

METROLINK® **Matters** News & Events

A NEW ERA FOR METROLINK



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CELEBRATING 25 YEARS OF SERVICE IN ORANGE COUNTY



Let's Ride!

Since 1994, Metrolink has played an essential role in Orange County transportation. Over the decades, annual boardings on Metrolink's Orange County Line have grown to over 2.8 million. People continue to choose this reliable passenger rail service to connect with employment centers and weekend adventures.

Thanks to funding from OC Go, Orange County's half-cent sales tax for transportation improvements, the Orange County Line was expanded to meet demand over and over again. This sales tax has funded new and remodeled stations such as Buena Park in 2007 or the Anaheim Regional Transportation Intermodal Center in 2014, new parking expansions like the new Orange Station Parking Structure in February, special service trains like the Angels Express, Quiet Zones and expanded weekday and weekend service.

A special thanks to riders for growing average boardings to more than 10,000 per day and using Metrolink as a weekend travel partner to experience the wonderful adventures Orange County has to offer, from theme parks to beaches to biking trails.

Join leaders from the Orange County Transportation Authority (OCTA) and Metrolink on Saturday, March 23 at the Anaheim Station for a FREE anniversary event at 8:30 a.m. Enjoy cake, breakfast tacos and giveaways and be one of the first 100 to get a free ride to the Swallows Day Parade and Mercado in San Juan Capistrano that day!

OCTA is giving away a pair of Metrolink tickets to five winners each week during the month of March! Enter at OCTA.net/OrangeLine25.

NOW YOU CAN TEXT US!



On Thursday, Feb. 14, Metrolink launched a new service for passengers where they can use text messages to communicate about customer service and operations.

This new feature gives riders another way to communicate with Metrolink on topics such as personalized commute planning, general information, schedules, reporting hazardous conditions and safety concerns.

This feature can be used by texting 800-371-5465 (LINK).

Emergency issues will still be directed to 911.

WELCOMING METROLINK'S NEW LEADERSHIP



ARA NAJARIAN | BRIAN HUMPHREY | STEPHANIE WIGGINS | LARRY MCCALLON

This year, Metrolink welcomed new leadership, with a new Chief Executive Officer and Board Officers. Metrolink will see a new era of customer-focused service, a strong commitment to safety and a revitalizing of the regional rail system with new projects such as the Southern California Optimized Rail Expansion program and maintaining a state of good repair.

BRIAN HUMPHREY, BOARD CHAIR

Brian Humphrey is Metrolink's longest serving Board Member and has been named as Board Chair. Humphrey has seen Metrolink grow from its humble beginnings and will help guide the way as the first SCORE projects become a reality.

ARA NAJARIAN, VICE CHAIR

Ara Najarian has served on Metrolink's Board for more than 10 years. His leadership has ushered a culture of safety including grade crossing improvements, quiet zones and the implementation of positive train control. He was also instrumental in establishing the newest station in Burbank on the Antelope Valley Line.

LARRY MCCALLON, SECOND VICE CHAIR

As the past president of the Southern California Association of Governments and as the chair of the Mobile Source Air Pollution Reduction Review Committee, Larry McCallon is a leader in increasing public transit in Southern California. His leadership on the Metrolink Board will help make the region become greener as transit options increase.

STEPHANIE WIGGINS, CEO

Stephanie Wiggins assumed her position as the Authority's CEO on January 2.

Wiggins was previously the Deputy Chief Executive Officer of the Los Angeles County Metropolitan Transportation Authority (Metro).

"I am pleased to accept the unique challenge of leading Metrolink at this important time," Wiggins said. "Metrolink is a nationally-recognized leader in safety with the installation of Positive Train Control and I will continue the commitment to safety. As a mobility provider that reduces congestion and air pollution in the Southern California region, I look forward to having a laser focus on enhancing the customer experience for current and future riders."

As part of Wiggins' more than 24 years' of experience, she oversaw Metro ExpressLanes, commuter rail, rideshare, rail capital programs, served as Regional Programs Director for the Riverside County Transportation Commission (RCTC), and was Administrative Analyst for the San Bernardino County Transportation Authority (SBCTA).

As Wiggins' experience shows, she is the perfect match to lead Metrolink as it expands for the next generation of commuters.

STAY SAFE WITH SIMPLE SAFETY GUIDELINES



The safety of our passengers is one of Metrolink’s primary concerns. We are continually looking for ways to ensure the safety of our passengers. Please, take a moment to familiarize yourself with these safety guidelines.

ON THE PASSENGER PLATFORM:

- ✦ Be aware. Not all trains stop at every station.
- ✦ Wait behind the line while standing on the platform.
- ✦ Do not cross the line until the train is stopped and the doors open.
- ✦ Never run on the station platform.

ON BOARD THE TRAIN:

- ✦ Hold the handrail when climbing or descending the stairs on board the train.
- ✦ Collect your belongings and move toward the exit when your station stop is announced.
- ✦ Secure bicycles with the straps provided in each car. Only two bicycles may be stored at each location.
- ✦ Never lean on the doors or hold them open.
- ✦ In case of emergencies, AEDs are available on every train and all conductors are trained to use them.

AT CROSSINGS AND TRACKS:

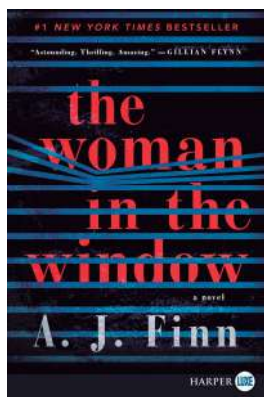
- ✦ Always cross the tracks at designated locations only.
- ✦ Always look both ways and use caution when crossing.
- ✦ If your vehicle ever stalls on tracks, immediately evacuate your car and call the number on the Emergency Notification System sign at the crossing.

REMEMBER! SAFETY ALWAYS MATTERS.
And if you have any questions text us at 800-371-5465 (LINK).

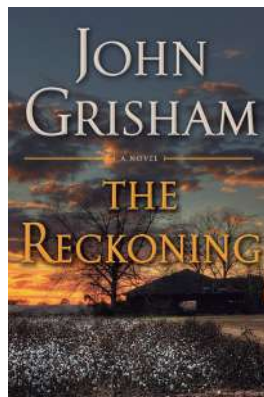
METROLINK RIDER READING RECOMMENDATIONS FOR NATIONAL READING MONTH

The month of March is National Reading Month, and this year is even more special because on March 2 readers nationwide will celebrate Dr Seuss’ 115th birthday!

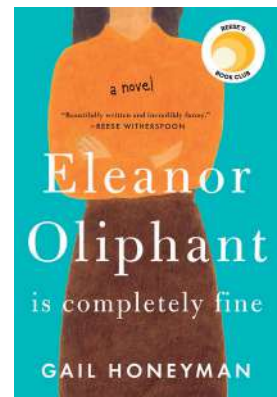
Recently, Metrolink riders shared their favorite books to read when commuting across Southern California. So grab a seat in the Quiet Car and read one of the following favorites on your train ride:



The Woman in the Window by A.J. Finn
– A psychological thriller about a woman who believes she’s witnessed a crime in a neighboring building.



The Reckoning by John Grisham -
Grisham’s most powerful, surprising and suspenseful thriller yet.



Eleanor Oliphant is Completely Fine by Gail Honeyman - A young woman’s well-ordered life is disrupted by the I.T. guy from her office.

See the complete list at metrolinkmatters.com!

RCTC WRAPPING UP WORK ON RIVERSIDE-LA SIERRA METROLINK PARKING LOT EXPANSION



The Riverside County Transportation Commission (RCTC) has completed its expansion of the Riverside-La Sierra Metrolink Station parking lot, making it easier for train riders and other transit users to access the station and park before continuing their commutes. RCTC, which

operates the stations in Riverside County, began work on the project last spring, and completed the substantial improvements in mid-December.

The project added 442 parking spaces, six new bus bays, and a signalized intersection with Indiana Avenue. The new lot includes Park & Ride facilities located northeast of the existing station.

The Riverside Transit Agency (RTA) started using the new bus bays on January 13th. The bays support RTA's western county operations and its CommuterLink Express service, which recently completed its first year of service. As part of the 91 Project, RCTC made a commitment for multimodal options, and RTA's Route 200 uses the 91 Express Lanes to carry riders on express buses between Riverside and Orange. The Riverside-La Sierra Station, located just south of the 91 Express Lanes, offers a convenient location to board the CommuterLink Express.

METROLINK INSTALLS LIFE-SAVING AEDS ON ALL TRAINS

In February, Metrolink installed Automated External Defibrillators (AEDs) on all trains ahead of the July 2020 deadline required by the State. An AED is a portable electronic device that automatically diagnoses certain life-threatening cardiac conditions and treats them through the application of electricity.

In April 2018, the Metrolink Board of Directors authorized the expenditure of \$207,600 for the purchase and installation of the 57 AEDs.

According to the American Heart Association, each year in the United States, more than 350,000 cardiac arrests occur outside of a hospital setting and administering a shock from an AED within the first minute can save 9 in 10 victims.

You can learn more about AEDs and other ways Metrolink keeps riders safe at metrolinktrains.com/safety.



METROLINK MATTERS BLOG CELEBRATES 1 YEAR

The Metrolink Matters Blog is your go-to source for information about all things Metrolink! On March 12, it will be one year since the Metrolink Matters Blog launched! This year, the blog will continue to provide the information you need to know, along with new guest writers, special series and more! By subscribing to the blog, you will have the most up-to-date info for your Metrolink journey while discovering new and exciting events and agency news.

Visit metrolinkmatters.com to sign up and if you are our 1,000th subscriber, you could win a FREE monthly pass!



TAKE METROLINK TO THE MONSTER ENERGY NASCAR CUP SERIES AUTO CLUB 400



If you're headed to the Monster Energy NASCAR Cup Series Auto Club 400 in Fontana on March 17, avoid the traffic and enjoy a stress-free ride on a special Metrolink train.

With the purchase of Auto Club 400 race tickets, fans also have the opportunity to purchase a Metrolink \$10 Weekend Day Pass to skip traffic for a convenient and affordable option to the speedway.

Metrolink's Speedway trains stop at special platforms just off the back straight-away at the race track. From there, passengers will board a free tram that takes them to the entrance gates. Trains depart Auto Club Speedway one hour after the end of the race, or checkered flag.

Learn more at metrolinktrains.com/race.

VENTURA COUNTY LINE FEATURED DESTINATION: POMPEII: THE EXHIBITION



Step into History at Pompeii: The Exhibition, at the Ronald Reagan Presidential Library and Museum in Simi Valley on the Ventura County Line.

Pompeii: The Exhibition features over 150 authentic artifacts on loan from the renowned Naples National Archaeological Museum in Italy. These are not replicas, but rather original, 2,000-year-old objects that were preserved in the ash.

Learn more at metrolinktrains.com/pompeii.