



METROLINK® Matters

NEWS & EVENTS

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LA County Fair Returns!

Plan a stress-free trip for the whole family.

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RAIL SAFETY MONTH

September is Rail Safety Month in California, and **September 22-28, 2019** is Rail Safety Week across the nation. Rail safety is a team effort and Metrolink is doing its part to decrease rail-related accidents and save lives through education outreach and enforcement efforts.





CEO Stephanie N. Wiggins

A WORD FROM THE CEO

STEPHANIE N. WIGGINS
CHIEF EXECUTIVE OFFICER | METROLINK

Dear Riders,
We have so much exciting news to share with you this month! I am thrilled to tell you that Metrolink had the highest ridership ever last fiscal year. That's right, we had more than 11.9 million boardings last year, and our ridership has continued to grow since the start of the new fiscal year. This is great news, because it tells us that you value our service to move you across Southern California.

One of the most important things Metrolink can do for you is provide the safest operation possible, and we are committed to safety all year round. During the month of September we go even further in providing safety education and programs because it is Rail Safety Month in California. I am excited to share how Metrolink is a leader in safety, from the full implementation of Positive Train Control (PTC) to the installation of Automated External Defibrillators (AED) on our trains. And we plan to observe Rail Safety Month with events to teach riders about how to be safe near tracks.

Next month, Metrolink will reach 27 years of service and I know that we will continue to grow the service in ways that will always put you, our riders, first.

See you on the train,

TAKE METROLINK TO THE LA COUNTY FAIR TO SAVE TIME, MONEY & SKIP TRAFFIC



The LA County Fair is back through September 22! 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. Check out the best attractions, entertainment, shopping and food for an experience unlike any other as the LA County Fair Goes Pop! And Metrolink can get you there for only \$10 round-trip.

Metrolink is making special weekend stops at the Fairplex Station on the San Bernardino Line on Saturdays and Sundays (except trains 351, 352 and 353). From there, a free shuttle will pick up Metrolink riders and take them to the Yellow Gate entrance into the Fair. A special 8:30 p.m. train from the Fairplex Station to L.A. Union Station will be available on weekends as well. The \$10 Weekend Day Pass is the best value to get riders to the fair.

The value continues with a special Fair admission discount for Metrolink riders! Online single-day admission tickets are \$12 for adults (40% off regular ticket) and \$6 for children (50% off regular ticket) when purchasing the tickets online in advance. Visit lacountyfair.com and use promo code **METROLINK** to receive the special online discount.

For more information, visit metrolinktrains.com/lacf

For only \$10 round-trip METROLINK'S SPECIAL SERVICE TO RAMS GAMES IS A TOUCHDOWN



Metrolink will operate special round trip service to four LA Rams home football games at the L.A. Coliseum this season! Skip traffic and parking hassles by taking the train.

This includes service on the 91/Perris Valley, San Bernardino, Orange County and Antelope Valley lines for the Sunday games on September 15, September 29, October 13 and December 29.

The 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 Metrolink's regular train service or the special trains home – which begin departing at 6:15 p.m.

This is Metrolink's third year providing special service to the LA Rams games.

For more information, visit metrolinktrains.com/football



Rail Safety Month

Metrolink Matters

September is Rail Safety Month in California, and **September 22-28** is Rail Safety Week across the nation. Rail safety is a team effort. We are doing our part to decrease rail-related accidents and save lives through education outreach and enforcement efforts.

This year Metrolink will put \$80,000 toward this effort with an additional \$20,000 from **Operation Lifesaver (OLI)**, a nonprofit organization dedicated to rail safety education and programs, for a total investment of \$100,000 to this safety campaign.

Every three hours in the U.S., there is an incident involving a train and a person or vehicle. These incidents happen too often and are preventable.

To help mitigate these eye-opening findings, we are partnering with OLI, member agencies, law enforcement and other rail operators to encourage safe behavior around train tracks and crossings.



Metrolink will host several events throughout the month of September to promote the importance of rail safety such as our **Safety Summit** and directed enforcements. We will also work with schools and business near tracks and crossing, as well as conduct a robust campaign on social media.

In February, Metrolink installed Automated External Defibrillators (AED) on all its trains and provided hands-on and online resources to instruct employees, riders and the public on how to use the life-saving technology.

Since safety is at the heart of Metrolink's daily operations, our dedication to provide safe and reliable service goes beyond the month of September.



For more information, visit metrolinktrains.com/safety



To encourage safe behavior near tracks and to reduce incidents across our rail system, we ask everyone to join us and do their part to share safety tips and be "track smart."

Below are some safety tips everyone should keep in mind while near a train track.

- 1 Red lights indicate a train is approaching from either direction. **Never walk around or behind lowered gates at a crossing and do not cross the tracks until the lights have stopped flashing.**
- 2 **Stay alert around railroad tracks.** Don't text or use headphones, and do avoid other distractions that would prevent you from hearing an approaching train.
- 3 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.** Be aware of railroad tracks and the crossing gates when walking or driving.
- 4 More than **50 percent** of people who die while walking on railroad tracks have alcohol or drugs in their system. Always make responsible decisions with your safety in mind.
- 5 By the time a locomotive engineer sees a person or vehicle on the tracks it's too late. It takes the average train traveling at **55 mph** more than a mile to stop. Don't try to beat a train. They are approaching faster than it seems.

CONDUCTOR'S CORNER

*"Thank you to the conductor on train 300, Dalton Parker, for watching out for my son as he rides from Claremont. My son left his phone on the seat & I'm guessing it was the conductor who got it back to us through lost and found. His customer service is very much appreciated."
-Senita R*

Interview with Conductor Dalton Parker

A conductor's job is hardly ever complete. They have an expansive list of responsibilities. From train mechanics and operations, fare inspection and customer service to even watching unaccompanied children, their job is wide-ranging and vital to the customer's experience.

Just ask Conductor Dalton Parker, one of Metrolink's prized employees of more than 25 years. Praised for exceeding his performance goals during routine fare checks, his consistency in being professional, courteous, and for watching out for unaccompanied minors on their first trips, Parker can teach anyone a thing or two about how to wear a conductor's uniform proudly.

Metrolink Matters (MM): While conducting routine fare inspections onboard Metrolink, you regularly met and exceeded performance goals and did so in a professional and courteous manner. What are some things you keep in mind when performing a routine fare check?

Dalton Parker (DP): The customer. A lot of times, I don't know what the situation is going to be. A person may not have a ticket because they are a first-time rider. They may have had trouble at the ticket vending machine. Sometimes, giving people the benefit of the doubt is important to the customer's experience.

MM: What about people who are dishonest about purchasing tickets?

DP: It's not fair that an honest Metrolink customer pays for a Monthly Pass or a One-Way Ticket, but on the other hand,

another person rides for free. As a conductor, part of my job is to inspect, enforce and educate. The key to being successful at this is to be fair and consistent.

MM: What advice can you give to conductors about professionalism and being courteous during fare inspections?

DP: Treat everyone with respect. Someone could be having a good day or a bad day; they may have just gotten fired from work. Just be sure to treat everybody the same, with respect.

MM: Not only have you been recognized for your professionalism and fairness during routine fare checks, but customers have mentioned you watching out for their children as well.

DP: There have been several instances where there were passengers who had unaccompanied kids riding for the first time on the train. As a father, I want my child to feel safe, so I prefer they travel in the car that I'm in, either the cab car or the conductor's station. That way I can keep an eye on them and make sure they feel comfortable.

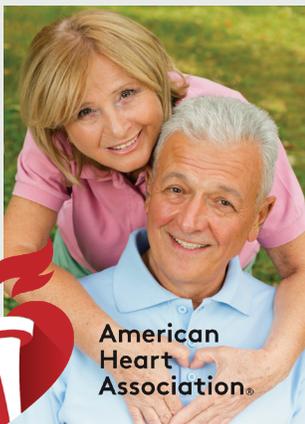


Conductor Dalton Parker

MORE ABOUT DALTON

Dalton grew up watching his father do business with railroaders and thought the environment would be an awesome place to work. His favorite part about being a conductor is having the responsibility of providing safe and reliable service. He enjoys meeting new people and working with his coworkers. In his spare time, he loves to hike, take photos and spend time at the beach.

Do you have a favorite conductor? Share your experiences on Metrolink's Facebook, Twitter and Instagram @Metrolink or online at metrolinktrains.com/contact for a chance to have your favorite conductor featured!



Metrolink Partners with American Heart Association

Metrolink Cares is a new program designed to support causes that improve lives for the people in the community we serve. As part of this new initiative, we're partnering with the American Heart Association (AHA) of LA County to encourage healthy behavior.

The AHA seeks to end heart disease and stroke, educating people on healthy living and fostering cardiac care. Metrolink encourages riders to focus on their heart health every day by suggesting customers walk to stations and ride Metrolink trains rather than drive.

Join **"Team Metrolink"** at the Pasadena Heart Walk on Saturday, September 28 and get a free t-shirt and round-trip ticket. Additionally, Metrolink will participate in the Heart Walks taking place in the Antelope Valley on Saturday, November 2 and Santa Clarita on Saturday, November 9.

For more information about joining Team Metrolink visit metrolinktrains.com/HeartWalk.