CTC Update
August 12, 2020
METROLINK CONNECTS SOUTHERN CALIFORNIA
28th Year of Operations

52 Locomotives
538 Miles of Network

3rd Largest by Route Mileage
8th Largest by rider (by the system)

258 Passenger Cars
62 Stations

7 Train Lines
Operates in 6 Counties

METROLINK
SMATER. BETTER. ESSENTIAL.
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 5*, 10*, 14, 15, 57, 60*, 91*, 101*, 134*, 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 (2019) Large capacity equivalent calculated using Metrolink conductor counts and Caltrans AADT traffic counts.
Metrolink (2019) Ticket-Based Ridership FY19 Business Intelligence Report

SMARTER. BETTER. ESSENTIAL.
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

Housing Median Values (2017 Dollars)
- 10,400 - 200,000
- 550,001 - 700,000
- 200,001 - 300,000
- 700,001 - 800,000
- 300,001 - 400,000
- 800,001 - 1,050,000
- 400,001 - 450,000
- 1,050,001 - 1,500,000
- 450,001 - 550,000
- 1,500,001 - 2,000,000
- No Data

*Note: This is the draft High Quality Transit Areas (HQTAs) in the SCAG Region for the year 2018, 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.

Source: SCAG, ACS 2013-2017 5-Year Estimates
Systemwide Ridership
Down approximately 83%
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)

- I am an essential worker: 71%
- I have no car available and Metrolink is my only option: 32%
- I have a disability and I depend on Metrolink for travel: 7%
- My regular bus is no longer available: 4%
- My previous carpool option is no longer available: 3%
- Other: 14%

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)

- Concerned about social distancing: 72%
- Concerned about cleanliness on the train: 51%
- I feel more safe in my own car: 39%
- I will telecommute more from home: 27%
- I am laid off / unemployed: 6%
- Driving my car is faster: 6%
- I am going to school online: 5%
- Driving my car is cheaper: 3%

METROLINK
SMARTER. BETTER. ESSENTIAL.
FIVE-POINT RECOVERY PLAN

01 HEALTH AND SAFETY

02 OPERATIONAL TRANSPARENCY

03 TRIPLE BOTTOM LINE

04 FUTURE-PROOF OPERATIONS

05 SUSTAINABLE FINANCIAL PERFORMANCE

TRUST & CONFIDENCE
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.
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
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

- 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