

Matters

METROLINK NEWS & EVENTS • AUGUST 2008
 (800) 371-LINK • WWW.METROLINKTRAINS.COM

INSIDE **2** • A CLOSER LOOK—
 TRAIN DISPATCHING **3** • SAFETY MATTERS
 • MEET THE METROLINK TEAM **4** • SPECIAL VALUES FOR
 METROLINK RIDERS

Be There at the Ventura County Fair!

"Meet me at the Fair!" Who can resist an offer like that, especially when it is the theme of the 2008 Ventura County Fair? Summer is the time, and Seaside Park is the place, for all the food, entertainment, shopping, and carnival rides you love, right next to the ocean! When the August heat gets you down, head to the fair for hot action and cool sea breezes.

The 2008 Ventura County Fair will play host to several entertainment extravaganzas you won't want to miss. Tribute bands Hotel California and The Mighty Cash Cats recall the music of the Eagles and Johnny Cash. Captain Kaleidoscope will thrill kids of all ages with the largest collection of kaleidoscopes you've ever seen. And no one should miss the porcine antics of Valentines' Performing Pigs! These "hams to the manner born" perform for your amusement. If you have the "swine," swing by and take a snort.

Ventura is the place to be, and Metrolink trains will get you there with special charter trains from Chatsworth to the Ventura County Fairgrounds at Seaside Park (stopping at stations along the way). Trains will run Saturdays and Sundays both weeks of the fair, which is open from Wednesday, July 31 through Sunday, August 10.

Metrolink Ventura County Fair train service is a special charter offered by the Ventura County Transportation Commission in cooperation with Seaside Park. A special ticket will be required to ride the special train; these can be purchased in advance, Mondays through Fridays, at the Whistle Stop Coffee Depot in the Chatsworth Metrolink Station and the Simi Valley, Moorpark, and Camarillo City Halls. You can also get a ticket by calling (800) 438-1112. Tickets may be purchased on the day of travel at the train stations on a first-come, first-served basis. Metrolink monthly passes from any line will also be accepted. Children ages five or younger ride free.

For updated entertainment news and fair information, please go to www.venturacountyfair.org. For additional Metrolink information, visit www.metrolinktrains.com.

VENTURA COUNTY FAIR 2008

WESTBND (To Fair)	Train 189	Train 191	Train 197
Chatsworth	9:00 a.m.	11:30 a.m.	1:30 p.m.
Simi Valley	9:15 a.m.	11:47 a.m.	1:45 p.m.
Moorpark	9:29 a.m.	12:03 p.m.	1:59 p.m.
Camarillo	9:41 a.m.	12:20 p.m.	2:13 p.m.
Oxnard	*9:53 a.m.	*12:35 p.m.	*2:31 p.m.
Fairgrounds	10:20 a.m.	12:55 p.m.	3:00 p.m.

EASTBND (Leaving Fair)	Train 194	Train 196	Train 198
Leaves Fairgrounds	3:30 p.m.	6:30 p.m.	10:10 p.m.
Oxnard	3:45 p.m.**	6:45 p.m.**	10:25 p.m.**
Camarillo	3:56 p.m.**	7:01 p.m.**	10:41 p.m.**
Moorpark	4:07 p.m.**	7:13 p.m.**	10:53 p.m.**
Simi Valley	4:22 p.m.**	7:29 p.m.**	11:09 p.m.**
Chatsworth	4:40 p.m.	7:55 p.m.	11:30 p.m.

Schedules are subject to change. Please arrive at stations at least 15 minutes ahead of departure time. *These trains can depart up to ten minutes ahead of schedule. ** Passenger unloading only.

A Closer Look: Train Dispatching

It's an ordinary day, and trains are running on schedule. And then a car falls off an overpass and lands near the railroad tracks on the Ventura County Line. The immediate need is clear: everyone on nearby trains needs to be kept safe. It's the job of a Metrolink dispatcher to make sure that happens. It's a high-stress situation, and the dispatcher needs to stay calm and focused.

When this actually happened in early July, a Metrolink dispatcher handled it quickly and gracefully, keeping train passengers safe and only slightly (mere minutes) delayed. Dispatchers are like air-traffic controllers of the railroad, making sure that passengers are safe and trains keep moving.

Metrolink dispatchers constantly monitor and control the real-time movement of trains on Metrolink's tracks. Each dispatcher is responsible for one of four subdivisions—Orange/San Diego, San Gabriel (San Bernardino Line), River Corridor (the area around Los Angeles Union Station), and Valley/Ventura (Antelope Valley and Ventura County Lines). Dispatching has to happen 24/7, no exceptions. Without dispatchers, trains simply wouldn't run.

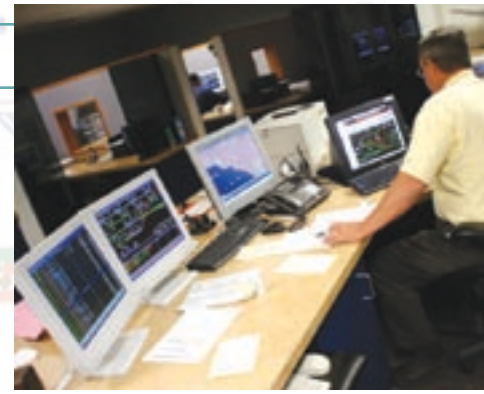
It takes a minimum of 22 weeks of training to become a train dispatcher. About nine weeks are spent in a classroom. Then,

trainees go out into the field, riding the rails for weeks to get familiar with the territory for which they'll be responsible. Finally, they spend several weeks in on-the-job training.

It's a tough job, and not everyone is cut out for it.

In fact, 30 to 40 percent of people who start dispatcher training don't make it through the program. The rules and vocabulary are complex, and the job stress is intense. Good dispatchers are exceptional multi-taskers who can remain calm and focused—even pleasant—under extreme pressure.

In the unfortunate event of an emergency on the tracks, dispatchers need to do what they do under normal circumstances every day: keep people safe. A quick-thinking dispatcher needs to adapt to changing circumstances and coordinate all the people and parts to keep the system running smoothly and safely, no matter what.



Locomotive 890, the third new locomotive to be completed, is ready for delivery to Metrolink's Central Maintenance Facility.

WHAT HAPPENED WHEN

On Monday, June 30, at approximately 10:30 a.m., Metrolink Train 302, on the San Bernardino Line, struck a trespasser at Eucalyptus Avenue. In addition to 302, trains 319 and 304 were terminated. This interrupted service between Rialto and San Bernardino for several hours. Metrolink responded by providing buses to transport affected passengers between Rialto and San Bernardino in both directions. At 2:43 that afternoon, the tracks were re-opened with no restrictions.



RULES OF THE ROAD: VOLUME CONTROL

Sharing the ride to and from work brings us all kinds of benefits: savings on fuel costs, stress reduction, and the knowledge that we're coming together with members of our community to do our part for the environment. And with this choice comes some community-minded responsibility. Each of us has to ask ourselves how we can make the train commute pleasant for the entire community with whom we share the ride—just as we'd like our fellow riders to do for us.

Recently, some passengers have expressed frustration with one another's (lack of) volume control on personal media players. "Even though people are wearing [headphones]," one rider writes, "the noise/music can still be heard

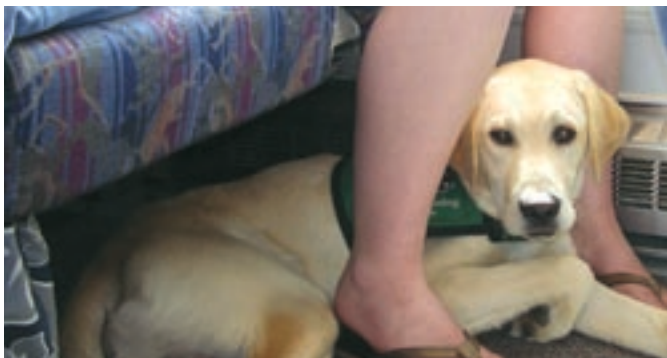


by other passengers." This makes it hard for others to sleep or simply enjoy a peaceful ride to or from work. Ditto for loud conversations, whether on cell phones or with other passengers.

We at Metrolink realize that few people intend to disturb their co-passengers. Most likely, the offending parties simply don't realize that their MP3 players are blaring beyond their own headphones or that their conversations can be heard three rows away. So, please take this as a friendly reminder to give a second thought to your volume level. We want the music lovers and social butterflies among us to be as happy on the trains as the quieter types. With an extra bit of consideration for one another we can all enjoy the ride.

SAFETY MATTERS

A friendly reminder: With the exception of guide dogs and other service animals trained to assist passengers with disabilities, large animals are not allowed to ride trains on the Metrolink system. Service animals must be controlled at all times and are not allowed to roam freely within passenger cars. Passengers using service animals for assistance are asked to maintain contact with their animals and ensure that they do not interfere with the Metrolink K-9 unit in the performance of its duties. Passengers are permitted to bring along small pets if they are enclosed in a properly ventilated carrying cage that can be stored underneath their seat.



RAILROAD GRUB

CLAREMONT'S VILLAGE GRILLE

Craving something classic? Try the Village Grille, about a block from the Claremont Metrolink Station, for classic '50s cuisine, cars, and more. The booths are red-vinyl retro and the prices are reasonable, and there's a classic-car event held on the tree-lined streets surrounding this diner once a month.

The building that houses the Village Grille was constructed as a car dealership in 1920, making it a prized piece of Claremont's architectural heritage. Today, it's a '50s-style diner that serves breakfast, lunch, and dinner, featuring classics like hand-scooped shakes and all-American burgers and fries. On the second Saturday of every month, Village Grille sponsors a classic-car cruise night, featuring a display of vintage cars, a cruise down Yale Avenue, a live DJ spinning tunes from the '40s to the '70s, and diner specials. It's free to participate or just admire.

The Village Grille is located at 148 Yale Avenue in the heart of Claremont Village. Thanks to Robert Zitar for the tip!



Meet the Metrolink Team



Welcome to a new *Metrolink Matters* column, in which we'll introduce you to the folks who work hard to get you where you're going. This month, *Matters* introduces you to Shalene Evans, a Metrolink field-services representative who has been with us for four years.

Matters: What was your previous job?

Evans: Artistic director of a fine-art reproduction company, lifeguard, swim instructor, sandwich maker...how far back do you want me to go? [Laughs]

What responsibility do you have that our riders may not be aware of?

I'm the eyes, ears, arms, and legs for dispatchers. I also provide special assistance when required for disabled passengers or school groups, and report unsafe situations or maintenance problems at stations.

What do you like best about your job?

I really like when I get a new passenger and I teach them about the system so they feel a little more confident. And I love the office space—outside!

Do you have a passenger story to share?

One passenger was very angry during a service disruption, and he was taking it out on me. I listened to his concerns and told him I understood his frustration, and now he's a friend. He says "hi" every day, and we ask questions about each other's lives. I think it was just a matter of listening.

What are your three favorite movies, TV shows, or songs?

I don't watch that many movies or that much TV, but I love *Amélie*...and *Northern Exposure*, even though it's not on anymore.

Want to give a shout-out to anyone?

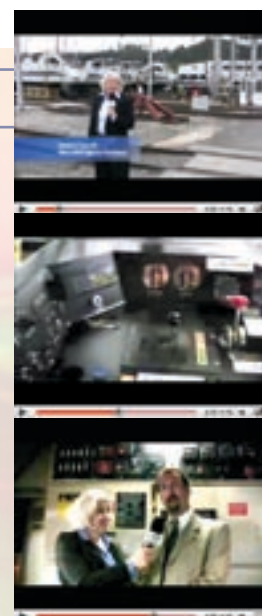
All the passengers, all the conductors, and all the engineers...and my co-workers, and my supervisor, Rick Hudson, and all the dispatchers...I love my Metrolink family!

METROLINK 'CASTS!

Metrolink is proud to announce the arrival of our very first video podcast! Currently playing on YouTube, this four-minute video introduces the first of Metrolink's new generation of locomotives, number 888, and takes you into the engine compartment and engineer's cabin.

Quarterly podcasts are planned to be released on a seasonal basis. They will explore topics such as future expansion plans, special events, and inside looks at the equipment and operations of Metrolink.

We hope to have the podcasts available for download via iTunes in the near future. In the meantime, you may view the summer 2008 podcast on YouTube by going to www.youtube.com and searching for "Metrolink Podcast." Or, you can type the URL www.youtube.com/watch?v=DB4KujUK24o directly into your browser's navigation bar.



Special Values for Metrolink Riders

Riding Metrolink is not only a great way to save money on high gas prices—did you know your ticket or pass provides discounts on sports and entertainment, too? Check out the Metrolink Web site at www.metrolinktrains.com and look under “Special Events.” Here are your summer savings for August:

Angels Baseball

See exciting Angels baseball for as little as \$10. Special discount games are August 21 and 28 and September 11 (vs. Mariners). Just print out the special voucher from the Metrolink Web site’s “Special Events” page and present it at the box office. For more information, visit www.angelsbaseball.com.

Ringling Bros. and Barnum & Bailey

Metrolink riders save \$7 on selected tickets at the circus. The last performances are August 1, 1:00 p.m. and 7:30 p.m., and August 2, 11:20 p.m. and 3:30 p.m. at the Honda Center in Anaheim. For more information, go to www.ringling.com.



Wicked: The Untold Story of the Witches of Oz

Save 20 percent on tickets for Tuesday-night performances throughout the run of the show. Don’t wait too long—great tickets are available now. Get yours at www.wickedthemusical.com.



32nd Annual Home Remodeling and Decorating Show

Metrolink riders save 50 percent on the admission price to this show at either the L.A. Convention Center (August 1 to 3) or the Pasadena Conference Center (August 22 to 24). Just show your ticket or pass at the box office to receive the discount. Learn more at www.thehomeshow.com.

L.A. Sparks

Come see the L.A. Sparks’ three Olympians, Lisa Leslie, Candace Parker, and DeLisha Milton-Jones, lead their team to victory at the STAPLES Center. Just show your ticket or pass at the box office for 10 percent off on August 28 and 25 percent on August 30! Tip-off is at 7:30 p.m. both nights. Learn more at www.lasparks.com.



Residence Inn by Marriott in Downtown Burbank

Metrolink passengers enjoy an exclusive promotional rate of \$139 per night for a Thursday, Friday, Saturday, or Sunday stay. And you’ll receive a complimentary breakfast buffet as well! Offer good through December 28, 2008 (based on availability; rates/dates subject to change without notice). Visit www.residenceinnburbank.com.

CONTEST



The world-famous Los Angeles County Fair is right around the corner: September 5 through 28. Pomona comes alive with the rides and food of the Midway, exciting bands and shows, free exhibits and demonstrations, and the home-and-gardens pavilion.

Find out why the Los Angeles County Fair is world-famous. Four lucky Metrolink passengers will have a chance to win a two-pack of tickets to the fair!

For a chance to win a package of L.A. County Fair tickets for four, simply fill out the entry form below and mail it by August 28, 2008, to

Metrolink Matters, Los Angeles County Fair, 700 S. Flower Street, Suite 2600, Los Angeles, CA 90017.

Name: _____
Address: _____
City: _____
State: _____ Zip: _____

E-mail: _____
Daytime Phone Number: () _____

One entry per person. All winners will be contacted by phone.
For contest rules, go to metrolinktrains.com and click on “Special Events.”

METROLINK MATTERS

Editor-in-Chief: Paul Sitkoff
Contributors: Charlene Ariza, Tracy Berge, Francisco Oaxaca
Designer: Harlan West/HWDS
Writing Consultant: Jessica Hoffmann
C.E.O.: David Solow

Director, Communications and Development: Steve Lantz
Manager, External Communications: Francisco Oaxaca
Send comments or story ideas to metrolinkmatters@scrra.net
or to Metrolink Matters, 700 S. Flower St., Suite 2600, Los Angeles, CA 90017.
Published by the External Communications Department.

Printed on recycled paper with soy ink.