

METROLINK **Matters** News & Events

MAINTAINING A  
SAFE AND SECURE  
SYSTEM



INSIDE

2

WORD FROM THE CEO  
QUALITY SERVICE PLEDGE  
CORPORATE PARTNER PROGRAM

3

ADVANCEMENTS IN SAFETY

4

SAFETY AWARENESS MONTH

5

METROLINK SERVICE MARKS  
25 YEARS IN RIVERSIDE COUNTY

6

2018 LA COUNTY FAIR  
ANGELS EXPRESS  
TALL SHIPS FESTIVAL  
PRO FOOTBALL



## WORD FROM THE CEO

ARTHUR T. LEAHY | CHIEF EXECUTIVE OFFICER | METROLINK

**S**eptember 12, 2018, marks 10 years since the devastating collision of Metrolink train 111 and a Union Pacific freight train in Chatsworth. Twenty-five people died and 135 were injured. Metrolink and the entire rail industry were changed as a result.

Metrolink vowed to take all steps to be the safest railroad in the nation to ensure an incident like that didn't happen again. Over the past 10 years, we have been a leader in rail safety and creating a culture of safety throughout the agency – where every employee and contractor are committed to the highest levels of safety possible.

Metrolink has led the nation in the implementation of many life-saving technologies including Positive Train Control, the installation of inward and outward facing cameras and collision-absorbing Crash Energy Management technology on both our passenger cars and the new Tier 4 locomotives.

We will never forget the 25 people who lost their lives in the incident, the victims who suffered injuries or others who were impacted by this tragic incident. Their memory propels us to be the safest railroad possible.

## METROLINK'S NEW QUALITY SERVICE PLEDGE

**M**etrolink's Board of Directors recently approved a motion to update Metrolink's Quality Service Pledge to improve customer service for our riders during unplanned service interruptions.

These changes were made after riders provided feedback to a survey requesting more timely alternate transportation and communications updates when there is a service disruption.

When a Metrolink train is delayed for an unplanned reason and riders are unable to get to their destinations within one hour of the published train schedule, passengers will be entitled to ticket compensation and reimbursement for out-of-pocket costs for alternate transportation, such as Uber, Lyft or taxi up to \$50. Prior to these changes, there were many caveats based on the cause of the incident.

Additionally, Metrolink will reconfigure its Customer Relations Representative program so they are able to provide on-scene assistance with passengers and communications during incidents. They will also help provide updates to riders and coordinate when buses, taxis and other forms of alternate transportation arrive.

For more information on Metrolink's QSP and how it applies to you, please visit [metrolinktrains.com/qsp](http://metrolinktrains.com/qsp).

## CORPORATE PARTNER PROGRAM OFFERS 25% SAVINGS TO NEW CLIENTS

The Corporate Partner Program (CPP) is a commuter benefit program that allows organizations the ability to offer transit benefits of up to \$1,000 in tax savings annually to their employees. Riders and companies can save even more with 25 percent off for new clients for the first six months!

Through this discount, new members will receive the 25 percent discount on Round-Trip, 7-Day and Monthly Passes purchased through the program. This discount is on top of other existing Metrolink discounts, such as those on the Antelope Valley and San Bernardino lines.

Check if your company offers these benefits and if not, ask them to look into joining the CPP! Learn more at [metrolinktrains.com/cpp](http://metrolinktrains.com/cpp).

**METROLINK®**  
**CORPORATE PARTNER PROGRAM**



## ON THE COVER

# METROLINK'S ADVANCEMENTS IN SAFETY

**SAFETY IS METROLINK'S TOP PRIORITY, AND THE AGENCY IS COMMITTED TO BEING A LEADER IN THE RAIL INDUSTRY.**

From maintenance of property and equipment to implementing life-saving technologies like Positive Train Control (PTC) and enhancing security systems, Metrolink works to be the safest commuter railroad in the nation.



## MAINTAINING PROPERTY AND EQUIPMENT

Investing in property and equipment, such as railcars and tracks, is crucial to maintain a safe and reliable rail system. These investments include the rehabilitation and maintenance of tracks, bridges, crossings and equipment to perform as designed.



## SECURITY OPERATIONS

Metrolink's Security Operations Center is staffed around the clock and its dedicated security team consists of Metrolink employees, Los Angeles Sheriff's Department deputies and security guards. Deployed throughout Metrolink's entire system, security personnel can respond to emergency situations quickly and connect the Dispatch Center to ensure all trains avoid potentially dangerous situations. Security cameras are located throughout the 536-mile system and in train Cab cars so that incidents can be addressed as quickly as possible.



## POSITIVE TRAIN CONTROL

Metrolink was the first railroad in the nation to have its complete territory on Metrolink-owned tracks, equipment and crew in service with PTC – the technology that uses GPS to prevent accidents like collisions and derailments by stopping trains before they can speed or run through a red signal. Metrolink was the first commuter railroad to implement PTC on the tracks it owns and operates on. This year, Metrolink became the first commuter railroad in the nation to achieve interoperability in PTC with both BNSF and Union Pacific Railroad-owned tracks that Metrolink operates on.

Metrolink's next steps to achieve full PTC interoperability include coordinating with its other partners, Amtrak and the North County Transit District, to achieve interoperability across all shared tracks in the region.



Metrolink looks forward to continuing to be a leader in safety and continues to find new ways to succeed in its commitment to safety.

# SEPTEMBER IS RAIL SAFETY AWARENESS MONTH

## RAIL SAFETY WEEK SEPT 23-29

September is Rail Safety Month in California, and September 23-29, 2018 is Rail Safety Week across the nation. Rail Safety Month is a time when Metrolink partners with member agencies, law enforcement, Operation Lifesaver and other

rail operators to highlight safety at rail crossings and on the railroad right of way through education outreach and enforcement efforts.

Metrolink will be facilitating several events throughout the month working to change people's behavior around train tracks and crossings with this life-saving message, "Stop Track Tragedies" as part of the Rail Safety Month awareness activities.

Nationally, every three hours a person or vehicle is hit by a train. Tragically, California had the highest number of trespass fatalities and casualties in 2017 in the country, while ranking second in the nation in crossing incidents.



California is home to the nation's two busiest ports, which results in freight trains across rail lines, in addition to increased passenger trains, throughout densely populated areas where vehicles, cyclists and pedestrians cross.

Rail Safety Month is a team effort and we ask everyone to do their part in sharing knowledge, facts and stats that will hopefully deter unsafe behavior and reduce

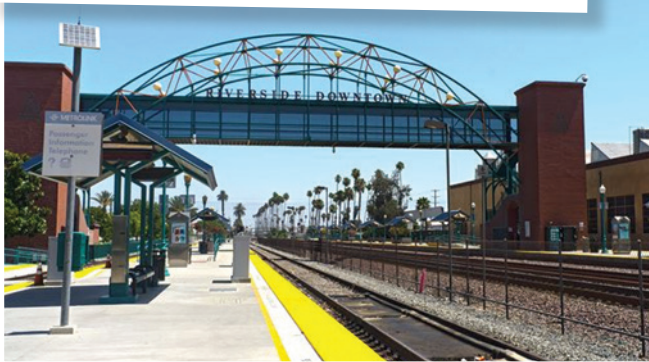
incidents across our rail system. Join us throughout the month as we host a variety of safety-focused events to remind you about rail safety! Learn more at [metrolinktrains.com/RailSafetyMonth](http://metrolinktrains.com/RailSafetyMonth).



## FACTS AND STATS

- Flashing red lights indicate a train is approaching from either direction. You can be fined for failure to obey these signals. Never walk around or behind lowered gates at a crossing, and do not cross the tracks until the lights have stopped flashing and it's safe to do so.
- Lives are at stake. Vehicles at train crossings and pedestrians walking on tracks account for 95 percent of all rail-related deaths. Almost all of these deaths are preventable. Don't become a statistic.
- More than 50 percent of people who die while walking on railroad tracks have alcohol or drugs in their system.
- By the time a locomotive engineer sees a trespasser or vehicle on the tracks it's too late. It takes the average freight train traveling at 55 mph more than a mile-the length of 18 football fields-to stop.
- Stay alert around railroad tracks. No texting, headphones or other distractions that would prevent you from hearing an approaching train.

# METROLINK SERVICE MARKS 25 YEARS IN RIVERSIDE COUNTY



**T**his summer, Metrolink observed another milestone – this time the 25th anniversary of the Riverside Line. On June 14, 1993, Metrolink began four round-trip trains on the Riverside Line and connected Riverside to Los Angeles for the first time.

The rail service provided a new transportation option for commuters and recreational travelers, offering a convenient, traffic-free way to travel across southern California.

Following the start of service in Riverside County, service expanded to include the Inland Empire-Orange County Line in October 1995, and the 91 Line in May 2002. In June 2016, the 91 Line was extended 24 miles to Perris, creating the 91/Perris Valley Line to serve travelers from Perris, Moreno Valley, Riverside, Menifee, Murrieta, Temecula and other southwestern Riverside County communities.

Throughout the years, Metrolink service has continued to grow and now serves as the nation's third largest commuter rail system by route miles, with seven lines, 62 stations, and 536 route-miles across its system.

An average of 39,000 passengers ride Metrolink each weekday, with 60 percent of these riders crossing county lines.

The Riverside County Transportation Commission (RCTC) owns and operates nine stations in Riverside County, including three in Riverside, two in Perris, two in Corona, one in Jurupa Valley and one in Moreno Valley. Metrolink's service reduces 8.7 million car trips each year and reduces 110,338 metric tons of greenhouse gases.

To thank passengers for riding Metrolink in Riverside County, RCTC hosted "information stations" at selected train stations during the week of June 11 to distribute information, promote its Metrolink Memories contest and provide breakfast treats.



## SPECIAL METROLINK STOP AT LA COUNTY FAIR



The LA County Fair returns August 31 to September 23! The LA County Fair is one of the largest county fairs in the world, attracting nearly 1.3 million guests to 487 acres of pure fun! Opening Friday of Labor Day weekend, check out the best attractions, entertainment, shopping and food for an experience unlike any other!

MetroLink will make special weekend stops at the Fairplex station on the San Bernardino Line starting on August 31. A free shuttle will pick up MetroLink riders from the Fairplex station to the Yellow Gate entrance into the Fair. All trains except 351, 352, and 353 on Saturday and Sunday will stop at the Fairplex station. The \$10 Weekend Day Pass is the best value and can be purchased through the MetroLink App or from the ticket machines at the station.

**Special Labor Day Service:** This year, MetroLink will stop at the Fairplex station on Labor Day (Monday, September 3) to provide a convenient and safe way to attend the Fair. Please note MetroLink will be operating a Sunday schedule on Labor Day.

In addition, the LA County Fair is offering MetroLink riders an adult single-day \$12 admission (savings up to 50%) and a \$6 child single-day admission (regular price \$12) into the Fair when purchasing tickets online at [www.lacountyfair.com](http://www.lacountyfair.com) and using the promo code MetroLink. For more information visit [metrolinktrains.com/LACF](http://metrolinktrains.com/LACF).

## SET SAIL TO THE TALL SHIPS FESTIVAL IN DANA POINT HARBOR



Watch history come alive when the Tall Ships Festival returns to Dana Point Harbor September 7 to 9.

This extraordinary event at the Ocean Institute features surly pirates, mermaid encounters, tours of the tall ships, cannon battles and much more.

Purchase a Festival Adventure Pass when you first arrive and enjoy all day admission including free tours of the tall ships, plus access to pirate encampments, exhibitions, crafts and the Sierra Nevada Beer Garden.

Free shuttle service to the festival is available every 30 minutes from the San Juan Capistrano Station. [Learn more at metrolinktrains.com/TallShipsFestival](http://metrolinktrains.com/TallShipsFestival).

## ANGELS EXPRESS KIDS (18 & UNDER) RIDE FREE IN AUGUST

Take the family to the ballgame on MetroLink's Angels Express, as children 18 and younger ride free in August. The Angels Express allows fans to avoid traffic jams and parking fees, while saving gas and money by skipping the car trip.

MetroLink provides rail service to all Angels weekday home games that start at 7:07 p.m. from Los Angeles and Orange Counties, and also from Riverside County on Fridays.



Round-trip tickets for the special train service cost \$7 for the general public, \$6 for seniors/disabled, along with the free trips for children 18 and under (limit three children per adult).

Train tickets are available on the day of the game through MetroLink's mobile app and from ticket vending machines at MetroLink train stations. Select games are 50% off when you take Angels Express to the game. For more details, visit [metrolinktrains.com/angelsexpress](http://metrolinktrains.com/angelsexpress).

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



TAKE METROLINK TO THE PRO FOOTBALL GAMES

MetroLink will operate special round trip service to LA Rams football games at the L.A. Coliseum starting on Sunday, September 16 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).