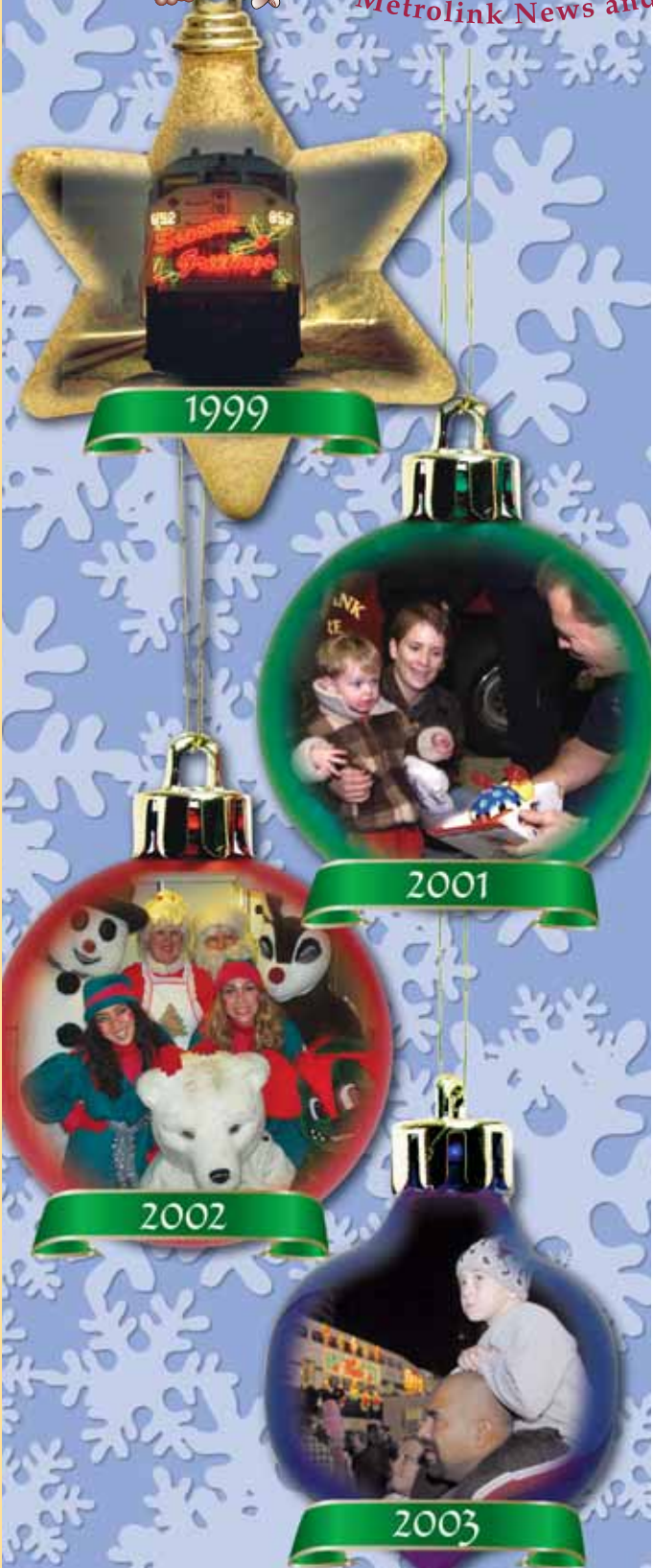




Metrolink News and Events

NOVEMBER '05



Santa Claus Is Coming to Town!

In 1997 Metrolink lit up the night in a whole new way with the very first Holiday Toy Express. With nearly 30,000 lights, live performers, and a full-size fire truck, how could this never-before-tried event miss?

No one could have predicted some of the worst rain in nearly six years, which caused the cancellation of the first weekend; that the extremely ambitious schedule would cause Santa to be nearly three hours late to some stations; or the night that the sound system didn't arrive with the train in Oceanside.

Yet despite torrential rains, long (long!) waits, and the technical glitches that plagued that first year, the crowds still came. When Santa and his friends chugged into El Monte at nearly 11 p.m. on a cold night in December 1997, hours after their scheduled arrival time, they were greeted by scores of excited faces who were all there to see one thing: Santa's amazing new train.

And hundreds of toys were collected for the California Firefighters' "Spark of Love" toy drive.

Santa's come a long way since that first train in the winter of 1997 with a longer train that now has 50,000 lights and even more decorations. Eight Holiday Toy Express trains have made their way across Southern California, playing to thousands of delighted families from Ventura to San Bernardino who have come to see the free show, delight in the magic of Santa, and donate a toy to a worthy cause.

On November 19, 2005, the ninth annual Holiday Toy Express will roll out with more than 50,000 lights, decorations, a vintage 1952 Nash Rambler that once served as a fire chief's car, and, as always, a free show starring the Jolly Old Elf along with Mrs. Claus, elves, and a cast of other characters.

Watch for the Holiday Toy Express coming weekend evenings this November and December to your neighborhood Metrolink station. For the full schedule, including December's stops, visit www.metrolinktrains.com or call (800) 371-LINK (5654). For more information about the California Firefighters' "Spark of Love" toy drive, visit www.abctv.com.

Santa and all of his friends look forward to seeing you and your whole family at a Metrolink station near you. Happy Holidays!

Schedule

SATURDAY, NOVEMBER 19TH

- Chatsworth...4:45 p.m.
- Simi Valley...6:15 p.m.
- Northridge...7:00 p.m.
- Van Nuys...7:40 p.m.
- Glendale...8:30 p.m.

SUNDAY, NOVEMBER 20TH

- Montalvo...5:00 p.m.
- Oxnard...6:00 p.m.
- Camarillo...6:45 p.m.
- Moorpark...7:45 p.m.

FRIDAY, NOVEMBER 25TH

- Burbank...6:50 p.m.
- Sylmar...7:30 p.m.
- Newhall...8:25 p.m.
- Santa Clarita 9:10 p.m.

SATURDAY, NOVEMBER 26TH

- San Clemente North...5:45 p.m.
- Oceanside...7:05 p.m.
- San Clemente Pier...7:55 p.m.

SUNDAY, NOVEMBER 27TH

- Tustin...5:25 p.m.
- San Juan Capistrano...6:50 p.m.
- Laguna Niguel/ Mission Viejo 7:40 p.m.
- Irvine...8:30 p.m.

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Speed Dial

Did you know...

The quickest way to check on train delays is by calling Metrolink at (800) 371-LINK (5465). The new

voice-activated answering system responds immediately to your requests. Just say "train delays" when the phone is answered, and the most up-to-date system-delay information will be announced. There's no need to listen to the full menu of information choices. Go ahead; interrupt the "Welcome to Metrolink's..." greeting for a fast and easy way to get the scoop on train delays.

Safety Matters

A few passengers have recently asked why they must wait on the train following an emergency incident on the right of way. Why, they wonder, wasn't a bus bridge or other alternative means of transportation provided?

It is important to understand that the safety of our passengers is always our top priority. Following a grade-crossing collision or trespasser incident, the safest place for passengers to wait is on the train. While the investigation may take time, sometimes it is not safe to allow passengers to evacuate the train onto the right-of-way, especially if the train is not stopped at a crossing or station. When making a decision as to whether to allow passengers to detrain at locations other than stations, Metrolink officials must consider walking, lighting, environmental, and other conditions to prevent injury to our passengers. The railroad right-of-way area is designed to support the weight of the very heavy trains that travel over it; however, in some areas, the footing can be very unstable and may present a danger to untrained pedestrians. Elderly or disabled passengers and passengers wearing open-toed shoes or high heels may not be able to exit safely at some locations. Also, there may be debris or other material scattered along the tracks that could compromise passenger safety.

During these types of emergencies, conductors do their best to give periodic updates to those on the train. Usually, the train equipment is held at the location while the investigation is conducted and cannot be moved until the local law-enforcement agency releases it. Bus bridges may take several hours to coordinate, especially during peak travel times. Often the equipment is released before the buses would have arrived at the location. Metrolink Safety and Security Division staff members provide grade crossing collision investigation (GCC) courses to local law-enforcement agencies within the six-county service area that teach the proper method for efficiently conducting an investigation of a grade crossing collision.



Metrolink Holiday Service

As the holiday season rapidly approaches, Metrolink wants to make sure that riders are aware of the adjusted holiday train schedules and ticket promotions.

Thanksgiving

Beginning November 1, riders can purchase advance tickets for Thanksgiving holiday weekend service on the San Bernardino and Inland Empire-Orange County lines at our ticket vending machines by pressing the special ticket button that says, "Thanksgiving Special Tkt." Tickets purchased for Thanksgiving Day (November 24) will cost 25 percent less than regular-priced one-way and round-trip tickets.

- **San Bernardino Line**—Round-trip tickets purchased for Thanksgiving Day will be valid for return trips through Sunday, November 27. Up to three children (17 years and under) per family may ride free with a paying adult from November 24 through November 27.
- **Inland Empire-Orange County Line**—Round-trip tickets purchased for Thanksgiving Day will be valid for return travel until the following day, Friday, November 25. Up to three children (17 years and under) per family may ride free with a paying adult on November 24 and 25.

Christmas

In observance of the Christmas holiday, there will be no train service on Sunday, December 25. On Monday, December 26, only the San Bernardino Line will be in operation. All one-way and round-trip tickets purchased for that day will cost 25 percent less than regular-fare tickets.

New Year's Day

To ring in the New Year, Metrolink trains will not be operating on Sunday, January 1, 2006. On Monday, January 2, only the San Bernardino and Inland Empire-Orange County lines will be in operation. Beginning December 1, riders may purchase advance tickets for the San Bernardino and Inland Empire-Orange County lines for the January 2 holiday service. Tickets may be purchased at ticket vending machines, under the special ticket button that says, "Monday, January 2 Holiday." Tickets that are purchased for travel on January 2 will cost 25 percent less than regular-fare one-way and round-trip tickets.

Multi-Line Ticket Option

- Monthly passes and tickets valid on the Riverside Line can be used for travel on the San Bernardino Line (for trips of equal or lesser distance) for the Thanksgiving and January 2 holiday services.
 - Monthly passes and tickets valid on the Riverside or 91 lines can be used for travel on the Inland Empire-Orange County Line (for trips of equal or lesser distance, as long as the origin station or the destination station is in Riverside or San Bernardino County) for the Thanksgiving holiday service.
- Metrolink wishes you and your loved ones a very happy and safe holiday season! If you have any questions or would like to see the special train schedules for the above holidays, please contact Metrolink at (800) 371-LINK (5465) or visit our website at www.metrolinktrains.com.

Meet Metrolink's Board Members

Mayor Frank C. Roberts



Mayor Frank C. Roberts has the distinction of being Lancaster's first directly elected mayor. In 1996, Lancaster voters decided that they preferred to elect the mayor directly, instead of under the rotational system that then existed in the Lancaster City Council. Since that time, Roberts has successfully served four terms and is currently serving his fifth term as mayor.

In addition to serving as mayor, Roberts has also been a member of the Antelope Board of Trade for more than 25 years. He serves as president of the Workforce Development Board of Los Angeles County (formerly the Employers Advisory Committee/EDD) and is a fellow of the Institute for the Advancement of Engineering. Roberts was recently elected chairman of the Los Angeles County Metropolitan Transit Authority Board of Directors, to which he was first elected in 1999 to represent the Northern Corridor cities. Roberts is also dedicated to promoting recreation in Lancaster, where he has been instrumental in the development of the Lancaster Municipal Baseball Stadium, the Lancaster National Soccer Center and the Big 8 Softball Complex.

Supervisor Tom W. Wilson

Supervisor Tom W. Wilson was appointed to the Orange County Board of Supervisors for the fifth district by former governor Pete Wilson in December 1996. He was then elected to a four-year term on the board in 1998, and was re-elected in March 2002. He served as vice chairman of the board in 1998, 1999, and 2002. He was elected chairman in 2003, and was re-elected in 2004 to serve a second term.



Supervisor Wilson also serves as a member of the Orange County Transportation Authority, Transportation Corridor Agencies, Orange County Fire Authority, Southern California Regional Rail Authority, Local Area Formation Commission, and Southern California Regional Airport Authority. He also serves as an alternate on the Orange County Council of Governments, ex-officio member of the Orange County Regional Airport Authority, chair of the Orange County Coastal Coalition, chair of the California Coastal Coalition Executive Committee, member of the American Coastal Coalition in Washington, D.C., and executive vice president of the West Coast American Shore and Beach Preservation Association Board of Directors.

Metrolink Employee Journeys to Gulf Coast to Assist Hurricane Victims

Metrolink Corporate Relations Administrator Edward Hargrave didn't hesitate to jump in and help Metrolink coordinate relief efforts with the American Red Cross following hurricanes Katrina and Rita. Free transit passes were provided to relocated victims who came to Los Angeles and fundraising flyers were distributed throughout the Metrolink system. As a former employee of the American Red Cross, Edward felt compelled to go a step further and volunteer to go to the Gulf Coast. Here is his story in his own words:

"I worked for the American Red Cross (ARC) back in the 1980s. I was responsible for fundraising and public relations in the Southeast District of Los Angeles. In addition to those tasks, during many local disasters and one national disaster during my five years with the ARC, I helped with shelter management, assisted with damage assessment, and helped where I could with disaster action teams.

The Red Cross said it needed thousands of volunteers for the biggest disaster response in the history of the organization, and Metrolink said I could go.

I received my volunteer assignment a week later and found myself on my way to Montgomery, Alabama, as an assistant shelter manager.

Upon arrival, registration took a few hours because the Montgomery Red Cross Center Headquarters sent volunteers into two states, Alabama and Mississippi. When the time came for me to register with the American Red Cross *(continued on page 4)*



Ask Metrolink!

Dear Metrolink,

Just as I started to relax on my train ride home from work on the Antelope Valley Line last week, I couldn't help being annoyed by a loud and continuous beeping

and talking noise in the seat behind me. I turned around and discovered that a fellow passenger was using his cell phone in radio mode with its speaker on. He was talking so loudly that I could hear their entire conversation! Can you please tell me what Metrolink's policy is on using radio/speaker phones?

Thank you,
Bothered Rider

Dear Bothered,

Thank you for your letter. Here at Metrolink, we understand that the latest technology and electronic gadgets make our lives easier, but we remind our riders to be respectful of other commuters when using them. While the radio function on some mobile phones is convenient and helps users save money on cell-phone-to-cell-phone calls, we ask that riders PLEASE take calls in the "Off Speaker" mode while on the train. You'll save money on those scary cell-phone bills while minimizing the impact to fellow commuters. Thank you for riding Metrolink. We look forward to serving you for years to come.

Sincerely,
Metrolink

Metrolink Employee Journeys to Gulf Coast to Assist Hurricane Victims *(continued from page 3)*

regional shelter-manager coordinator, priorities had changed. The biggest problem now was with drivers and supplies getting to the shelters, fire stations, police stations, voucher-distribution points, and churches. So I ended up in bulk distribution, driving 24-foot trucks from the middle of Alabama to lower Mississippi, just above Louisiana.

We went to some very rural places in Mississippi. On the map, there would be a name of a town but no outline of the town. Some of these towns were so small that the main store was a combination gas station/pizza parlor/grocery store/general restaurant ... with only one front and one back door.

I delivered literally tons of water, snacks, and meals, plus tools and some immeasurable goodwill from the Metrolink riders back home. When I told locals I'm from Los Angeles, the inevitable response was, 'You came a long way' and 'We appreciate y'all Red Cross people helpin'.' When I talked to some of the people we helped, they would calmly tell their stories, but I could sense that their hearts were in a panic. Having no water, no electricity, no phone, car keys and no car, house keys and no home ... being tired, hungry, angry, fearful, desperate, thankful, grateful, blessed, unlucky, very lucky, sad, lonely, and looking at the future unclearly... You can hear a lot from even a very short conversation.

The trucks we drove only went a maximum of 70 miles per hour, and on some of our round trips, we went more than 630 miles. Consequently, we would get back at three in the morning or 12 midnight. We would consider

ourselves lucky if we got back the same day we left. The small towns didn't have road signs; the temperature outside was always over 90 degrees and the humidity was also high. We had to always find someone to tell us where the delivery location was. When you rolled down your window to ask directions, the 'lovebugs' flew into your cab.

The lovebugs were so named because they were always mating. These little black bugs were everywhere in huge numbers. We would have to stop every 100 miles or so to clean the lovebugs off the windshield. They got into the truck radiator vents to the point that, when washing them out from under the hood, you had to pressure-wash the radiator from the backside.

Then Hurricane Rita hit..."

During his time in the Gulf Coast, Hargrave felt grateful to be able to pitch in and send goodwill wishes from all the

Metrolink staff and passengers. Personally and on behalf of Metrolink, he thanks riders for their generous support and donations. The relief efforts are far from over; if you would like to donate to the American Red Cross, the best way to help is by making an online contribution at www.redcross.org. You can also help by calling 1-800-HELP-NOW.

Part II of Edward's journey will appear in the December issue of *Metrolink Matters*.



Edward Hargrave and fellow volunteers.

Station City News

Lancaster—November brings more great performances to the Lancaster Performing Arts Center.

Folk legend Arlo Guthrie is a musical genius and natural-born storyteller whose tales figure prominently in his performances. Guthrie will perform at the Lancaster Performing Arts Center on November 3 as part of the "Arlo Guthrie's Alice's Restaurant 40th Anniversary Tour."

On November 18, experience a performance described as part stand-up routine, part bingo game, and all interactive comedy. *It's Not Going My Way* is a new show by the creators of *Late Nite Catechism* and *Late Nite Catechism II*. Silly songs, audience participation, a little bingo, and a big sheet cake!

The Lancaster Performing Arts Center is located at 750 W. Lancaster Blvd. in downtown Lancaster. For more information, call the LPAC box office at (661) 723-5950 or log on to www.lpac.org.

METROLINK MATTERS

Editor-in-Chief: Paul Sitkoff
 Contributors: Tracy Berge, Sheryl Carrerow, Anja Magnani
 Designer: Harlan West/HWDS
 Writing Consultants: Rogers & Associates
 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.
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