

METROLINK MATTERS

METROLINK NEWS AND EVENTS



New TAP-enabled tickets allow Metrolink riders to pass through Metro turnstiles

You may have noticed by now that your Metrolink ticket has a new look. Metrolink collaborated with Metro to create new Metrolink tickets that are compatible with the Metro TAP system. The new TAP-enabled tickets will allow Metrolink riders to continue transferring seamlessly to Metro Rail lines when the Metro turnstiles at L.A. Union Station are latched on June 19.

The TAP-enabled Metrolink tickets, which officially debuted in May, are easily identifiable by the TAP logo in the upper right-hand corner. Remember, although all Metrolink tickets have the new design, only those with an L.A. County destination and those that allow for systemwide travel are TAP-enabled. Metrolink TAP-enabled tickets contain a special chip that allows you to access Metro Rail lines once you tap your ticket on the Metro turnstiles or validators.

Although the turnstiles at L.A. Union Station will officially be latched on

June 19, Metrolink riders traveling to and from Metro Rail lines must begin tapping now. Metro will finish latching turnstiles at all Metro stations through the remainder of 2013. Metrolink riders who transfer to Metro buses are not required to tap. You can simply continue showing your Metrolink ticket to the bus operator when boarding.

Your TAP-enabled Metrolink ticket will allow you to continue transferring to other regional transit providers at no additional charge. Metro Rail and buses is just one of nearly 30 public transportation connections you can take advantage of. Each of these transit agencies are aware of the new Metrolink tickets and will continue to accept them as valid fare.

More information at metrolinktrains.com/TAP

Metrolink tickets open Metro Rail turnstiles.

You must tap your Metrolink ticket to access Metro Rail turnstiles. For more information, check metrolinktrains.com/tap



New timeframe to purchase Metrolink Monthly Pass

Don't forget that the Monthly Pass is now available for purchase starting the 25th of the current month through the 5th of the month of travel. This new policy went into effect in May.



Take advantage of your Metrolink discount when you use Zipcar service at L.A. Union Station

If you travel to and from Los Angeles and want a fast, convenient way to get around the city, try out Zipcar. The global car-sharing service is available at L.A. Union Station 24 hours a day, seven days a week.

The self-service Zipcar vehicles are conveniently located in Lot B at the front of the station near Alameda Street.

You can reserve a Zipcar by the hour or by the day. *(continued on page 2)*

FACT

Studies show that each Zipcar eliminates the need for 15-20 personally owned vehicles, reducing traffic congestion and harmful emissions.



Word from the CEO

When I joined Metrolink late last year, I made a pledge to improve customer relations. I have worked closely with staff to take the first steps toward fulfilling that promise by implementing a weekly initiative, *Customer Connect*, to help us better serve you (see page 4 for an update).



I also pledged to keep pushing Metrolink's security efforts forward. In October 2012, we introduced a pilot program that entailed deploying security guards on our trains to supplement onboard security provided by our sheriffs. We plan to ramp up security even more this calendar year by further increasing our presence on the trains and also at the platforms.

While Metrolink works tirelessly behind the scenes every day to keep you safe and secure, remember that security is a joint effort and responsibility for everyone. An alert rider plays a critical role in keeping our trains and stations safe and secure. We encourage you to remain vigilant during your commute and remember that "If You See Something, Say Something." That means if you witness suspicious behavior or situations (e.g., an unattended backpack on the train or at the station or someone trying to break into a restricted area), we urge you to report it immediately to Metrolink personnel such as a sheriff, security guard, conductor or customer engagement representative, or call 911 or 800-371-5465 (LINK).



Security will continue to be a top priority at Metrolink. We are working closely with the Department of Homeland Security and the Transportation Security Administration to research and develop technological advances that could possibly be used by transit agencies in the future to enhance security. I look forward to working with you, our customers, and Metrolink staff to continue advancing our security efforts.

Michael DePallo

Zipcar service at L.A. Union Station

(continued from page 1)

Metrolink riders receive 50 percent off their first year of membership, along with a \$30 driving credit (one-time application fee applies). Rates include gas, insurance and other costs associated with car ownership.



More information at zipcar.com/metrolinkla

Receive a tax break when your company joins Metrolink's CPP

If your company hasn't joined Metrolink's Corporate Partner Program (CPP), now is a great time for them to contact Metrolink about the benefits of becoming a partner.

Metrolink's CPP is a convenient transportation benefit program that offers perks to companies and their employees who commute via Metrolink. Your company can receive a tax break for every employee who rides Metrolink, as well as satisfy California air quality requirements by contributing to a reduction in the number of cars on the road. By getting your company to partner with Metrolink, you can reduce your taxable income by up to \$3,000 a year.

The program is easy for your company to administer, and it's free to join. Metrolink has a dedicated CPP account manager readily available to assist your company with its needs. Your company will also receive a monthly newsletter to stay abreast of the latest information pertinent to your commuting needs.



You're already saving money by riding the train. Why not save even more by having your company join our CPP today?

Email cppsales@scrra.net for more info.

Shout-out to our new corporate partners!

Metrolink would like to send a big thank you to the companies who joined our CPP within the last year:

- 3 Day Blinds
- Anaheim Resort Transportation
- City of Garden Grove
- City of Orange
- DoubleTree by Hilton
- First 5 LA
- Intratek Computer
- Jerry Leigh of California
- Kevin Jewelers
- Kofax Inc.
- Meggitt
- New American Funding
- Oakley
- Orange County Transportation Authority
- Ossur Americas
- St. Joseph Health System



Events and promotions

Get to the OC Fair via Metrolink and the OC Fair Express

Metrolink has partnered with the Orange County Transportation Authority (OCTA) again this year to provide service to the 2013 OC Fair, July 12 to August 11. Ride Metrolink to the Anaheim Canyon, Santa Ana or Irvine Station. Show your Metrolink ticket to board OCTA's OC Fair Express bus, which will take you directly to the OC Fair.

Metrolink riders who take the OC Fair Express will receive a coupon good for \$3 admission to the Fair. You'll save \$8 on adult admission, \$5 on senior admission and \$3 on youth admission when you use your coupon.

The OC Fair Express will run Fridays during the OC Fair from 3 p.m. until midnight, and on Saturdays and Sundays from 10 a.m. until midnight. Visit metrolinktrains.com or call 800-371-5465 (LINK) for train schedules.



Ride the Angels Express now through September 4

Take the Angels Express to weeknight Angels home games. Round-Trip Tickets cost \$7 for adults, \$6 for seniors and \$4 for youth ages 6 to 18. Up to three children ages 5 and younger can ride for free with a paying adult. You can buy tickets at Metrolink Ticket Vending Machines at L.A. Union Station and Orange County and Inland Empire-Orange County line stations. View schedules at metrolinktrains.com/angelsexpress.

Metrolink riders save \$8 off *Built To Amaze!* tickets

Ringling Bros. and Barnum & Bailey presents *Built To Amaze!*SM, the 143rd edition of The Greatest Show On Earth[®]. Magnificent elephants, ferocious tigers, astonishing acrobats and awe-inspiring aerialists are engineered into one spectacular performance.

Ringling Bros. and Barnum & Bailey has partnered with Metrolink so riders can SAVE \$8 and purchase tickets for \$12, \$18 & \$22. (Regular prices are \$20, \$26 and \$30. Service charges, handling and facility fees may apply.)

This offer is valid only for select dates and show times for performances at the STAPLES Center, Citizens Business Bank Arena and Honda Center of Anaheim. Other performances are available at regular prices. Other restrictions apply. More details at metrolinktrains.com



Events and promotions

Get your taste on at Claremont Restaurant Week

Indulge in delicious delights prepared by some of Claremont's hottest restaurants July 9 through 16. Choose from a menu selection of two-course lunches and/or three-course dinners. Lunch and dinner are fixed-price and range from \$10 to \$40.

Food styles include American, Healthy American, Healthy Californian, Italian, Japanese, Mediterranean, Mexican, New American and Afghan, Portuguese and Vegan.

Preview the fixed-price menus at ClaremontRestaurant.com

More info: Claremont Chamber of Commerce, claremontchamber.org, 909-624-1681, contact@claremontchamber.org



Customer Connect update: we've taken action on your feedback

We appreciate the valuable input you've submitted since we introduced the *Customer Connect* initiative in March. Four top concerns we've received are related to Metrolink Ticket Vending Machines (TVMs), fare enforcement, online ticketing and train cleanliness. Below is a summary of steps we've taken to address them:

TVM screen visibility and options We plan to replace the 7-inch flat screens with angled 12-inch screens that will allow increased visibility when the sunlight reflects on the TVM screen. Additionally, the screens will have touch-screen capabilities and will display more ticket options so you can make a faster ticket selection.

Fare enforcement We have increased security and customer engagement staff presence at the platforms and on board the trains to minimize fare evasion. We are in the process of developing a comprehensive fare enforcement initiative we plan to launch this summer. We hope you've noticed our increased presence during your commute. Stay tuned for updates.

Online ticketing We are exploring mobile ticketing so riders have the added convenience of purchasing tickets through a mobile application or online through our website. If our plans progress as expected, we anticipate rolling out mobile ticketing in 2014.

Stained and worn-out seats Although the trains are cleaned on a daily basis, we understand that unforeseen occurrences may happen on board the trains that will require additional cleaning to be done. We have also received feedback from you about seats that need to be replaced because they are worn-out or badly stained. Metrolink recently bought a new fabric-cleaning machine to better address your concerns. We also keep spare seat bottoms in stock to replace seats as necessary. Our cleaning crews will clean or replace seats as needed once the train arrives back at a maintenance yard. Please continue to notify the conductor or call 800-371-5465 (LINK) if you see a seat that needs to be cleaned or replaced. Clean, comfortable trains are a joint effort, and we appreciate your continued support.

We encourage you to visit us during *Customer Connect* every Wednesday from 7 a.m. to 9 a.m. at L.A. Union Station's East Portal. Also, don't forget to sign up to be considered for our Rider Advisory Group. Visit metrolinktrains.com/customerconnect for more information.

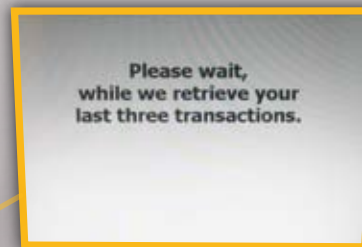
'Quick Ticket' is a faster way to buy your Metrolink pass

If you frequently buy the same type of ticket using a debit or credit card, you can use Metrolink's "Quick Ticket" feature to cut down on the time you spend at the Ticket Vending Machine (TVM).

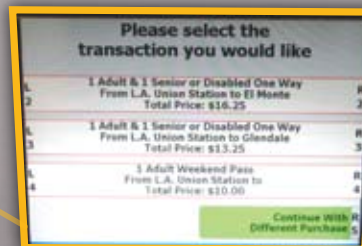
All you have to do is insert your credit or debit card into the TVM, and the "Quick Ticket" function quickly displays a list of up to three prior ticket purchases you've made. Choose one of the three options, and your Metrolink ticket will be vended at the touch of a button.



Insert debit/credit card



Wait for TVM to retrieve last three transactions



Select desired ticket



METROLINK SAFETY ALWAYS MATTERS

BE TRACK SMART this summer



Summer is right around the corner; temperatures are climbing all around Southern California. What better way to relax than to take a trip to cooler coast cities like San Clemente or Oceanside? Avoid the traffic headaches and parking hassles by taking a ride on Metrolink. We offer affordable ticket options that make it convenient for you to bask in the sun, frolic in the surf, take a walk or ride your bike along the beach.

While you're enjoying the sun, Metrolink reminds you to **BE TRACK SMART: Stay Alert. Stay Alive. Stay Off the Tracks.** Below are some simple guidelines that will help you plan your summer beach outing.

Beach Train guidelines

- Bags, beach chairs, beach toys, beach umbrellas, coolers, towels and other items must be stored under your seats or in the designated storage area.
- Strollers must be folded and secured in the designated storage area.
- Body boards/boogie boards must be stored under the seat or in the storage area.

- Please do not block the aisles or emergency windows with your carry-on items.
- Please do not occupy empty seats with items.
- Items that cannot fit under or between the seats or in the storage area are not allowed on board.
- Beach carts or wagons are not allowed.
- Shoes and shirts are required.
- No smoking or consumption of alcohol is allowed on Metrolink trains.

Bike Car guidelines

- Bikes must be safely secured within the bike storage area.
- Bikes must never block aisles or doors.
- Bicyclists must follow the conductor's instructions to relocate or board an alternative car due to overcrowding and/or if space is needed for a passenger in a wheelchair.
- Only single-rider bikes are allowed.
- Battery-powered scooters and wheelchairs are permitted.
- Bicyclists should never ride a bike on station platforms.

Notice to Rail 2 Rail® riders: new Amtrak bicycle policy effective June 1

If you're a Metrolink Monthly Pass holder who travels along the Orange County or Ventura County Line, then you've probably been taking advantage of the Rail 2 Rail® program.

As of June 1, 2013, Metrolink Monthly Pass holders with bicycles will not be allowed to board Amtrak Pacific Surfliner trains without purchasing an Amtrak ticket and reserving a bike slot in advance of your trip. Amtrak tickets and bike reservations can be obtained by visiting Amtrak.com, at Quik-Trak ticketing machines, from station ticket agents or by calling 1-800-USA-RAIL (872-7245).

Please use Metrolink trains if your commute requires bicycle transport. Metrolink operates special Bike Cars on select trains, and all passenger cars are designed to hold three bikes per car.

About Rail 2 Rail®

Rail 2 Rail® allows Metrolink Monthly Pass holders along the Orange and Ventura county corridors to travel on Amtrak Pacific Surfliner trains within the station pairs of their pass at no additional charge, including Saturday and Sunday. Metrolink passengers simply show their Monthly Pass and board any Amtrak Pacific Surfliner train or bus to their destinations.





10 Questions in 10 Minutes with a Metrolink social media fan



Name: Chris Riley
Twitter handle: @superbutros
Instagram name: superbutros
Metrolink station pairs: Anaheim to L.A. Union Station
Ridership seniority: six years

1. ML: Who is Chris Riley?

CR: I live in Anaheim, Calif., and I work as an editor for a tech startup company located in Koreatown. I'm a major Angels fan, so I enjoy going to the games. I also like hanging out with friends. Right now, though, I've been busy studying for the LSATs.

2. ML: Are you a regular Metrolink rider? If so, how long have you been riding and where do you like to go?

CR: Yes, I've been riding Metrolink for six years, and I've been a Monthly Pass holder for about a year now. I also use my pass on the weekends. I regularly take the train to LA to visit my friend who lives in Koreatown.

3. ML: What do you enjoy about Metrolink, and what is something we can improve?

CR: My favorite thing is taking the southbound train home on Fridays and just watching the weekend traffic on the freeway. There's something awesome about speeding along while others are stuck in traffic. Something I'd like improved is more service to the Inland Empire and late-night service, systemwide.

4. ML: Would you consider yourself a railfan?

CR: I would say yes, I'm a railfan. I did go to National Train Day here at Union Station in May. I'm just a big fan of public transportation.

5. ML: Are you on social media? If so, what platforms are you on?

CR: I'm on Facebook, Twitter and Instagram. I tweet about the Angels and news stories that are interesting to me. On Instagram, I like to take artistic shots, pictures with friends and some infrastructure pictures, even some of Metrolink.

6. ML: You were one of our first "Where in Southern California" (WISC) champs (Metrolink's picture-guessing game on Facebook)—tell me about that.

CR: Yeah, when I started seeing the WISC game on Wednesdays, I thought it was pretty fun. I liked winning the swag and the bragging rights.

7. ML: Do you have a favorite Metrolink station?

CR: Definitely L.A. Union Station, but Fullerton is a close second.

8. ML: If you became CEO of Metrolink, what is the first thing you would do?

CR: The first thing I'd do is expand service hours, particularly for late-night trains.

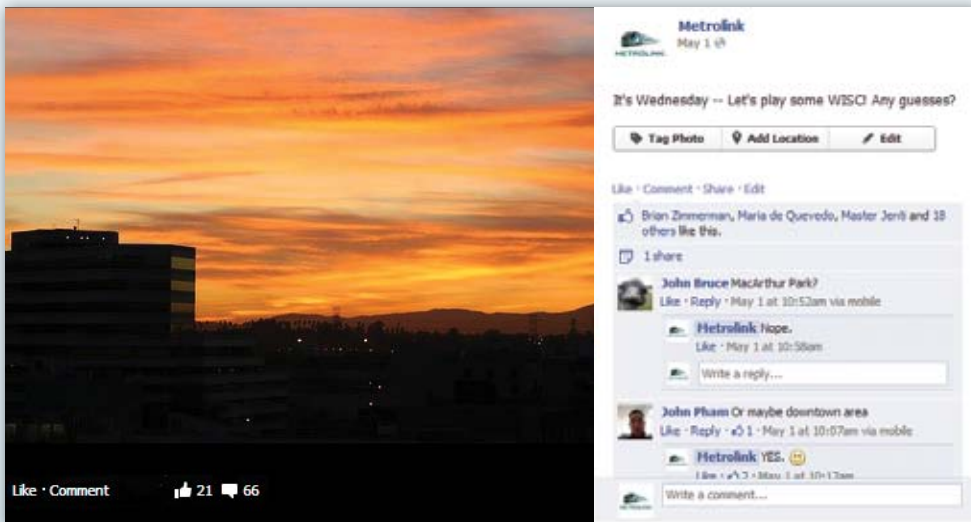
9. ML: If you could work any job for a railroad, where would you see yourself?

CR: Easy, I'd be a transit planner.

10. ML: What will Metrolink look like in year 2050?

CR: In 2050, all Metrolink trains would have their own dedicated tracks, with regular service to all stations. There would be expanded service hours. People would be able to go out, not worry about driving and take the train home. Oh yeah, there would also be no shortage of funding.

ML: Chris, we couldn't envision a better 2050 ourselves.



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