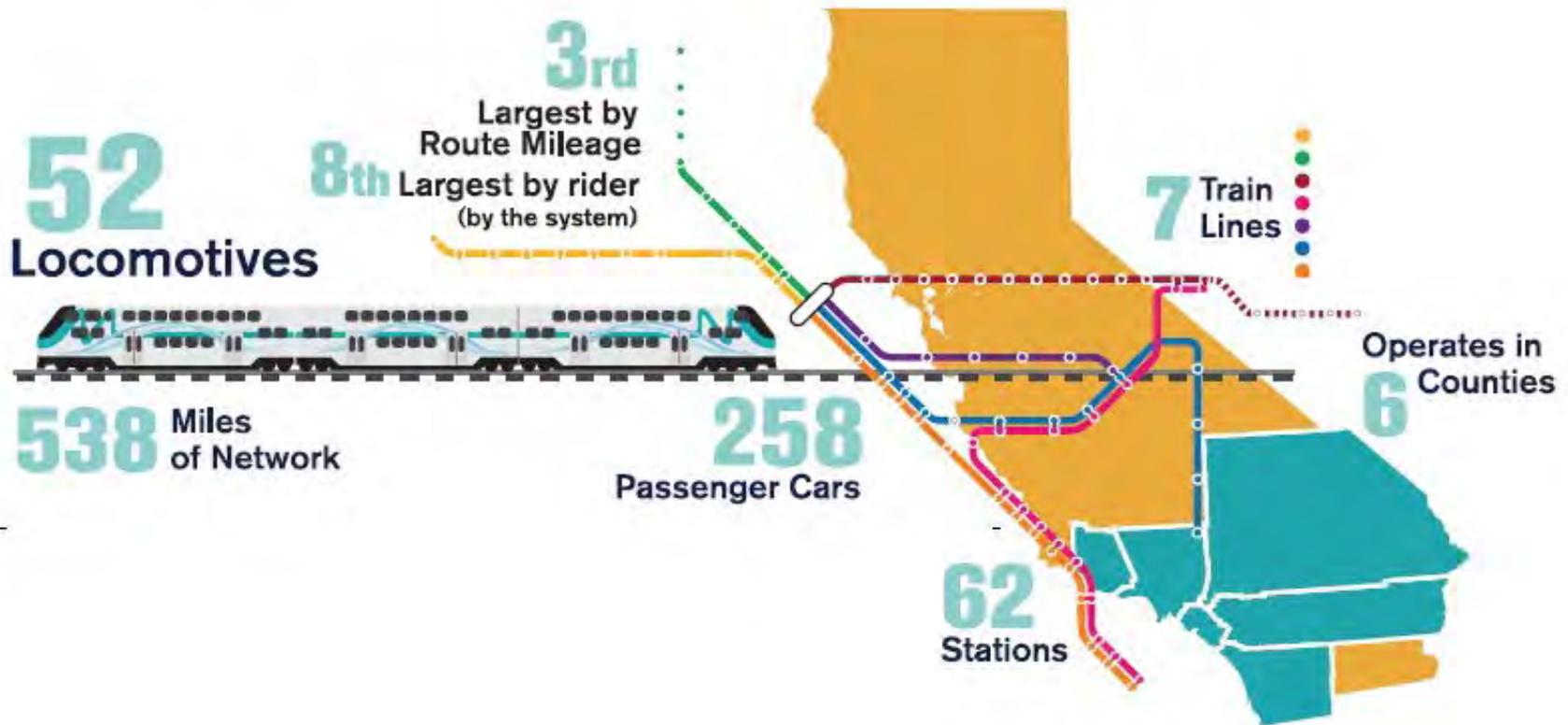


CTC Update August 12, 2020

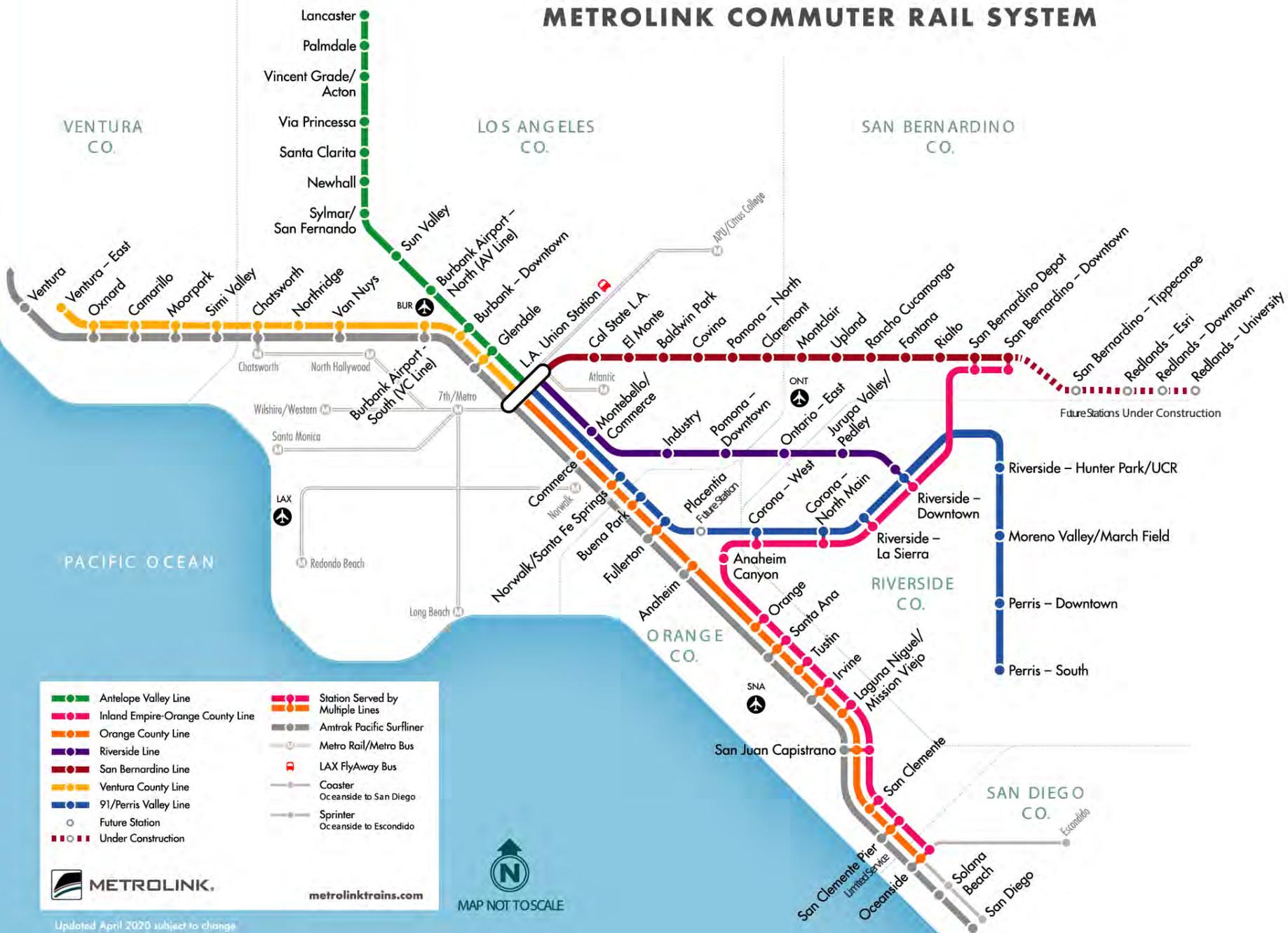


METROLINK CONNECTS SOUTHERN CALIFORNIA

28th Year of Operations



METROLINK COMMUTER RAIL SYSTEM



	Antelope Valley Line		Station Served by Multiple Lines
	Inland Empire-Orange County Line		Amtrak Pacific Surfliner
	Orange County Line		Metro Rail/Metro Bus
	Riverside Line		LAX FlyAway Bus
	San Bernardino Line		Coaster Oceanside to San Diego
	Ventura County Line		Sprinter Oceanside to Escondido
	91/Perris Valley Line		Future Station
	Under Construction		



metrolinktrains.com



Updated April 2020 subject to change

METROLINK REMOVES EMISSIONS AND CONGESTION

85%

OF WEEKDAY METROLINK RIDERS HAVE AN AUTOMOBILE BUT CHOOSE TO TAKE THE TRAIN



METROLINK HELPS RELIEVE FREEWAY CONGESTION

ALONG THE 5th, 10th, 14, 15, 57, 60th, 91st, 101st, 134th, 210, 215, 405, 605 AND 710 FREEWAYS



Metrolink reduces 9.3 million car trips off Southern California roads, eliminating over 130,000 metric tons of GHG emissions in our air basin – the equivalent carbon captured by 153,000 acres of forest.

11.9 MILLION BOARDINGS



In FY19, Metrolink achieved an agency ridership record of 11.9 million boardings. FY19 also marked five years of continuous growth.

Sources: Metrolink (2018) Origin Destination Study.

Metrolink (2019) Large capacity equivalent calculated using Metrolink conductor counts and Caltrans AADT traffic counts.

Metrolink (2019) Ticket-Based Ridership FY19 Business Intelligence Report

California Air Resources Board (2019) TIRCP Benefits Calculator Tool. <https://ww2.arb.ca.gov/resources/documents/cci-quantification-benefits-and-reporting-materials?corr>

Environmental Protection Agency (2019) EPA's Greenhouse Gas Equivalencies Calculator, <http://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>

...A WORLD WITHOUT METROLINK

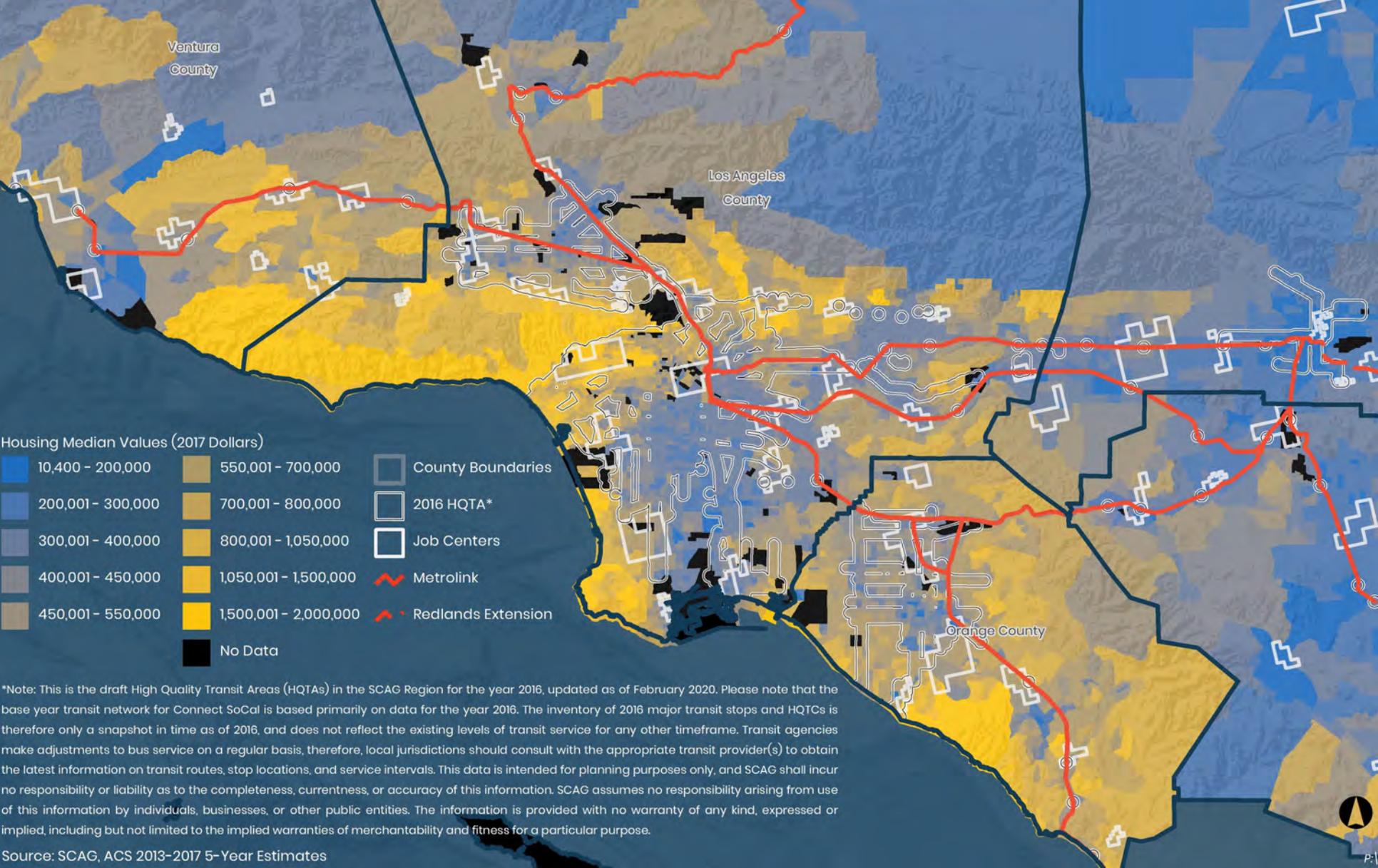


With Metrolink: Less Cars and Emissions
9.3 million VMT and 130,000 metric tons
of GHG reduced



No Metrolink = More Traffic and Emissions
3,000 more cars on the I-10 during rush
hour
More time on the road = Rush hour
lengthened by an hour

Metrolink: Connecting Affordable Housing to Job Centers

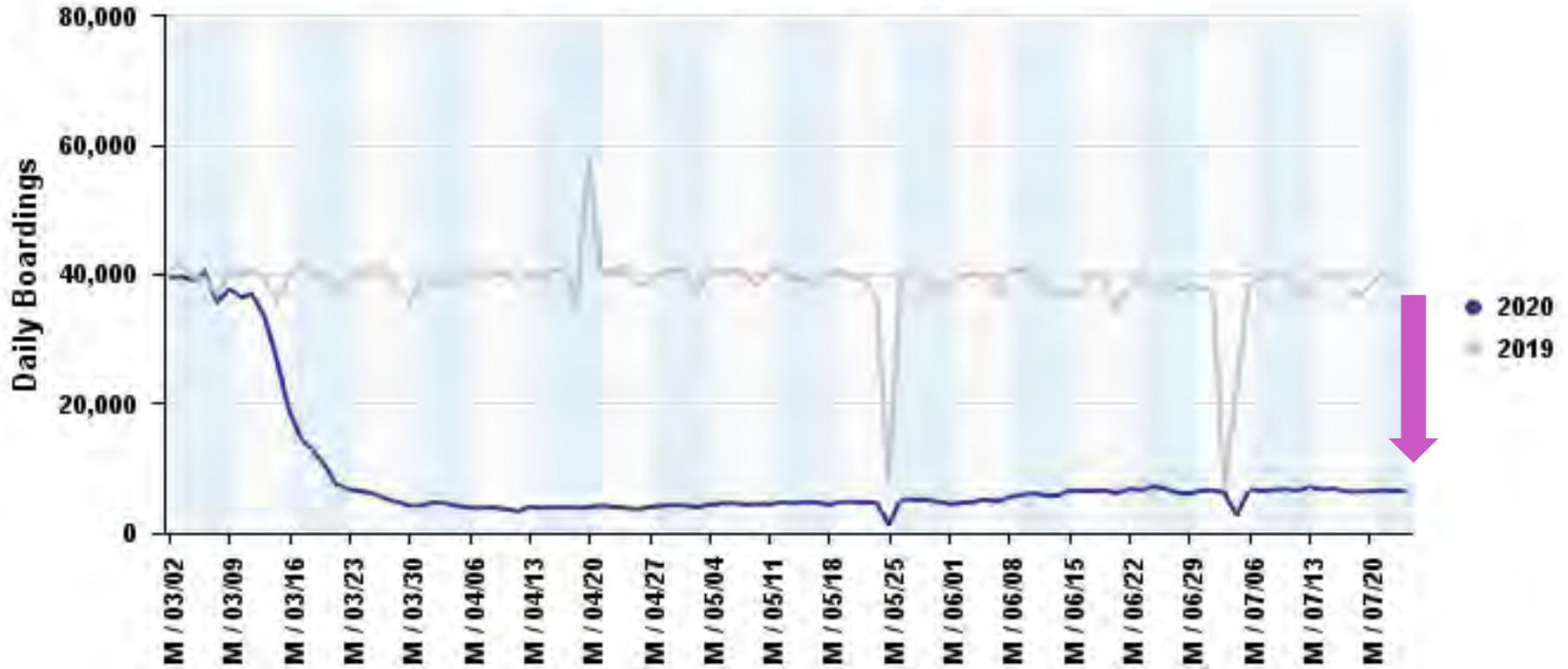


*Note: This is the draft High Quality Transit Areas (HQTAs) in the SCAG Region for the year 2016, updated as of February 2020. Please note that the base year transit network for Connect SoCal is based primarily on data for the year 2016. The inventory of 2016 major transit stops and HQTAs is therefore only a snapshot in time as of 2016, and does not reflect the existing levels of transit service for any other timeframe. Transit agencies make adjustments to bus service on a regular basis, therefore, local jurisdictions should consult with the appropriate transit provider(s) to obtain the latest information on transit routes, stop locations, and service intervals. This data is intended for planning purposes only, and SCAG shall incur no responsibility or liability as to the completeness, currentness, or accuracy of this information. SCAG assumes no responsibility arising from use of this information by individuals, businesses, or other public entities. The information is provided with no warranty of any kind, expressed or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.

Systemwide Ridership

Down approximately 83%

SYSTEM RIDERSHIP
DAILY CONDUCTOR COUNTS 2020 VS 2019



LISTENING TO OUR RIDERS

Serving our Essential Employees



71% of current riders describe themselves as **Essential Workers**

You indicated that you are still riding Metrolink. What describes your current use of Metrolink? (multiple responses possible)



CONCERNS AND EXPECTATIONS

Overwhelmingly, riders are concerned about cleaning and social distancing. Enhancements in this area will motivate them to return to Metrolink.



Concerns about social distancing and cleanliness are main **barriers for those unlikely to ride again**

What are the primary reasons why you would be unlikely to ride? (multiple responses possible)



FIVE-POINT RECOVERY PLAN



1

HEALTH AND SAFETY

Commuting Together, Socially Distant

Face masks are required for employees and passengers

Social distancing is required on Metrolink trains and at stations

Promotion of contactless ticketing through Metrolink Mobile App

How Full Is My Train? Online tool to check ridership levels to ensure there is space for social distancing

Signs on platforms and trains inform riders about social distancing and mask requirement



2 OPERATIONAL TRANSPARENCY

Fast Track Customer Confidence



Install two hand **sanitizer stations** on **every** train car

Use **electrostatic sprayers** to disinfect trains **daily**

The Clean Care Crew will visibly **clean** and **sanitize** touchpoints with **hospital-grade** disinfectants throughout the day



Station attendants will **regularly** and **visibly clean station touchpoints** (e.g., ticket vending machines, handrails)

Prominently post **how and when** the **last cleaning** was performed on trains

Educate riders, employees, and contractors on all cleaning measures – **“Clean Commuting”** campaign to advance **health and safety** onboard our trains



Upgrading air filters on every rail car with the latest readily available technology that is compatible with the HVAC system

3

TRIPLE BOTTOM LINE

Environment. Economy. Equity.

Metrolink will create a different business model to support economic recovery goals and job creation for Southern California – emphasizing essential workers who are more likely to be low-income and rely on Metrolink for transportation.



Consider new promotional fare products including a low-income fare, telecommuting pass, and off-peak riding incentives

Promote the essential nature of Metrolink's service to **essential workers** who our region is relying on to get us through the pandemic

Continue to achieve and surpass our diverse participation goals, and explore launching a **small business program** as a part of our procurement processes

Launch a loyalty program to reward riders for taking Metrolink with tickets, as well as promotional offers from local and national businesses



4

FUTURE-PROOF OPERATIONS

More Efficient Stewardship

As we move from **response to recovery**, our intention is to be **flexible** while taking a measured approach to implementing strategic and sustainable service.



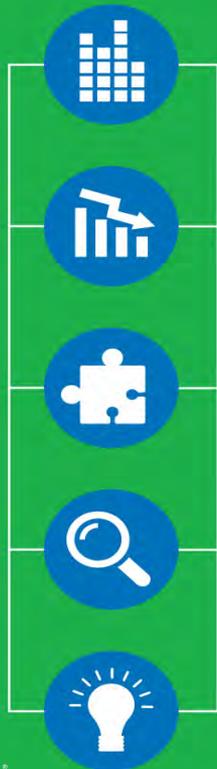
WE WILL:

- ✓ **Optimize** operations
- ✓ **Improve** coordination with LOSSAN
- ✓ **Improve** first mile/last mile coordination with transit providers
- ✓ **Leverage** opportunities to accelerate capital projects

5

SUSTAINABLE FINANCIAL PERFORMANCE

The Metrolink allocation of **CARES funding** is estimated at **\$227 million**, subject to Member Agency appropriation. This funding will help ensure a balanced budget without additional subsidies for **FY20** and **FY21**. And we will be good stewards of these critical funds.



WE WILL:

- ✓ **Manage** CARES funding
- ✓ **Leverage** operating expense efficiencies to mitigate pandemic cost increases
- ✓ **Develop** and **monitor** ridership recovery scenarios
- ✓ **Continue** to identify discretionary cost savings
- ✓ **Identify** and **implement** revenue generating ideas

PROGRESS DURING THE PANDEMIC

SELECT A TRAIN LINE

ORANGE COUNTY

Weekdays Weekends

VIEW RIDERSHIP

Inbound **Outbound**

✔ Less than 30% = plenty of room for social distancing ⓘ 30% or more = less room for social distancing

TRAIN	LAST TRIP
681 LAGUNA NIGUEL/MISSION VIEJO LOS ANGELES UNION STATION 04:05 AM - 05:25 AM	✔ 7% <i>A week ago: 8%</i>
601 OCEANSIDE LOS ANGELES UNION STATION 04:35 AM - 06:37 AM	✔ 9% <i>A week ago: 9%</i>
603 OCEANSIDE LOS ANGELES UNION STATION 05:16 AM - 07:20 AM	✔ 3% <i>A week ago: 7%</i>



- Enhanced safety and cleaning
- More Tier 4s (35)! Good-bye Tier 0!
- 133 Ticket Vending Devices installed at 62 stations
- Wi-Fi Reverse Pitch
- SOGR and Maintenance projects accelerated
- SCORE moved into environmental clearance process
- Progress on Strategic Business Plan
- Phase I of rebrand exploration initiative is almost complete



Thank You



METROLINK®

SMARTER. BETTER. ESSENTIAL.