



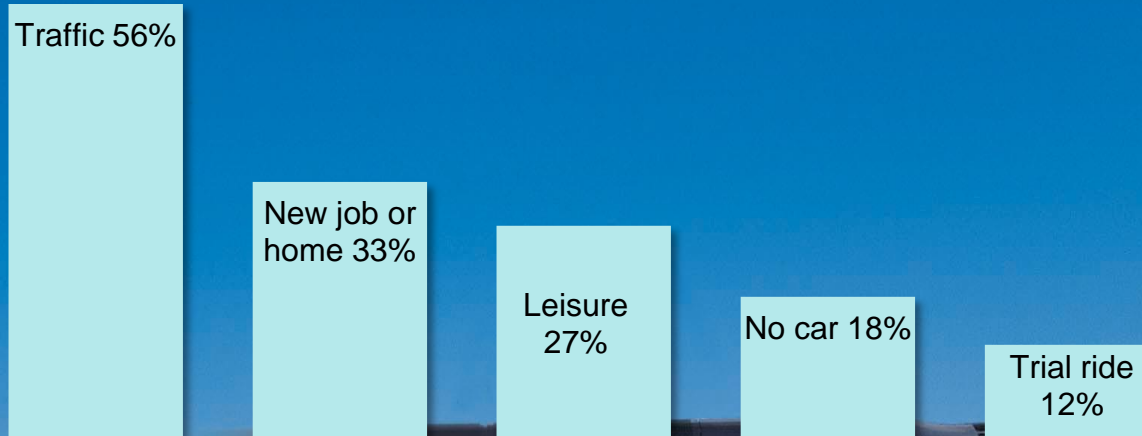
**METROLINK®**

CREATE VALUE, EXCEED EXPECTATIONS

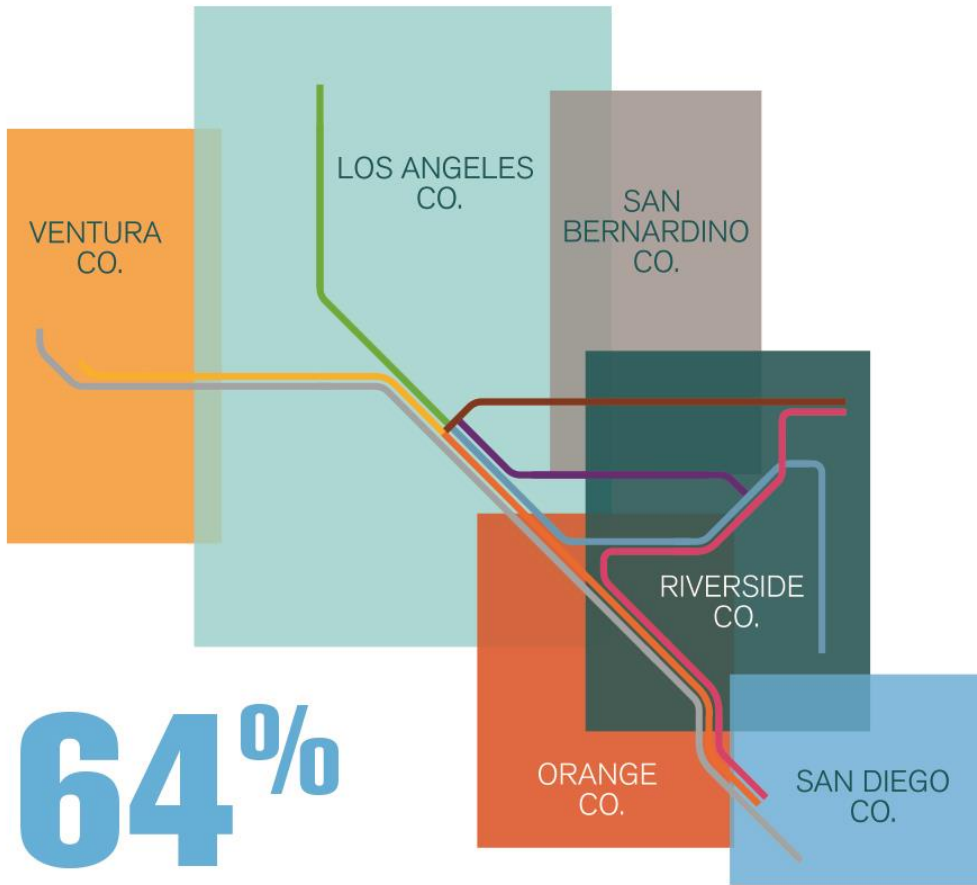
**CUSTOMERS FIRST: SAFETY & SECURITY • AN INTEGRATED SYSTEM • MODERNIZING BUSINESS PRACTICES**



## Reasons for trying Metrolink the first time

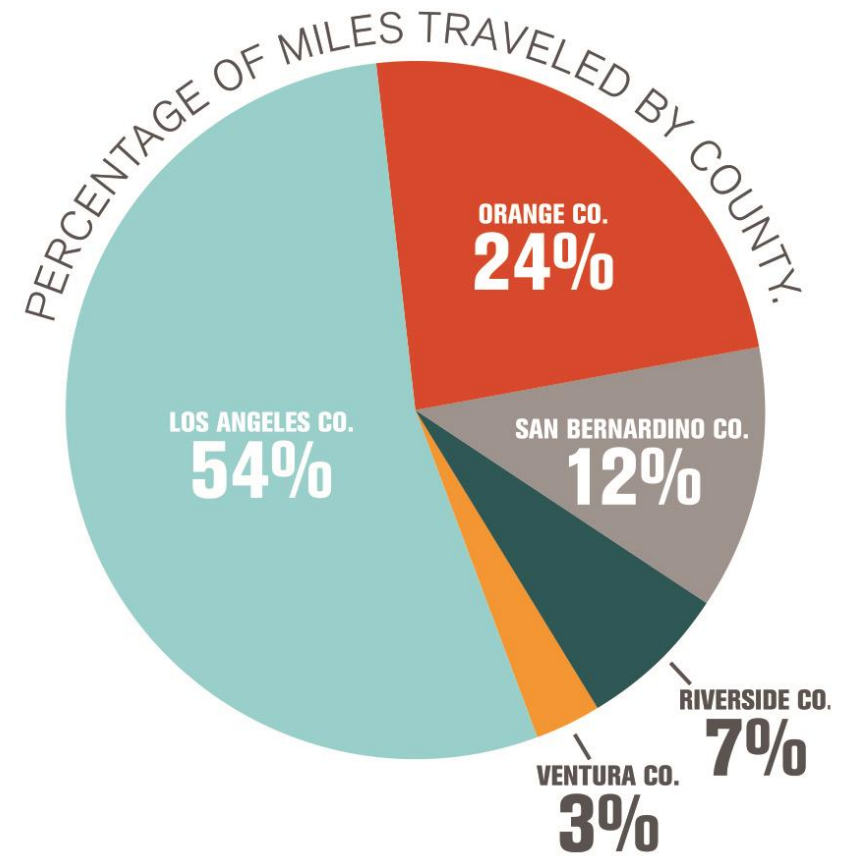


EACH YEAR METROLINK TRAINS TRAVEL  
**2.8 MILLION MILES**

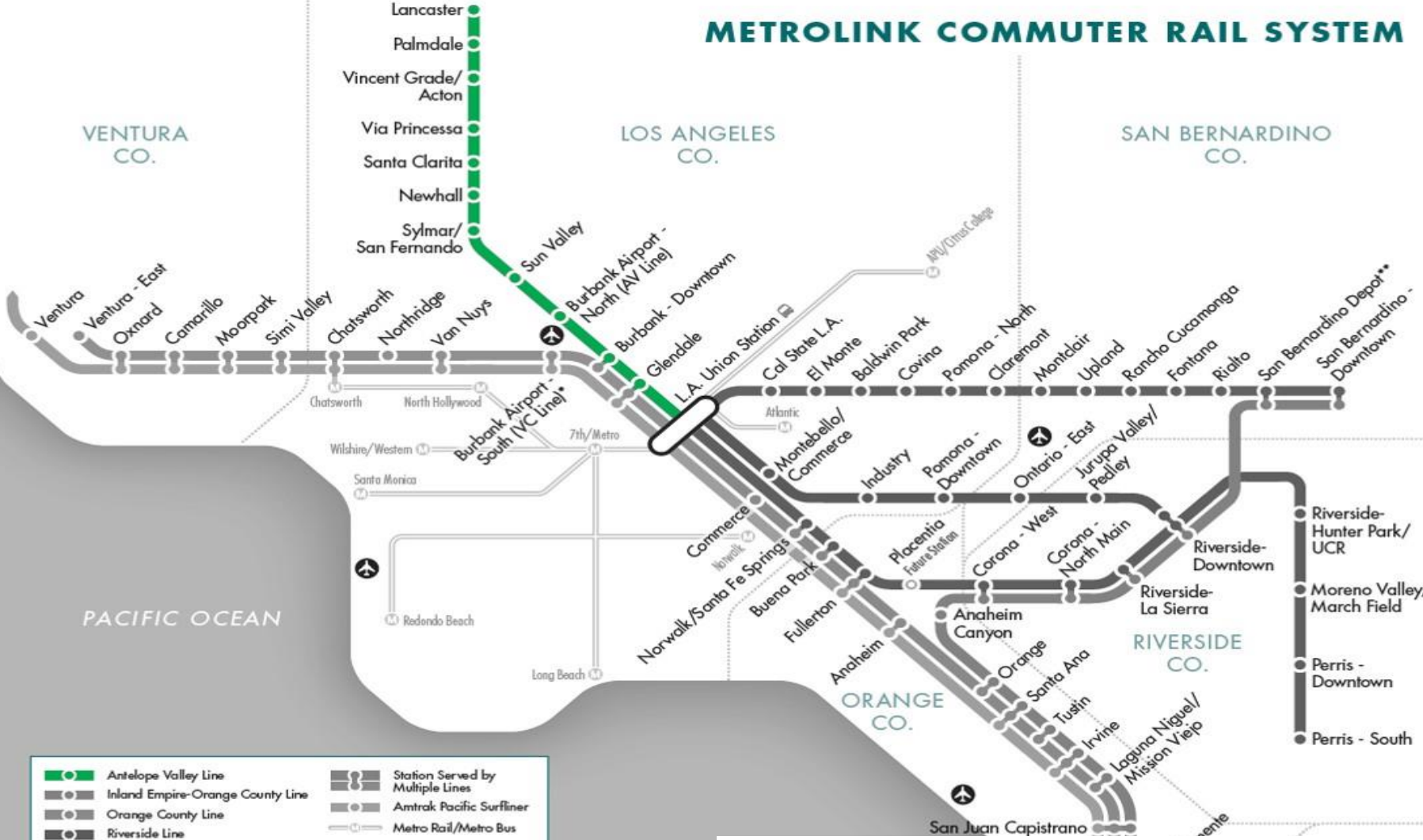


**OF METROLINK RIDERS  
 TRAVEL ACROSS COUNTY LINES**

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



# 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		

\* Formerly Burbank/Bob Hope Airport Station  
 \*\* Formerly San Bernardino Station

[metrolinktrains.com](http://metrolinktrains.com)

**METROLINK.**



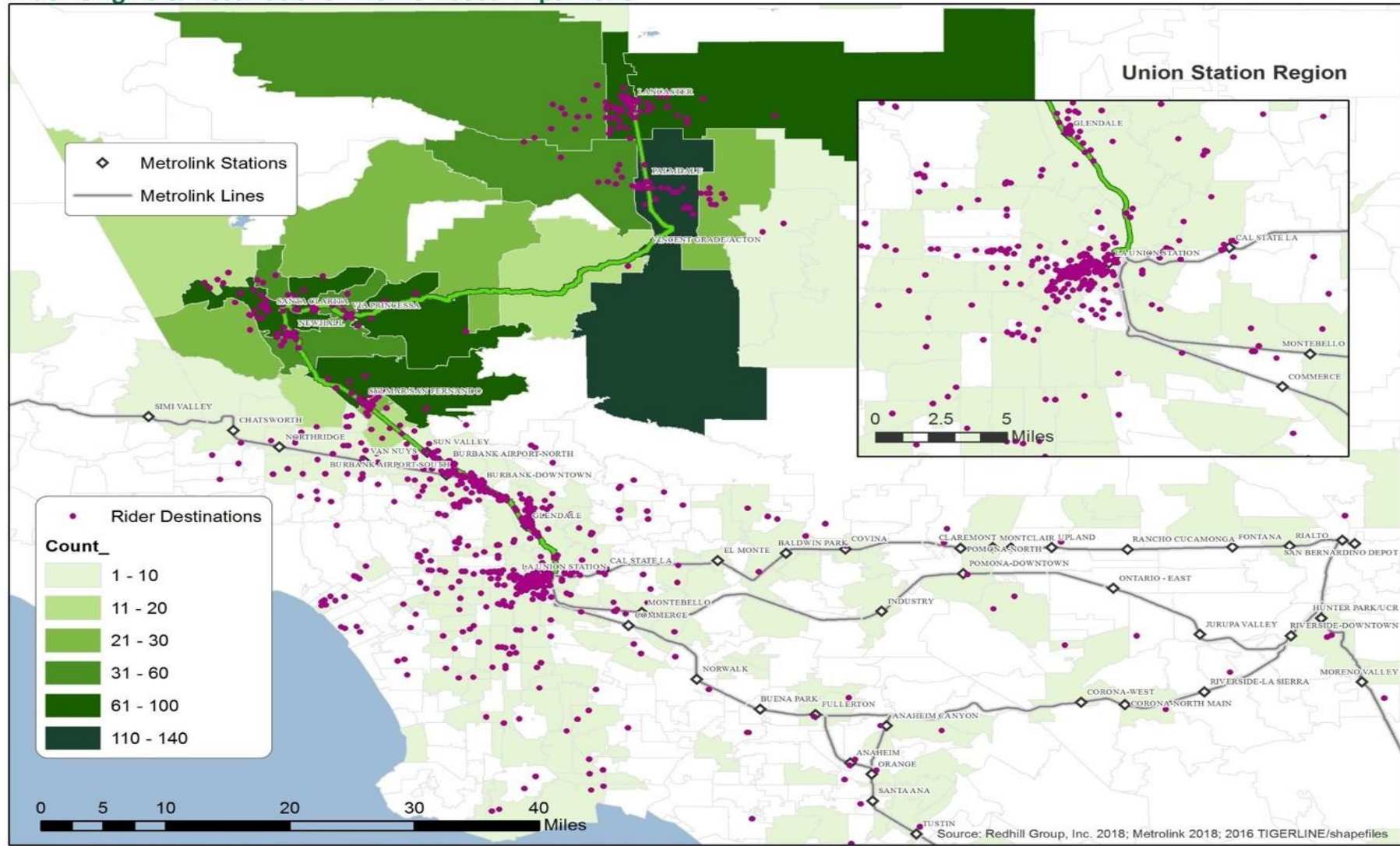
**End-to-End Travel Time:**  
 129 min – All Stops  
 102 min – Palmdale to Los Angeles Express

Effective May 14, 2018

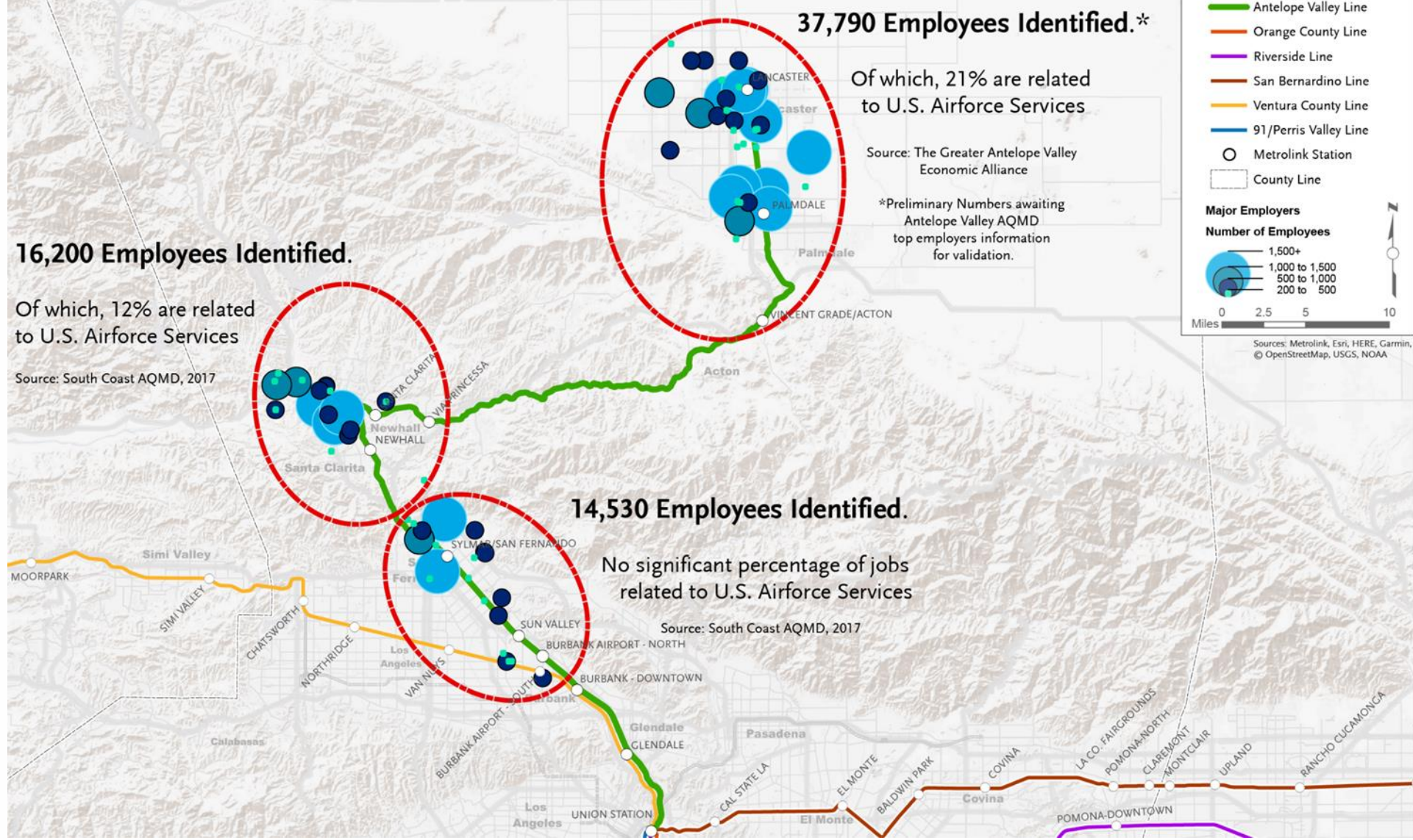


# Metrolink: Antelope Valley Line - 200 Series

## Rider Origins & Destinations - Home-Based Trips: 2018



# Major Employers (200+ Employees) in the AVL Study Project Area



# Ridership

## Average Weekday Station Boardings

STATION	FY15	FY16	FY17	FY18	FY19	Trend
GLENDALE	609	647	672	698	718	
BURBANK	832	852	879	917	925	
BURBANK AIRPORT - NORTH	-	-	-	38	79	
SUN VALLEY	76	94	108	108	102	
SYLMAR/SAN FERNANDO	462	569	612	636	642	
NEWHALL	295	356	362	373	394	
SANTA CLARITA	263	329	347	385	401	
VIA PRINCESSA	421	461	495	529	546	
VINCENT GRADE/ACTON	95	112	113	121	130	
PALMDALE	342	465	476	488	499	
LANCASTER	349	426	450	485	475	



# Antelope Valley Riders

- 70% Ages 30-64
- \$74,091 Avg HHI
- 68% of Trips for Work
- 71% Have Access to a Car
- 66% Ride 4 Days/Week



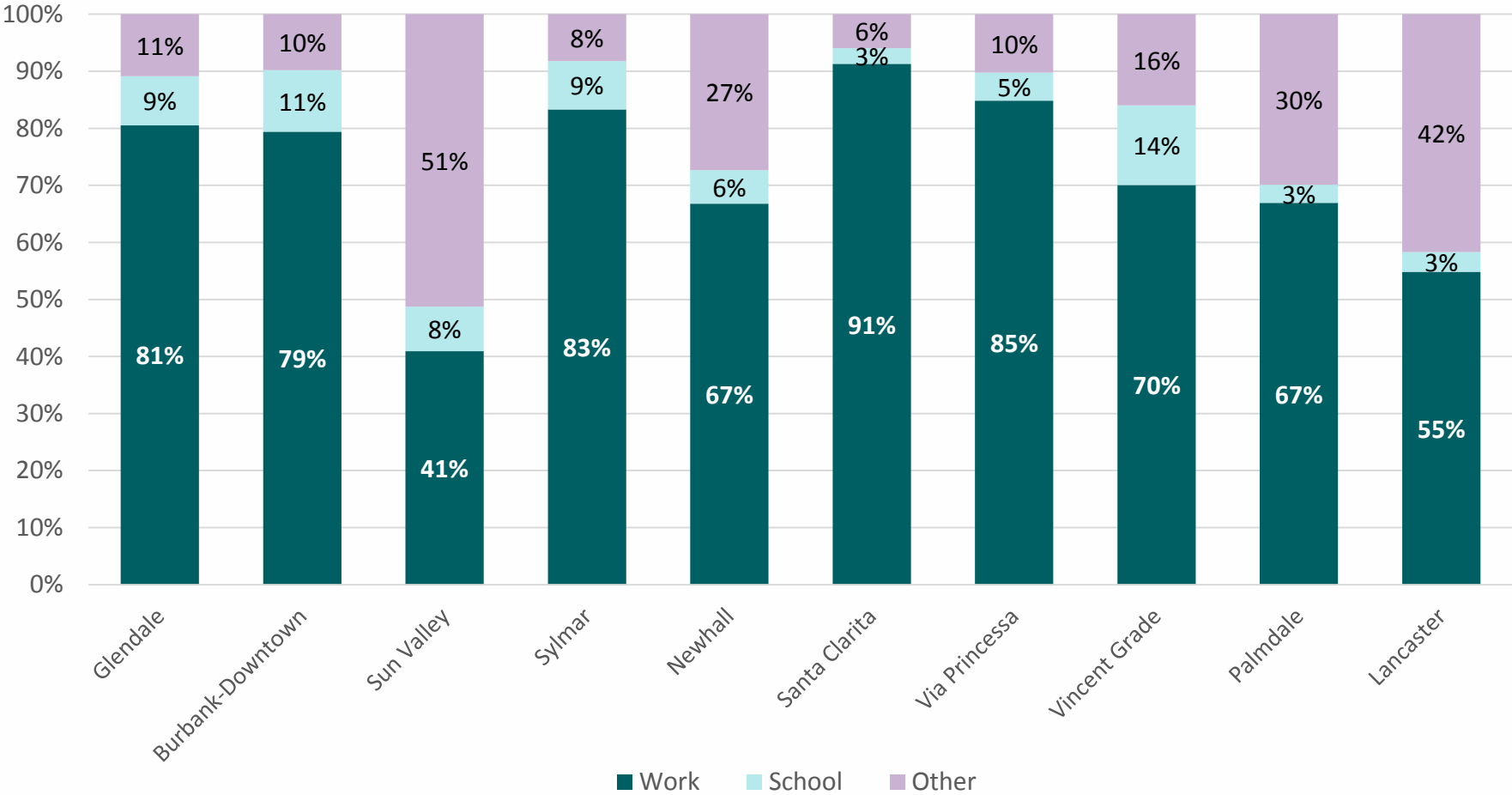
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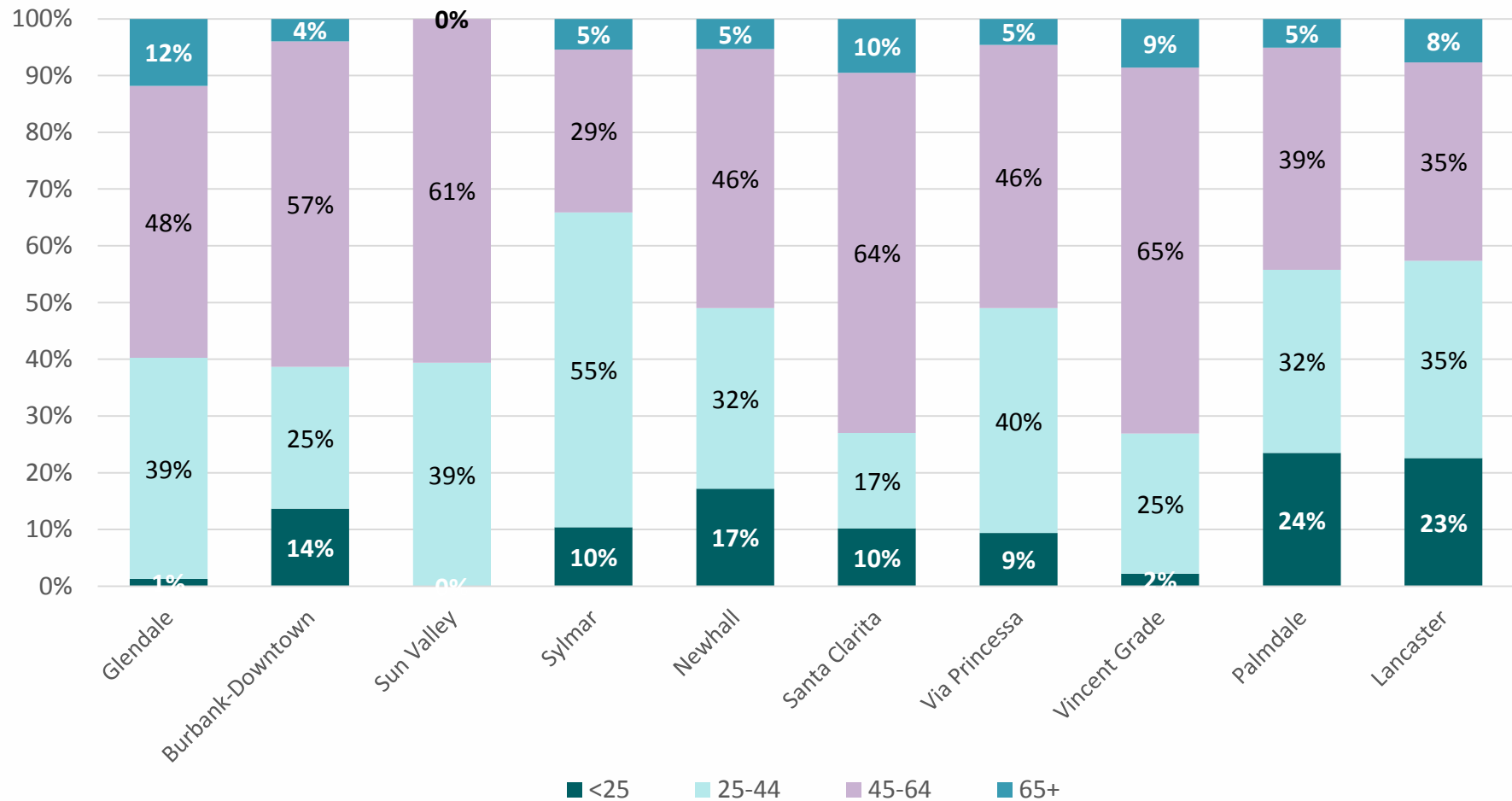
# Trip Purpose

Trip Purpose by Home Station



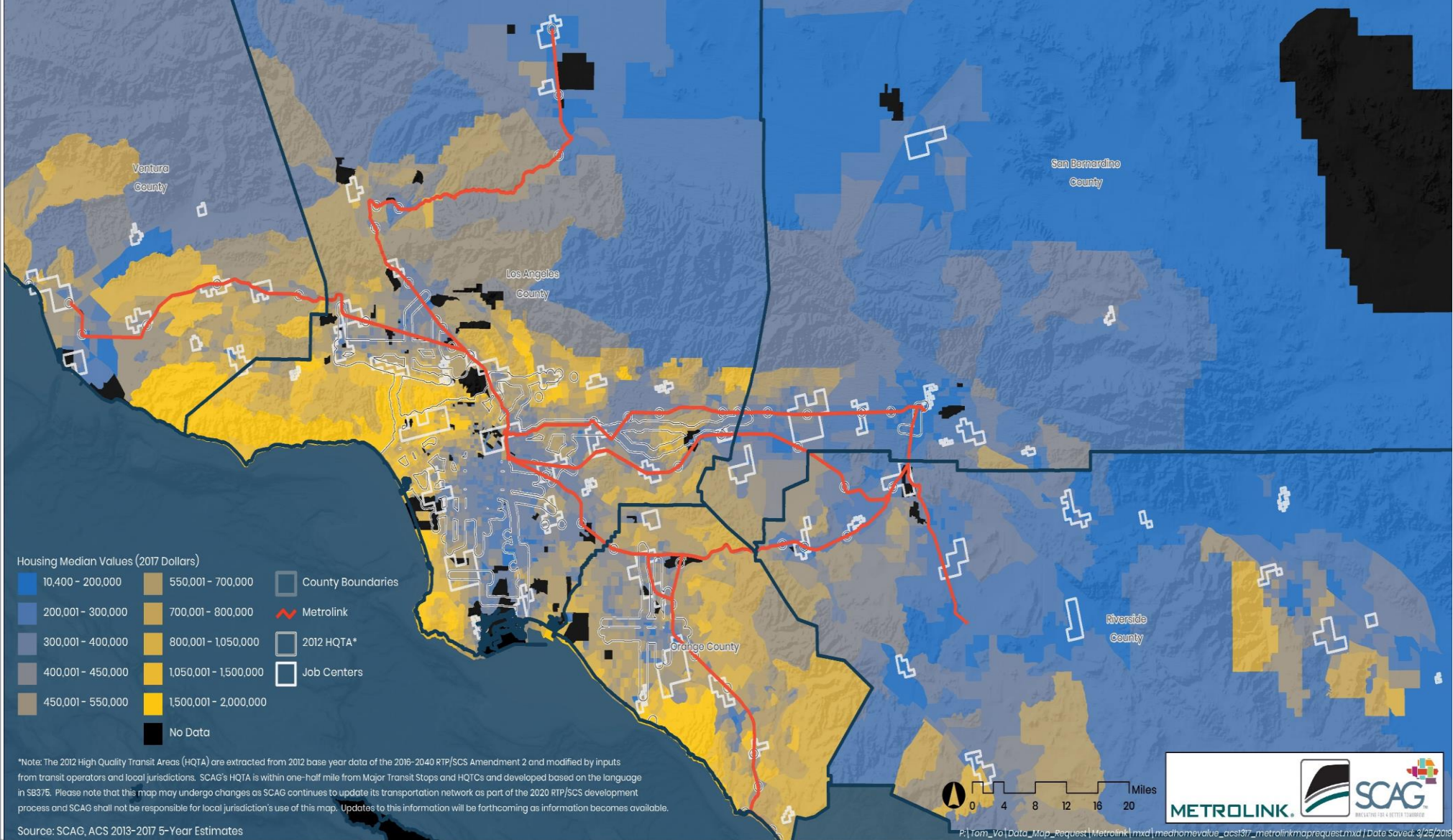
# Age Categories

Age Category by Home Station



# Metrolink - Connecting Affordable Housing to Job Center Opportunities

## [Owner-Occupied Housing Units Median Values (2017)]





## New CEO Vision

\*Customer-First Orientation with three pillars:

- 1) Safety & Security
- 2) An Integrated System
- 3) Modernized Business Practices

“Create Value, Exceed Expectations”





# Antelope Valley New Rider Feedback

- 82% rank Metrolink overall as “Good,” or “Excellent”
- Riders request more service, more station and reduced fares
- 55% take Metrolink for a stress-free commute



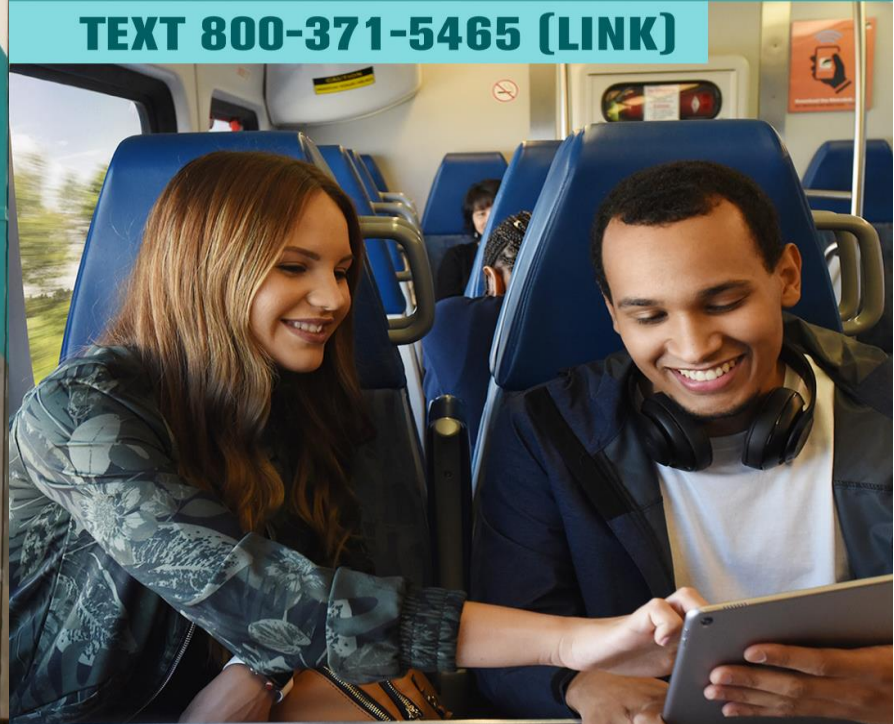
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# NEED ASSISTANCE?

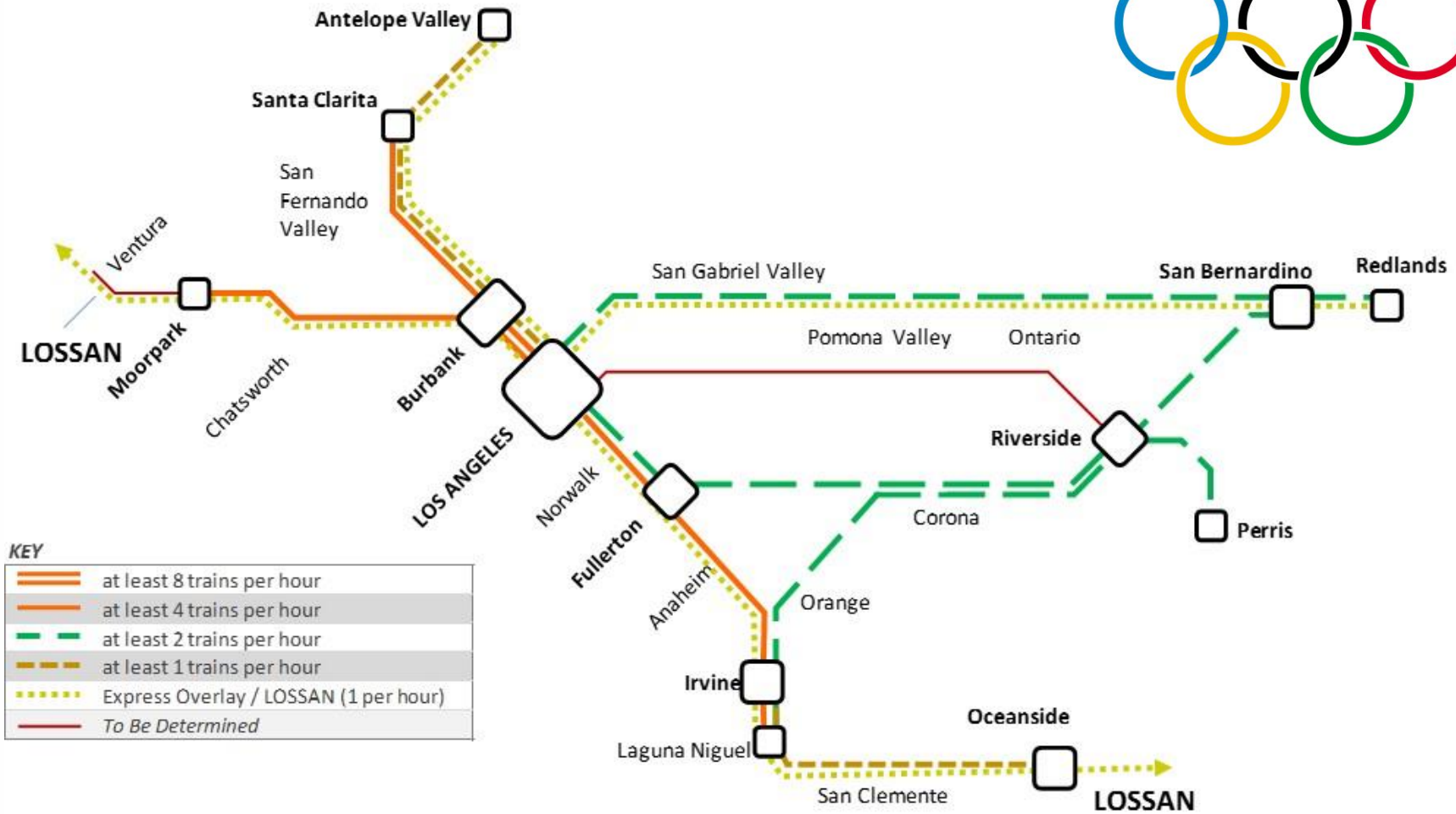
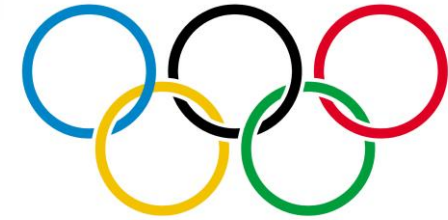
**TEXT 800-371-5465 (LINK)**



- GENERAL QUESTIONS
- TRAIN SCHEDULES
- SAFETY CONCERNS
- FARE QUESTIONS



# INTEGRATED SYSTEM





2021 – Super Bowl  
2022 – OC Streetcar  
2026 - FIFA World Cup  
2028 – Olympics & Paralympics





# Modernize Business Practices

- BBOC
- SCORE PMC
- Unsolicited Proposal Policy

# PROGRESS TOWARD ZERO EMISSIONS



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





# Future Customer-First Initiatives

- Loyalty Program: Link Up
- Guest Conductor
- Wi-Fi



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# THANK YOU



*“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.”*

