

METROLINK **MATTERS** NEWS:EVENTS

READY TO ROLL ON THE 91/PERRIS VALLEY LINE



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WORD FROM THE CEO



Please accept my most sincere apology if you were one of our riders on the San Bernardino Line whose commutes were inconvenienced by the recent schedule change. In our effort to reduce delays and improve reliability, we underestimated the passenger counts on the peak-hour trains and the impact of changing the Express Train times, which resulted in additional problems for our riders.

I want to thank those of you who reached out to Metrolink to share your experiences and concerns with us so we could fully understand how this schedule change impacted your lives. The majority of the complaints we heard were regarding crowding. To provide immediate relief, we added train cars on some of the most crowded trains.

We are continuing to look at ways to develop a schedule that is accommodating and convenient for our passengers within some of the constraints that exist on our San Bernardino Line such as congestion during the peak hours. Our next major schedule change, during the beginning of 2016, will address some of the inconvenient scheduling.

We realize that Metrolink exists to serve Southern California commuters. My team and I have been working to implement some additional customer-friendly initiatives.

We have several fare changes going into effect on January 1 to make travel on Metrolink more affordable and convenient. To encourage more local travel on Metrolink, our short-distance fares are now \$3 between two adjacent stations across the entire system, and just \$1.50 for senior riders. This will decrease the cost of local, station-to-station trips on the majority of our system. Please see page 4 for more details on this new and innovative fare policy. In addition, the 25 percent student discount will remain in effect going forward. Plus, the 25 percent discount on Antelope Valley Line fares will continue for another six months through June 2016. Whether your destinations are near or far, Metrolink can get you there at a reasonable price.

To make taking the train easier, we've recently eliminated a procedure that allowed trains to leave the stations up to five minutes early. We want to do our best to adhere to the times posted in our schedule so that riders can truly depend on Metrolink's service. The last thing I ever want to see is a

rider missing their planned connection, so this practice of early departing trains is now a thing of the past.

To help our passengers make their connections easier at L.A. Union Station, we have enlisted the services of the Los Angeles Job Corps to assist customers at the Ticket Vending Machines during weekday morning and evening commute times, as well as on Saturdays. Their assistance helps expedite the ticket purchasing process and allows our Customer Engagement Representatives more freedom to support our passengers elsewhere on the system.

I'm excited to announce that we are getting closer to our goal of offering mobile ticketing. Right now, select riders on the Inland Empire-Orange County Line are testing our first-ever mobile ticketing smart phone application. They are enjoying the ease and simplicity of purchasing their fares from the convenience of their own phones. Soon, riders on all seven service lines will have the option of buying their fares through mobile ticketing.

Whether your destinations are near or far, Metrolink can get you there at a reasonable price.

Besides making Metrolink easier to ride and more affordable, we are expanding our service area for the first time in 22 years in the coming months. The 91 Line is being extended an additional 24 miles into Perris Valley to offer weekday commuters a stress-free alternative to driving the 60, 91, 15 and 215 freeways to Riverside and points west. This expansion of the renamed 91/Perris Valley Line increases our service area to 536 total miles, connecting six counties throughout the region.

Our goal at Metrolink is to provide safe, enjoyable transportation options for Southern Californians. This is an exciting time for Metrolink and our riders. I'm glad I can join you for the ride.

ARTHUR T. LEAHY | CHIEF EXECUTIVE OFFICER | METROLINK

ON THE COVER

METROLINK'S FIRST EXPANSION IN 22 YEARS



RIVERSIDE-HUNTER PARK/UCR



MORENO VALLEY/MARCH FIELD



DOWNTOWN PERRIS



SOUTH PERRIS

For the first time in more than 20 years, Metrolink is growing! We are excited to offer our riders a new commuting option to and from Riverside County.

The newly-named 91/Perris Valley Line will extend Metrolink service 24 miles from the Riverside–Downtown Station to South Perris with four new stations. Championed by the Riverside County Transportation Commission (RCTC), this extension is expected to open this winter with six weekday roundtrips between Riverside and south Perris. This service expansion will provide greater access to Metrolink for residents throughout the region and beyond, including Menifee, Murrieta, Temecula, San Jacinto, Hemet, Lake Elsinore and Wildomar.

It is estimated that the expanded rail service will bring many new riders to the Metrolink system, eliminating thousands of vehicle trips each day on Interstate 215, State Route 60, Interstate 15 and State Route 91. With this expansion, Metrolink's total service area will now stretch across 536 miles of the region, offering Southern Californians even greater options to get to their destinations.

First approved in 2003, the 91/Perris Valley Line has long been seen as a way to reduce traffic congestion along the area's freeways, with four new stations to serve passengers. Extending east from the pre-existing Riverside–Downtown station, the new stations are Riverside–Hunter Park/University of California, Riverside, Moreno Valley/March Field, Downtown Perris and South Perris.

Metrolink board member and RCTC Chairman Daryl R. Busch, who also serves as the Mayor of Perris, welcomes the new Metrolink service as a way to provide transportation options to residents, students and businesses. "There couldn't be a better place for new train service," said Busch. "This is a prime area for business and economic development and Metrolink will make it an even more attractive place to create jobs and transit-friendly housing."

HERE ARE SOME DETAILS OF THE FOUR NEW STATIONS:

RIVERSIDE-HUNTER PARK/UCR: This station serves numerous light industrial and manufacturing facilities in the vicinity and the College of Engineering, Center for Environmental Research and Technology (CE-CERT) at the University of California, Riverside.

MORENO VALLEY/MARCH FIELD: Located adjacent to the Meridian Business Park and UCPath Center (the University of California system's shared services center serving UC's 10 campuses and five medical centers). The station is also minutes from March Air Reserve Base, which is being restored as a major employment, business and logistics center.

DOWNTOWN PERRIS: This station serves the city and regional Perris Multimodal Center, and is located near the civic center and courthouse, as well as the growing retail and restaurant area.

SOUTH PERRIS: At the end of the 24-mile extension, this station serves south Perris and the rest of southwest Riverside County including Menifee, Murrieta and Temecula.

For more information about the new service, please visit metrolinktrains.com/91PVL.

NEW 91/PERRIS VALLEY LINE STATIONS



NEW FARES

GO INTO EFFECT JANUARY 1, 2016

Metrolink is now offering short-distance fares for as low as \$3 for adults/youth/students and only \$1.50 for senior/disabled/Medicare riders for one-way tickets. The short-distance fare is offered to encourage local travel on Metrolink and is good between adjacent stations on any line Metrolink serves, up to a maximum of two stations. For example, riding from L.A. Union Station to Cal State L.A. is only \$3 for one-way ticket and \$6 per round-trip for adults/youth/students.

In addition, students and/or riders 18 and younger can continue to receive a 25 percent discount on all fares except the \$10 Weekend Day Pass and the new \$3 fare. The 25 percent discount on the Antelope Valley Line fares will continue until June 30, 2016. This discount is applied to all fares except the \$10 Weekend Day Pass and the new \$3 fare. Whether your destinations are near or far, Metrolink can get you there at a reasonable price. For more information, please visit metrolinktrains.com/fares.



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SAFETY

WARM, SAFE & DRY



If El Niño rainfall predications are correct, we are in for a very wet winter. California has a 95 percent chance of experiencing an El Niño weather pattern, which will bring wet conditions to the region throughout the coming months. With the potential for extreme rainfall this season, please keep the following safety tips in mind when traveling with Metrolink:

- Allow plenty of time to meet your train. When driving to the train station, exercise special caution on the wet roads and allow a few extra minutes to arrive early.
- Always be aware of fellow commuters walking to and from their vehicles on the surrounding roads and in the parking lots.
- Always walk carefully on and near the station platform, watching for puddles.
- Use your mobile device to track train service and any status updates. Get Metrolink’s real-time information through our Twitter and Facebook accounts.
- Use caution when stepping onto a train. Water dripping from clothes and umbrellas may make station platforms and train floors wet.
- Use at least three points of contact when moving through train cars and as the train comes to a stop. (Two feet, one hand or two hands and one foot.)
- Always hold the handrail. Use caution and avoid looking down at hand held devices when climbing or descending stairs.

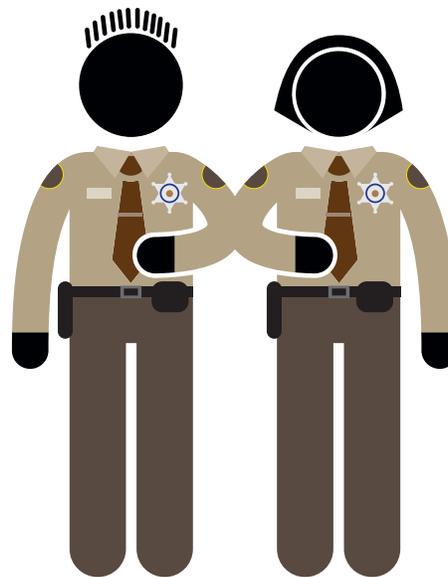
Have a safe trip. If you need any assistance onboard or at the station, please notify the conductor, a police officer or a security guard.



Metrolink will operate a Sunday schedule on the San Bernardino and Antelope Valley lines on Christmas Day, Friday, December 25, and operate a modified schedule on New Year’s Day, Friday, January 1, which will allow people to attend the 2016 Tournament of Roses Parade® in Pasadena. No other lines will operate on those days.

To serve the Rose Parade on New Year’s Day, the first train on Metrolink’s San Bernardino Line will depart San Bernardino at 6:10 a.m. making all station stops and arrive at L.A. Union Station at 7:45 a.m. On the Antelope Valley Line, the first train will depart Lancaster at 5:40 a.m., arriving at L.A. Union Station at 7:40 a.m. From there, passengers can transfer at no additional charge to the Metro Gold Line to go to the Del Mar, Memorial Park, Lake or Allen stations and walk the short distance to the parade route. For more information, please visit metrolinktrains.com/schedules. Metrolink will operate normal weekday service on New Year’s Eve.

DID YOU KNOW?



LAW ENFORCEMENT PERSONNEL RIDE METROLINK FOR FREE

Law enforcement personnel may ride Metrolink free of charge. A Class-A uniform must be worn and visible at all times. As part of this arrangement, law enforcement personnel are required to assist Metrolink staff if requested.

KEEP THE TRAIN. METROLINK.

RIDE & JOY

METROLINK RIDERS SAVE AT THESE AND MANY MORE SOUTHERN CALIFORNIA EVENTS AND DESTINATIONS.

DISNEY ON ICE DISCOUNT



Enter a fantastical winter wonderland beyond all imagination at Disney On Ice presents Frozen Presented by Stonyfield YoKids Organic Yogurt. The heartwarming Academy Award®-winning film is now LIVE and skating into your town with dazzling special effects, astonishing skating, and inspiring songs like "Let It Go." Join Anna and Elsa, Olaf, Kristoff and Sven as they journey to discover that true love is the most magical power of all, with special guest appearances by your most beloved Disney Princesses and favorite Disney characters. This unforgettable celebration of love and friendship will leave your family with memories to last a lifetime.

Metrolink riders can save \$3 on select shows with code word "TRAIN." For more information on the show dates and discount offer, visit metrolinktrains.com/frozen.



HOLIDAY DESTINATIONS

You can get to dozens of festive holiday events with Metrolink this season. From the Mission Inn Festival of Lights in Riverside to ice skating in downtown Los Angeles to Santa's Village by the Sea in San Clemente, Metrolink can take you there. Get into the holiday spirit by leaving the car and traffic hassles behind and enjoy the holiday season on the train. For a complete list of events, please visit metrolinktrains.com/holidayevents.

KINGS MERCHANDISE DISCOUNT



Metrolink riders can save 10 percent at the Kings' Team LA Store by showing their valid Metrolink ticket during home games. The holiday season is just around the corner and Kings merchandise makes a wonderful gift for that special hockey fan on your list.

Metrolink is an official sponsor of the Los Angeles Kings for the 2015/16 season. For select Kings hockey games, fans can take Metrolink to L.A. Union Station and then transfer for free to the Metro Red or Purple Line. Then, exit at the 7th Street/Metro Station and walk upstairs to take the Blue or Expo Line to the Pico Station, which is right across the street from the STAPLES Center. Visit metrolinktrains.com/lakings for details.