

METROLINK

MATTERS

METROLINK NEWS AND EVENTS



Metrolink Schedule Changes Go into Effect to Avoid Fare Increase

A schedule change including service reductions goes into effect on Monday, February 15. Affected weekend trains will change on Saturday, February 20.

Orange County and IEOC Lines: Weekends

Orange County Line:

- Trains 653, 654, 655, 656, 657, 658, 659, and 660 **are suspended** until at least June 30, 2010.
- Four new trains will operate instead of the eight trains listed above. They are trains 661, 662, 663, and 664.

IEOC Line:

- Trains 856 and 861 **are suspended** until further notice.
- Trains 857 and 858 **are suspended** until at least June 30, 2010.

IEOC Line: Weekdays

- Trains 852 and 853 **are suspended** until further notice.
- Train 851 has an adjusted schedule.

San Bernardino and Antelope Valley Lines: Weekdays

- Several trains have adjusted schedules.

91 Line: Weekdays

- Trains 705 and 707 have adjusted schedules.

Please check metrolinktrains.com for additional details.

Metrolink's In-Cab Video Cameras to Be National Model



Chatsworth remains with us but an important post-accident milestone has been accomplished. After a 16-month investigation, the National Transportation Safety Board (NTSB), the independent federal agency charged by Congress with investigating significant transportation accidents, has determined that the actions of the Connex engineer of Train 111 were the probable cause of the Chatsworth collision.

"I've seen firsthand in my community and in our Metrolink family the impact on people who lost loved ones or were critically injured. It was very difficult to hear that this Connex engineer was intentionally text messaging and caused 25 people to lose their lives on that tragic day," said Metrolink Board Chairman Keith Millhouse.

In issuing its findings, the NTSB expressed its strong disapproval of the Connex engineer's failure to observe and respond to the warning signals and red light leading up to the collision because he was engaged in text messaging. Text messaging while operating a train was and is a violation of Metrolink policies and Connex and other railroad rules; it is now a violation of federal law. The NTSB also found that the Metrolink warning-signal system, dispatch system, and equipment were all operating properly and did not play a role in the collision.

The NTSB's forward-looking safety recommendations were a very important outcome of the investigation. The board recommended to the Federal Railroad Administration (FRA), the agency responsible for enforcing rail-safety regulations, that they require the installation of video and audio recording systems in the control cabs of all train locomotives nationwide. In making their recommendation, the NTSB underscored that the "safety of the traveling public outweighs privacy."

"We will continue our diligent work to lead the way in safety enhancements!"
—Keith Millhouse

(continued on page 6)

4:20P	METROLINK	320	SAN BERNARDINO	TRACK	7B
4:30P	METROLINK	604	OCEANSIDE	TRACK	8A
4:40P	METROLINK	322	SAN BERNARDINO	TRACK	7B
4:50P	METROLINK	688	LAGUNA NIGUEL	TRACK	8B



A Word from the CEO

Dear Metrolink Customers,

For its first 16 years, between 1992 and 2008, Metrolink's history was one of steady ridership growth, increased service frequencies, and physical expansion. The most dramatic increase in ridership and public visibility came in 2008, when thousands of new commuters chose Metrolink over traffic congestion and \$4.50-per-gallon gasoline. To meet that demand and provide relief from crowded trains, railcars from other states were leased.

We all know that 2009 was a brutal year for our economy, nationally and here in Southern California. Double-digit unemployment has had a significant negative impact on state and local revenues, particularly sales taxes, the main source of voter-approved transportation revenues that support Metrolink along with our riders' fares. Even the moderation in fuel prices, otherwise a positive for consumers, has worked to decrease ridership and revenues from their 2008 peaks.

In my first seven weeks as Metrolink CEO, Metrolink's governing board has had two very significant meetings to deal with our budgetary challenges.

Listening to you, our valued riders, our board unanimously chose not to raise fares through June 30 using a combination of modest off-peak and weekend service suspensions, limited reserves, and a hiring freeze and immediate reduction of employee benefits. The board was able to balance a \$3.6 million shortfall in our current-fiscal-year (2009–2010) budget.

On January 22, the board met again to discuss approaches to adopt Metrolink's fiscal 2010–2011 budget, which is currently projected to suffer from a \$15 to \$17 million revenue shortfall. The board chose to explore a combination of 13 actions and strategies, including modified fare policies, a range of service cuts, reductions in employee costs, vendor-cost reductions, and an annual fare increase in the range of 3 to 6 percent. I am confident that a broad mix of these proposals can meet our target of a balanced budget for fiscal year 2010–2011. The budget deliberations must be completed by April 30.

Beyond our immediate financial challenges, we are confident that Metrolink will resume its growth and stabilize its revenues as the economy regains its health. As I write this, I am looking at Metrolink's ridership numbers for January 25, 2008, 2009, and 2010. In a very tough economy, system-wide patronage of Metrolink's weekday service is down only 5.32 percent on average for the month of January. These numbers demonstrate the strength of Metrolink and your loyalty in trying times.

Despite these financial setbacks, the entire Metrolink

organization remains committed to the safe operation of our rail services. Three significant safety initiatives are being pursued today:

- Positive Train Control (PTC), touted by the Federal Railroad Administration as the "gold standard" of rail safety, is a technology with complex design and requirements, not an off-the-shelf technology or system that can be implemented overnight. Basically, PTC will be able to stop a train remotely should an emergency arise or the engineer become incapacitated. Moreover, with Southern California's complex system of multi-carrier, multi-use railroads, we will be one of the first with this type of rail system to install PTC.
- Right now, the first two of our brand-new cab and passenger cars are on a U.S. carrier ship steaming its way from Korea to the Port of Long Beach. These railcars are the first of their kind, and you will see them out on the railroad in their test phases over the coming months. We hope to have our public debut sometime this summer.
- Amtrak is joining Metrolink once again as our operating contractor on June 26; this transition will be a seamless one to our passengers. Our board chose to contract with Amtrak in part because of its significant commitment to passenger safety and multiple safety programs that will complement and enhance our own safety efforts. We look forward to working with them again in this capacity.

In addition, the National Transportation Safety Board has validated our installation and use of inward-facing cameras in our locomotives. I am reading the various blogs and comments on the Web about our cameras, and I see that many of you are supporting this program too.

As a four-times-per-week Metrolink commuter from Riverside to Los Angeles Union Station, I want you to know that I take your view from the railroad very seriously. In fact, I invite you to come by, introduce yourself, and tell me about your experiences. Most days, I will be on Riverside Line Train 406, which departs Los Angeles at 4:55 p.m., sitting on the upper level, third car from the rear of the train.

Please stop by.



Thanks, Eric Haley





METROLINK SAFETY ONE

Metrolink Efficiency-Testing Program

Efficiency testing, the unannounced testing of employee compliance with rules and regulations, provides a meticulous way for Metrolink to maintain the vigilance of all contract personnel, whether their job is to operate a train or maintain infrastructure such as track and signals or Metrolink's fleet of locomotives and passenger cars.

In addition, these specialized tests also determine employees' skills and knowledge of railroad rules and regulations, and fulfill requirements of federal law. Efficiency testing also evaluates conformance to rules associated with serious failures or problems that have been identified in the industry, such as the improper use of electronic devices, unauthorized persons in the locomotive cab, and sleeping on the job. The Federal Railroad Administration prescribes that "each railroad ... shall periodically conduct tests and inspections to determine the extent of compliance with its code of operating rules, timetables, and timetable special instructions in accordance with a written program retained at its headquarters."

Service Providers

To understand Metrolink's contracting model, it is important to see the relationship between the agency and the four main contractors who provide the services that keep our trains running.

Metrolink is governed by a joint-powers authority made up of an 11-member board representing the transportation commissions of Los Angeles, Orange, Riverside, San Bernardino, and Ventura counties. Metrolink contracts and oversees four main service providers. For operating services (train and engine crews), Metrolink currently contracts with Connex Railroad (to be replaced with Amtrak on June 26, 2010). For rolling stock and equipment maintenance, Metrolink contracts with Bombardier Transportation; for communications and signals, with Mass. Electric Construction Company; and for track and structure maintenance, with Veolia Transportation Maintenance and Infrastructure (VTMI). These

contracts represent up to \$100 million in value and close to 450 contract employees. It is each contractor's primary responsibility to provide efficiency testing of their employees to ensure compliance with all Metrolink rules and federal laws. This testing protocol is the first level of monitoring for regulatory compliance.

Joint Testing

At Metrolink, efficiency testing has always been an integral part of our System Safety Program. This is the second level of monitoring for safety and regulatory compliance, in addition



to each contractor's efficiency-testing programs. In fact, after September 2009, Metrolink added another layer to its efficiency-testing program by realigning safety positions and adding Metrolink staff to its Field Operations Team (FOT), which administers efficiency tests. These tests are also conducted jointly with representatives of Union Pacific Railroad, BNSF Railway, Amtrak, and regulators such as the FRA and the California Public Utilities Commission (CPUC), as appropriate. Joint testing with

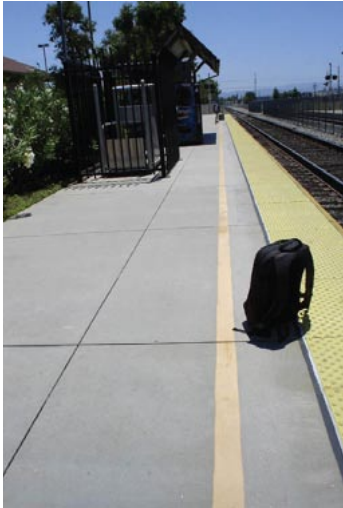
Metrolink's FOT has resulted in improved

communication between participating railroads and regulators. In addition, all trains that operate over Metrolink territory are subject to Metrolink's efficiency tests. At present, over 3,000 efficiency tests are conducted on a monthly basis on Metrolink's territory. Once again, tests are unannounced and may occur anywhere in the system, at any time.

Efficiency testing is an important part of Metrolink's multifaceted plan to enhance safety. Efficiency testing must be conducted at random times and may result in delays to trains. When it appears that the delay will be excessive, every effort will be made to provide affected passengers with alternate means of transportation according to our Quality-Service Pledge.

METROLINK SAFETY ONE

Unattended or abandoned items left on station platforms are routinely reported by security guards and sheriffs patrolling Metrolink stations. Unattended or abandoned items can trigger a security alert, which may result in a service disruption. Please do not leave any items unattended at station platforms or on Metrolink trains.



Customer Commentaries

Metrolink Matters will be sharing feedback from you on what passengers are talking about out there on the rails. We will be reprinting quips and comments from your letters and e-mails ... keep 'em coming!

...On an Antelope Valley Line train, one passenger lamented the sight of others with their feet on the seats:

“Professionally dressed passengers do not appreciate getting their clothes soiled from street grime placed on the seats from people’s shoes.”

...On another Antelope Valley Line train, a passenger respectfully requested that conductors inform passengers of possible delays ASAP:

“I truly enjoy commuting via Metrolink, but communication (or lack of it) is a big problem area for passengers. We ... would appreciate anything you can do to keep us apprised of problems in a more timely fashion.”

...On a San Bernardino Line train, a passenger wishes all riders would put people before objects:

“As a paying traveler, I am in the right to have a seat. [Yet] a great number of passengers occupy more than one seat [with their belongings].”

Linking Communities: Join Metrolink

With the rapidly growing social-networking environment and people in organizations finding value in social media like Twitter, Facebook, LinkedIn, YouTube, and blogs, it is essential for Metrolink to be where our customers and stakeholders are.

Metrolink’s social-networking participation is an integral part of our public-communications efforts. Our goal is to provide valuable information and link communities, engage the public, encourage participation utilizing cost-effective social-media tools, and build two-way communications with passengers, community members, stakeholders, and the general public.

As with any new ambitious program, there are challenges and there is room for adjustment and improvement. Metrolink reviews customer feedback via the social networks we participate in and uses that information to improve the program. Your comments are very important to us and help us provide you with accurate, relevant, and timely information.

The program includes our participation in several integrated channels. For example, Metrolink uses Twitter as a cost-effective way to provide real-time train-status information to our passengers. Over a year ago, Metrolink started providing updates to our passengers on Twitter via the username @Metrolink. Now, Metrolink has over 4,500 followers—and counting!



How to Connect

For Metrolink general information, follow @Metrolink

For Metrolink’s Antelope Valley Line, follow @MetrolinkANT

For Metrolink’s Inland Empire–Orange County Line, follow @MetrolinkIEOC

For Metrolink’s Orange County Line, follow @MetrolinkOC



Metrolink's Social Media Network

After considering our customers' feedback in December 2009, we were able to establish and distribute information through seven additional Twitter accounts, one for each Metrolink train line. Train-status updates are currently available on Twitter from

6:00 a.m. to 7:30 p.m., Monday through Friday. Metrolink updates include train-status changes that affect the published schedules by 15 minutes or longer. The list of accounts is in the box below.

Metrolink is also on Facebook, where customers, stakeholders, community members, and the general public can find more in-depth information about Metrolink, current events, and special promotions. Here, they can also comment and leave feedback for us.

In early 2010, Metrolink Communications will publish its first blog and post articles we believe you may find valuable. If you want to read and comment

on the latest and more, subscribe to our blog at metrolinktrains.blogspot.com.

On occasion, Metrolink will produce video clips to support the content we publish on these different channels and upload them on YouTube for easy viewing. To find all of our published Metrolink clips, please visit youtube.com/metrolinkmatters.

We encourage you to participate and communicate with us via these channels and help us link communities in Southern California!

For Metrolink's Riverside Line, follow @MetrolinkRIV

For Metrolink's San Bernardino Line, follow @MetrolinkSB

For Metrolink's Ventura County Line, follow @MetrolinkVC

For Metrolink's 91 Line, follow @Metrolink91

Facebook fanpage: facebook.com/Metrolink

Blog: metrolinktrains.blogspot.com

Metrolink Matters' New Look!

Metrolink Matters takes inspiration from the design on our new Rotem cab and passenger cars, featuring collision-absorbing technology, set to debut later this year. Our new brand has already been incorporated on Metrolink tickets, advertising, communications, marketing materials and select locomotives. Existing locomotives and passenger cars will transition to the new look as paint needs to be replaced. We hope you enjoy the new contemporary look and feel of *Metrolink Matters*!



Edgar Flores of GP Color applies the new graphic design to the exterior of a locomotive at Metrolink's Central Maintenance Facility in Los Angeles.

Metrolink's Quality-Service Pledge

Metrolink has offered its pledge to provide high-quality, dependable, and on-time service. This commitment to excellence is a promise our riders have the right to expect. Please visit metrolinktrains.com for more information.

Follow Us on



Metrolink's In-Cab Video Cameras (continued from page 1)

This action validates Metrolink's decision to become the first railroad in the nation to install inward-facing cameras in our locomotive fleet as part of our multilayered safety program. Metrolink installed inward- and outward-facing cameras in its entire locomotive fleet in October 2009.

"We will continue our diligent work to lead the way in safety enhancements," said Millhouse. "We are pleased that the NTSB has validated our action in becoming the first commuter railroad in the nation to install and operate inward-facing cameras as a deterrent to unsafe behaviors. Metrolink will continue its commitment to safety as our highest priority."

Cameras are proving to be a significant deterrent to the types of activities revealed during the investigation, including text messaging, allowing unauthorized persons in the locomotive, and sleeping on the job. The cameras in Metrolink's

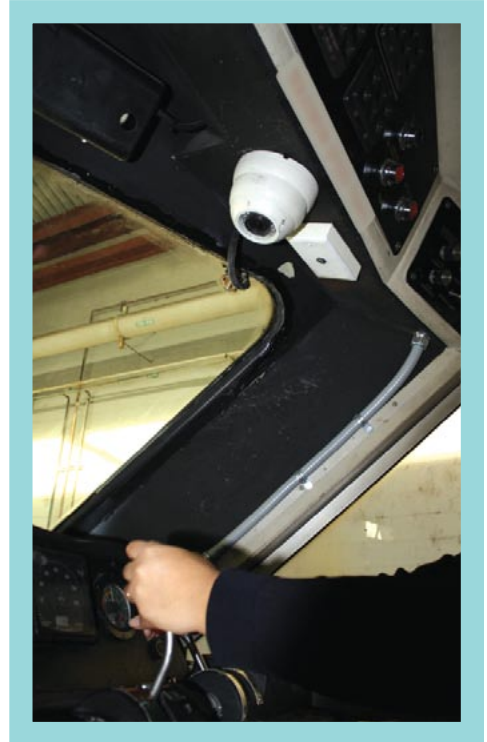
locomotives have become an important component of our safety program, and we look forward to seeing other railroads follow our lead in implementing this important safety technology.

In the past year and a half we have shared updates on the many actions we have taken to safeguard our passengers, crew, and railway workers, and the thousands of Southern California residents who interact with our system.

While the NTSB's exhaustive investigation was a long-term effort, we did not wait for their report or hesitate to act in the best interest of public safety.

Immediately following the accident, Metrolink moved to enhance passenger safety throughout our entire system by implementing a number of safety-critical actions—with more to come. Some of these actions and initiatives include:

- Establishing an independent Commuter Rail Safety Peer Review Panel of national experts
- Becoming the first railroad in the nation, passenger or freight, to install inward-facing video cameras
- Realigning, hiring, and adding new staff to oversee contractors and ensure compliance with safety regulations
- Increasing the scope and frequency of our efficiency-testing program (surprise compliance tests) among Connex, UP, BNSF, and Amtrak employees to more than 3,000 tests per month
- Executing an accelerated strategy to develop and install Positive Train

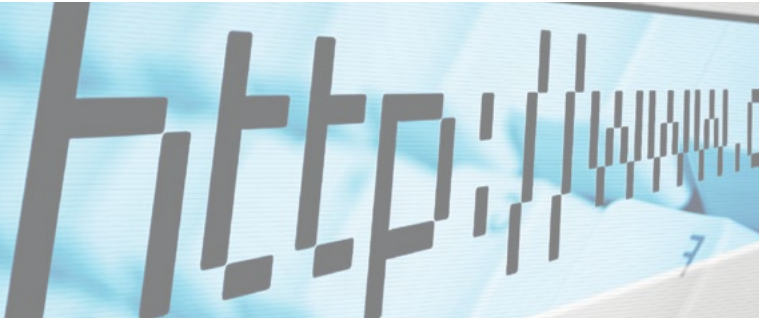


Control—the ultimate train-stopping technology—on our trains by 2012, three years before the federal mandate for implementation

Later this month, Metrolink will deliver another "safety first" when the first two cars of our fleet of Crash Energy Management-enabled cars arrive. We will be the first passenger rail system in the nation to put cars into service with this state-of-the-art collision-absorbance technology.

It bears repeating to you, our loyal riders, that safety will continue to be our top priority. We take great pride in the opportunity to be a part of your daily lives and never take for granted our responsibility to ensure your safe passage. So, as new safety ideas and technologies evolve, we will continue to be at the forefront on this issue and encourage our colleagues and national leaders to join us in this most critical effort.





Sign Up for Metrolink's New E-Newsletters

Interested in finding out about Metrolink's promotions and special discounts? Curious about state-of-the-art Positive Train Control (PTC) technology and how Metrolink is developing this vital train-stopping system? Learn more and stay in the loop by subscribing to Metrolink's free e-newsletters: *Metrolink Events and Promotions* and the *Metrolink Positive Train Control (PTC) Newsletter*. To subscribe, visit metrolinktrains.com/e-newsletter. Subscribers have the ability to manage their subscriptions and unsubscribe at any time. Metrolink respects your privacy, and does not distribute your information to third parties.

Metrolink Moves East Portal Ticket Office

Metrolink's Los Angeles Union Station ticket office, formerly located in the MTA ticket window in the East Portal, has temporarily moved around the corner. Mid-March, this temporary ticket window will close, and all ticketing, passenger-information, and lost-and-found services will be in one central location at the west end of the tunnel (the center of L.A. Union Station, on the Alameda Street side).



PTC CORNER

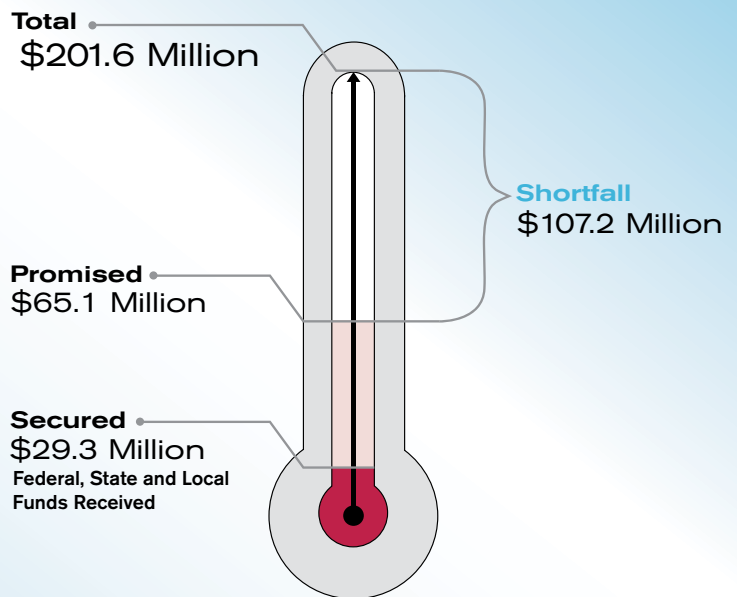
Total Project Cost: \$201.6 million

Project Cost and Funding Status

Installation of a PTC system on the 216 miles of Metrolink agency-owned and -dispatched right-of-way is estimated to cost \$201.6 million. The Metrolink system includes 476 signal locations (masts, cantilevers, signal bridges), 90 control points, a six-county voice and data radio network, a central train-control dispatch center, 52 locomotives, 57 cab cars, and 312 highway-rail grade crossings.

Funding for the project is being sought from all available local, state, and federal sources. In order to meet the accelerated implementation timeline, Metrolink is seeking up to 50 percent federal funding for the project. The project's local match is funded through locally collected transportation sales taxes and state funding consisting of Proposition 1B and 1A dollars. Click [here](#) to subscribe to our online PTC Newsletter: metrolinktrains.com/e-newsletter.

PTC Funding Plan 2010



Grand-Opening Celebration Set for Covina and Claremont Bikestations

Join us on Wednesday, February 24, to celebrate the grand opening of the Covina and Claremont Bikestations. These new facilities will provide 24-hour secure bicycle parking at the Covina and Claremont Metrolink stations.

With a secure keyless entry system and security monitoring, Bikestations eliminate the most common reason people don't leave their bikes at the train station—fear of theft. Bikestation Covina is the first modular, unstaffed, multi-use bicycle transit center in the country. It offers 36 secure parking spaces to accommodate up to 80 users. Bikestation Claremont, located in the historic Claremont train depot, will offer not only secured indoor bike parking but also a repair stand and tools, a restroom and changing room, and easy access to nearby bicycle-repair services and rentals.

Bicycling to the train not only reduces the need for station parking, it improves cyclists' health and lowers emissions—it's good for the environment and for people. For more information on these events, please visit metrolinktrains.com.



This new modular Bikestation is located in the parking lot of the City of Covina Metrolink Station at 600 N. Citrus Avenue.

METROLINK MATTERS

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