

# METROLINK **MATTERS** NEWS & EVENTS

CELEBRATING 25 YEARS OF SERVICE | 1992-2017

## METROLINK'S TECHNOLOGY TRANSFORMATION



METROLINK®



KEEPING SOCAL'S FUTURE ON TRACK.

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# WORD FROM THE CEO

ARTHUR T. LEAHY | CHIEF EXECUTIVE OFFICER | METROLINK

**T**wenty-five years and counting. Metrolink has come a long way since it was first introduced to Southern Californians back in October 1992. Seeing how Metrolink has grown and shaped the connectivity of this region is one of the joys of being part of the transportation industry. From the original 173 route-miles on three lines to 538 route-miles on seven lines, Metrolink has continued to innovate as it brings affordable, reliable and safe transportation to thousands of Southern Californians every day. In fact, Metrolink has provided 25 years of relief for Southern California. Since 1992, Metrolink has eliminated 164 million car trips, provided 225 million rides and reduced emissions by 2.7 million metric tons. Additionally, Metrolink helps to relieve congestion on the region's busiest freeways by removing the equivalent of 1-2 lanes of parallel freeway traffic in each direction. With innovations like Positive Train Control,

Crash Energy Management rail cars, the Sealed Corridor Program and Tier 4 locomotives, Metrolink has been a leader in the rail industry. Further, our teams are always looking for new ways to improve the customer experience. By taking advantage of new and emerging technology, Metrolink is dedicated to making it easier for our riders to get to their destinations. As we embrace new technology such as GPS to predict train arrival times, we are embarking on a "technology transformation" that will change the way riders connect with Metrolink. Without your support as riders and community members, Metrolink would be nowhere near as successful as it has been over the past 25 years.



## LOS ANGELES TO HOST 2028 OLYMPICS



Congrats to Los Angeles for being named as host for the 2028 Summer Olympic Games! This will again put our great city on display for the world to see.

Metrolink is the best way to get around the Southern California region and is committed to providing transportation options as venues for the 2028 Games will take place in various cities in Los Angeles County, Lake Perris and Anaheim.

Metrolink is ready to provide spectators, workers and volunteers with transportation options to many of the venues to enjoy Summer Games.

## METROLINK SCHEDULE CHANGES



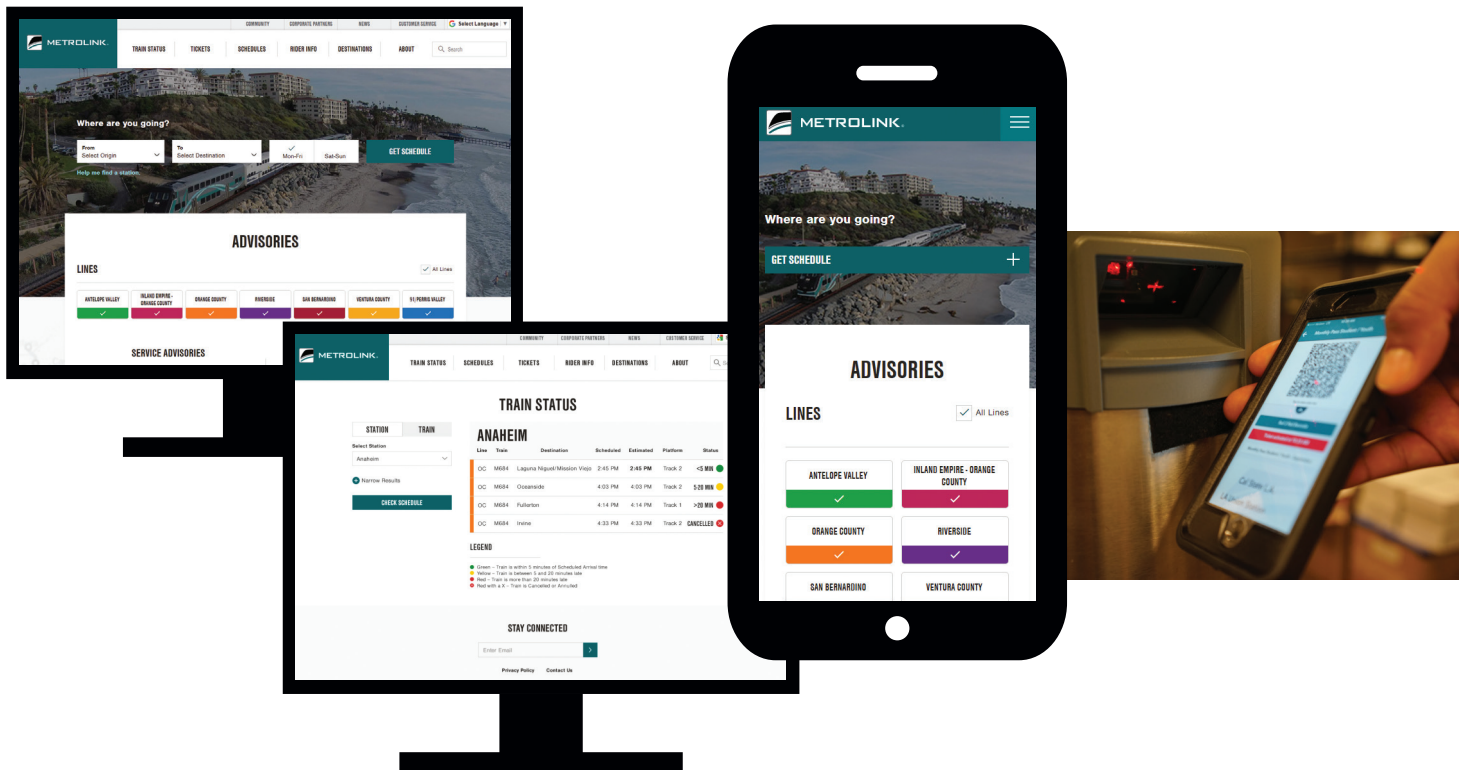
Metrolink's fall schedule change includes minor adjustments (less than 7 minutes) for two lines beginning October 9.

The Ventura County and Orange County lines will have changes to certain trains to reflect current operating conditions, improve service patterns and is based on rider feedback. The San Bernardino and Inland Empire-Orange County lines now include times for the new San Bernardino - Downtown Station at the San Bernardino Transit Center, however this station will not be available for service until later this year.

Please visit [metrolinktrains.com/schedule](http://metrolinktrains.com/schedule) or pick up a new TimeTable beginning October 9.

## ON THE COVER

## METROLINK'S TECHNOLOGY TRANSFORMATION



With the 25th anniversary, Metrolink is embarking on a new era. Metrolink has led the industry with advancements such as the implementation of life-saving Positive Train Control (PTC) and the upcoming debut of the Tier 4 locomotives. In late September Metrolink began a technology transformation to improve the customer experience by making it easier than ever to connect to Metrolink to get information about our service, your commute or upcoming events across the region.

Each element of this transformation will give riders more options to get information or tickets.

#### NEW WEBSITE

Last month, Metrolink unveiled its new user-friendly website, [metrolinktrains.com](http://metrolinktrains.com). With the most searched and used areas of the website easier to find, users can find everything they need to make the most of their travel. The website will continue to add content and features regularly, making it any user's go-to source for information.

#### ONLINE TICKET PURCHASE

Also last month, Metrolink made it easier than ever for riders to purchase tickets. Whether it is a One-Way, Round-Trip, 7-Day, \$10 Weekend Day or Monthly Pass, all ticket purchases can be made online and sent directly to

your Metrolink Mobile App. Riders will still be able to use Ticket Vending Machines at stations, but now you have more ways to purchase your tickets on the go.

#### REAL TIME TRAIN TRACKER

Soon, riders will be able to locate where their trains are in real time. Through the use of GPS technology, Metrolink will be able to show riders exactly where trains are. This exciting innovation will help riders plan their trips and better prepare them in case of any delays.

#### OPTIC READERS

Transferring from Metrolink to Metro will be a breeze for riders using the mobile app. In October, new Optic Readers will be installed on all Metro Rail line gates. Metrolink riders will now be able to purchase a mobile ticket and scan their phone at the Optic Reader.

#### METROLINK MATTERS BLOG

Metrolink is excited to bring Metrolink Matters online and to your inbox! Beginning in October, Metrolink Matters will begin publishing stories daily online in an effort to be able to relay more timely and relatable content to our riders. Additionally, these stories will be published in a weekly email blast, to let you know the exciting things happening with Metrolink. To learn more, visit [metrolinktrains.com/blog](http://metrolinktrains.com/blog).



# METROLINK PARTNERS WITH COMMUNITIES TO STRENGTHEN RELATIONSHIPS



With its system stretching 538 route-miles through six Southern California counties, Metrolink strives to be a good neighbor for every community it impacts.

Metrolink is committed to building and sustaining relationships within in the system in order to provide a better standard of living for residents, riders and other motorists.

Through community outreach, such as notices when trains may be on tracks outside of normal hours or being involved in local events and meetings, Metrolink is there to listen and inform you to help improve your quality of life. Metrolink has made it a priority to have regular meetings with local elected officials throughout the region to maintain an open forum of communication

about the needs and wants of both the agency and the communities.

Further, Metrolink provides outreach to communities by inviting local schools to use Metrolink for activities and by reminding them the importance of rail safety and alternate forms of transportation for a healthier environment.

Without the support of the communities in which Metrolink operates, the system wouldn't be able to operate successfully and looks forward to growing its relationships with residents, riders and communities in the future.

Please contact [communityrelations@scrra.net](mailto:communityrelations@scrra.net) to get on mailing lists, or if you have ideas or questions regarding the Community Outreach Program.

## EXTRA RIDESHARE BENEFITS FOR METROLINK RIDERS



As the first week of October is Rideshare Week, we would like to thank you for choosing to rideshare and take Metrolink. Ridesharing is using an alternate form of transportation instead of driving alone, like taking the train, riding the bus, biking, carpooling, vanpooling or even walking and Rideshare Week celebrates you for making a difference. When you use the train you "Go Green, Save Green," helping take vehicles off the road and improve air quality and you put a little extra money in your wallet by saving on driving related expenses.

Metrolink improves the environment and helps commuters save time and money, but did you know you could be receiving additional perks for ridesharing? The various counties that Metrolink serves offer special benefits and rewards programs for commuters like you that rideshare. Check out the link to learn more about ridesharing services and incentives in Los Angeles, Orange, Riverside, San Bernardino, San Diego and Ventura counties. For more information, go to: [metrolinktrains.com/rideshare](http://metrolinktrains.com/rideshare).

# METROLINK CONDUCTOR SAVES LIFE



**M**etrolink conductor Frank Heredia was recently honored at the agency's Board meeting for his quick thinking and life-saving actions on his train in April 2017.

Conductor Heredia performed CPR and gave other emergency medical assistance to a passenger on his Antelope Valley Line train. He was able to keep the passenger stable until paramedics could arrive, which ended up saving the passenger's life.

At Metrolink's July 28th Board Meeting, Conductor Heredia was commended by Metrolink and the Board of Supervisors for Los Angeles County for his dedicated service and the extraordinary efforts to ensure the safety and well-being of riders on his train.

## AT METROLINK, YOUR SAFETY IS ALWAYS OUR FIRST PRIORITY!

**F**or Metrolink, safety is our first priority, however, there may be times when an emergency situation arises. Emergencies can include medical situations, natural disasters such as floods or earthquakes, mechanical issues like fires or even crashes or derailments. In order to stay safe, the most important course of action is to remain calm, think clearly and follow the instructions of the conductor as they have been trained to respond in all of these situations.

**STOP:** In most circumstances, attempting to leave the train on your own can be the most dangerous thing you can do. If you can't stay in the car you are on, walk calmly to another car that is unaffected by the emergency.

**LOOK:** If there is an emergency or incident, look for a member of the train crew and report it immediately. The sooner we are alerted, the sooner we can act to bring the situation under control. Familiarize yourself with safety signage so you know how to locate, and if necessary, operate emergency exits when instructed to do so.

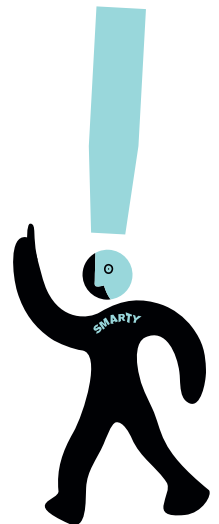
**LISTEN:** It is important that you follow the instructions of conductors as well as the instructions of rescue, fire or police personnel on the scene.

## IN AN EMERGENCY

The train crew will keep you informed about the emergency either in person or through the train's public address system. Stay calm and remain seated. In most instances, all you need to do to be safe is to move to another car on the same train. If an evacuation is necessary crew members will help you exit the train quickly and safely.

### AND FOR YOUR SAFETY:

- 1** Always pay attention to announcements made by the train crew.
- 2** Always use the handrail when boarding and leaving the train. Please watch your step.
- 3** Always hold the handrail when climbing or descending the stairs on board the train or at the station.
- 4** Always use the set handholds when standing or moving within the train car.
- 5** Never lean on the car doors or attempt hold them open. They are not like elevator doors; you cannot hold them open.





## METROLINK'S SPECIAL TRAIN SERVICE TO LA RAMS GAMES AT THE L.A. COLISEUM



MetroLink will operate special round trip service to LA Rams football games at the L.A. Coliseum starting on Sunday from the 91/Perris Valley, San Bernardino, Orange County and Antelope Valley Lines. Special trains will arrive starting at 10 a.m. to allow fans time to transfer to the Metro Line to get to the football game. After the game, fans can take regular train service or the special trains home - which begin departing at 6:15 p.m. This is the second year MetroLink is providing special service to the professional football games. For more information, visit [metrolinktrains.com/football](http://metrolinktrains.com/football).

## CORPORATE PARTNER PROGRAM INTRODUCES NEW DISCOUNT FOR 25TH ANNIVERSARY

In celebration of our 25th anniversary, MetroLink is offering a 25% off discount to new corporate partners. This is the first discount ever offered to Corporate Partner Program participants.

The new discount, which began during the July Monthly Pass sales, is the first MetroLink has ever offered to participants in its Corporate Partner Program (CPP). Through this promotion, new corporate partners will receive 25% off on all ticket/pass types purchased through the program for a six month time period and is available to sign up through January 1, 2018.

The CPP is a commuter benefit program that allows organizations the ability to offer transit benefits to their employees. Employees benefit from purchasing their train ticket/pass through their company because it is convenient and typically comes with a tax incentive. Participants arrive to work relaxed each day and enjoy tax savings of around \$1,000 annually.

## UPCOMING HOLIDAY SERVICE UPDATES

### Please be aware of the following holidays:

**Veterans Day, Saturday, Nov. 11** (observed Friday, Nov. 10)

No change to regularly offered service.

### **Thanksgiving Day, Thursday, Nov. 23**

MetroLink will offer a Sunday service schedule. Regular weekday service will resume Friday, Nov. 24.

### **Rail2Rail Blackout**

The Rail 2 Rail program will be suspended from Wednesday, November 22, through Sunday, November 26 in anticipation of heavy holiday travel. Please visit [metrolinktrains.com/thanksgiving](http://metrolinktrains.com/thanksgiving) for more specific information.