



Dear Metrolink Riders,

January 26 is a sad day for Metrolink.

January 26 is the day that an individual, for reasons we do not hope to understand, poured gasoline on his car and then parked it on the Metrolink right-of-way in Glendale triggering events that ended with two of our trains derailed.

Ten of our passengers and one of our crew members died on that horrible day. Many others were hurt and still others were wounded by the loss of friends, family members and colleagues.

We want to acknowledge that day by recognizing these terrible losses and expressing our gratitude to you, our passengers for your loyalty and support throughout this past year.

We have worked fiercely throughout this last year to implement a variety of changes to our rights-of-way and our equipment to ensure, to the best of our abilities, that nothing like January 26 ever happens to Metrolink passengers again. All transportation has risks, and Metrolink is already 20 times safer than riding in any automobile. However, if the opportunity exists to even incrementally increase our level of safety – we will absolutely pursue it.

Forty percent of the Metrolink staff commutes every day by train. We work at Metrolink. We ride Metrolink. And even on days like January 26 when our hearts are completely broken, we believe in what we do.

Thank you for being a part of the Metrolink family.

The image shows two handwritten signatures in black ink. The signature on the left is 'David Solow' and the signature on the right is 'Art Brown'.

David Solow
Metrolink CEO

Art Brown
Metrolink Board
Chairman



Inside Metrolink

Metrolink considers the safety of our passengers our number-one priority, and we're proud to provide our almost 42,000 weekly riders with a secure and reliable form of transportation.

To give you some insight into our continuous safety improvements, we are pleased to introduce "Inside Metrolink," a new column in which we'll take you behind the scenes at Metrolink and give you a glimpse of projects we're working on to keep your commute safe, reliable, and enjoyable.

Future "Inside Metrolink" stories will explore new and ongoing measures, including the following:

- **Engineering**—Metrolink will be the first commuter-rail system to introduce Crash Energy Management features into its newest generation of rail cars. We'll explain how this new feature will keep you safer in the event of an unexpected impact. We'll also share our perspective on train configurations, including the standard push-pull operation in which locomotives are in the lead position half of the time.

- **Environment**—Metrolink is studying an innovative approach involving sealed corridors. We'll explain this approach, which would entail using several types of physical barriers or technical improvements at places where roads cross our tracks to improve safety and restrict access alongside the tracks.
- **Education**—We'll give you updates on Metrolink's long-running outreach to schools and community groups.
- **Enforcement**—Metrolink actively supports laws that provide stricter punishments for individuals who obstruct tracks and cause derailments or injury to passengers. "Inside Metrolink" will keep you up to date on new and proposed California legislation aimed at making train travel safer.

We hope you'll find "Inside Metrolink" to be a valuable new resource that promotes safety as everyone's responsibility.



Did You Know?

When you regularly use your credit or debit card to purchase passes or tickets at Metrolink TVMs, you can now take advantage of the new "Quick Ticket" feature. Simply insert your credit or debit card into the TVM card-reader slot. Within seconds, the TVM will display your last three pass or ticket purchases made with that card. Press the button next to the pass or ticket option you wish to purchase, and the TVM will automatically charge your card and print an up-to-date version of the ticket you selected. That's right, one touch and you have your next pass or ticket!

Please note that many bankcards are now "Combi" cards, which function as either credit or debit cards. If you purchase a ticket with a Combi card in debit mode and then use the "Quick Ticket" feature at a later date, the TVM will automatically process the later purchase as a credit-card transaction, rather than as a debit withdrawal. To use your Combi card as a debit card, simply use the normal ticket-purchase routine, choosing the debit option at the end of the sale process.

Please be aware that Metrolink's TVMs will not accept any bill larger than \$50.00. The maximum amount of change that a TVM can return to a customer is \$19.75. For transactions resulting in change amounts greater than \$19.75, the TVM will offer to either cancel the sale or issue the customer a voucher for the remaining amount, which may be redeemed by

- calling Metrolink's customer-service number to request a check;
- bringing the voucher to the Metrolink ticket window at Union Station; or
- mailing the voucher to Metrolink (at the address printed on the back of the voucher).

For more information about the "Quick Ticket" feature or Metrolink's ticket vending machines, call (800) 371-LINK (5465) or visit www.metrolinktrains.com.

Operation Lifesaver

Metrolink, in cooperation with Operation Lifesaver, a national, nonprofit rail-safety education and awareness program, is dedicated to a proactive approach to ending tragic collisions, fatalities, and injuries at highway-rail grade crossings and on railroad rights-of-way. A sobering fact: California continues to lead the nation in the number of highway-rail grade-crossing fatalities and non-crossing trespasser fatalities. Since its inception in 1992, Metrolink has strongly supported Operation Lifesaver and its "Look, Listen & Live" campaign to educate California residents about the importance of rail safety. In support of this campaign, Metrolink employees, along with trained and certified safety volunteers, conduct educational presentations, free of charge, throughout Southern California. Metrolink staff members have conducted over 90 presentations and educated more than 6,000 people, including students, bus drivers, and truck drivers. Metrolink, in partnership with the Southern California Rail Safety Team and Operation Lifesaver, also conducts training and equipment-familiarization drills for police officers and emergency first responders.

Every year, Operation Lifesaver programs provide free safety presentations to more than 2 million Americans. Metrolink supports Operation Lifesaver by sponsoring quarterly volunteer-training sessions. For more information about Operation Lifesaver, please visit www.oli.org or contact Metrolink's Tracy Berge at (213) 452-0241.





Dear Metrolink

I was hoping you could give a fond farewell to a dedicated train rider, Stu Easterday. He has been taking the Metrolink train since the Antelope Valley Line opened. He will no longer be taking the train to work because he is retiring after working at Disney in Burbank for 35 years. He currently lives in Acton/Lancaster with his wife, Sharon. Through the years, he has touched many, many lives and is well known by passengers and conductors. He is truly an amazing man and will be terribly missed.

In celebration of his retirement, more than 40 train-riding friends threw him a "rolling" retirement party on a Metrolink train—he wouldn't have had it any other way. We started at the Burbank Station and rode the train into Union Station, where we went to Traxx for appetizers and drinks. From there, we hopped back on the Metrolink train to travel to the Santa Clarita Station, where we picked up a few more of Stu's fellow-train-passenger friends. Once we had picked up the entire group, we took the train to Stu's favorite restaurant, Don Cuco's, in Newhall. We had a great time celebrating his retirement aboard the Metrolink train!

Thank you,
Kim Bogdan

Dear Kim,

Thank you so much for your kind letter. We want to thank Stu Easterday for his loyal Metrolink ridership and wish him luck as he starts a new chapter in his life. It has truly been Metrolink's pleasure to provide service to Stu over the years!

Meet Metrolink's Board Members

Councilman Hal Bernson

Hal Bernson was elected to the Los Angeles City Council, 12th district, in 1979; he retired in 2003. In addition serving on the City Council, he was chair of the Metropolitan Transportation Authority, chair of the Southern California Regional Rail Authority, and president of the Southern California Association of Governments (SCAG) Regional Council.



Amtrak Weekend-Escape Promotion

Amtrak is once again offering ALL Metrolink monthly-pass holders free rides north of Los Angeles to all stops as far as San Luis Obispo. This offer is valid for travel on Fridays, Saturdays, and Sundays through April 2, 2006, on Pacific Surfliner trains. Blackout dates are February 17–20, 2006. It's another value-added benefit allowing monthly-pass holders to travel Amtrak on weekends at no additional cost. Monthly-pass holders may travel free, regardless of origin and destination, on the San Bernardino Line's weekend trains to connect with a Pacific Surfliner train in LA. A special website at www.metrolinktrains.com/weekend features details of the promotion, information about other exciting destinations, and special offers.



Parking in Style

In an effort to better serve the increasing ridership at the Metrolink Covina Station on the San Bernardino Line, the city of Covina has just opened a new 665-space parking structure. Parking in the structure will be free to everyone until March 31, 2006. Permits will be required as of April 1, and may be purchased by completing an application available at www.ci.covina.ca.us or by calling (626) 858-7219. Monthly permits will cost \$10.00 for Covina residents and \$20.00 for non-residents. Visitors may also purchase \$1.00 daily permits. For more information, call the city of Covina at (626) 331-INFO (4636).

Going for the Gold

Metrolink contractor MECRail has been awarded the 2005 gold level Contractor Safety Award for contractors with 100 or more employees by the National Railroad Construction and Maintenance Association (NRCMA.)

MECRail is responsible for maintaining the entire Metrolink signal and communication system as well as the integrity of the warning and safety devices protecting the public where streets cross our tracks.

The award—which acknowledges achievements in safety programs, such as roadway-worker-protection training—highlights the outstanding efforts of everyone at MECRail and their dedication to make the motto "Safety First" a way of life. In addition to this prestigious award, MECRail is also a two-time winner of NRCMA Contractor of the Year (2003 and 2004).

MECRail is a division of Mass Electric Construction Company.

Congestion Relief. Four rail cars on loan from Altamont Commuter Express (ACE) get the "Metrolink Treatment" in preparation for service. The ACE cars will supplement Metrolink's existing fleet of cars.



Metrolink Takes You to the Races

NASCAR Excitement

Looking to get to the Auto Club 500 race at the California Speedway? Specially chartered Metrolink trains from Lancaster, Oxnard, and Oceanside will offer an easy, hassle-free ride to all the action on February 26. Trains will arrive at the Speedway early enough to give you plenty of time to enjoy the Midway, and will depart one hour after the race.

Regular Metrolink San Bernardino Line trains will not make stops at the California Speedway on February 26; the Speedway stops will be made by three charter trains. Space is very limited, so get your tickets today.



Metrolink charter trains to the Auto Club 500 are a special service provided and paid for by the San Bernardino Associated Governments.

If you are looking to get to the California Speedway on Friday, February 24, and/or Saturday, February 25, selected Metrolink regular-service San Bernardino Line trains will make stops at the California Speedway on those days. You must buy a regular Metrolink round-trip ticket from the ticket vending machine prior to boarding the train to the Speedway. Just select "Round-Trip Ticket" and choose "Fontana" as your destination. Please remember that the California Speedway and the Fontana Station are separate destinations, so pay close attention to your conductor's announcements when riding to avoid missing your stop. You will find Metrolink California Speedway Friday and Saturday schedules at metrolinktrains.com.

As an added bonus, the California Speedway is making an exclusive offer

to Metrolink riders who purchase race tickets prior to February 17, 2006! Purchase a reserved lower-grandstand seat ticket, and you'll receive a pit-access pass for free. See the drivers, watch the crews, and marvel at amazing racing machines up close. Just ask for the special Metrolink deal when purchasing your tickets.

To purchase race or charter-train tickets, get schedules, or for more information, go to <http://www.californiaspeedway.com/fans/Metrolink.jsp> or call (800) 944-RACE (7223). Tickets may also be purchased in advance at the California Speedway, located at 9300 Cherry Avenue in Fontana.



Dr. Dolittle—Everybody's Musical

Journey to the far corners of the world with the incredible Dr. John Dolittle and a host of amazing animals in this big, Broadway-sized family musical! Nine-time Tony Award winner Tommy Tune directs and stars in this fun and fanciful stage musical based on Leslie Bricusse's Oscar-winning movie by the same name. A world-renowned

veterinarian, Dr. Dolittle has an ability to "talk to the animals." The show takes audiences on one extraordinary adventure after another and will entertain children and adults alike with its delightful melodies and impressive special effects.

Performances will begin on February 21, 2006, at the Pantages Theatre. There will be 16 performances only!

For a chance to win one of five pairs of tickets to opening night, simply fill out the entry form below and mail it by February 9 to Metrolink Matters, Dr. Dolittle Contest, 700 S. Flower Street, Suite 2600, Los Angeles, CA 90017.

Name: _____

Address: _____

E-mail: _____

Phone Number: _____

One entry per person or household.

All winners will be contacted by phone.



METROLINK MATTERS

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