WTS – Inland Empire Luncheon

Back to Basics



July 31, 2019



METROLINK_®

CREATE VALUE, EXCEED EXPECTATIONS

Metrolink 2005 vs. 2019





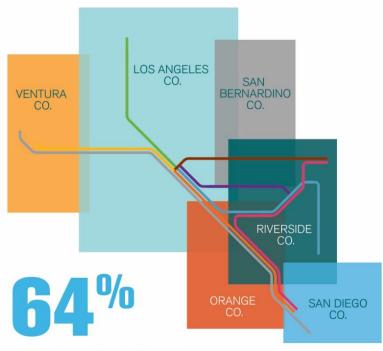
- Ridership in 2005 9.9 million
- 54 Stations in 2005

- Ridership in 2019 ~12 million
- 62 stations in 2019 (Added Palmdale, Burbank Airport – North, Buena Park, Moreno Valley/March Field, Perris – Downtown, Perris – South, Riverside – Hunter Park/UCR, San Bernardino – Downtown)





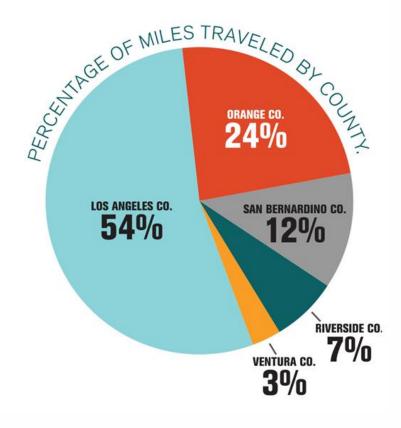
Metrolink in Southern California

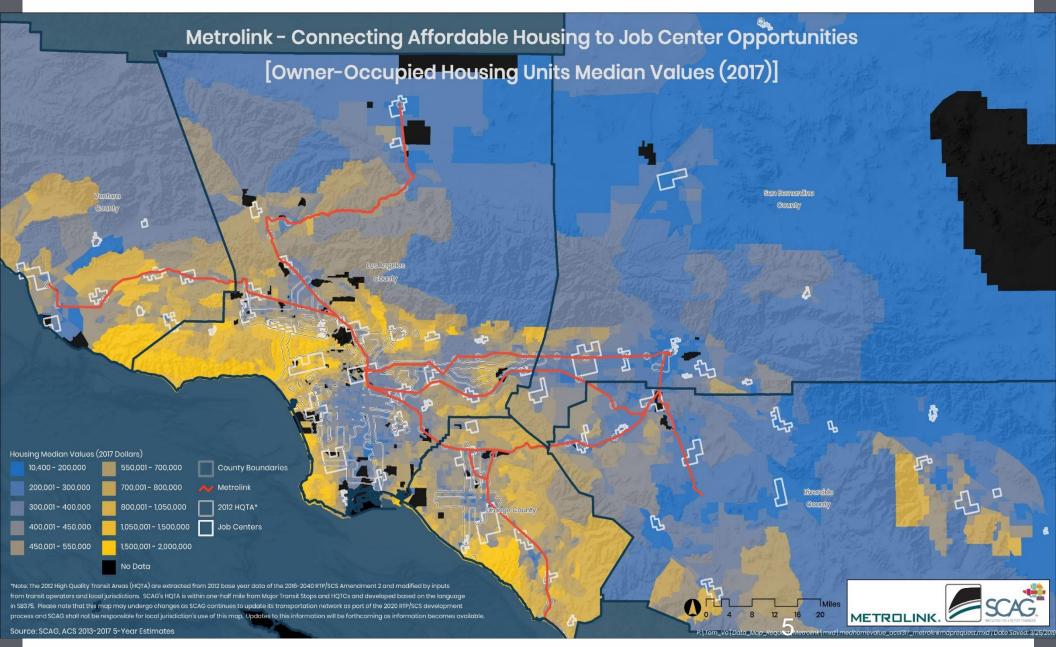


OF METROLINK RIDERS
TRAVEL ACROSS COUNTY LINES

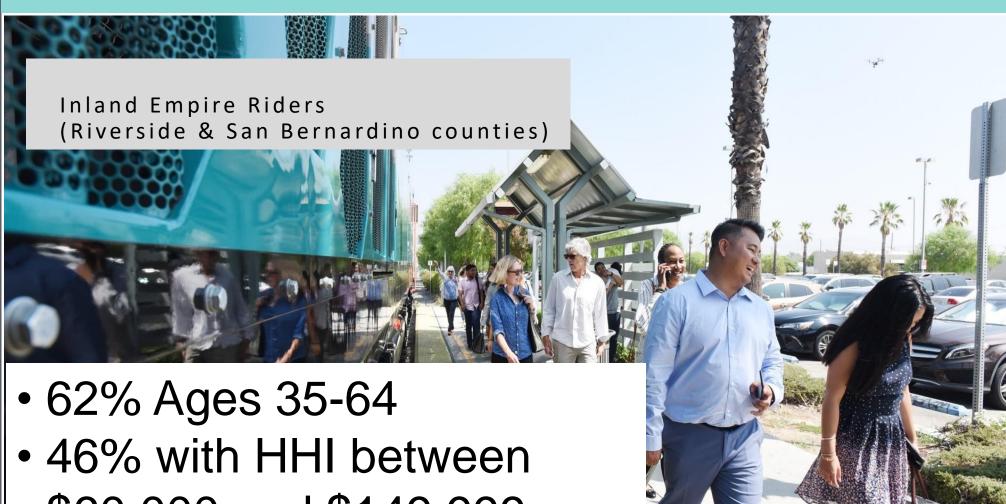
METROLINK CARRIES PASSENGERS ACROSS CITY AND COUNTY LINES TAKING RIDERS FROM CITY-TO-CITY, COUNTY-TO-COUNTY FOR A REGION-WIDE COMMUTE.

2.7 MILLION MILES





The Link for the Workforce to the Workplace



- \$60,000 and \$149,999
- 84.5% of Trips for Work
- 85% Have Cars Available



CEO VISION



CUSTOMER-FIRST ORIENTATION

*SAFETY & SECURITY

*AN INTEGRATED SYSTEM

*MODERNIZED BUSINESS PRACTICES

Create Value, Exceed Expectations



Excellence in Operations Plan



- Enhanced Safety Culture
- Operational Effectiveness
- Excellence in Staffing

- Attract & Retain Riders
- Engage Stakeholders in Partnerships

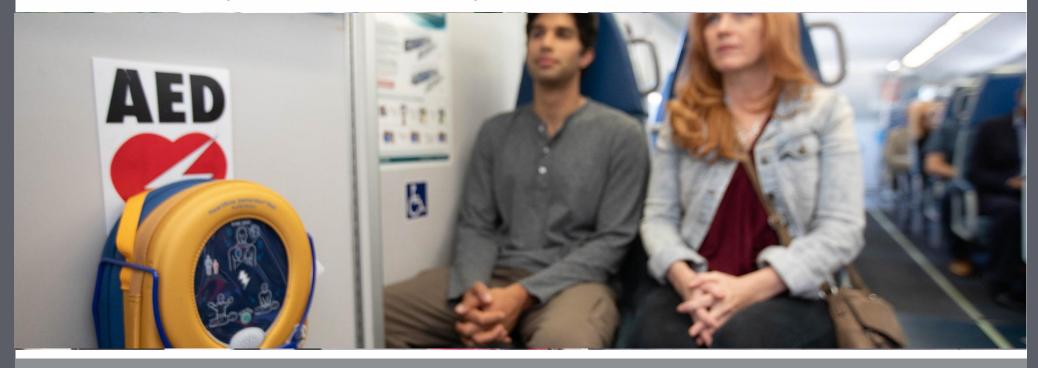
Safety & Security





- Metrolink is a leader in PTC
- One of only four rail operators in the nation to meet federal PTC deadline of Dec. 31, 2018 for full implementation
- Serve as PTC Center to share our knowledge with other rail providers

Safety & Security



- Metrolink goes above and beyond what is minimally required.
- Safety is foundational at Metrolink.

CONNECTING RIVERSIDE TO SOCAL







FY20 NEW SERVICE

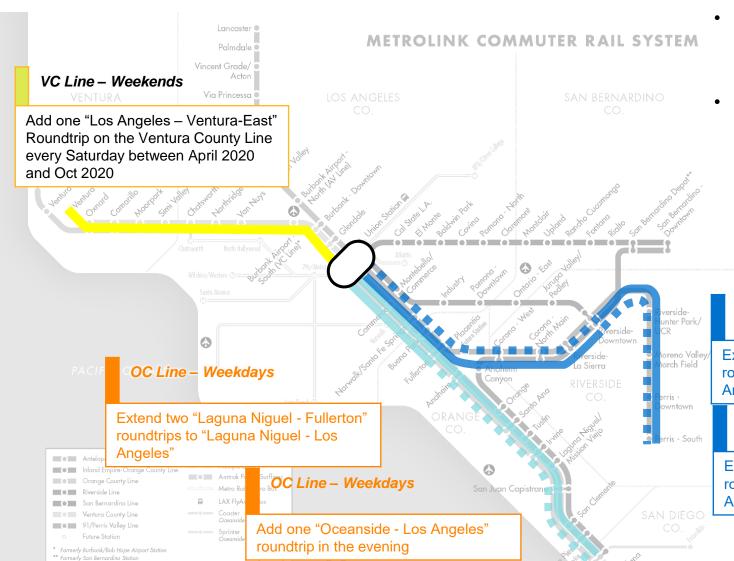
metrolinktrains.com

METROLINK.



More Convenient Schedules

- More midday and evening trains
- More frequency due to completed Third Main Track (due to Rosecrans-Marquardt Grade Separation)
- Leveraging existing crews and equipment



MAP NOT TO SCALE

91/PV Line - Weekend

Extend two "Riverside - Los Angeles" roundtrips to "South Perris - Los Angeles"

91/PV Line - Weekdays

Extend two "South Perris - Riverside" roundtrips to "South Perris - Los Angeles"

Strategic Partnerships to Move the Economy



- 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



Customer-First: Rider Feedback









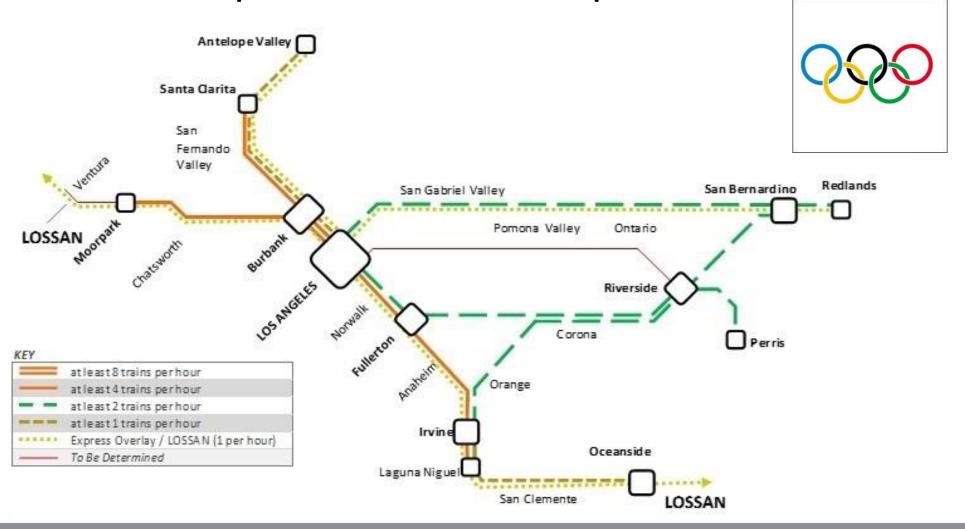


- 79.5% rank Metrolink as either "Excellent" or "Good"
- Riders would like reduced fares, more mid-day & evening service & more reliable train arrival times
- 65% take Metrolink to avoid traffic





So Cal Optimized Rail Expansion



M O D E R N I Z I N G B U S I N E S S

Integrated System: Tier 4



- Safer, cleaner and more power
- Up to 85% reduction in PM and NOx exhaust emissions
- 64% more horsepower compared to Tier 0



REGIONAL INTEGRATION

Redlands Passenger Rail Project





Excellence in Staffing



- New Leadership Team
- Chief Strategy Officer
- Chief Operations Officer
- Chief Mobilization & Special Projects



- Chief Marketing & Communications
- Chief of Human Resources
- Chief of Safety & Security
- Chief of Staff

Excellence in Staffing







FR1ENDS of the CH1LDREN

Los Angeles

THE WILEYCENTER

Making a Difference in the Lives of Children

CORPORATE PARTNER PROGRAM



- A pre-tax benefit saving employees up to \$265/month
- New accounts receive a 25% discount on all tickets for first six months
- Employers save on payroll taxes, while reducing annual parking costs
- Employers can increase recruitment opportunities



Corporate Partners in the Inland Empire















ALTERNATIVE TO 60 FREEWAY



- Prolonged construction on the 60 Freeway between Ontario and Riverside
 - ➤ Scheduled to last through 2021
 - ➤ 11 stations on four lines can be used as an alternative to freeway traffic on the 60, 10 and 91
 - San Bernardino, 91/Perris Valley and Inland Empire-Orange County lines offer weekend service

Upcoming Procurements



- Big Bundled Operating Contract
- SCORE Program Management Consultant
- Engineering Services On-Call Contracts
- Strategic Business Plan Update



Planning Bench

METROLINK. | Future

Women at Metrolink





- 50% of Metrolink's Executive Team are women
- 6 members of Metrolink's Board are women
- 40% of staff are women
- 1/3 of engineers at Metrolink are women



Empowering Future Leaders



- Girl Scouts earn Transportation Badges at Metrolink
- Metrolink's special train service to the annual Women's March
- Metrolink hosts annual "Bring Your Kids to Work" Day



