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CMF UPDATE

Visit our Community
Webpage

For recent news and events, read the latest issue of [Metrolink Matters](#).

CMF AT A GLANCE

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Metrolink Launches Loyalty Program

On October 14, 2020, Metrolink launched [SoCal Explorer](#). This new loyalty program rewards riders with points as well as exclusive offers and perks from local businesses and attractions throughout the Southern California region. The program makes it more affordable for people to take the train as part of their daily lifestyle, while helping local businesses recover from the pandemic.

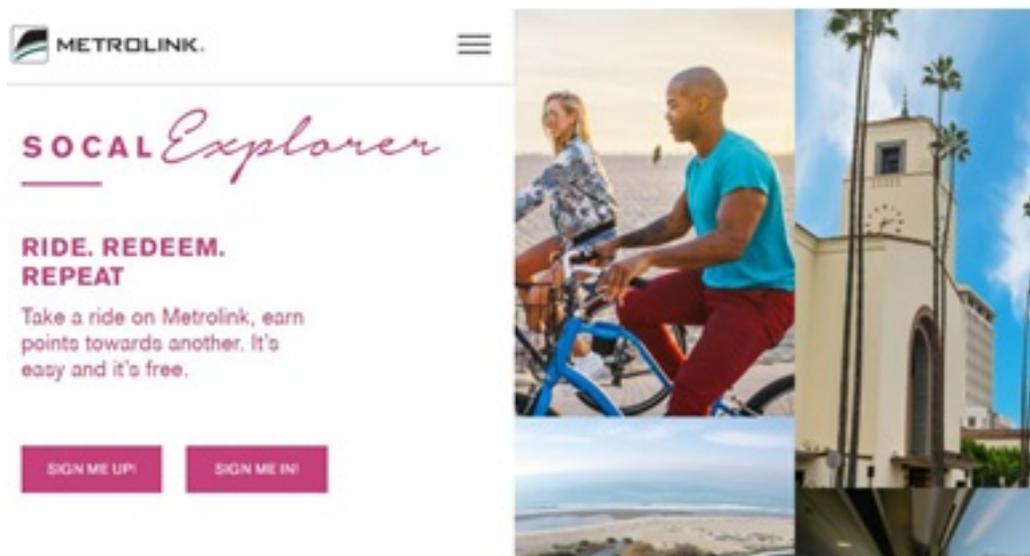
The SoCal Explorer program was designed to reward all Metrolink riders, whether they take the train to commute to work or to ride for fun and leisure with friends and family. Members earn one point for every mile they travel, which can be redeemed for free tickets – making Metrolink even more affordable. Just for signing up, members will receive enough points for a round-trip ticket, enabling new members to redeem their points and try out the service for free.

“We are pleased to reward Southern Californians for making the choice to leave their car behind and take the train,” remarked Metrolink Board Chair Brian Humphrey of the program. “We hope to encourage more people to ride with us, to keep our

region's traffic congestion low and improve our region's air quality. Plus, taking the train is a healthy lifestyle choice allowing people to avoid the stress of sitting in traffic."

While the SoCal Explorer program was created to benefit its customers, Metrolink also recognized it as an opportunity to support the recovery of local businesses hit hard by the effects of COVID-19. Currently more than 30 local businesses are SoCal Explorer Partners, offering discounts and other incentives to program members in exchange for being promoted as a part of the program. Businesses can sign up to be partners by visiting socalexplorer.metrolinktrains.com/partnerships.

For more information about Metrolink's SoCal Explorer rewards program please visit SoCalExplorer.metrolinktrains.com.



Virtual Community Meeting Recap

On September 26, 2020 Metrolink hosted its first virtual CMF quarterly update meeting. At the meeting, Metrolink gave the community a status update of our 11-point Action Plan which included several sustainability measures we are happy to update the community on the progress of:

- Nearly all our Tier 4 locomotives being delivered and placed into service.
- California Air Resources Board (CARB) certification that Metrolink's Tier 4 locomotives meet the required emissions standards.
- An award from the City of LA Department of Water and Power for reduced energy usage due to the installation of LED lights at the CMF facility.
- The full implementation of plug-ins to help reduce train

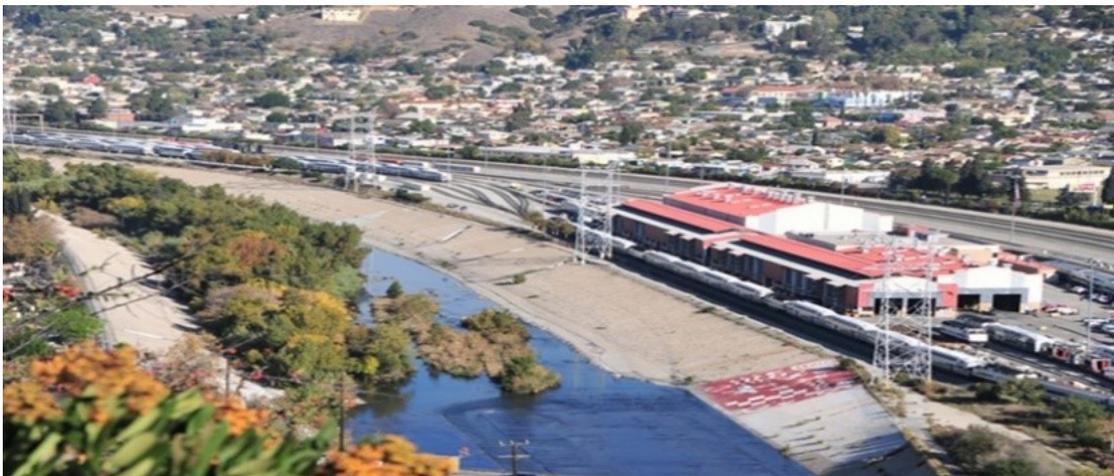
noise.

The virtual meeting was also accompanied by a virtual meeting room. The virtual meeting room is now closed but community members can view the PowerPoint presentation from the meeting [HERE](#) or visit metrolinktrains.com/cmfc and view the presentation in the "community resources" section.

Thank you to those who were able to join our first virtual community meeting on September 26. We would also like to thank anyone who submitted comments or questions. We appreciate your participation.

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

[Central Maintenance Facility \(CMF\) Action Plan October Update](#)



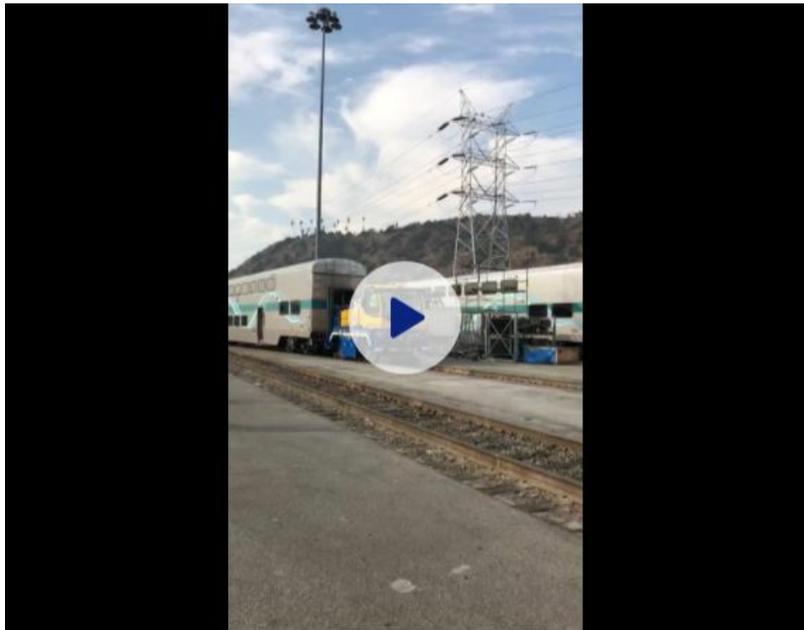
We continue to make progress on our commitment to be a good neighbor to the communities near the CMF. We have completed the temporary installation and assessment of sound monitors, and we have ordered permanent sound monitors for ongoing sound monitoring and we expect their arrival and installation in November. We have completed our analysis of how we use ground power and can now use up to 15 ground power stations at one time, nearly doubling the number of simultaneous ground power stations in use compared to early 2019. This has helped to substantially reducing the noise produced by idling locomotives in the yard because more can now be run by the ground power stations.

The Internal Audit is completed, and the Internal Audit team presented the audit findings to Metrolink's Audit and Finance committee, then to our Board of Directors. Results of the audit were presented to the public at the CMF community meeting

on February 22, where Metrolink shared how the findings were addressed, including many that were addressed prior to the meeting. To view the presentation click [here](#), the audit segment can be found on slides 8-29.

Electric Car Mover Demo

Working towards a zero-emission future (action item 10) is a long-term goal in the Action Plan. This month a demo was conducted at CMF of the electric car mover that Metrolink is working to procure. Electric car movers are used to move locomotives around the yard. Using these movers help reduce air and noise emissions. A Carl Moyer application was submitted to fund the electric car mover, pending the award. It is expected to be made in January 2021. If awarded Carl Moyer funding, Metrolink will be replacing a Tier 1 diesel rail car mover used at our Central Maintenance Facility (CMF) with a battery-powered car mover. The battery car mover is quieter than Metrolink's older diesel car mover and can pull more weight safely over switches. Currently, a Tier 2 locomotive is used for pulling longer, heavier consists in the yard at CMF. The electric car mover can tow up to 5,732,000 lbs.



video clip of the electric car mover demo

To view the latest updates of the CMF Action Plan, please click [HERE](#). You can also view previous updates by visiting metrolinktrains.com/cmfc.

Tier 4 Update

As of October 30, 2020, 37 of the 40 Tier 4 locomotives procured

by Metrolink have been delivered to SCRRA property. Upon delivery from the manufacturer, each locomotive must undergo extensive testing prior to its acceptance into service.

- 37 locomotives are in service.
- There are currently 2 locomotives that have been delivered to Metrolink and are being prepared for service.
- The schedule of Tier 4 locomotive deliveries has been delayed due to supply chain impacts of COVID-19. The 40th locomotive is projected to be delivered in early 2021.
- 25 Legacy Tier 0 locomotives have been decommissioned

Tier 4 locomotives reduce emissions 65% and 85%, when compared to legacy Tier 2 and Tier 0 locomotives respectively.

Recently we have received several complaints regarding noise emanating from Tier 4 locomotives at the Central Maintenance Facility (CMF) when the weather is in high temperature.

Metrolink is currently working on solutions to reduce the noise. Please read the [Noise Reduction Letter](#) for more information on these efforts.



Ear Plug Sign Up

During times of excessive temperatures in or near the 100s, there are extended periods for which the engine blowers on the Tier 4 locomotives will operate at higher speeds and emit a higher level of noise. To help mitigate noise on these days, we are offering ear plugs to the community.

Please sign up [HERE](#), with your full contact information.

We do apologize for the inconvenience and we appreciate your patience. Please contact us at our 24-hour hotline (213) 452-0400, or at communityrelations@scrra.net if you have any questions regarding the ear plugs.

Metrolink COVID-19 (Coronavirus) Response:

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. We thank you for your patience as we have worked to identify ways to enhance communication with the community, specifically the virtual meeting room and tour of the CMF created to supplement the live community meeting and provide residents an extended period of time to provide input and ask any further questions regarding the CMF.

Metrolink has taken this time to rethink how we move into the future. This includes how our agency communicates with you. From this point forward, we will send one comprehensive monthly update to the community, which will include status updates of the CMF Action Plan, updates on projects at CMF, and other helpful information.

Metrolink Operations:

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.

Due to the COVID-19 crisis and the resulting school closures and Governor's Shelter In Place Order, Metrolink has seen a reduction in ridership of approximately 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.

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 with five key pillars:

1. Health & Safety
2. Operational Transparency
3. The Triple Bottom Line
4. Future-Proof Operations
5. Sustainable Financial Performance

On September 25, 2020, the Metrolink board approved the Recovery Plan Framework. An update on the progress of the Recovery Plan was given at the October 23, 2020 board meeting. To view the latest update click [HERE](#).

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

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.

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