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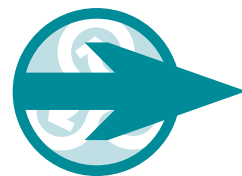


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## TRAVEL BACK IN TIME TO THE RENAISSANCE PERIOD



Let Tri-Rail be your ticket to travel back in time to the 16th century by attending the Florida Renaissance Festival! Thousands of event-goers will be suspended between myth and history as they enjoy jousting competitions between battling knights, sword fights, minstrels, magicians, wenches and more. Plus, attendees can feast on hearty tastings, such as succulent turkey legs and Scotch eggs, while traveling through the village with more than 100 merchants displaying hammered pewter, handcrafted wooden toys, one-of-a-kind pottery and a wealth of other riches.

Get onboard Tri-Rail and visit this exciting era on Saturdays and Sundays, beginning February 7 through March 8 (plus President's Day, Monday, February 16) at Quiet Waters Park in Deerfield Beach. Each day concludes at sundown, giving riders the opportunity to take Tri-Rail back to their destination.

For more information on the festival, visit [www.renfest.com](http://www.renfest.com) or call 954-776-1642. For travel and train schedule information visit [www.tri-rail.com](http://www.tri-rail.com) or call 1-800-TRI-RAIL (874-7245).

**HOW TO GET THERE:** FROM THE NORTH: Take Tri-Rail to the Deerfield Beach Station. From the Deerfield Beach Station, take Broward County Transit Route #48 westbound to Powerline Road, then transfer onto BCT Route #14 southbound traveling on Powerline Road to Quiet Waters Park. FROM THE SOUTH: Take Tri-Rail to the Pompano Beach Station. From the Pompano Beach Station, take BCT #34 westbound to Powerline Road, then transfer onto BCT Route #14 northbound traveling on Powerline Road to Quiet Waters Park.

JANUARY / FEBRUARY 2009

# onboard



The latest news from the South Florida Regional Transportation Authority - a partnership between Broward, Miami-Dade & Palm Beach counties.

## "RAIL FUN DAY" BRINGS OUT THOUSANDS TO MEET CONDUCTOR GEORGE GREEN



Andy and Isabella Scalse get a great big hug from Conductor George Green at Rail Fun Day!

More than 2,000 people, many of them children, turned out to celebrate Tri-Rail's 20th Anniversary "Rail Fun Day" event held at Tri-Rail's Fort Lauderdale/Hollywood International Airport Station at Dania Beach on January 10. The star of the event was Conductor George Green, the South Florida Regional Transportation Authority/Tri-Rail's first-ever mascot. Conductor Green will be helping to deliver the message that Tri-Rail and public transportation is not only the "way to go," but is also a great way to "go green." The free festivities included face painting, cookie decorating, musical performances, pet adoptions, product sampling from Pollo Tropical® and more.



Hogan Hill of Hollywood enjoys face painting and balloon art.



▲ Tomas Brener of Hollywood (left) and Fabio Fuentes of North Miami play with the Broward County Sheriff Office's Youth Prevention Program's "Car 911."



◀ Dalia Martinez of Hollywood meets Billy the Marlin.

## A MESSAGE FROM THE EXECUTIVE DIRECTOR

It is not an overstatement to report that 2008 was filled with significant accomplishments and challenges. It was a year when ridership soared to record-breaking heights, with more than four-million people choosing Tri-Rail as “the way to go.” It was also a year when dedicated funding again failed to pass in the Florida Legislature.

Faced with financial uncertainty due to budget cutbacks, maintaining existing service levels at 50 trains a day was critically important, since soaring gas prices led to unprecedented ridership growth. In the first half of 2008, Tri-Rail was the third fastest-growing commuter rail system in the nation, according to the American Public Transportation Association, with ridership increasing by more than 30 percent in some months. Since 2005, at the height of double track construction, Tri-Rail’s ridership has doubled.

This past year also highlighted the SFRTA’s mission to “Go Green for a Better Tomorrow.” In October, we announced that we would be using biodiesel fuel in our locomotives. The benefits of biodiesel fuel over diesel fuel include lower emissions, comparable power and efficiency, safer storage and transportation due to a higher flashpoint, and no risk of polluting the soil in the event of a fuel spill.

As we look to the coming year, it is with a



Joseph Giuliatti

sense of great anticipation. We realize that overall service can be improved and we are looking at enhancements to be implemented, as well as the availability of resources necessary, to do just that.

South Florida residents and visitors, alike, are realizing the important role public

transportation plays in improving the economy and the environment. Moving forward, we carry a sense of wariness about what the SFRTA’s financial outlook will be; yet, we also carry a sense of hope that the story about the importance of public transportation will be heard and the voices, desires and needs of our passengers and local communities will prevail.

### UN MENSAJE DEL DIRECTOR EJECUTIVO

No es una exageración reportar que el 2008 fue un año lleno de logros y desafíos significativos. Fue un año en que el aumento de pasajeros alcanzo cifras record, con más de cuatro

millones de personas eligiendo el Tri-Rail como “la manera de viajar”. También fue un año en que el apoyo financiero dedicado a este servicio nuevamente no pasó la Legislatura de la Florida.

Enfrentados con una incertidumbre financiera debido a los cortes del presupuesto, era crítico y muy importante poder mantener el servicio existente de 50 trenes diarios, ya que los precios en alza de la gasolina llevaron a un crecimiento de la cantidad de pasajeros sin precedentes. En la primera mitad del 2008, Tri-Rail estaba en el tercer lugar entre los sistemas de trenes suburbanos con mayor crecimiento en la nación, de acuerdo a la Asociación Americana de Transporte Público, con la cantidad de pasajeros creciendo más del 30 por ciento en algunos meses. Desde el 2005, en la cúspide de la construcción de doble vías, la cantidad de pasajeros del Tri-Rail se ha duplicado.

El año pasado también subrayó la misión de la SFRTA de “Cuidar el Medio Ambiente para un Mañana Mejor”. En Octubre, anunciamos que estaríamos usando combustible biodiesel en nuestras locomotoras. Los beneficios de usar el combustible biodiesel en lugar del diesel incluye emisiones bajas, eficiencia y poder comparables, almacenamiento y transportación más seguros debido a un punto de ignición más alto, y ningún riesgo de contaminar el suelo en caso de un derrame de combustible.

Miramos el año que empieza con un gran sentido de anticipación. Nos damos cuenta que el servicio en general puede ser perfeccionado y estamos considerando que mejoras se van a implementar, así como la disponibilidad de los recursos necesarios para hacerlo.

Los residentes así como las personas que visitan el Sur de la Florida están descubriendo que el transporte público juega un rol muy importante en mejorar tanto la economía como el medio ambiente. Mirando hacia adelante, nos sentimos cautelosos de cuál será la situación financiera del SFRTA; aún así, también nos sentimos esperanzados que la historia de cuán importante el transporte público es será escuchada, y las voces, deseos y necesidades de nuestros pasajeros y comunidades locales prevalecerá.

## YON MESAJ DIREKTÈ EGZEKITIF LA

Se pa yon ekzajerasyon pou rapòte lane 2008 la te plen ak realizasyon enpòtan ansanm ak defi. Se te yon lane kote kliyantèl pasaje nou yo ogmante nan yon pwen pou bat tout rekò, avèk plis pase kat milyon moun ki te chwazi Tri-Rail kòm mwayen pou deplase (“the way to go”). Se te an menm tan yon lane kote Lejislati Eta Florid la pa te vote fon alokasyon nesèsè yo.

Nou te konfronte ak yon ensètitud finansye poutèt rediksyon bidjetè yo, e li te trè enpòtan pou nou kenbe nivo sèvis 50 tren pa jou a poutèt nou te benefisyè yon kokennchenn ogmantasyon kliyantèl pasaje nou, e sa pa te ko jamè rive anvan, akòz pri gazolin la t ap kontinye ogmante. Nan premye mwatye lane 2008, Tri-Rail te an twazyèm pozisyon pami konpayi tren ki t ap devlope pi vit nan peyi a dapre sa Asosyasyon Transpò piblik Ameriken deklare, avèk yon ogmantasyon kliyantèl pasaje ki depase 30 pousan nan kèk mwa. Depi lane 2005, nan moman konstriksyon doub vwa fere te trè alamode, kliyantèl pasaje Tri-Rail la te double.

Lane ki sòt pase a yo te attire latansyon anpil sou misyon SFRTA ki se “Ann nou respekte anviwònman pou demen kapab pi byen” (Let’s go Green for a Better Tomorrow). Nan mwa oktòb, nou anonse nou pral itilize kabiran biyodyezèl pou lokomotiv nou yo. Avantaj kabiran biyodyezèl la pa rapò ak kabiran dyezèl la gen ladann mwens emisyon, menm kalite efikasite ak pwisans ki egal, estokaj ak transpò mwens danjre poutèt li mwens enflamab, e anplis pa gen risk pou l polye late sizoka kabiran an ta koule atè.

Lè n ap gade lane k ap vini a, se avèk anpil eksitasyon. Nou reyalize nou kapab amelyore sèvis la anjeneral e n ap fè plan pou ekzekite amelyorasyon sa yo ansanm avèk disponiblite resous nesèsè yo pou reyalize pwojè sa yo.

Rezidan e vizitè nan Sid Eta Florid yo tou reyalize wòl enpòtan transpò piblik genyen nan amelyorasyon ekonomi ak anviwònman an. Pandan n ap vanse pi devan, nou genyen yon santiman enkyetid, yon pridans avèk pèspektiv finansyè SFRTA e toutfwa an menm tan nou genyen yon santiman lespwa y ap konprann enpòtans sèvis transpò piblik la e y ap tande vwa, dezi e bezwen pasaje nou yo e anfen kominote local yo ap fini pa triyonfe.



## WACKENHUT AND SFRTA STAFF TO THE RESCUE

Imagine the horror of jumping back onto a train to retrieve a forgotten backpack and having the train depart while your one-year-old child is sitting on the platform in his stroller. That’s just what happened this month at the West Palm Beach Station. Fortunately, Wackenhut officer Rodney Tureaud (right) located the baby at the station and brought the child safely to Ticket Agent Mike Cardoza (left), who kept the child inside the ticket kiosk until the father returned on the next train.

Officer Tureaud also received kudos from a couple from Flushing, New York, who were taking Tri-Rail for the first time following a trip to Central America. They rode from the Miami Airport Station to the West Palm Beach Station and inadvertently left their hand-made Costa Rican hammock behind. Officer Tureaud reunited the couple with their prized possession and they praised him for his “intelligent good humor” which helped to keep them relaxed. Madalyn Ross went on to praise Officer Tureaud by saying that he was “the epitome of professionalism and excellent customer service.”

Officer Tureaud and Ticket Agent Mike Cardoza, the South Florida Regional Transportation Authority applauds you, as well.

## CUSTOMER SERVICE REPRESENTATIVE IS NATIONAL FINALIST

Congratulations to South Florida Regional Transportation Authority Customer Service Representative Lashon Johnson, who was selected from call-center nominees from across the country and Canada as one of seven finalists in the American Public Transportation Association’s annual “Call Center Challenge.” In late February, she will compete in the “Call Center Challenge” finals in San Francisco, facing a live audience and a panel of judges selected from members of APTA’s Marketing and Communications Committee. Lashon has been providing Tri-Rail passengers with exemplary service since April 2005.



The South Florida Regional Transportation Authority invites you to join national, state and local leaders for a discussion about public transportation’s role in creating a better South Florida during the 2009 Transportation Summit on Saturday, February 21st at the Broward County Convention Center from 8:30 a.m. – 12:30 p.m. (registration and complimentary breakfast begin at 8 a.m.). We will be providing additional train and shuttle service to and from Tri-Rail’s Fort Lauderdale/Hollywood International Airport Station at Dania Beach. Regular weekend fares are \$4 for a regular adult ticket, and \$2 for a discounted ticket. Parking at the Convention Center costs \$6 for the first five hours and all attendees must have a government-issued photo ID to gain admittance into the Convention Center. RSVP by February 18th to 954-788-7958 or log onto [www.sftra.fl.gov/summit](http://www.sftra.fl.gov/summit), where you can also find additional summit details. For more information, please contact Customer Service at 1-800-TRI-RAIL.