



Santa's Back on Track

The Metrolink Holiday Toy Express premiered in Corona last month as firefighters from all over Southern California converged on the North Main Corona Station to celebrate the 11th year of this winter tradition and the kickoff of the 15th annual "Spark of Love" toy drive organized by local firefighters.

The grand event at the North Main Corona Station, hosted by the Riverside County Transportation Commission, came alive with a live band, free food, and a miniature train ride through "Safety Town," all in anticipation of Santa, who arrived on the Holiday Toy Express.

The Holiday Toy Express, a Metrolink train decorated with over 50,000 lights and holiday decorations, has been traveling the Metrolink system since November 17, and will be on the road until December 17. At each station stop, Santa presents an original stage show, then takes a few minutes to meet his fans.

Santa still has many more stations to visit in December, with stops planned every Friday, Saturday, and Sunday. We would like to invite all Metrolink passengers to come on out for this truly unique experience. Just check the schedule on page 3, visit www.metrolinktrains.com, or call (800) 371-LINK (5465) to find a station and time near you.

Santa would like to thank his 2007 sponsors, including Union Pacific Railroad; Connex Railroad (a division of Veolia Transportation); Amtrak; Bombardier; the cities of Palmdale, Ventura, Moorpark, and Mission Viejo; the Depot at Santa Ana; Las Lomas; and the Downtown Burbank Partnership.

Metrolink Service Reminder

Metrolink would like to make our passengers aware of the following holiday-service schedule announcements:

Metrolink will operate normal weekday service on Christmas Eve (Monday, December 24) and New Year's Eve (Monday, December 31).

Trains will not run on Christmas Day (Tuesday, December 25).

(continued on page 2)

Metrolink Service Reminder (continued from page 1)

On New Year's Day (Tuesday, January 1, 2008), Metrolink will operate service on two lines only. The San Bernardino and Antelope Valley Lines will operate a modified schedule designed to accommodate passengers traveling to the Rose Parade in Pasadena via the Metro Gold Line. Please check the schedules below if you will be taking a train on that day.

For more schedule information, please call (800) 371-LINK (5465) or visit www.metrolinktrains.com.

Antelope Valley NORTHBOUND (WB)	Departure Times	263	273	269
	LA Union Station	12:00	2:10	6:05
	Glendale	12:10	2:20	6:15
	Burbank	12:16	2:26	6:21
	Sun Valley	12:22	2:32	6:27
	Sylmar/San Fernando	12:29	2:39	6:34
	Newhall	12:43	2:53	6:48
	Santa Clarita	12:51	3:00	6:55
	Via Princessa	12:57	3:06	7:01
	Vincent Grade/Acton	1:33		7:38
Antelope Valley SOUTHBOUND (EB)	Palmdale	1:44	3:57	7:49
	Lancaster	1:55	4:05	8:00
	Departure Times	258	262	268
	Lancaster	6:10	9:45	3:30
	Palmdale	6:19	9:54	3:39
	Vincent Grade/Acton	6:30	10:25	3:50
	Via Princessa	7:02	10:39	4:24
	Santa Clarita	7:08	10:45	4:30
	Newhall	7:15	10:52	4:37
	Sylmar/San Fernando	7:29	11:07	4:51
Antelope Valley SOUTHBOUND (EB)	Sun Valley	7:36	11:14	4:58
	Burbank	7:42	11:20	5:06
	Glendale	7:48	11:26	5:12
	LA Union Station	8:05	11:40	5:25

Metrolink Service on January 1, 2008

San Bernardino WESTBOUND	Departure Times	349	355	359	361	365	371	375
	Riverside Downtown	5:15				1:00		
	San Bernardino	5:55	9:10	11:05	12:10	1:40	3:30	5:35
	Rialto	6:01	9:16	11:11	12:16	1:46	3:36	5:41
	Fontana	6:06	9:21	11:16	12:21	1:51	3:41	5:46
	Rancho Cucamonga	6:14	9:29	11:24	12:29	1:59	3:49	5:54
	Upland	6:21	9:36	11:31	12:36	2:06	3:56	6:01
	Montclair	6:26	9:41	11:36	12:41	2:11	4:01	6:06
	Claremont	6:29	9:44	11:39	12:44	2:14	4:04	6:09
	Pomona-North	6:33	9:48	11:43	12:48	2:18	4:08	6:13
San Bernardino EASTBOUND	Covina	6:42	9:57	11:52	12:57	2:27	4:19	6:22
	Baldwin Park	6:48	10:03	11:58	1:03	2:33	4:25	6:28
	El Monte	6:57	10:12	12:07	1:12	2:42	4:34	6:37
	Cal State LA	7:08	10:23	12:18	1:23	2:53	4:45	6:48
	LA Union Station	7:25	10:40	12:35	1:40	3:10	5:00	7:05

San Bernardino EASTBOUND	Departure Times	354	356	360	364	366	370	374
	LA Union Station	9:00	10:00	11:25	1:20	3:25	5:25	7:45
	Cal State LA	9:10	10:10	11:35	1:30	3:35	5:35	7:55
	El Monte	9:20	10:25	11:45	1:40	3:45	5:45	8:05
	Baldwin Park	9:28	10:33	11:53	1:48	3:53	5:53	8:13
	Covina	9:36	10:41	12:01	1:56	4:01	6:01	8:21
	Pomona-North	9:47	10:52	12:12	2:07	4:15	6:13	8:32
	Claremont	9:51	10:56	12:16	2:11	4:19	6:17	8:36
	Montclair	9:55	11:00	12:20	2:15	4:23	6:21	8:40
	Upland	10:00	11:05	12:25	2:20	4:28	6:26	8:45
San Bernardino WESTBOUND	Rancho Cucamonga	10:07	11:12	12:32	2:27	4:35	6:33	8:52
	Fontana	10:16	11:21	12:41	2:36	4:44	6:42	9:01
	Rialto	10:21	11:26	12:46	2:41	4:49	6:47	9:06
	San Bernardino	10:30	11:35	12:55	2:45	5:00	6:55	9:10
	Riverside Downtown				3:30			9:55

Rose Parade

"Passport to the World's Celebrations" is the lofty theme of the 119th Rose Parade, which will take place on Tuesday, January 1, 2008. Featuring Emeril Lagasse as the grand marshal, this year's parade will entertain spectators of all ages with majestic floral floats, high-stepping equestrian units, and spirited marching bands. The five-and-a-half-mile parade route winds through Pasadena. Don't miss this Southern California New Year's Day tradition.

New Cars—Delivery Delayed

We reported last month about 107 new cars in the works that will feature new design and crash energy management (CEM) technology. Unfortunately, due to problems in product availability, we will experience a delay of up to six months from our earlier projections. Projected delivery of the new cars has been pushed back to start in the middle of 2009.



Metrolink Rider Survey

In August 2007, we asked 1,143 Metrolink riders to participate in a survey about our services. One particular area of interest was *Metrolink Matters*. Although a large number of respondents were happy with the current content of the newsletter, we learned that many of you would like more news and information about Metrolink. We heard you, and we're working on a redesign of *Metrolink Matters* to better meet your needs.

Key content suggestions from riders include

- a regular question-and-answer column
- background information about Metrolink operations
- more information about station destinations and travel tips
- more information about Metrolink services

Most riders indicated that they would like to see more information about service changes and alerts, including upcoming rail improvements, schedule changes, fare alerts, and plans and developments.

A majority of readers wanted more responses to passenger questions, suggesting a regular Q & A section in the newsletter and/or a Q & A option on the Web site. Many regular riders are simply curious about what kinds of issues other riders are concerned about.

More station information was requested by 57 percent of survey respondents. Some riders suggested that we publish an in-depth profile of one station each month, showing all transfer connections and highlighting interesting sites and cultural events within walking distance of the station.

Half of the respondents expressed an interest in receiving more Metrolink news and less "fluff." Examples include "updates on what Metrolink is doing to improve service in the immediate future and in the long run"; "pending legislation that affects Metrolink and connecting transit"; and even a "monthly status update on all active projects."

Preference relating to information on special events and travel ideas was evenly split between riders who want to see more of it and those who think the way it is presented now is just right.

Just 30 percent of riders requested more information on rules of conduct

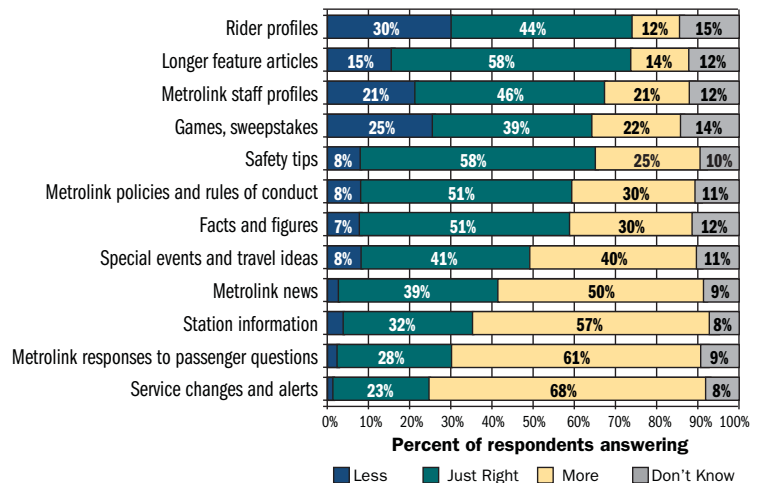
and facts and figures. But the large number of comments on these topics suggests that they are important to many of you. Many respondents pointed out that new riders are not always familiar with train etiquette and that their behavior can have a detrimental impact on the quality of the ride.

The results have encouraged Metrolink to work on a redesign of *Metrolink Matters* to better meet rider expectations, and survey participants may be given an opportunity to help with the redesign.

Survey responses also generated a large number of comments about other aspects of Metrolink services. Many of these comments referred to requests for schedule changes, for additional trains and cars, and for better communication of service delays. But there were also many commendations and "keep up the good work" comments. Thank you, riders!

If you would like to participate in future surveys, please visit the "Contact Us" section on the Metrolink Web site (<http://www.metrolinktrains.com/contact/>).

Would you like to see less or more of any of these topics in future *Metrolink Matters* newsletters?



Holiday Toy Express™ Schedule for December

SATURDAY, DECEMBER 1

ANAHEIM 5:15 p.m.
ORANGE 6:00 p.m.
SANTA ANA 7:00 p.m.
FULLERTON 8:30 p.m.

SUNDAY, DECEMBER 2

SAN CLEMENTE NORTH 5:45 p.m.
CAMP PENDLETON USMC 7:15 p.m.
SAN CLEMENTE PIER 8:45 p.m.

FRIDAY, DECEMBER 7

DOWNTOWN BURBANK 6:15 p.m.
GLENDALE 8:00 p.m.

SATURDAY, DECEMBER 8

SIMI VALLEY 5:00 p.m.
CHATSWORTH 6:00 p.m.
NORTHridge 7:00 p.m.
VAN NUYS 8:15 p.m.

SUNDAY, DECEMBER 9

MONTALVO 5:00 p.m.
OXNARD 5:45 p.m.
CAMARILLO 6:30 p.m.
MOORPARK 7:30 p.m.

FRIDAY, DECEMBER 14

EL MONTE 7:30 p.m.
BALDWIN PARK 8:45 p.m.

SATURDAY, DECEMBER 15

LANCASTER 5:00 p.m.
PALMDALE 6:50 p.m.
VINCENT GRADE/ACTON 7:45 p.m.
VIA PRINCESSA 9:00 p.m.

SUNDAY, DECEMBER 16

TUSTIN 5:45 p.m.
IRVINE 6:30 p.m.
LAGUNA NIGUEL / MISSION Viejo 7:30 p.m.
SAN JUAN CAPISTRANO 8:30 p.m.



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Safety Matters

2007 is the 150th anniversary of the last “Big One” in Southern California—a 7.9 magnitude earthquake that ruptured the San Andreas Fault for over 220 miles between Central California and San Bernardino. The entire region shook strongly for three minutes! At the time, the population of Los Angeles was only about 4,000. Today, Southern California is home to 23 million people, and the fastest-growing areas are near the San Andreas and other major faults.

Shift Happens

Prominent scientists are nervous about the potential for another great earthquake on the San Andreas Fault. Hurricane Katrina showed what can happen when we fail to prepare for a mega-disaster and society is pushed to the breaking point. In the 1994 Northridge earthquake, over 9,000 people were seriously injured. According to a UCLA study, falling objects, including lights and broken glass, caused 55 percent of the injuries. Only 1 percent of the injuries were caused by actual building damage. Twenty-two of the 33 deaths happened inside buildings, with 16 occurring in a single collapsed building.

Seven Steps to Earthquake Safety

The 2007 earthquake-readiness campaign Dare to Prepare (www.earthquakecountry.info/daretoprep/) is encouraging people to be prepared.

Putting Down Roots in Earthquake

Country, a handbook prepared by the Southern California Earthquake Center, offers the following seven steps to earthquake preparedness:

- 1) **Secure it now:** Conduct a “hazard hunt” to help identify and fix things such as unsecured televisions, computers, bookcases, furniture, and unstrapped water heaters. Securing these items today will help protect you tomorrow.



- 2) **Make a plan:** Be sure your plan includes evacuation and reunion plans, an out-of-state contact number, and the location of emergency supplies. By planning now, you will be prepared for the next emergency.

- 3) **Make disaster kits:** Every family member should have emergency supplies stored and accessible at her or his primary location (home, school, work, or vehicle). Having supplies readily available can reduce the impact of an earthquake, terrorist attack, or other disaster. Kits should include food, water, flashlights, portable radios, batteries, and first-aid kits.

- 4) **Secure your place:** Check your home or apartment for weaknesses in the structural integrity such as unbolted foundations, un-reinforced masonry, and vulnerable pipes. Make improvements as necessary.

- 5) **Drop, cover, and hold:** During an earthquake, remember to drop to the floor, take cover under a sturdy desk or table, and hold on to it firmly. Be prepared to move with it until the shaking stops.

- 6) **Check it out!** Following a major disaster, check your surroundings for injured people and damaged objects that need immediate attention. Be prepared to give assistance to those in need and to identify hazards such as damaged gas, sewage, water, and electrical lines. Be prepared to report injuries and hazards to city or county personnel.

- 7) **Communicate and recover:** Following a major disaster, communication is a key step in recovery efforts. Use your portable radio to hear important information and safety advisories.

Wildfires Sweep Metrolink Communities

When major wildfires spread across Southern California in October, they affected many Metrolink communities. Metrolink itself was fortunate to be only minimally affected—but we feel for those in our communities who were seriously impacted, and we moved quickly during the emergency to mitigate any impacts to our service.

While Metrolink experienced a couple of scares—one up near Newhall, one in the Camp Pendleton area—we were fortunate to suffer no significant impacts from the fires. Near Camp Pendleton, where the right-of-way was threatened by flames on both sides of the tracks, we suspended service temporarily, but ultimately there was no damage. During the period that the Orange County Line was shut down beyond

San Clemente due to the Camp Pendleton threat, we coordinated with Amtrak to originate service from alternate points.

As the fires raged, one key area of concern for Metrolink was the high winds, especially in valley and high-desert areas. Wind conditions reduced train speed, and we had some minor wind damage on the Riverside Line in the form of downed power lines and broken gates.

Situations like the wildfires are, by nature, unpredictable. It's our job to be alert and ready to respond quickly, whatever happens. Throughout the fires, Metrolink remained in close contact with law-enforcement and emergency-services personnel to monitor and quickly respond to any threats.



Parking relief is coming to the North Main Corona station. Construction of a 1,000 space parking structure (artist rendering at left) at the station is scheduled to begin on January 7, 2008. The west portion of the existing parking lot will be closed for the 18 month long construction project. Visit metrolinktrains.com for more information.

Riverside Transit Agency Premieres Improved Service

Get ready for faster trips, expanded service, and better connections to Metrolink stations. Beginning January 13, the Riverside Transit Agency (RTA) will upgrade service on 26 bus routes, including six CommuterLink routes that cater to Metrolink passengers.

If you live in Moreno Valley or the Pass area, you'll benefit from CommuterLink Route 210, a new express route that utilizes Highway 60 to connect the communities of Banning, Calimesa, and Beaumont with the Downtown Riverside Station.

Students at the University of California, Riverside, can now use Route 1, which will begin serving the campus on its way to the West

Corona Metrolink Station. CommuterLink Route 204 will begin serving the campus on its way to the Montclair Station.

For more than four years, RTA's CommuterLink buses have provided a comfortable, affordable, and stress-free way to travel. Free satellite television and wireless Internet service are available on some buses, and RTA is in the process of expanding those amenities to all CommuterLink routes. Best of all, bus rides to and from the station are free with a valid Metrolink pass.

For the full list of new routes, or to find more information, go to www.riversidetransit.com or call RTA at (800) 800-7821.



5 Freeway Closure: Metrolink Steps in to Get Commuters to Work

On Friday, October 13, a fiery, multi-car accident occurred on the 5 Freeway in Santa Clarita. Several people died, and the freeway—a major artery for truck and auto travel—was temporarily closed.

During the closure, Metrolink helped Caltrans minimize negative impacts by running extra cars through the area. We also added two midday trains between Via Princessa and Los Angeles Union Station. Our aim was to help as many people as possible get to work despite the freeway closure, and we carried 50 percent more riders than usual on the Monday after the crash, providing a much-needed transit alternative to commuters hailing from areas north of the closure.

To provide the additional emergency service, we had to draw cars from trains on other lines. It's Metrolink's duty as a community service provider to work with partners like Caltrans to respond to unpredictable situations quickly and effectively. Metrolink would like to thank our riders for their patience during this time, especially those who may have been inconvenienced by the temporary redeployment of some cars to the Antelope Valley Line during the freeway closure.

The Train Buddies

Passenger Vonnie Heron offers this special guest column:

The Train Buddies are a group of friends who met on Train 215 on the Antelope Valley Line. We are determined to maintain our friendship by getting together for special social and community functions. Since December 2005, we have been meeting once a season at Crazy Otto's Diner in Acton. We average about 15 commuters at each gathering, including former train pals who no longer ride the train but want to keep up the friendships made there.

Our last gathering was on Saturday, October 13. We missed some regulars because of the accident on the 5 freeway. However, some special members found a way to make it despite the difficulties. Some of us went to the Palmdale Fall Festival and made a day of it. This gathering was extra special because we said goodbye to a special conductor, Jerry Anderson. He is going to be missed, and we wish him the best on his new journey and hope to see him at future gatherings of the Train Buddies.



Special Metrolink Promotions

Don't forget to take advantage of your special Metrolink discounts. Passengers can save on tickets to your favorite events. For more details, go to www.metrolinktrains.com and click on "Special Events" for Metrolink discount offers to the events listed below:

December

- Jules Verne Film Festival
www.jvaff.org

December/January 2008

- Disney on Ice presents Princess Wishes
www.disneyonice.com
- Los Angeles Clippers
www.clippers.com
- Los Angeles Kings
www.lakings.com

City News

Burbank—"12 Days of Holiday Cheer," downtown Burbank's biggest festival, has more than 30 fun activities for 12 days and nights. Events include the mayor's tree lighting ceremony and parade on December 1, a Reindeer Run for kids on December 2, Snow Day on December 9, and breakfast with Santa on December 8. All activities are open to the public; most are free.

SATURDAY, DECEMBER 1

Mayor's Tree Lighting Ceremony and Holiday Parade – Burbank City Hall, 6 p.m.

"12 Days of Holiday Cheer" kicks off at 6 p.m. on December 1 with the mayor's tree lighting ceremony in front of Burbank City Hall. After the tree lighting, Santa will stay until 8 p.m. for photos with children while the holiday parade starts its journey through downtown streets. The parade will spread holiday cheer as it winds through downtown Burbank until 9 p.m.

FRIDAY, DECEMBER 7

Metrolink Holiday Train – Downtown Burbank Metrolink Station, 5:30 p.m. to 7 p.m.

SATURDAY, DECEMBER 8

Holly Trolley Tours of Decorated Homes, San Fernando and Palm, 5:45 p.m. and 7:15 p.m.

This joyful holiday bus leaves from the corner of San Fernando and Palm. Enjoy hot chocolate and caroling as you view the best of Burbank's holiday decorations from an authentic open-top London double-decker. The admission cost is \$5 and a donation of two



canned goods for the Downtown Burbank Salvation Army. Seating is limited. Tickets are available at 141 North Glenoaks, Monday through Friday.

SUNDAY, DECEMBER 9

Snow Day in Downtown Burbank – AMC Walkway, 11 a.m. to 2 p.m.

You're invited to bring the kids for a romp in 15 tons of fresh snow—one of the season's most popular events. Dress warm! Everything, including refreshments and music, is free. For details, call (818) 238-5173.

MONDAY, DECEMBER 10

Pet Night with Santa – Burbank Town Center, 6 p.m. to 8 p.m.

Santa will be available for photos and visits with children...and pets! For more information, call (818) 566-8617.

Downtown Burbank comprises 34 blocks of retail, office, residential, and entertainment destinations and includes more than 200 shops and 80 restaurants with more than 9,000 free parking spaces.

Dubbed "one of Southern California's most appealing urban centers" by *Sunset* magazine, the district is managed by the Downtown Burbank Partnership, a California nonprofit mutual benefit corporation. www.downtown-burbank.org



When Traffic Gets Wicked, Take Metrolink

Metrolink passengers can save 20 percent on tickets to the Tuesday night performances of **WICKED** through March 2008.

WICKED is in L.A. for an unlimited run at the Pantages Theatre in Hollywood. You'll experience the untold story of Elphaba, the Wicked Witch of the West, and Glinda, the Good Witch of the North, long before Dorothy drops in with Toto.

How to Purchase Tickets

1. Show your valid Metrolink ticket or pass and mention the promotional code "Train" at the Pantages Theatre Box Office located at 6233 Hollywood Boulevard (open daily at 10 a.m.).
2. Log on to ticketmaster.com and enter the promotional code "Train."
3. Call (213) 365-3500 and mention the promotional code "Train."



Blackout Dates

This discount is not available the weeks of Thanksgiving or Christmas. The discount offer is subject to change without notice based upon availability.

For more information, go to www.wickedthemusical.com.

Transportation

The Metro Red Line station at Hollywood/Vine is directly across the street from the Pantages Theatre. Your valid Metrolink ticket or pass is good for a free connection on the Metro rail system. Remember, there is no late-night Metrolink service for these Tuesday-night performances.

And remember, when commuting gets wicked, take Metrolink!

For train schedules and more information, go to www.metrolinktrains.com or call (800) 371-LINK (5465).

Wicked Entry Form

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

E-mail: _____

Phone Number: _____

METROLINK MATTERS

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