TO THE 2016 NASCAR RACE, MARCH 20



Fans purchasing a racing ticket to the Fontana Auto Club Speedway's 2016 NASCAR Sprint Cup Series on March 20, 2016, can request a free train ticket from Oceanside, Oxnard, and Lancaster to the race. This was made possible by the Mobile Source Air Pollution Reduction Review

Committee (MSRC), which approved a contract award to Southern California Regional Rail Authority (SCRRA) to implement the special Metrolink service for the March 2016 event as part of the FYs 2014-16 AB 2766 Discretionary Fund Work Program. The South Coast Air Quality Management District (SCAQMD) Board approved the contract award to Metrolink and Auto Club Speedway in January, contingent upon using Tier 2 engines to provide special Metrolink service on three routes to the Auto Club 400 NASCAR race. This is the fifth year Metrolink has received a MSRC grant to operate special train service to the Auto Club Speedway NASCAR race. For ticket information: metrolinktrains.com/autoclubspeedway.

VISIT CAPISTRANO FOR THE SWALLOWS, MARCH 12



Celebrate the return of the famous swallows to San Juan Capistrano on March 12, 2016. Enjoy a parade and festival, then stay for the day and enjoy the Mission, great shopping and restaurants. Join Metrolink and the Orange County Transportation Authority for a fun kickoff event at the Anaheim Metrolink Station from 8:30 a.m. to 9:30 a.m. The first 50 people will receive free Metrolink tickets. For more information, visit metrolinktrains.com/swallows.

SURF PAST TRAFFIC, SEE THE WHALES IN MARCH



Each year, hundreds of gray whales pass Dana Point as part of their migration between Alaska and Mexico. Take a Metrolink train to help celebrate their annual journey and attend the Festival of the Whales on March 5-6 & 12-13. Join Metrolink and the Orange County Transportation Authority for a kickoff event at the Tustin Metrolink Station on Saturday, March 5, 2016 from 9 a.m. to 10 a.m. Enjoy free food and entertainment, and free Metrolink tickets for the first 50 people. Visit metrolinktrains.com/FOW to learn more.