

**Working to Become So Cal's *Commuter of Choice***  
Steel Wheels in California, March 19, 2011

John E. Fenton  
Metrolink Chief Executive Officer



## Metrolink by the Numbers



- 144 weekday trains on 7 lines
- 55 stations across the Metrolink System
- Approximately 40,000 avg. weekday trips
- Operates on a 512-mile system
- Avg. train weighs 400 tons
- \$173.3 million operating budget



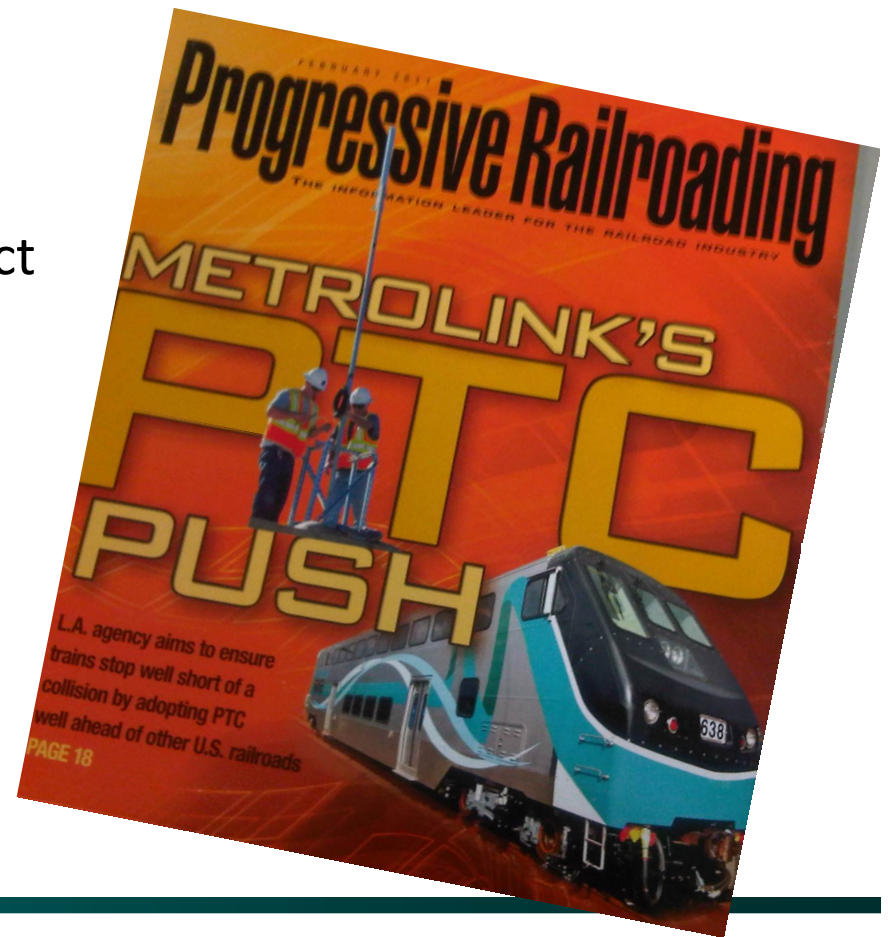
## Metrolink's Core Values

- Safety
- People
- Quality
- Efficiency
- Growth



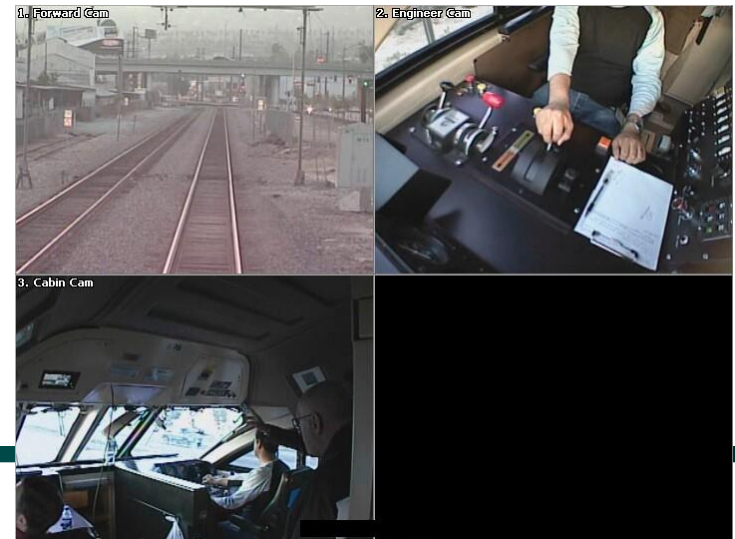
## Safety – Positive Train Control

- Implementation plan approved
- Funding secured
- Awarded vendor/integrator contract to Parsons
- Established joint PTC office to maintain focus
- Outstanding issues
  - Radio spectrum approval
  - Possible reprogramming of PTC funds



# Safety – Inward- and Outward-Facing Cameras

- First railroad in the nation, passenger or freight, to install inward- and outward-facing cameras
- Cameras serve as a deterrent to unsafe behavior, assist with incident investigation, random compliance testing and right of way inspections



# Safety – Guardian Fleet

- Introduced to Southern California December 2010
- 14 Guardian Fleet cars operating across the Metrolink system (5 cabs/9 coaches) - 137 total Guardian Fleet Cars by end of 2012
- 5 in preparation for service; 34 undergoing assembly at our Eastern Maintenance Facility (Colton)
- Safety features include:
  - Crumple zones to divert energy away from passengers
  - Energy-absorbing retractable couplers
  - Elevated engineer compartment
  - Higher seat backs
  - Collapsible (frangible) tables



## People – New Service Options

- Metrolink launching first Express Service on May 9
- Peak hour trains on San Bernardino and Antelope Valley Lines (four total)
- Reduce roundtrip time by an hour (5 hours saved every week)
- Event-driven service
  - Late trains for Dodger home games
- Off-Peak Service
  - San Manuel Casino promotion
  - Started in January – Over 2,000 customers have taken advantage



**Ride Metrolink to the Dodger Stadium Express**

Use Metrolink to connect with the Dodger Stadium Express at Union Station. For weeknight games, the Antelope Valley, San Bernardino and Ventura County lines will offer return service from Union Station at 11pm.

Look for details at [metrolinktrains.com](http://metrolinktrains.com).

**The Fun Trip!**

Ride Metrolink to San Bernardino and receive free coupon book—\$25 value

Plus FREE transportation to and from station.

**SAN MANUEL INDIAN BINGO & CASINO**

**METROLINK**

A photograph of Dodger Stadium during a game, showing the field, stands, and stadium lights.

## People – Metrolink's Red Coat Program

- Metrolink Customer Service Representatives riding on trains
- Provide our passengers a Metrolink point of contact during the trip
- Representatives can promote current and future Metrolink initiatives and gathers feedback and ideas from customers
- Launches in second quarter of 2011



# Growth – Corporate Pass Program

- Corporate Partners who purchase Metrolink tickets and provide them to their employees
- Responsible for over 25% of Metrolink's annual revenue
- Developing new sliding scale that will incentivize large purchases
- New account executives help service the corporate partners



## Quality & Efficiency – Tier IV Locomotives

- **GROWTH** – Higher horsepower needed for longer trains
- **GREEN** – 86% reduction in NOX and 95% reduction in Particulate Matter (PM). Improved fuel efficiency (Equivalent to removing 150,000 cars )
- **RELIABILITY** – Current locomotive availability 75 – 80%. New locomotives will achieve greater than 90% availability
- **EFFICIENCY** – Standardized maintenance (Southwest model), standardized parts, training and maintenance practices
- **CAPACITY** – Longer trains provide the lowest-cost means for accommodating growth
- **SAFETY** – New locomotives must meet more stringent safety standards for collision posts, corner posts, rollover strength and fuel tanks
- **JOBS** – New locomotives will be American-made products



## Quality & Efficiency – 97% OTP milestone



- Metrolink reached an important milestone of **97% on-time performance** for the month of February
- Up 4 to 5% in one year
- Group effort to determine root causes of late trains and work to solve preventable issues
  - Doors



# Growth – Wild at Work

- The largest network of employee groups on the west coast
- Metrolink service and initiatives are promoted to this group of employees
- Metrolink employees also receive discounts and promotions from other Wild at Work members
- Under consideration to become first channel partner to promote services
  - Identified over 8,000 companies to participate in Metrolink's Corporate Partner Program



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QUESTIONS?

