



Metrolink News and Events

APRIL '05



## Going Ridin' on a Free Train!

OCTA/Metrolink 11th Birthday Celebration  
Saturday, April 30, 2005

Here's another great reason to explore Orange County by rail! On Saturday, April 30, the Orange County Transportation Authority (OCTA) celebrates 11 years of Metrolink rail service in Orange County with FREE train rides! Take family and friends on a Metrolink train from Fullerton to San Juan Capistrano—or anywhere in between—free of charge. On the way, enjoy entertainment, refreshments, and giveaways at the Fullerton, Orange, Irvine, and San Juan Capistrano stations. Ride the free shuttle bus from these stations to local shopping and dining areas, where you'll find special offers for Metrolink riders. And be sure to enter the drawing to win a one-year Metrolink pass!

Metrolink began service in Orange County in March 1994, connecting riders in Santa Ana, Irvine, Fullerton, and points north. In a region known for congested free-ways, the debut run of three Orange County Metrolink trains represented an expanded, more convenient commuter-rail service. Within the year, more than 143,000 commuters were taking Metrolink to work. Now, 11 years later, the Orange County

Line is the second-most-traveled line on the entire Metrolink system.

### OCTA/Metrolink Fast Facts:

- ▶ Start of service: March 1994
- ▶ Route miles in Orange County: 68
- ▶ Number of trains: 196
- ▶ Weekday trips in Orange County: 40
- ▶ Average commute length: 37 miles
- ▶ Average weekday boardings: over 12,000
- ▶ Stations in Orange County: 10 (Buena Park is planned)

Orange County Line service south of Fullerton is funded by OCTA, one of the five member agencies of the Southern California Regional Rail Authority (SCRRA), the public agency that oversees Metrolink. As the county's primary transportation agency, OCTA keeps 3 million Orange County residents moving via a system of free-ways, streets, and rail transit.

This year's celebration is sure to be another fun-filled day, so we hope to see you there!

For event train schedules and information, call (800) 371-LINK or visit us on the Web at [www.metrolinktrains.com](http://www.metrolinktrains.com).



### Inside



(800) 371-LINK



[www.metrolinktrains.com](http://www.metrolinktrains.com)

## Take Our Daughters and Sons To Work<sup>SM</sup> Day

On Thursday, April 28, Metrolink is proud to help parents take part in National Take Our Daughters and Sons To Work Day. Metrolink supports this valuable national program by allowing parents to bring their daughters and sons on Metrolink trains free of charge on April 28. National Take Our Daughters and Sons To Work Day was launched in April 2003 to promote awareness of career options and encourage both boys and girls to reach their potential by participating fully in family, work, and community events.

On this day, Metrolink asks that riders follow these guidelines:

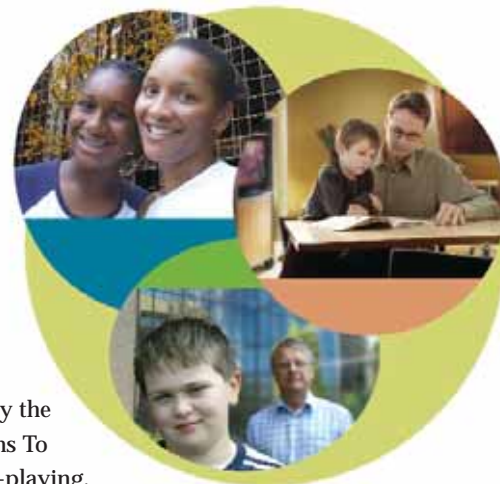
- ▶ Passengers with any type of valid Metrolink fare may participate.
- ▶ Each fare-paying adult may bring up to three children (ages 18 or younger) at no additional charge.
- ▶ Travel on connecting transit lines such as buses or the Metro Red Line will require a separate ticket for each guest.
- ▶ Passengers and their children may ride any Metrolink train.
- ▶ This offer is only available on April 28, 2005.

During National Take Our Daughters and Sons To Work Day, parents are encouraged to bring their daughters and sons to work to expose them to future opportunities in the workplace.

One activity suggested by the Take Our Daughters and Sons To Work program involves role-playing.

To begin this activity, describe a typical problem that may occur in your daily job. Work with your children to come up with solutions. By engaging with children about workplace activities, parents can help them realize that it's possible to enjoy both a successful career and a full family life.

**For further information about the fare exemptions on April 28, please contact Metrolink at (800) 371-LINK (5465)**



## The "Voice" of Metrolink

It's not always easy to figure out the best way to get to work or another destination in Southern California. To minimize hassles and ensure that commuters and other riders have the information they need, Metrolink's call center is available toll-free at (800) 371-LINK (5465). This state-of-the-art call center is just another way Metrolink provides great service and timely information to its riders.

The call center offers general information about schedules, train delays, ticket prices, bus connections, lost and found items, special trains, and more. The call center is available Monday through Friday from 6:00 a.m. to 8:00 p.m. and Saturday from 8:00 a.m. to 5:00 p.m. For added convenience, the center also offers the most updated information through an advanced automated system and live operators. Information is available in English and Spanish.

One of the most helpful features of this service is the real-time train-delay announcement, which provides the most updated information about schedule interruptions. The system also offers

customers "Fax on Demand" information.

Callers who enter their fax numbers receive an immediate fax that displays station information (address, amenities, etc.), fares, and the entire timetable related to the line on which they are traveling.

**If you have any questions about Metrolink, please contact the call center at (800) 371-LINK (5465). For speech- and hearing-impaired access, dial (800) 698-4TDD (4833). Metrolink information is also available at all times on our Web site at [www.metrolinktrains.com](http://www.metrolinktrains.com).**

## What Do Our Riders Say?

A recent survey conducted by Metrolink shows that riders continue to be highly satisfied with their train experience. The Onboard Rider Satisfaction Survey was developed to ensure that Metrolink is responsive to its riders and to obtain feedback about how to improve services. Having served Southern California residents since 1992, Metrolink is proud to serve some of the most loyal customers in the industry. More than half of Metrolink's riders have been taking the commuter train regularly for more than two years, while the annual retention rate for riders is more than 85 percent. Results also show that more than 72 percent of current riders are satisfied with Metrolink's overall service.

Though almost 80 percent of riders have a car, most riders prefer the convenience of Metrolink as their primary mode of transportation. The average Metrolink commute is more than 36 miles each way. This is the longest average ride among U.S. commuter train passengers. Before switching to Metrolink, the survey shows, 72 percent of riders drove alone.

Metrolink offers several convenient and cost-effective options for ticket purchase. According to the survey, more than 62 percent of riders use monthly passes, 19 percent use 10-trip tickets, and almost 18 percent use one-way and round-trip tickets for their commutes.

The survey found that riders give the lowest satisfaction ratings to schedule convenience, communication of train delays, and ticket costs, but ratings in these areas did show improvement since the last survey in 2002. To address riders' concerns regarding real-time schedules, Metrolink is working on a new electronic signage system designed to provide more accurate schedules to riders. The survey also shows that 87 percent of weekday riders use the train solely for their work commute, while only 12 percent of riders use the commuter train for non-work trips. Metrolink is currently planning to conduct a weekend-rider survey to be distributed in May.

**Metrolink is grateful for the opportunity to serve Southern California residents and looks forward to continuing service for many years to come.**

## Safety Matters

### Pico Rivera—Making Strides for a Safer Community

Metrolink and the Southern California Rail Safety Team partnered with the Los Angeles County Sheriff's Department, the El Rancho School District, and the City of Pico Rivera for Safe Communities Week, March 7–11, 2005. The goal of Safe Communities Week is to promote a safe, secure, and peaceful community.

Volunteers from Operation Lifesaver, a national non-profit public rail safety organization, along with safety staff members from the California Public Utilities Commission, Metrolink, Union Pacific Railroad, Burlington Northern - Santa Fe (BNSF) Railway, and Metro, visited every school in Pico Rivera's El Rancho School District. Each presenter shared important train and track safety messages, including to "Look, listen and live" at railroad crossings and "Stay off, stay away, stay alive" to prevent trespassing on railroad rights-of-way. City of Pico Rivera field-services personnel, El Rancho School District bus drivers and police, and Los Angeles County Sheriff's deputies also received safety briefings. First responders from the Los Angeles County Fire Department attended a three-hour class describing how to respond to railroad emergencies.

Finally, Sheriff's deputies and BNSF and Union Pacific police officers joined forces with El Rancho School District officers at railroad crossings throughout the city to warn or cite motorists and pedestrians who violated railroad right-of-way trespassing laws. Eleven pedestrians and 16 motorists were cited. Twenty-seven citizens were recognized for safe behavior during the directed-enforcement effort.

Safe Communities Week in Pico Rivera was not only a time to learn and improve safety techniques, but also a time to celebrate the role many community partners play in making Pico Rivera a safe place to live, work, and play.



## Fullerton Railroad Days

The seventh annual Fullerton Railroad Days will be right on track May 7 and 8 from 9:00 a.m. to 5:00 p.m. Attracting more than 30,000 visitors from all over California, this community celebration is held at the Fullerton Station, 120 E. Santa Fe Avenue, in beautifully restored downtown Fullerton.

A project of the City of Fullerton and the Fullerton Railway Plaza Association, Railroad Days promote rail safety, rail travel, and the historical connection of Fullerton to the railroad. Event sponsors welcome the entire family to a great weekend of free train exhibits and tours. The event will also feature railway memorabilia, scenic garden railroad displays, vintage and modern railroad cars, and locomotive exhibits. Local businesses and community groups will staff educational, entertainment, food, and souvenir booths.

To get to the event, exit the 91 Freeway at Harbor Boulevard and head north—or better yet, take Amtrak Pacific Surfliner trains directly to the Fullerton Station. For more information, call (714) 278-0648.



## Schedule Change Coming: April 25, 2005

### April Schedule Change

On Monday, April 25, 2005, Metrolink schedules on the Antelope Valley and San Bernardino Lines will change.

### Antelope Valley Line

Antelope Valley Line trains will make a new stop at the Palmdale Station. The station is part of the Palmdale Transportation Center located at 39000 Clock Tower Plaza Drive (Just west of 6th Street East and south of Technology Drive).

### Monday–Friday

#### To Los Angeles

- ▶ All trains will depart from Lancaster up to 5 minutes earlier.
- ▶ Trains may leave 2–3 minutes earlier or later from certain stations.
- ▶ Trains headed to Los Angeles will stop at the Palmdale Station at 4:09 a.m., 5:19 a.m., 5:59 a.m., 6:32 a.m., 7:04 a.m., 9:09 a.m., 11:36 a.m., 1:49 p.m., and 5:59 p.m.

#### To Lancaster

- ▶ Train 213 will depart L.A. Union Station 4 minutes earlier, at 4:10 p.m.
- ▶ All other L.A. Union Station departures remain unchanged.
- ▶ Trains may leave 2–3 minutes earlier or later from certain stations.

- ▶ Trains headed to Lancaster will arrive at the Palmdale Station at 8:15 a.m., 10:51 a.m., 1:18 p.m., 5:20 p.m., 6:41 p.m., 7:19 p.m., 8:09 p.m., 9:10 p.m., and 10:35 p.m.

### Saturday

- ▶ Saturday trains headed to Los Angeles will depart 5 minutes earlier from Lancaster.
- ▶ Trains headed to Los Angeles will arrive at Palmdale at 6:42 a.m., 9:35 a.m., 11:45 a.m., and 3:40 p.m.
- ▶ Trains headed to Lancaster will arrive at Palmdale at 11:02 a.m., 1:25 p.m., 4:28 p.m., and 7:24 p.m. Trains will arrive at Lancaster 2–3 minutes later.

### San Bernardino Line

San Bernardino Line weekday trains will experience minor changes.

- ▶ Some eastbound trains will arrive at the San Bernardino Station 2–5 minutes later.
- ▶ Trains 350, 351, 352 and 353 will no longer operate between Los Angeles and Montclair.

For more information about the schedule changes, please visit [www.metrolinktrains.com](http://www.metrolinktrains.com) or call Metrolink at (800) 371-LINK (5465) or, for speech- and hearing-impaired access, (800) 698-4TTD (4833).

## Win a Trip on the Amtrak Pacific Surfliner

Metrolink invites you to see California the way it was meant to be seen, onboard Amtrak's Pacific Surfliner train.

Amtrak's Pacific Surfliner provides comfortable daily service along the Southern California coast. Enjoy the scenic view of the shoreline as the stylish Pacific Surfliner travels the rails from San Diego to San Luis Obispo.

For your chance to win one of two pairs of free tickets good for round-trip travel between San Diego and San Luis Obispo, please fill out the entry form below and mail it to Metrolink Matters, Amtrak's Pacific Surfliner Contest, 700 S. Flower Street, Suite 2600, Los Angeles, CA, 90017 by April 20, 2005.



Name: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone Number: \_\_\_\_\_

*Drawing will be held on April 21, 2005. All winners will be contacted by phone. Travel must be completed by September 20, 2005. Some blackout dates for travel will apply.*

### METROLINK MATTERS

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Metrolink Matters, 700 S. Flower St., Suite 2600, Los Angeles, CA 90017.

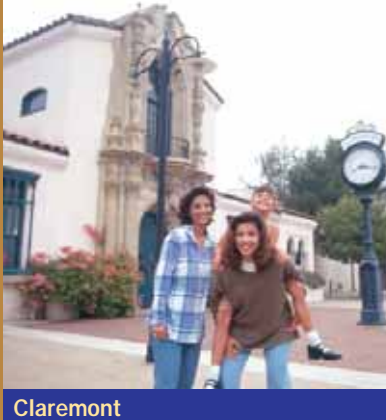
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## Station City News

**Fullerton**—The Downtown Market and Street Faire resumes on Thursdays beginning April 7, and continues through October 20, from 4:00 p.m. to 8:30 p.m. The Faire is located three blocks north of the train station at the intersection of Pomona and Wilshire. Shop for crafts, produce, flowers, and novelty items. Between 6:30 and 8:30 p.m., enjoy a wine-and-beer garden and live music.

**Santa Fe Springs**—Come celebrate Children's Day at Heritage Park on April 9. Children's Day teaches children about late 19th and early 20th-century entertainment and technology, giving them a chance to sample old-time fun. Enjoy hands-on activities like arts and crafts, karaoke, a petting zoo, and a reptile exhibit from 12:00 p.m. to 4:00 p.m. Admission is free.

**City of Upland**—Fling for You and Your Dog. Don't miss out on Spring Fling, a tail-waggin' day for you and your dog! This event will feature a costume contest, games, several booths, and pictures for you and your dog! Baldy View Dog Park is located on the north side of 11th Street, between Mountain Avenue and San Antonio Avenue. Spring Fling takes place April 3, 12:00 p.m. to 4:00 p.m.



Claremont

## Open House!

The Alameda Corridor East (ACE) Construction Authority is holding an open house to provide information on the Brea Canyon Road grade-separation project. When the 24-month project is complete a bridge will carry trains over Brea Canyon Road, which will be lowered by 26 feet. Both the construction and the finished project will affect Metrolink riders using the Industry station.

**Date:** Wednesday, April 6, 2005

**Time:** 6:00 p.m. to 7:30 p.m.

**Place:** Walnut Elementary School  
Multi-Purpose Room  
841 Glenwick Ave, Walnut, CA 91789

**Topics include:**

- Construction plans/designs
- Traffic detour information
- Right of way
- Noise and dust mitigation

## Introducing Palmdale Station—Opening Soon

A new Metrolink station is set to open April 25, 2005, at the new Palmdale Transportation Center. The Palmdale Transportation Center features the commuter-rail station plus local and regional bus-transfer service. Provisions for possible future high-speed rail and international airport service are also included. A grand-opening celebration is scheduled for June 24. The City of Palmdale is constructing the \$11 million center, which is located just west of 6th Street East and south of Technology Drive. The new station has been developed through a partnership with Metrolink, the Los Angeles County Metropolitan Transportation Authority (Metro), the Antelope Valley Transit Authority, the County of Los Angeles, and Caltrans. Funding for the center has come from several

sources, including the Federal Transportation Equity Act for the 21st Century and the City of Palmdale's Proposition A revenues. For more information on the Palmdale Transportation Center, please call the City of Palmdale's Public Works Department at (661) 267-5300 or visit [www.cityofpalmdale.org](http://www.cityofpalmdale.org).



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