



Smarter. Better. Essential.

CMF UPDATE

Visit our Community
Webpage

CMF AT A GLANCE

ADDRESS: 1555 San Fernando Rd, Los Angeles CA 90065

CONTACT: communityrelations@scrra.net

EMERGENCY HOTLINE: (213)452-0400

NON-EMERGENCY ISSUES: Sylvia Novoa (213)452-0300

CEO Transition

It is with mixed emotions that we wish Metrolink CEO Stephanie Wiggins well as she leaves us to take the helm of LA Metro as its next CEO. We are sorry to see her go but are excited that she will be nearby and continue to remain involved with Metrolink as head of one of Metrolink's five member agencies. While the Board of Directors conducts the search for the next Metrolink CEO, Arnold Hackett will serve as Interim CEO and brings the same commitment to service and transparency with the CMF community.

Our Next Quarterly Meeting



The quarterly CMF Community meeting scheduled for May 22 2021 has been rescheduled to June 26, 2021. Metrolink will provide notice to the community with more specific information in advance of the public meeting in June.

If you have questions, please contact Sylvia Novoa at 213-452-0300 or by email at communityrelations@scrra.net.

Metrolink Celebrates Earth Day

Metrolink celebrated the 51st anniversary of Earth Day with a week long Sustainability Challenge. Sustainability Challenge included activities such as:

- Monday – Go Plant-based for the Planet
- Tuesday – Recycling & Composting
- Wednesday – Save energy
- Thursday – Earth Day – Calculate Your Impact
- Friday – Water Savings & Drought-tolerant plants
- Weekend – Metrolink Cares Community Cleanup

The Sustainability Challenge gave Metrolink an opportunity to connect with our riders, employees and members of our community to promote a sustainable lifestyle. When we all work together, our seemingly small actions to improve the way we live and work can have a positive impact on the environment and our families. A recap of these activities can be found at: metrolinktrains.com/earthday

As traffic starts to return to pre-pandemic levels, Metrolink plays an important role in the future of mobility of Southern California and the positive impact that the agency can make on the climate. For every 1,000 people who choose to take the train

over driving, it reduces greenhouse gas emissions by 23,472 pounds, which is the equivalent of the carbon sequestered by a 12-acre forest, the size of 10 football fields—every day. For more information on everything Metrolink is doing to create a greener future for the communities we serve, visit metrolinktrains.com/sustainability.

Central Maintenance Facility (CMF) Action Plan April 2021 Update



We continue to make progress on our commitment to be a good neighbor to the communities near the CMF. To view the latest updates of the CMF Action Plan, please click [HERE](#). You can also view previous CMF updates by visiting metrolinktrains.com/cmf.

Temporary Sound Barrier Construction:

Staff identified a temporary sound mitigation solution. The construction of the sound barriers will take place in two phases commencing on May 24, 2021 and ending in late June.

WHERE: Service & Inspection Track (construction will be taking place near sand towers as well as further south where the trees between the access road and river begin)

WHEN: Phase 1 is planned to begin Monday May, 24, 2021 and end Friday, May 28, 2021. Work will take place from 7:00 a.m. to 7:00 p.m. Staff will work with contractor to keep noise to a minimum where possible before 8:00 a.m. This will ensure the work can be completed during a single week.

Phase 2 construction is expected to occur over a weekend in late June. The target dates are the weekend of Saturday, June 19 and Sunday, June 20, with wrap up on Monday, June 21 during the hours of 8:00 a.m. to 6:00 p.m. Phase 2 will require a crane to stand the columns and place the panels. To allow for

the safe operation of the crane in the work area, unfortunately this work must take place on the weekend.

Phase 1 construction activities are expected to consist of the following:

- Mobilization of equipment and crew
- Concrete cutting and hydro excavation of pier support locations. Hydro excavation is the process used to remove soil.
- Set steel supports for the sound barrier and pour concrete

Questions and concerns can be directed to Sylvia Novoa at (213) 452-0300 or to communityrelations@scrra.net.

A detailed update on this effort will be given at the upcoming virtual community meeting on June 26, 2021.

Tier 4 Update

As of April 30, 2021, 39 of the 40 Tier 4 locomotives procured by Metrolink have been delivered to SCRRRA property. The 40th Tier 4 locomotive was delivered May 14, 2021 and is expected to go into service early June. Upon delivery from the manufacturer, each locomotive must undergo extensive testing prior to its acceptance into service.

Tier 4 Noise Modifications:

Metrolink has found a software-based solution to address the elevated noise coming from the F125 locomotive cooling fans during hotter summer temperatures. However, the software modification has caused unexpected faults in other interrelated systems. As a result, the modifications have been put on hold until staff can troubleshoot the issue and find the appropriate solution. Metrolink will provide an update to the community at the upcoming quarterly meeting in June.



Metrolink COVID-19 (Coronavirus) Response:

SHARED RESPONSIBILITY

CDC Requires Everyone to Wear Their Masks



COVID-19 has changed all our lives in countless ways. For the last few months, we have made real-time adjustments as stay at home orders, school closures and staged efforts to reopen our region and state have demanded much of our attention. At Metrolink, safety is foundational. Our agency has taken steps to protect against the spread of the COVID-19 disease while protecting our team members, riders, and communities. We thank you for your patience as we have worked to identify ways

to enhance communication with the community and update agency practices.

Recovery Plan Framework:

The Metrolink team is working hard to adjust and prepare for the “new normal” and emerge from this pandemic a smarter, better passenger train service. With that in mind, we have developed a Recovery Plan Framework which emphasizes health, safety, and cleanliness;

Health & Safety:

We enhanced cleaning and other safety procedures on our trains and at the locations where our employees work.

Cleanliness updates include:

- Installation of new state-of-the-art antimicrobial air filters on all our train cars to ensure the air passengers breathe throughout their journey is safe and clean. They improve the air flow aboard our trains and destroy 99.9% of impurities including bacteria and viruses.
- Trains are deep cleaned every night as well as more staff added to clean more often
- Hand sanitizer stations in each train car
- A video of our cleaning process on our trains can be viewed [HERE](#).

We launched the [How Full Is My Train?](#) tool for riders to see recent ridership of the train you plan to take and be assured there will be plenty of space for physical distancing. More information regarding the latest health and safety procedures on our trains can be found at: metrolinktrains.com/cleancommute

On September 25, 2020, the Metrolink board approved the Recovery Plan Framework. Updates on the Recovery Plan Framework are given at Metrolink Board meetings and access to meetings and documents can be found at: metrolinktrains.com/about/board-meetings/agendas-documents. The latest update on the progress of the Recovery Plan was given at the April 23, 2021 board meeting which can be viewed [HERE](#).

Metrolink Operations:

Due to COVID-19, Metrolink has seen a reduction in ridership of up to 90% at its lowest. As a result, Metrolink temporarily reduced its service by 30% on March 26, 2020. You can find the latest schedule information at metrolinktrains.com/temporary-service.

Metrolink has utilized the reduced service levels to accelerate

maintenance and rehabilitation activities. For our trains, Metrolink is utilizing four fewer trainsets per day to operate the reduced service. As a result, we have enhanced preventive maintenance on the equipment and used the additional flexibility to address unscheduled maintenance events more strategically. For the infrastructure, Metrolink has used the longer work windows afforded by reduced service to accelerate repairs to track, ties and signal infrastructure.

To get more information about Metrolink's service or response to COVID-19, please visit metrolinktrains.com/coronavirus or text "ML19" to "#333777".

Essential Together:

Throughout the COVID-19 pandemic, Metrolink has provided safe, reliable service to essential frontline workers who kept the Southern California region safe and functioning, according to the results of our [2021 Customer Survey](#). Nearly 75 percent of people currently riding Metrolink identified themselves as essential workers – an increase of 4 percent from Metrolink's April 2020 survey. Many (29 percent) of these essential workers are in the healthcare industry. Other essential workers include those in community-based organizations (17 percent), which includes public health and childcare, and those in transportation and logistics (14 percent).

In releasing its survey results, Metrolink also launched a campaign to thank the region's essential workers and to invite its lapsed riders – and the community at large – back to a service that is smarter and better than ever thanks to the agency's hard work over the last year. The campaign includes [full-page ads](#) in the region's daily newspapers to thank the region's essential workers, as well as an [online timeline](#) detailing its customer-centered work over the last year to prepare for the return of more riders.

Safety Reminder

Camping, walking, driving or playing near any active train line or along the Metrolink right-of-way (ROW) is dangerous. We know that homelessness is a challenge our communities face. If you see an homeless encampment along the Metrolink ROW please contact us at (866) 640-5190.

Questions and concerns can be directed to Metrolink's Community Relations 24-hour hotline at (213)452-0400 or to communityrelations@scrra.net.

Sylvia Novoa | Metrolink Community Relations
(213)452-0300 | communityrelations@scrra.net

STAY CONNECTED

