

December 27, 2016

Dear Rider:

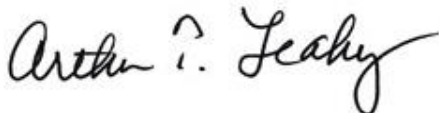
From December 7 through December 24, a fare calculation error resulted in some riders being charged more or less compared to what they had paid previously. The discrepancies ranged between \$.25, primarily in One-Way and Round-Trip tickets, and \$5.25 for a December Monthly Pass. We are sorry for this inconvenience and have corrected the issue.

If you paid more than our current published price, you are eligible for a refund. If you notice a discrepancy in your fare, please keep your receipt and go to www.metrolinktrains.com/refunds. We will honor refund requests for this error through Jan. 31. For additional information regarding refunds, please call 800-371-LINK (5465).

The issue began on December 7, when we updated our fares to reflect a new 25% discount to and from the four Perris Valley Line Extension stations. We used a new automated process that caused slight changes in the formulas that are used to calculate our fares. As a result, approximately 1% of system-wide fares were unexpectedly changed. Some resulted in fare reductions and some resulted in an increase to fares.

Again, I am very sorry for this oversight and any inconvenience it may have caused you. We are committed to correcting the issue, preventing it from happening again and refunding any overcharges to impacted riders.

Sincerely,



Arthur T. Leahy
Metrolink Chief Executive Officer

