METROLINK®

CREATE VALUE, EXCEED EXPECTATIONS

CUSTOMERS FIRST: SAFETY & SECURITY • AN INTEGRATED SYSTEM • MODERNIZING BUSINESS PRACTICES
American Council of Engineering Companies

ORANGE COUNTY LUNCHEON
"To exceed expectations is to create the foundation for excellence. No matter what job we do and what we are involved in, we will strive to exceed expectations."

Stephanie N. Wiggins, CEO
METROLINK IN ORANGE COUNTY

Metrolink Commuter Rail System Map

PACIFIC OCEAN

METROLINK.  METR O L I N K T R A I N S . C O M
METROLINK STATS

64% OF METROLINK RIDERS TRAVEL ACROSS COUNTY LINES
METROLINK CARRIES PASSENGERS ACROSS CITY AND COUNTY LINES TAKING RIDERS FROM CITY-TO-CITY, COUNTY-TO-COUNTY FOR A REGION-WIDE COMMUTE.

EACH YEAR METROLINK TRAINS TRAVEL 2.8 MILLION MILES

PERCENTAGE OF MILES TRAVELED BY COUNTY:
- ORANGE CO.: 24%
- LOS ANGELES CO.: 54%
- SAN BERNARDINO CO.: 12%
- RIVERSIDE CO.: 7%
- VENTURA CO.: 3%
RIDER DEMOGRAPHICS

METROLINK RIDER DEMOGRAPHICS

Age of riders
• 73% ages 30-64

Gross average annual household income
• $86,217

Ethnicity by highest percentage
• Caucasian – OC 36%, 91/PVL 32%, IEOC 39%
• Hispanic – OC 19%, 91/PVL 25%, IEOC 33%

METROLINKTRAINS.COM
61% of riders use Metrolink 5 days per week
- 16% of all Metrolink riders travel to Orange County

82% of trips are for work
- 88% have access to a personal vehicle
NEW CEO VISION

Customer-First Orientation with three pillars:

• Safety & Security
• An Integrated System
• Modernized Business Practices

“Create Value, Exceed Expectations”
FY20 New Service for the OC

More Convenient Schedules

- More Midday and Evening Trains
- More Frequency due to completed third main track (Rosecrans-Marquardt Grade Separation)

Leveraging Existing Crews and Equipment

- Extend two “Laguna Niguel - Fullerton” roundtrips to “Laguna Niguel - Los Angeles”
- Add one “Oceanside - Los Angeles” roundtrip in the evening
LEADING THE NATION IN PTC

- Positive Train Control (PTC) is life-saving rail technology
- First passenger rail in the nation to operate PTC across entire network
- One of four in the nation to meet federal PTC deadline Dec. 31, 2018
Customer-First Initiatives

- Earth Day ridership increased 48% compared to an average weekday
- Loyalty Program: Link Up
- Guest Conductor Program
- Wi-Fi on trains
POWERED BY CLEAN TECH

• Safer, cleaner and more power
• Up to 85% reduction in PM and NOx exhaust emissions
• 64% more horsepower compared to Tier 0
• 15 currently in revenue service
• 47% of tracks Metrolink uses are owned by freight (BNSF or UP)
• 20,264 UP & BNSF freight trains dispatched over Metrolink territory in past 12 months
• 62.1 million gross tons of freight moved over Metrolink territory in past 12 months
• 265,134 train miles by freight were traveled on Metrolink territory in past 12 months
INTEGRATED SYSTEM

Program: SCORE

Integrating rail systems for improved connectivity and efficiency.
SCORE IMPROVES SYSTEM

- Increased ridership: 35.5 million net new rail trips per year
- Decreased GHG: 51.8 million metric tons
- Reduced train idling time
- Increased active transportation: 3.7 million bike/walk trips/year
- Improved safety: crossing & signal improvements for the entire system
- Decreased VMT: 3.4 billion miles removed from road
- Protected freight service: tardy delivery cut in half; speeds doubled to improve commerce
- Quiet zone-ready corridors: train hooting can be reduced as crossings are upgraded
SCORE PROJECTS

SCORE Phase 1 Projects

**Corridor-Based Projects**
1. Simi Valley Double Track & Station Improvements
2. Chatsworth Station Improvements
3. Burbank Junction Improvements
4. Burbank to LA Signal Improvements
5. Marengo Siding Extension
6. El Monte Station Improvements
7. Rancho Cucamonga Siding Extension
8. Hobart to Commerce Capacity Improvements
9. Fullerton Junction Improvements
10. North OC Signal Improvements
11. Irvine Station Improvements
12. South OC Signal Improvements
13. South OC Capacity Improvements (Serra - SONGS)
14. Riverside - Downtown Station Improvements

**Systemwide Projects**
15. Link Union Station Phase A
16. Orange County Maintenance Facility
Upcoming Procurements

- Rail Operations, Maintenance, and Support Services
- Track/Tie/Culvert Job Order Contracts
- San Juan Creek Bridge Replacement
- Laguna Niguel - San Juan Capistrano Passing Siding
- Anaheim Canyon Station (platform / siding track)
- Visit metrolinktrains.com/doing-business
We would like to thank all customers, associates and partners for their support in enabling Metrolink to serve the community. In addition, we are hugely grateful to all participants for their time, insight and willingness to challenge views.