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IN AN EVACUATION -



passengers may need to be evacuated as a safety precaution or to avoid danger.

Police emergencies, natural disasters (flooding), fires and collisions are among various situations that require quick thinking and action in order to avoid potential dangers. In the unlikely event that an evacuation is required, it is very important to stay calm and listen to announcements or instructions from uniformed officials. Staying calm and alert while exiting a transit vehicle or transit facility in an emergency can save time and protect you and those around you from potential hazards and misinformation. So remember, in the event of an evacuation - Look. Listen. Leave.

TRI-RAIL LAUNCHES "GO GREEN & SAVE" CAMPAIGN

This month, Tri-Rail launched "Go Green & Save," a consumer campaign promoting the benefits of public transportation as a great way to "go green," while saving money. The campaign encourages people to utilize Tri-Rail in order to get to work or school, and offers three lucky winners the chance to win a one-year transit pass.

"This campaign will be a great tool for reminding people how 'green' public transportation really is and will encourage commuters to ride Tri-Rail and take an active role in saving our planet," said Director of Marketing Bonnie Arnold, South Florida Regional Transportation Authority/Tri-Rail.

According to the American Public Transportation Association, riding Tri-Rail is a sure way to save more than \$8,000 per year on commuting. Plus, it's an easy way do your part to help protect the environment by reducing road traffic, conserving gas and reducing air pollution.

To enter to win a one-year transit pass, log onto www.tri-rail.com, and access the "Go Green & Save" banner on the Home Page, or call 1-800-TRI-RAIL for additional information.



As part of the "Go Green & Save" campaign, billboards along the I-95 corridor encourage commuters to ride Tri-Rail and help save the planet, while saving money.

Safety and security are critical issues to passengers and transit employees, alike. Making your ride as safe and secure as it can possibly be depends on everyone working together. An emergency evacuation is rare; however, under certain circumstances

SEPTEMBER 2009

onboard



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

As of October 1, Tri-Rail

passengers transferring to or from Miami-Dade Transit's Metrorail must have either an EASY Card or EASY Ticket to access the system. Both the EASY Card and EASY Ticket will be available, free-of-charge, until further notice, to Tri-Rail passengers.

Monthly Tri-Rail Pass holders will need to present their valid Tri-Rail Monthly Pass to obtain an EASY Card. Depending on which type of Monthly Pass is being presented (a discounted, full-fare or Employment Discount Program pass), passengers will receive one of three stickers to be placed on their new Easy Card.

The EASY Card and sticker combination will be the fare media that is used as "proof-of-purchase" for travel onboard Tri-Rail (NOT the stamped Tri-Rail Monthly Pass). The EASY Card and sticker combination will be presented to Wackenhut safety and security officers onboard the train, upon request, along with the appropriate identification (if traveling on a discounted or EDP fare).

Occasional riders, those without a Tri-Rail Monthly Pass, will need to visit the Metrorail Transfer Station Ticket Kiosk on each trip to obtain a daily EASY Ticket. This will permit unlimited rides on the entire Miami-Dade Transit system for one, full day.



this new system is that the EASY Card and EASY Ticket involves a state-of-the-art computer system that allows transit agencies to collect route and ridership information and adjust their services to better meet the needs of their passengers.

WHY IS MDT, AND EVENTUALLY TRI-RAIL, SWITCHING TO THIS NEW TECHNOLOGY? The EASY Card and EASY Ticket will eventually enable seamless regional travel so that one card can be used to gain access to many of the public transportation services throughout South Florida; improve reliability through new ticket vending machines and use of durable, plastic cards and to help public transit agencies identify passengers' needs.

HOW WILL THE EASY CARD - EASY TICKET



EASY CARD - EASY TICKET UPDATE

WHAT IS AN EASY CARD - EASY TICKET? EASY Cards and EASY Tickets are part of a new fare-collection system being implemented across the tri-county area, beginning with Miami-Dade Transit.

WHAT'S DIFFERENT ABOUT THIS FARE-COLLECTION SYSTEM? With the introduction of the EASY Card and EASY Ticket - passengers will have access to new and easy-to-use, tap-and-go "smart cards" - making entering and existing stations a snap.

An important change made possible with

IMPACT ME? As of October 1, and until further notice, only Tri-Rail passengers who transfer onto Metrorail will notice any change. While this change does not include any immediate financial impact to Tri-Rail passengers, passengers will have to make sure to obtain the appropriate EASY Card or EASY Ticket prior to transferring onto Metrorail.

For more answers to some frequently asked questions, log onto www.tri-rail.com/easy or call 1-800-TRI-RAIL.

(Translations continued on next page)

ACTUALIZACIÓN DE TARJETA EASY CARD Y BOLETO EASY TICKET

A partir de Octubre 1º, cualesquiera pasajeros haciendo transferencia hacia o desde el Metrorail de Miami-Dade Transit deben tener en su posesión una Tarjeta EASY Card o un Boleto EASY Ticket para tener acceso al sistema. Ambas, la Tarjeta EASY Card y el Boleto EASY Ticket estarán disponibles, gratis, hasta siguiente aviso, para los pasajeros de Tri-Rail en cualquier Quiosco de Boletos de las estaciones de Tri-Rail.

Los portadores de pasajes mensuales de Tri-Rail necesitarán presentar su Pasaje Mensual de Tri-Rail vigente para obtener una Tarjeta EASY Card. Dependiendo de cuál tipo de Pasaje Mensual está siendo presentado (con descuento, tarifa-completa o pasaje de Programa de Descuento para Empresas), los pasajeros recibirán una de tres calcomanías para adherirlas a su nueva Tarjeta EASY Card.

La combinación de Tarjeta EASY Card y calcomanía será el medio de tarifa utilizado como “comprobante de compra” para viajar abordo de Tri-Rail (NO el Pasaje Mensual de Tri-Rail sellado). La combinación de Tarjeta EASY Card y calcomanía será presentada a los funcionarios de seguridad de Wackenhut abordo de los trenes, a petición, junto con la identificación apropiada (si está viajando con una tarifa descontada o EDP).

Viajeros ocasionales, aquellos sin pasajes mensuales, necesitarán visitar el Quiosco de Boletos de la Estación de Transferencia de Metrorail en cada viaje para obtener un Boleto FÁCIL [EASY Ticket]. Esto les permitirá viajes ilimitados en todo el sistema de Tránsito de Miami-Dade por un día entero.

¿QUÉ ES UNA TARJETA EASY CARD – BOLETO EASY TICKET? Tarjetas EASY Card y Boletos EASY Ticket son parte de un nuevo sistema de recolección de tarifas que está siendo implementado a través de toda el área de los tres condados, comenzando con Miami-Dade Transit.

¿QUÉ ES DIFERENTE SOBRE ESTE SISTEMA DE RECOLECCIÓN DE TARIFAS? Con la introducción de la Tarjeta EASY Card y Boleto EASY Ticket – los pasajeros tendrán acceso a nuevas “tarjetas inteligentes” [“smart cards”] fáciles de utilizar con un sistema de tocar y pasar – haciendo que la entrada y salida de las estaciones sea inmediata.

Un cambio importante que se hace posible con este nuevo sistema es que la Tarjeta EASY

Card y Boleto EASY Ticket implican un sistema de computadoras a la vanguardia de la tecnología que les permite a las agencias de tránsito recolectar información de rutas y usuarios para ajustar sus servicios y mejor satisfacer las necesidades de sus pasajeros.

¿POR QUÉ ESTÁN MDT, Y EVENTUALMENTE TRI-RAIL, PROCEDIENDO CON EL CAMBIO HACIA ÉSTA NUEVA TECNOLOGÍA? La Tarjeta EASY Card y Boleto EASY Ticket eventualmente harán posible viajes regionales sin interrupciones donde una tarjeta puede ser utilizada para obtener acceso a muchos de los servicios de transporte públicos a lo largo del Sur de la Florida; mejorar la fiabilidad por medio de nuevas máquinas dispensadoras de boletos, utilizar tarjetas plásticas duraderas y asistir a las agencias de tránsito público a identificar las necesidades de sus pasajeros.



¿CÓMO ME AFECTARÁN A MÍ LA TARJETA EASY CARD – BOLETO EASY TICKET? A partir de Octubre 1, y hasta siguiente aviso, solamente los pasajeros que hacen transferencia a Metrorail se darán cuenta de algún cambio. Aunque este cambio no incluye ningún impacto financiero para los pasajeros de Tri-Rail, los pasajeros deberán asegurarse de obtener la Tarjeta EASY Card o el Boleto EASY Ticket apropiado antes de hacer la transferencia a Metrorail.

Para obtener más respuestas a las preguntas hechas con mayor frecuencia, visite www.tri-rail.com o llame a 1-800-TRI-RAIL.

NOUVÈL SOU KAT EASY – TIKÈ EASY

A patide 1ye oktòb, tout pasaje k'ap transfere ale oubyen sòti nan Metrorail Miami-Dade Transit la dwe gen oswa yon Kat EASY oswa yon Tikè EASY pou gen aksè a sistèm nan. Ni Kat EASY a ni Tikè EASY a ap disponib, gratis, jiskaske nou anonse sa chanje, pou pasaje Tri-Rail nan nenpòt ki Kyòs Tikè Estasyon Tri-Rail.

Moun ki gen Pas Tri-Rail mansyèl ap gen pou prezante Pas Mansyèl Tri-Rail valid yo a pou resewva yon Kat EASY. Selon tip Pas Mansyèl yo prezante a (yon pas ak diskont, pri nòmal oubyen Employee Discount Program [Pwogram Rabè pou Anplwaye]), pasaje yo ap resewva youn nan twa estikè pou yo mete sou nouvo Kat EASY yo a. Se konbinezon Kat EASY ak estikè a k'ap mòd peman ki sèvi kòm “resi” pou wwayaje sou Tri-Rail (se PA Pas Mansyèl Tri-Rail ak so a). Ou dwe prezante konbinezon Kat EASY ak estikè a bay ajan sekirite Wackenhut ki abò tren an, lè yo mande l', ansanm ak idantifikasyon apwopriye (si w'ap wwayaje ak diskont oubyen ak EDP).

Moun ki monte tren an detanzantan, sa ki pa gen pas mansyèl yo, ap gen pou al nan Kyòs Tikè Estasyon Transfè Metrorail la chak fwa y'ap wwayaje pou resewva yon Tikè EASY valab pou yon jou. Sa ap pèmèt yo monte tout sistèm Miami-Dade Transit la san limit pandan yon jou antye.

KISA YON KAT EASY – TIKÈ EASY YE? Kat EASY ak Tikè EASY fè pati yon nouvo sistèm pou kolekte pri tikè ki mete sou pye nan twa konte yo, kòmansè ak Miami-Dade Transit.

KISA KI DIFERAN NAN SISTÈM POU KOLEKTE PRI TIKÈ SA A? Avèk entwodiksyon Kat EASY ak Tikè EASY a – pasaje yo ap gen aksè a nouvo “kat ak memwa” ki fasil pou itilize, ke ou annik tape pou ale – k'ap fè antre ak sòti nan estasyon yo vin yon jwèt timoun.

Yon chanjman enpòtan ke nouvo sistèm sa a rann posib se sistèm enfòmasyon trè modèn ki vin avèk Kat EASY ak Tikè EASY a, ki pèmèt òganis transpò piblik rasanble enfòmasyon sou trajè ak kantite wwayajè epi ajiste sèvis yo pou reponn bezwen pasaje yo pi byen.

POUKISA MDT, EPI APRE SA TRI-RAIL, AP ADOPTE NOUVO TEKNOLOJI SA A? Alafen Kat EASY ak Tikè EASY Ticket a pèmèt wwayaj rejyonal an dousè yon jan pou yon sèl kat kapab sèvi pou jwenn aksè ak anpil nan sèvis transpò piblik ki nan Sid Laflorid la; amelyore bon fonksyonman grasa nouvo aparèy k'ap vann tikè ak itilizasyon kat dirab an plastik epi ede òganis transpò piblik yo idantifye bezwen pasaje yo.

KIJAN KAT EASY CARD – TIKÈ EASY A AP GEN ENPAK SOU MWEN? Apati de 1ye oktòb, epi jiskaske nou anonse sa chanje, sèl pasaje ki transfere sou Metrorail ap remake chanjman. Malgre chanjman an pa enkli ankenn enpak finansye imedyata pou pasaje Tri-Rail, pasaje yo ap gen pou asire yo ke yo bon Kat EASY oubyen Tikè EASY a anvan yo transfere sou Metrorail.

Pou plis repons pou keksyon ou poze pi souvan yo, konekte sou www.tri-rail.com oubyen rele 1-800-TRI-RAIL.

ORLANDO MAYOR TAKES DEBUT RIDE ON TRI-RAIL

Orlando Mayor Buddy Dyer recently traveled to South Florida to meet with members of the Regional Business Alliance and to take his first ride on the region's premier commuter rail system – Tri-Rail. RBA Chair Ralph Marrinson, along with other members of the RBA, listened as Mayor Dyer stressed the importance of support for the South Florida Regional Transportation Authority. He urged current supporters, such as the RBA, to work with other transit authorities and business groups across the state to further the growth of commuter rail throughout Florida. He also urged RBA members to publically express their support for SunRail, the commuter rail system being proposed for Central Florida.



Palm Beach County Commissioner Jeff Koons, chair of the SFRTA Governing Board, joined Mayor Buddy Dyer during his inaugural trip on Tri-Rail.

“IT’S TIME TO GET TRI-RAIL OFF LIFE-SUPPORT”

South Florida Regional Transportation Authority/Tri-Rail supporter Congresswoman Corrine Brown came to town earlier this month and minced no words about the need to fund Florida's only existing commuter rail system. She told stakeholders at a Greater Miami Chamber of Commerce roundtable that, “It's time to get Tri-Rail off life-support,” and “If Florida is after fast rail, there must be regional and local infrastructure to complement it.” She also spoke of the need for state legislators to pass a dedicated funding source to secure Tri-Rail, if the state has hopes of receiving federal funding for future rail projects, including high speed rail. Congresswoman Brown is the chair of the House Transportation Subcommittee on Railroads, Pipelines and Hazardous Materials.

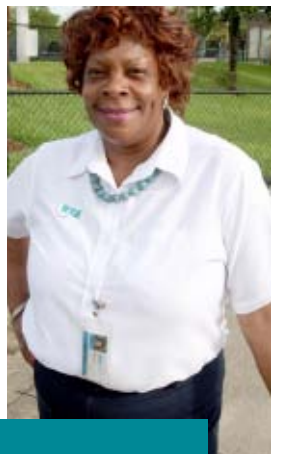
SFRTA Governing Board Member Marie Horenburger welcomed Congresswoman Corrine Brown and Representative-Elect Mack Bernard to SFRTA headquarters.

SERVICE WITH A SMILE (AND A “CUP OF JOE”)

When Tri-Rail passengers visit the Pompano Beach Station Ticket Kiosk, not only are they greeted with a smile, but they are also offered a cup of coffee! Indicative of the outstanding service Station Agent Pamela Tyther provides, she purchases and makes coffee every day for “her” passengers to start their day off right!

Pamela has received numerous commendations from both coworkers and passengers. In one instance, a passenger was so moved by Pamela's compassion that he contacted Tri-Rail from his hospital bed in order to make sure that Pamela's efforts were commended. On August 14, 2009, Pamela was recognized for her exceptional customer service and was awarded the first-ever Station Agent “Employee of the Quarter” certificate.

On behalf of the South Florida Transportation Authority/Tri-Rail and our Pompano Beach Station passengers, we would like to officially say thank you to Pamela and to our passengers who take the time to share their feedback!



SIGN UP FOR OUR ONBOARD E-NEWSLETTER TODAY!

Make sure to sign up today to receive the electronic version of our monthly *Onboard* Newsletter, beginning in October. Distributing the E-Newsletter will allow for us to save money on postage and be more environmentally friendly. While we will still continue to distribute copies of the *Onboard* Newsletter at our stations and on our trains, you can now have it delivered straight to your inbox! To receive the *Onboard* Newsletter electronically, please e-mail newsletter@sfrrta.fl.gov, and type “E-Newsletter” in the “Subject” field.