### METROLINK NEWS AND EVENTS

**Saturday, December 11**

**Camarillo**
6:15 p.m. to 7:00 p.m.

**Moorpark**
5:00 p.m. to 5:45 p.m.

**Sunday, December 12**

**Rancho Cucamonga**
7:15 p.m. to 8:00 p.m.

**Sunday, December 19**

**Irvine**
5:00 p.m. to 5:45 p.m.

**Saturday, December 18**

**Fullerton**
6:45 p.m. to 7:30 p.m.

**Sunday, December 12**

**Montclair**
8:15 p.m. to 9:00 p.m.

**Saturday, December 11**

**Santa Ana**
5:30 p.m. to 6:15 p.m.

**Sunday, December 19**

**Monrovia**
5:00 p.m. to 5:45 p.m.

**Camarillo**
6:15 p.m. to 7:00 p.m.

---

**Join us in December at select Metrolink stations to drink Coca Cola in a reusable bottle!**

Please bring an unopened bottle for the ARCD and ‘Find the Face’ ‘Space of Love’ Top Choice.

**New Guardian Fleet Railcars Roll into Service!**

The first of our highly anticipated new cars—dubbed the “Guardian Fleet” by Metrolink and manufactured by Hyundai Rotem in South Korea—arrived on the Metrolink line as part of a two-year, eight-car order. The December 11, 2010/January 11, 2011 test on three cars is expected to provide valuable data for the final three cars and take place as part of a series of preventive maintenance tests. Metrolink is the nation’s first rail agency to provide customers with unique collaboration technology and other safety features such as high-seat backs, bolted-in seat cushions, and emergency exit doors. This first test car of the Guardian Fleet is being deployed in pairs with our existing Sentinel Fleet. Connection through New Media

Emerging platforms for online communication are changing the way we work and interact. Metrolink has embraced these changes by introducing its first social networking site. Metrolink’s Facebook, on social-networking site Facebook, you can get general and on-the-fly status updates, listen to music, upload photos, and manage your privacy settings.

Metrolink is a new friend on the Facebook site, available to friends and family with a Facebook profile. The Facebook page is designed specifically for the Metrolink audience and offers a variety of features for users:

**News**

**Special Offers**

**System Map**

**Contact Us**

**Meet the Metrolink Team**

**Customer Commentaries**

**Wild at Work**

**Published by Metrolink Communications**

**Designer: Harlan West/HWDS**

**Printed on recycled paper with soy ink.**

---

**Meet the Metrolink Team: Diana Yu and Tony Chappell**

Diana Yu and Tony Chappell, under the direction of communications manager Chuck Zibel, turned in August to create Metrolink Mobile. Yu, who has been a Metrolink customer—communications administrator for one-and-a-half years, and Chappell, who has been a Metrolink IT programmer/analyst for a year, put together the project when they became clear there was no budget for an outside consultant as originally planned.

*“We didn’t have any mobile presence.” Yu recalls, “This was a step we could take to help service our customers when they are away from their desks. We tried to present information that would most help our customers when they are waiting at the station or on the train or on the way to the train.”*

But that information isn’t easy to see on a smartphone screen. The mobile website had to focus on the most critical topics, and be easy to read and navigate. As it happened, Metrolink had the right people for the job.

Dana Yu is used to be a programmer but changed course and earned a master’s degree in human-computer interaction from Carnegie-Mellon University. She would be responsible for design.

Chappell, who had a degree in computer-science engineering from Ohio State University and had worked for a variety of private companies in Ohio and California, would be responsible for development. They won’t work.

**Prerelease notes**

They had to think this way, “We saw all based on accessible feedback from customers over the years.” Yu notes. “They we’re invited customers to requested scheduled in the format as well as service updates.” Email-soliciting campaigns also demonstrated strong interest in special offers and discounts the site.

And Chappell adds, “Thousands of Twitter followers confirmed that Metrolink service updates are important.

Second, surf the sections. Chappell viewed with an eye-old database that could have been better designed for Metrolink website. The site now displays real-time schedule updates. We have added a feature,” Chappell says.

Third, make it easy to use. Metrolink Mobile’s main page has eight features: Service Updates, Schedule Planner, Station News, Special Offers, System Map, and Contact Us—plus one link from the site,” Chappell says.

E-mail subscriptions to the public, stakeholders, and our communities.

The first of our highly anticipated new cars—dubbed the “Guardian Fleet” by Metrolink and manufactured by Hyundai Rotem in South Korea—arrived on the Metrolink line as part of a two-year, eight-car order. The December 11, 2010/January 11, 2011 test on three cars is expected to provide valuable data for the final three cars and take place as part of a series of preventive maintenance tests.

The first test car of the Guardian Fleet is being deployed in pairs with our existing Sentinel Fleet. Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.

These stainless-steel Guardian Fleet cars will be equipped with units on each end and will be able to absorb energy in any collision. The future of commuter railroading is here! Our train and engine crews have been trained on the new cars, including being familiar with new equipment and component controls. We are encouraging the launch of a control station and being prepared to respond in any emergency.
As a partner, Metrolink...
As we enter 2011, I am very proud of the work that has been accomplished by the Metrolink Board, the staff of Metrolink, and the riders of Metrolink. Together, we have made progress on a number of fronts.

The days of single-format, one-way media are over. Today, we’re all in conversation with our communities. Metrolink is happy to ride the rails of new media with you.

The days of single-format, one-way media are over. Today, we’re all in conversation with our communities. Metrolink is happy to ride the rails of new media with you.

As I look back on 2010, I am grateful to see Metrolink staff, the Metrolink Board, and Metrolink riders all in motion toward a better future. I see an exciting new year ahead.

As we look back on 2010, I am grateful to see Metrolink staff, the Metrolink Board, and Metrolink riders all in motion toward a better future. I see an exciting new year ahead.

The Metrolink Board’s safety record continued to improve in 2010. Through the agency’s ongoing commitment to passenger safety, the number of incidents and accidents declined across the湾区.

The Metrolink Board’s safety record continued to improve in 2010. Through the agency’s ongoing commitment to passenger safety, the number of incidents and accidents declined across the湾区.

The Metrolink Board’s safety record continued to improve in 2010. Through the agency’s ongoing commitment to passenger safety, the number of incidents and accidents declined across the湾区.

The Metrolink Board’s safety record continued to improve in 2010. Through the agency’s ongoing commitment to passenger safety, the number of incidents and accidents declined across the湾区.

The Metrolink Board’s safety record continued to improve in 2010. Through the agency’s ongoing commitment to passenger safety, the number of incidents and accidents declined across the湾区.

The Metrolink Board’s safety record continued to improve in 2010. Through the agency’s ongoing commitment to passenger safety, the number of incidents and accidents declined across the湾区.

As we end an eventful 2010 and enter a promising new year, it is a good time to review the course we have set and progress we have made.

As we end an eventful 2010 and enter a promising new year, it is a good time to review the course we have set and progress we have made.

As we end an eventful 2010 and enter a promising new year, it is a good time to review the course we have set and progress we have made.

As we end an eventful 2010 and enter a promising new year, it is a good time to review the course we have set and progress we have made.

As we end an eventful 2010 and enter a promising new year, it is a good time to review the course we have set and progress we have made.
A Word from the CEO
Happy holidays, Metrolink riders.
As we and our millions of riders enter a new year, it is a good time to review the progress we made in 2010 and look at the new year with hope.

As you all know, 2010 was a great year for Metrolink riders. We carried 40.6 million passengers, an increase of 10 percent compared to 2009. We are grateful for your support and trust in Metrolink. We have worked hard to provide you with excellent service.

As you know, a major event in 2010 was the opening of the Los Angeles Union Station. This project has been under construction for over a decade and we are very pleased with the outcome. This new station is a tremendous asset to the region and it will be a major hub for transit in the future.

We also made significant progress on service enhancements and improvements. We expanded service to new areas and improved our existing service. We added new trains and increased frequency on many routes. We also continued to work on improving our safety and security measures.

As we look forward to 2011, we are committed to continuing our efforts to improve service and safety. We will continue to work with our partners to provide the best possible service to our riders.

Jesus Ojeda helped prepare an Amtrak train for this year’s Christmas train. The train will travel through the Los Angeles area, stopping at various stations along the way. The train will be decorated and will feature a variety of Christmas-themed decorations.

I want to thank all of our employees for their hard work and dedication. They are the backbone of Metrolink and we appreciate their commitment to providing excellent service.

John E. Fenton, CEO

a Word from the CEO...METROLINK NEWS AND EVENTS

METROLINK SAFETY ALWAYS MATTERS

Training for the Worst-Case Scenario

A train full of passengers is taken hostage by terrorists. A bus is hijacked, and a train, traveling on an Amtrak route, is commandeered by terrorists holding hostages. Each scenario was part of a training exercise for first responders in real-world conditions.

In response, Metrolink partnered with the Federal Emergency Management Agency, the Los Angeles Police Department, and the Los Angeles Fire Department to conduct a series of training exercises. These exercises are designed to prepare first responders for the worst-case scenario.

The exercises involve a simulated terrorist event, and the participants are tasked with responding to the situation as if it were real. The participants are given a list of rules to follow, and they are asked to do their best to follow them.

The exercises are conducted in a controlled environment, and the participants are given feedback on their performance. The exercises are designed to help first responders prepare for the worst-case scenario.

These exercises demonstrate the importance of training first responders for the worst-case scenario. It is critical that first responders are prepared to respond to a terrorist event as quickly and effectively as possible.

We are working hard to ensure that our first responders are prepared for the worst-case scenario. We will continue to conduct these exercises in the future.

John E. Fenton, CEO

METROLINK Customer Comments

Holiday列车

Chula Vista Waterfront

A San Bernardino Line customer wishes everyone a happy holiday and reminds riders to be mindful of other passengers.

*As much as I try we probably sell out the new Metrolink tickets every year. We have a special event where you can purchase any number of tickets for the price of one. We also have a discount for students and senior citizens. Please call us at 408-306-5000 for more information.*

Dec 10

December 2010/January 2011

metrolinktrains.com

1-800-371-5465 (LINK)

For line-by-line status updates:

For general updates: @Metrolink

become Part of metrolink twitter nation:

www.twitter.com/metrolink

As a partner, Metrolink will be able to create special offers for our commuter populations. It’s a major opportunity to reach new riders and promote our corporate social responsibility.

Regrets with Metrolink and receive exclusive discounts and coupons for Metrolink, entertainment, dining, shopping, and services provided throughout the Southern California area. Through Metrolink's partnership with Wild at Work, you can receive all the benefits this site has to offer while helping to support your local business.

Wild at Work membership is free to Metrolink riders. If you are interested in becoming a member, you can sign up at www.wildatwork.com or by calling 800-371-5465.
Call 800-371-5465 (LINK) | Discover Metrolinktrains.com

December 2010/January 2011

5
metrolinktrains.com

Meet the Metrolink Team: Diana Yu and Tony Chappell!

Tony Chappell and Diana Yu.

When Diana Yu and Tony Chappell interviewed for the new role, they knew they had to create a website that could be used to navigate Metrolink Mobile. Yu knew they needed to create a website that could be used to navigate Metrolink Mobile. Yu knew they needed a website that would be easy to use and navigate. As it happened, Metrolink had the right people for the job.

Diana Yu requested to be a programmer but changed course and earned a master's degree in human-computer interaction from Carnegie Mellon University. She would be responsible for design. Tony Chappell, who had a degree in computer-science engineering from Ohio State University, had worked for a series of private companies in Ohio and California, and would be responsible for development.

The Metrolink team worked hard to make the website easy to use and navigate. As it happened, Metrolink had the right people for the job.

Diana Yu requested to be a programmer but changed course and earned a master's degree in human-computer interaction from Carnegie Mellon University. She would be responsible for design. Tony Chappell, who had a degree in computer-science engineering from Ohio State University, had worked for a series of private companies in Ohio and California, and would be responsible for development.

The Metrolink team worked hard to make the website easy to use and navigate. As it happened, Metrolink had the right people for the job.

Diana Yu requested to be a programmer but changed course and earned a master's degree in human-computer interaction from Carnegie Mellon University. She would be responsible for design. Tony Chappell, who had a degree in computer-science engineering from Ohio State University, had worked for a series of private companies in Ohio and California, and would be responsible for development.

The Metrolink team worked hard to make the website easy to use and navigate. As it happened, Metrolink had the right people for the job.

Diana Yu requested to be a programmer but changed course and earned a master's degree in human-computer interaction from Carnegie Mellon University. She would be responsible for design. Tony Chappell, who had a degree in computer-science engineering from Ohio State University, had worked for a series of private companies in Ohio and California, and would be responsible for development.

The Metrolink team worked hard to make the website easy to use and navigate. As it happened, Metrolink had the right people for the job.

Diana Yu requested to be a programmer but changed course and earned a master's degree in human-computer interaction from Carnegie Mellon University. She would be responsible for design. Tony Chappell, who had a degree in computer-science engineering from Ohio State University, had worked for a series of private companies in Ohio and California, and would be responsible for development.

The Metrolink team worked hard to make the website easy to use and navigate. As it happened, Metrolink had the right people for the job.

Diana Yu requested to be a programmer but changed course and earned a master's degree in human-computer interaction from Carnegie Mellon University. She would be responsible for design. Tony Chappell, who had a degree in computer-science engineering from Ohio State University, had worked for a series of private companies in Ohio and California, and would be responsible for development.

The Metrolink team worked hard to make the website easy to use and navigate. As it happened, Metrolink had the right people for the job.
Meet the Metrolink Team: Ducia Yu and Tony Chappell

When Diana and Tony Chappell read an article in 2009 about the need for a mobile-friendly website, they knew they had to act. "We were energized by the potential out there," Chappell says. They wanted to create a mobile-friendly site that would be easy to read and navigate. As it happened, Metrolink had the right IT chops in-house to make it happen. "We had the right people on our team," Chappell says.

Diana Yu served as the project lead, bringing together the marketing department and the IT department to take on the project. "It was a collaborative effort," Yu says. "Everyone had a role to play." The team worked closely with Metrolink's customer care department to ensure that the site was designed with the customer in mind.

"We wanted to make sure that we were providing the information that our customers need," Yu says. "We want to make sure that the site is responsive to their needs." The team worked hard to make sure that the site was easy to use and accessible to everyone.

"We want to make sure that our customers can access the information they need, when they need it," Chappell says. "We want to make sure that our customers can get the information they need, no matter where they are." The team worked hard to make sure that the site was easy to use and accessible to everyone.

"We want to make sure that our customers can access the information they need, when they need it," Chappell says. "We want to make sure that our customers can get the information they need, no matter where they are." The team worked hard to make sure that the site was easy to use and accessible to everyone.