



Dear Metrolink Riders,

It has been a rough January for Southern California and for Metrolink. Extraordinary events, such as the tragic incident in Glendale, have tested all of us. Metrolink's employees and contractors have worked tirelessly to restore the service you depend on to get to work in the morning and return you safely home at night.

Safety is priority number one at Metrolink. We conduct safety campaigns in the communities we operate in, teach children the basics of safe conduct around railroad tracks, and conduct joint drills with police and firefighters in cities throughout our five county reach. Sometimes, though, the unthinkable happens as it did just a few short weeks ago in Glendale. Everyone in the Metrolink Family joins with me in expressing our deepest regrets to all those affected by the unfortunate events of January 26th.

Even during such a tragedy, stories of heroism, compassion, and generosity can be found. We found it in the police, firefighters, and rescue workers who

rendered aid and comfort to the victims, and in the employees and management of Costco, Baja Fresh, Starbucks and other businesses in Glendale who gave unselfishly to keep the rescue effort going. We found it in the utility maintenance workers and Metrolink's own employees and contractors who worked around the clock to reopen the tracks by the Monday morning commute. We found it in our own riders onboard those Glendale trains that went above and beyond helping others in greater need. We at Metrolink extend our most heartfelt thanks to everyone who gave so much when it was needed most.

We would also like to acknowledge those who have sent us support and understanding during these trying times. It is during the hardest circumstances that we sometimes see people at their best. When circumstances cancel or delay trains we always hear stories of riders who pitched in, offering rides to fellow commuters they don't even know. Personal cell phones are offered for use to relay messages to worried family members. Compassionate ears listen and shoulders appear to lean on.

Metrolink has the best riders anywhere, and we thank you for it.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Solow', written in a cursive style.

David Solow
Metrolink CEO



Getting Safely through the Storm

Mike McGinley, director of engineering and construction for Metrolink, headed up the talented group of men and women tasked with getting the railroad open again after January's torrential rains caused the closure of several sections of Metrolink's track. Mike looks back at the extraordinary work he and his crews performed during the recent January rains:

"On the railroad," Mike tells us, "the 'Good Book' is the General Code of Operating Rules. Rule 1.1 reads, 'Safety is the most important element in performing duties,' and Rule 6.21 reads, 'Protect trains and engines against any known condition that may interfere with their safety.'"

With these words of guidance, railroad workers are obligated to patrol and inspect for unsafe conditions whenever severe storms occur. Metrolink personnel and contractors (Herzog and MEC Rail) spent day and night for much of January keeping a watchful eye on our tracks, signals, and bridges as the storms raged. Whenever conditions warrant it, trains are restricted and repairs are begun.

Heavy rainfall caused erosion of hillsides, which resulted in the depositing of mud and debris on the tracks. Water running downstream passed under many Metrolink bridges on the way, depositing "drift" (brush, driftwood, and debris) that accumulates against bridges. If not cleared, this drift will block the passage of water. While most of the problem areas were on undeveloped land, urban areas were not immune from local flooding. Tracks on Cactus Avenue in Rialto, Beech Avenue in Fontana, and Fourth Street in Santa Ana were flooded by water that had escaped from storm drains.

Metrolink riders owe railroad workers a hearty "thank you" for their work. Most railroaders will claim that they are "just doing [their] job" when we talk about their work during the storms, but what a job it is!



Art Brown

New Board Chairman

Time marches on, and so does Metrolink. A new chairman comes to the Metrolink Board of Directors in 2005. Buena Park city councilmember Art Brown will be taking the reigns from outgoing chairman Bill Alexander, who also serves as the mayor of Rancho Cucamonga. Chairman Brown will serve a two-year term as head of Metrolink's governing board. His long list of accomplishments includes being a retired Los Angeles County deputy sheriff, serving three terms as mayor of Buena Park, and serving on the boards of directors of both the Orange County Council of Governments and the Orange County Transportation Authority (OCTA). Councilmember Brown is currently vice chairman of the OCTA governing board.

The Southern California Regional Rail Authority—a joint-powers authority composed of an 11-member board representing the transportation commissions of Los Angeles, Orange, Riverside, San Bernardino, and Ventura counties—governs Metrolink service.

Did you know?

Persons traveling on a Metrolink train without valid fare media will be asked to show a photo ID to Metrolink fare-enforcement personnel.

Passengers with tickets are not matched to IDs because Metrolink does not print names on tickets.

Link Event Winners!

Congratulations to our IEOC Link Event raffle winners Connie Knudson of Lake Elsinor and Ebony Allen of San Bernardino. They will receive a free Monthly Pass courtesy of Metrolink.





APTA: California Dreaming

They're coming! Next month Metrolink will host over 600 representatives from the commuter rail industry in Los Angeles, from April 2nd through 5th, for the 2005 Commuter Rail Conference sponsored by the American Public Transportation Association (APTA.) This annual conference is the commuter rail industry's opportunity to get together to share industry trends, best practices, and new ideas.

As this year's host, Metrolink has a unique opportunity to influence the focus and content of the conference. As we all know, commuter and freight railroads share the same tracks, and this year's panels will feature senior executives of four of the largest freight railroads in the

nation. Other conference sessions will focus on national standards for railroad vehicle design, contracting for railroad services, railroad security issues, and the potential for development of "quiet zones".

Conference participants will also have an opportunity to see our region from the railroad perspective, riding Metrolink to Orange County and touring the Alameda Corridor to the Port of Los Angeles. Metrolink will conduct a tour of our Central Maintenance Facility, where members of the Glendale Police and Fire Departments will demonstrate techniques for responding to railroad emergencies.

Look for highlights from April's conference in the May issue of *Metrolink Matters*.

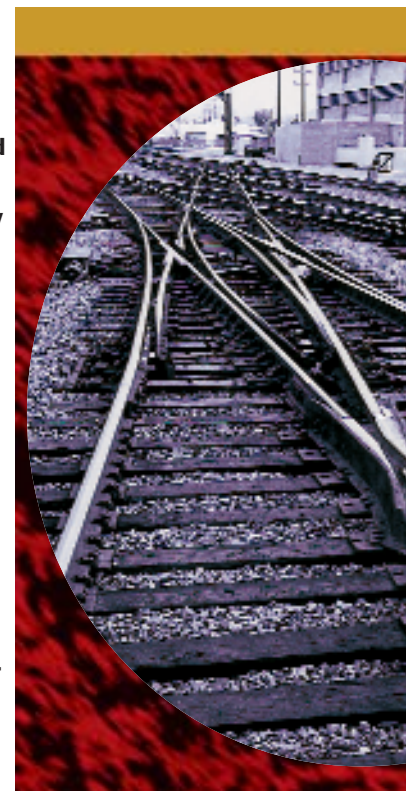


Safety Matters

Metrolink's Safety and Security Division is dedicated to ensuring that our railroad is prepared in the event of an emergency. The Safety and Security Division is responsible for coordination and training of the emergency first responders in the communities along our rights-of-way. In 2004, Metrolink staff conducted 28 first-responders classes where over 930 firefighters, SWAT team members, and other law-enforcement officers were trained, including firefighters from the Glendale, City of Los Angeles, and Los Angeles County fire departments that heroically responded to the Glendale derailments on January 26, 2005.

The Safety and Security Division provides training that can be as simple as two hours of classroom instruction combined with a hands-on equipment familiarization or as extensive as a full-scale mass-casualty incident (MCI) drill. During the classroom and equipment familiarization, responders are trained in vital emergency procedures, including removing emergency-exit windows and learning the locations of electrical hazards and emergency fuel-cutoff switches in order to minimize the risk of coming into contact with dangerous electrical cables associated with Metrolink trains. In addition, trainers discuss the messages promoted by Operation Lifesaver's rail-safety education. Operation Lifesaver is a national program dedicated to eliminating collisions at rail crossings.

MCI and other emergency drills involve disaster simulations in which Metrolink trains, stations, and surrounding communities are affected. Simulated emergencies promote an awareness of potential hazards and evaluate Metrolink and community response personnel in carrying out assigned responsibilities. The simulation also provides a means to improve the level of preparedness and identify deficiencies for corrective action. We coordinate the participation of the local fire department, emergency medical services, law enforcement, and coroner's office personnel working with the Metrolink Operations Center and the Los Angeles County Sheriff's Department, Metrolink Bureau.



Station City News

Baldwin Park—On Wednesday, March 30, 2005, from 10:00 a.m. to 2:00 p.m., the Department of Recreation and Community Services will host the second annual **Healthy Parks Day** at Morgan Park, located at 4100 Baldwin Park Boulevard. Healthy Parks Day raises community awareness that parks can be utilized to maintain a healthy lifestyle and educates the community about important health issues. Several fitness-related activities are planned for children, such as a bounce house, an obstacle course, and instructions on how to prepare a healthy snack. For adults, there will be free mammograms and pap smears for low-income women, a blood drive, and an array of informational booths. A free healthy and balanced meal will be provided to children at lunchtime. For more information, please contact the Department of Recreation and Community Services at (626) 813-5245.

Lancaster—**Peter Cincotti, the rebirth of cool.** Peter Cincotti is a jazz vocalist/pianist like no other. Having earned, at the tender age of 21, the praise of the New York Times and Harry Connick, Jr., as well as comparisons to notable jazz musicians like Diana Krall, Michael Feinstein, and Billy Joel, Cincotti has little left to prove. Peter Cincotti performs live at the Lancaster Performing Arts Center (LPAC) on March 3. Catch him before he goes “down the hill” to a sold-out concert at Walt Disney Concert Hall.

Late Nite Catechism II. Part stand-up routine, part catechism class, and all interactive comedy, Late Nite Catechism II is a wildly popular sequel that picks up where the original left off. The original Catechism sold out quickly in 2001 at LPAC. Tickets are still available for Late Nite Catechism II on March 4.

Rare Earth. Rare Earth, the first Caucasian act signed to the legendary Motown Records label, appears at LPAC on March 12.



Rancho Cucamonga station

Rare Earth will have the LPAC audience up and out of their seats, dancing and singing along with classics like “Get Ready,” “Hey Big Brother,” “Losing You,” “Born to Wander,” and “I Just Want to Celebrate.”

Bo Diddley. Bo Diddley is one of America's musical treasures. After more than 45 years, his impact on popular culture and music still resonates. Don't miss The Originator at LPAC on March 17.

To order tickets, call the LPAC box office at (661) 723-5950 or visit www.lpac.org. The Lancaster Performing Arts Center is located at 750 W. Lancaster Boulevard in downtown Lancaster.

San Juan Capistrano—47th Annual Swallows' Day Parade & Mercado. On March 19th throughout the streets of Historic San Juan Capistrano, the Fiesta de las Golondrinas will celebrate the legend of the return of the swallows to the San Juan Capistrano Mission. Visit the Mercado street fair and market place where you can eat, drink and shop at over 100 booths from 8:00 a.m. to 4:00 p.m. Enjoy the parade starting at 11:00 a.m. For more information phone (949) 690-7584.

Win Opening-Night Tickets to The King and I

Based on the real life adventures of the English widow Anna Leonowens, and the best-selling novel, *Anna and the King of Siam* by Margaret Landon, *The King and I* is a fascinating tale about a clash of customs. Set in the 1860's in Bangkok, the exotic capital city of Siam, the Tony Award winning musical *The King and I* is the timeless love story between a powerful and stubborn king and a determined governess named Anna that will thrill audiences young and old.

TV Legend Stefanie Powers will star as Anna Leonowens in Rodgers and Hammerstein's *The King and I* at the Pantages Theatre for a limited two week engagement: April 5-17, 2005.

For your chance to win one of five pairs of free tickets to the opening night (April 5), please fill out the entry form below and mail it to *Metrolink Matters, The King and I* Contest, 700 S. Flower Street, Suite 2600, Los Angeles, CA 90017 by March 22.

Name: _____
 Address: _____
 E-mail: _____
 Phone Number: _____

All winners will be contacted by phone.



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