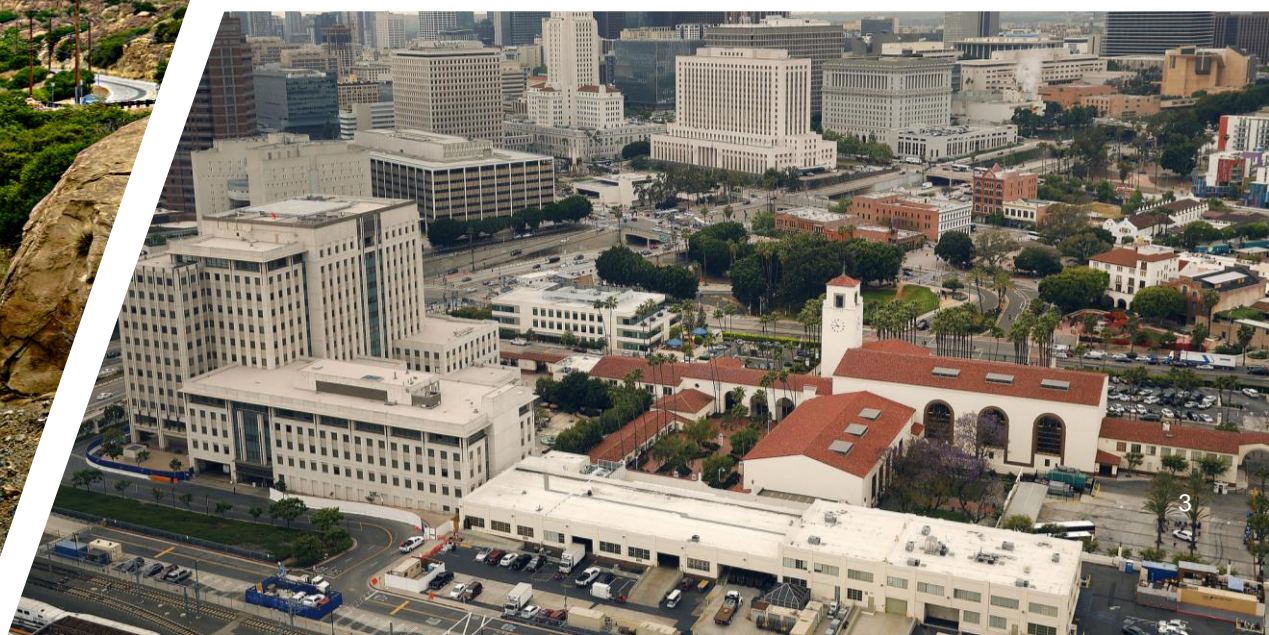




Public Transit: Creating Sustainable Cities Post-COVID



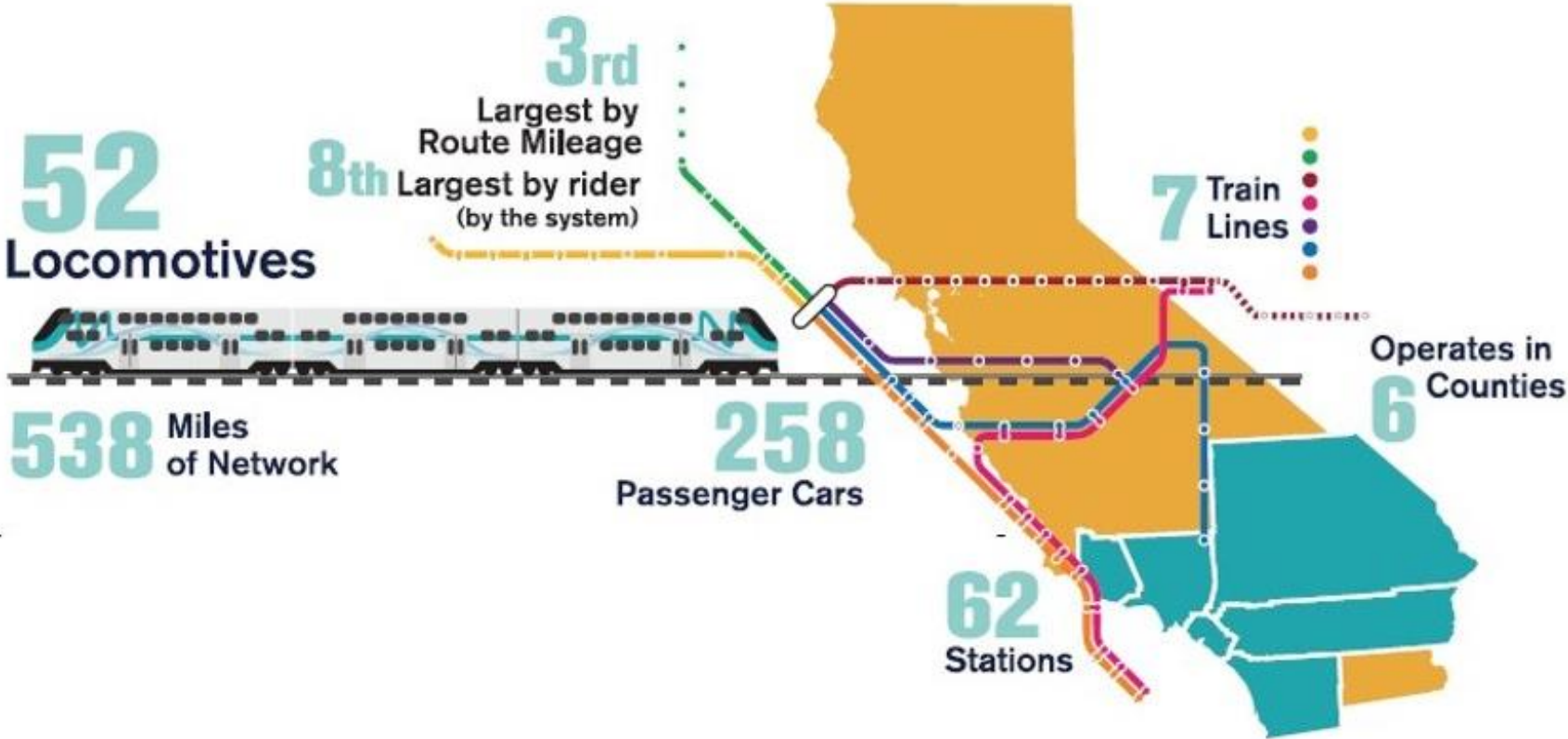




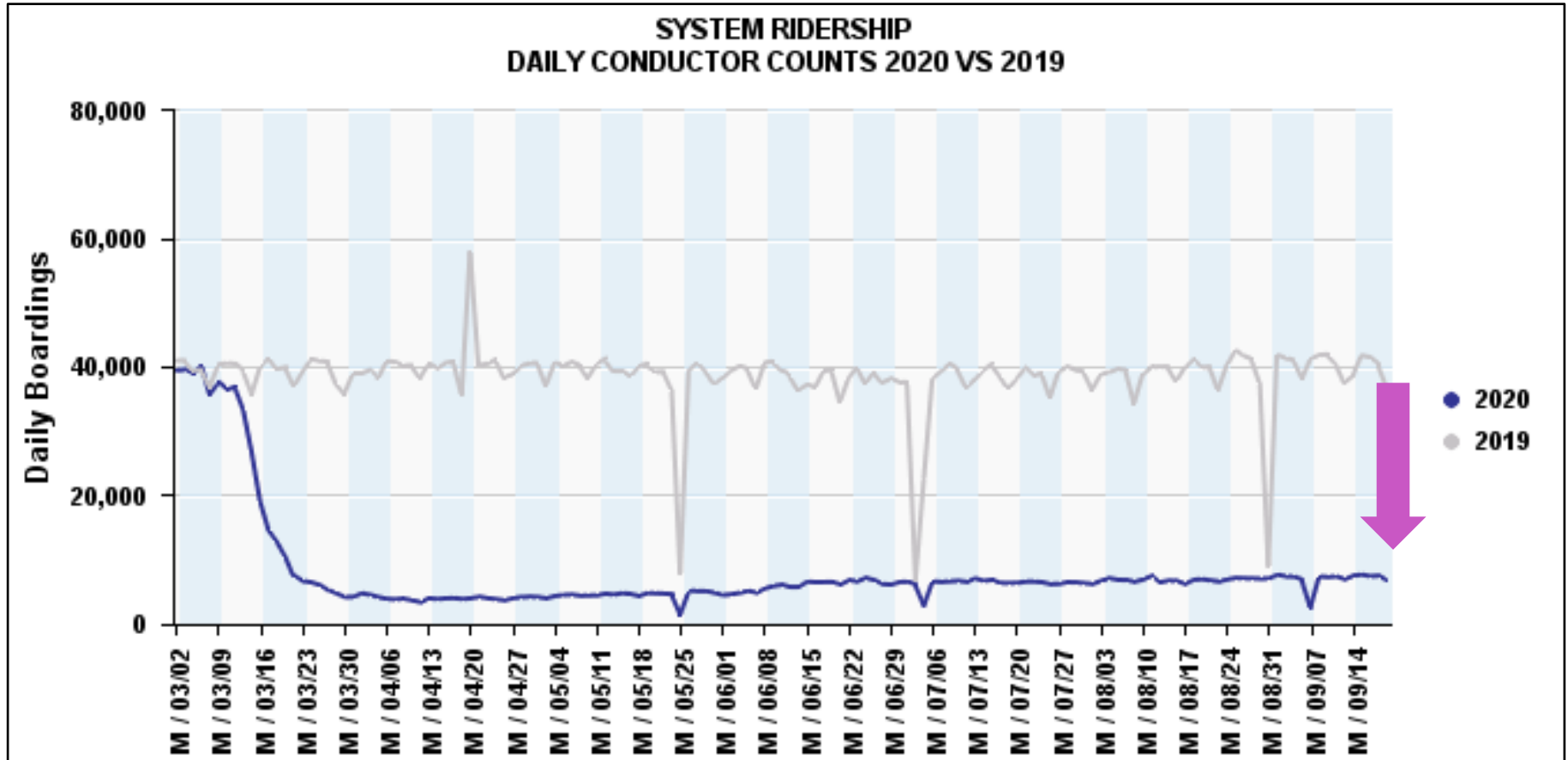
 **METROLINK**
SMARTER. BETTER. ESSENTIAL.

Metrolink Connects Southern California

28th Year of Operations



COVID-19 Impact on Metrolink Ridership



Restoring Service And Ridership



Staying Connected While Apart

To view this email as a web page, go [here](#).



COVID-19 CUSTOMER SURVEY RESULTS



Dear Metrolink Riders,

All of us here at Metrolink hope you, your friends and loved ones are staying healthy and safe during this time. As we all know a lot has changed since March. The way we live, the way we work, the way we engage with one another.

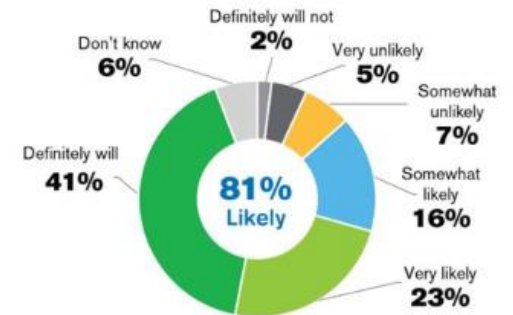
One thing that hasn't changed is Metrolink's enduring commitment to keeping you safe while you ride our trains. **Your safety remains our top priority** even as we are reimagining how Metrolink can better serve you, your friends and loved ones.

We recently issued an online survey of our customers, and more than 11,000 of you responded. Not surprisingly, many of you expressed your desire for enhanced cleaning on our trains and ways to maintain social distancing while onboard.

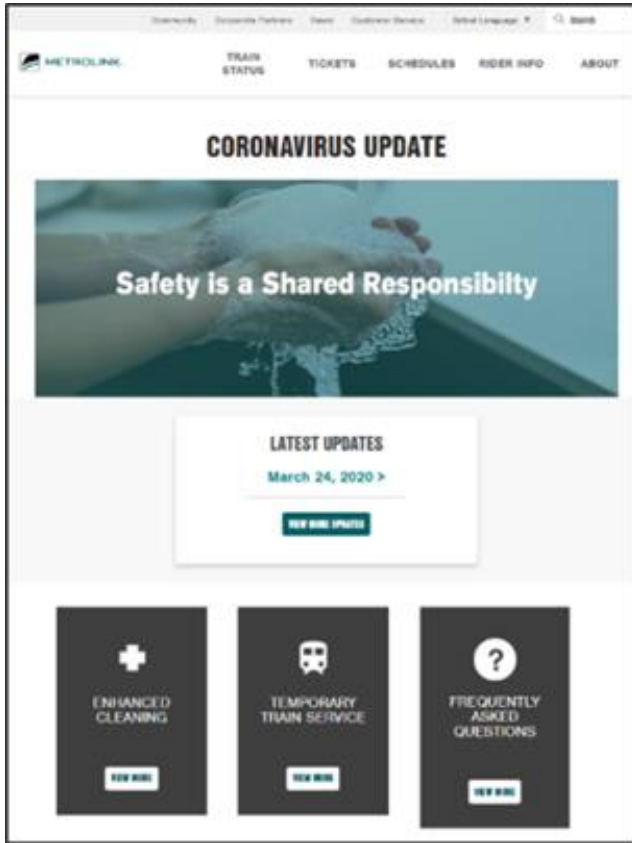
I was especially heartened to learn that seven out of ten riders who are still taking Metrolink while stay-at-home orders are in place are doing so because they are in essential jobs that serve our fellow citizens in the fight against COVID-19.

And I was happy to hear that 81% of you are likely to return – in phases – to riding the train when the stay-at-home orders are lifted. In the spirit of transparency, I am sharing the results of this survey with you.

Once the stay-at-home order is lifted, how likely are you to ride Metrolink again?



[View More Survey Results »](#)

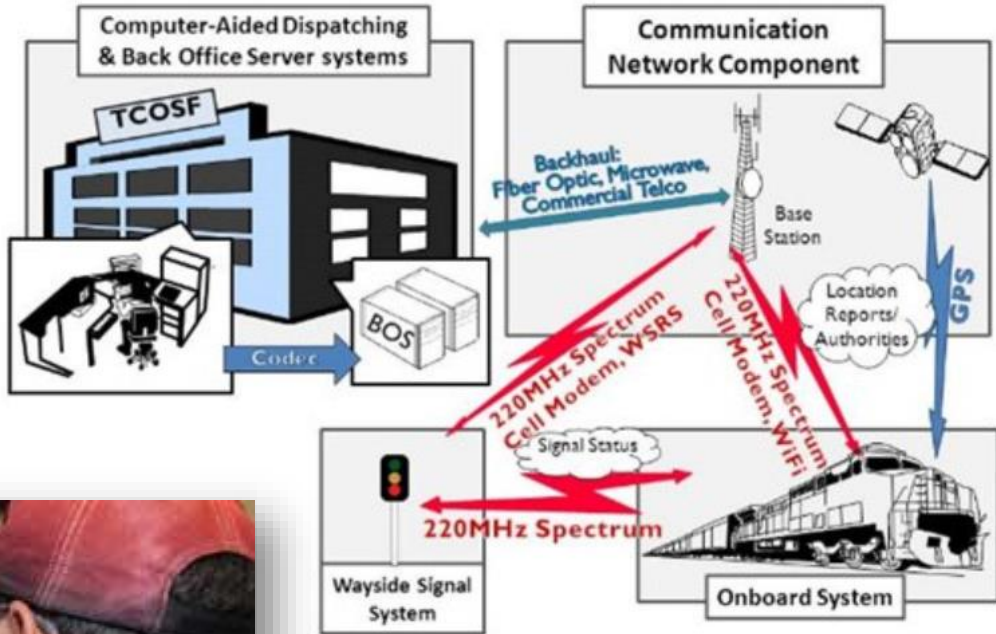


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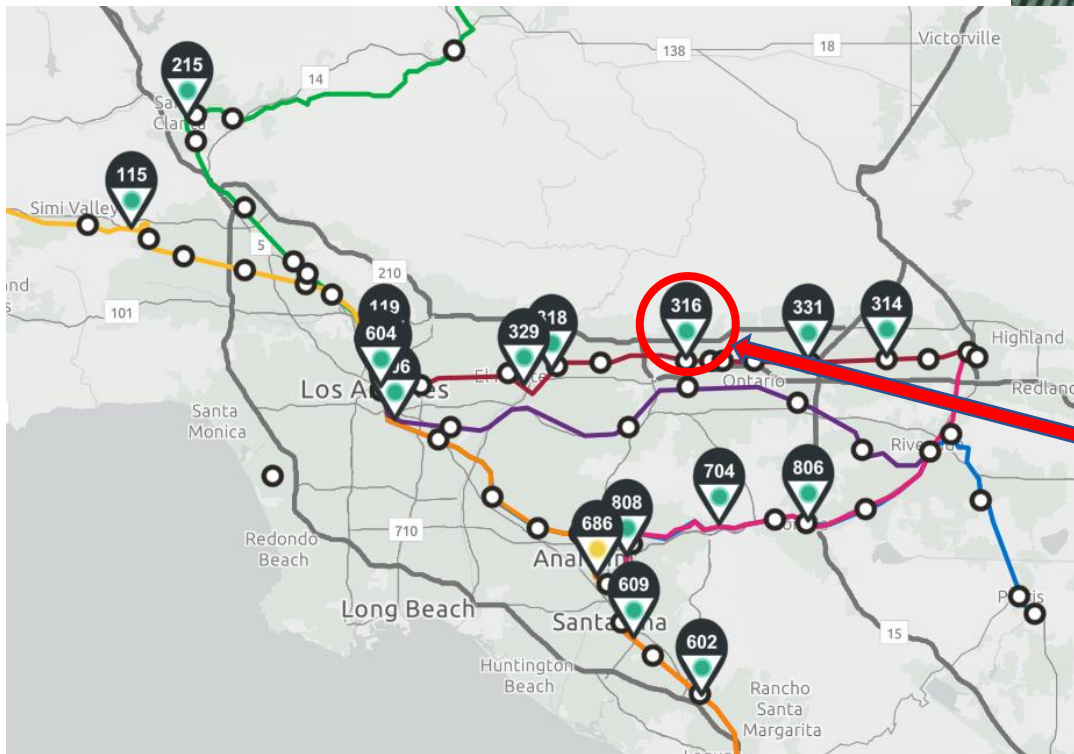
TIER 4 LOCOMOTIVE | CLEAN POWER



Enhanced Safety With Positive Train Control Technology



PTC's GPS For Train Tracking



Social Distancing Tool

METROLINK.
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HOW FULL IS MY TRAIN?
YOUR DIGITAL TOOL FOR SOCIAL DISTANCING

27%

The graphic features a blue background with the Metrolink logo and slogan at the top left. A large donut chart on the right shows 27% in purple, with the rest of the chart in green and pink. Below the text, three stylized figures (pink, yellow, and blue) wearing face masks are seated on black chairs, illustrating social distancing. The yellow figure is also holding up a hand, possibly representing a digital tool or app.

SELECT A TRAIN LINE

ORANGE COUNTY

Weekdays Weekends

VIEW RIDERSHIP

Inbound **Outbound**

Less than 30% = plenty of room for social distancing 30% or more = less room for social distancing

TRAIN	LAST TRIP
681 LAGUNA NIGUEL/MISSION VIEJO LOS ANGELES UNION STATION 04:05 AM - 05:25 AM	<input checked="" type="checkbox"/> 7% <i>A week ago: 8%</i>
601 OCEANSIDE LOS ANGELES UNION STATION 04:35 AM - 08:37 AM	<input checked="" type="checkbox"/> 9% <i>A week ago: 9%</i>
603 OCEANSIDE LOS ANGELES UNION STATION 05:18 AM - 07:20 AM	<input checked="" type="checkbox"/> 3% <i>A week ago: 7%</i>



System Upgrades – New Ticket Machines

- Added convenience and reliability
- 100% ADA compliant
- Flexible to support the future of fare collections
- Allow integration with 3rd party systems

The Future Is Sustainability

