

METROLINK

# CLIMATE ACTION AND SOCIAL IMPACT REPORT 2021





Metrolink is committed to protecting the environment in Southern California, embracing social responsibility, creating economic vitality and enhancing the quality of life for the communities we serve.

## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Darren Kettle

As I approach my one-year anniversary here at Metrolink and the agency prepares to celebrate 30 years of service in Southern California, one thing is abundantly clear – each and every one of our dedicated staff members cares about how their work impacts our broader community.

The thousands of people who board our trains every day are at the heart of all we do. They depend on Metrolink to get them where they need to go and connect them to the people and places they love.

Even a global pandemic could not change that. While we and the entire transportation industry are still reeling from this crisis, it has given us a unique opportunity to transition in positive ways. It has allowed us to shift from being a more narrowly focused commuter train service to a true regional passenger rail network that better meets the needs of more people.

What hasn't changed is our commitment to the environment.

Climate change is one of the most pressing issues impacting our world today. According to the World Air Quality Report, the Los Angeles metropolitan region ranks at the top of the list for worst air quality of any major U.S. city, thanks in large part to our car-clogged roads and freeways.

As we prepare to welcome millions of visitors from around the globe for the 2028 Olympic and Paralympic Games, Metrolink is investing in a robust network to support the Olympic organizing committee's goal of having public transportation access at every venue, while keeping the rest of the region moving during the Games and into the future.

Through our energy and investments over the next several years, it is imperative we make rail a compelling alternative to single-occupant automobiles and do so in ways that advance equity and access for all the diverse communities we serve.

I am excited to share with you our 2021 Climate Action/Social Impact Report. It details the important work we have done and continue to do as we boldly move toward a zero-emission future for our riders, Southern California, and the world.

# OUR COVID-19 RESPONSE

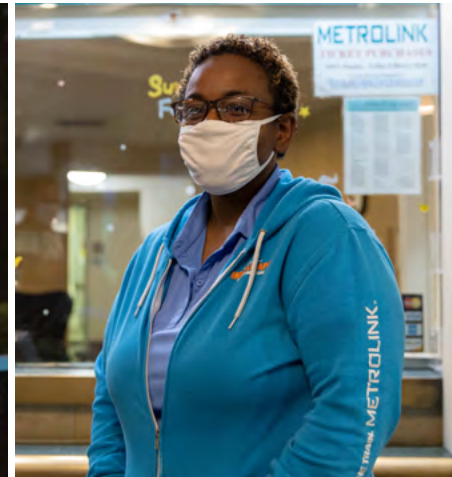
Our cleaning protocols are in compliance with the rigorous standards of the APTA Health and Safety Commitments Program. Social distancing is made easy by using Metrolink’s How Full is My Train? tool to check recent ridership levels and ensure there’s plenty of space for their adventure.

## COMMUNITY SUPPORT

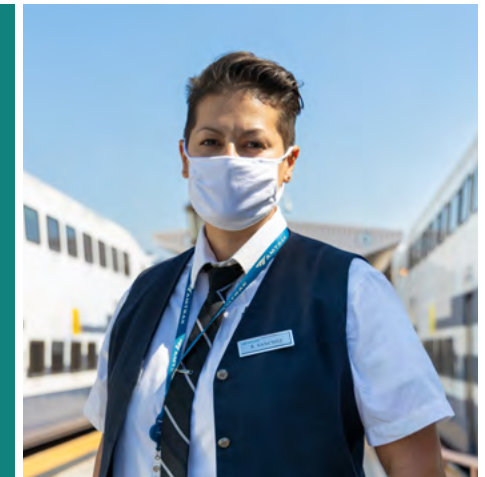
Metrolink played a significant role in connecting residents and riders from Palmdale, Lancaster and San Bernadino communities to vaccination opportunities by partnering with the Los Angeles County Department of Public Health (Public Health) to provide access to free mobile COVID-19 vaccination clinics. Programs like these were critical to facilitating the vaccination rollout to neighborhoods where our most vulnerable populations reside throughout the County. “Many Antelope Valley residents rely on public transit and with this collaborative effort, bringing these lifesaving vaccines to the Palmdale Metrolink Station makes a significant positive impact on public health”, said Palmdale Mayor Steven D. Hofbauer.

Even Metrolink employees stepped up to lend their talents during the height of the pandemic fabricating face masks and special 3-D printed protective straps to supply essential health care workers. Claudia Casasola, of the Internal Audit team, decided to dust off her sewing machine to make face masks for her family. She was resourceful and used things she already had in her house such as bandanas and padding fabric.

To see all the ways Metrolink is working to keep riders and team members safe, please visit [metrolinktrains.com/cleancommute](https://www.metrolinktrains.com/cleancommute).

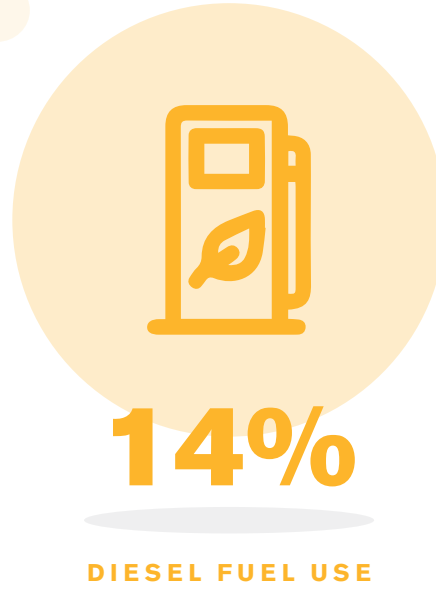
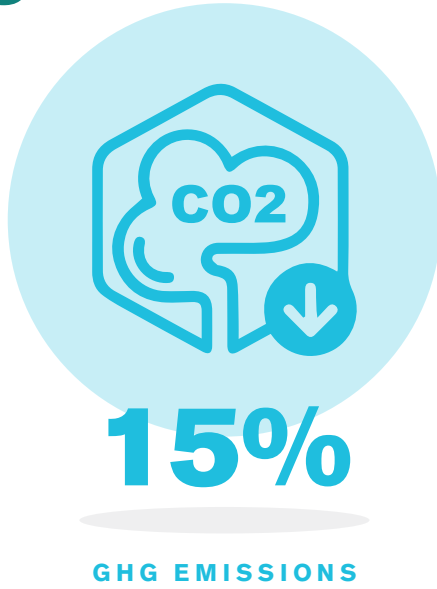


At Metrolink safety is our foundational value. As the world continues to change around us, the work we must do to protect rider’s safety evolves and expands.



# 2021 CLIMATE ACTION PROGRESS HIGHLIGHTS

CHANGE SINCE 2019



## ENVIRONMENT PG 7

We focus on reducing emissions in our operations to improve air quality for our region



## OUR PEOPLE PG 14

We care about the well-being of our people and support a safe and inclusive culture



## COMMUNITIES PG 19

We are committed to improving the quality of life for the people in the communities we serve

# CLIMATE ACTION PERFORMANCE SCORECARD

## FLEET RESOURCES AND EMISSIONS

	FY 2019 (baseline)	FY 2021	Comment
Revenue Fleet CO2 Emissions	83,464 MT	↓ <b>73,909 MT</b> (-15.4%)	Reduced emissions are primarily attributed to reduced service operations compared to 2019 baseline. Short term goal to transition to petroleum-free diesel by 2022 has been achieved
Revenue Fleet Nitrogen Oxide (NoX)	800 MT	↓ <b>272.9 MT</b> (-27.5%)	Reduction of criteria pollutant is a result of reduced fuel use and is more than 50% achievement of the 2030 target
Revenue Fleet Particulate Matter (PM)	28.23 MT	↓ <b>7.5 MT</b> (-27.9%)	Reduction of criteria pollutant is a result of reduced fuel use and is more than 40% achievement of the 2030 target
Non-Revenue Fleet CO2 Emissions	1,918 MT	↓ <b>1,409 MT</b> (-26.5%)	Decrease attributed to reduced fuel consumption of non-revenue fleet travel
Non-Revenue Fleet Light Duty	0% of fleet is EV	<b>2% of fleet is EV</b> (3 out of 175)	2% of the short term goal has been achieved with a target to transition 7% of the fleet to EV by 2024
Non-Revenue Fleet Heavy Duty	0% of fleet is petroleum fuel free	<b>50% of fleet petroleum fuel free</b>	A transition to renewable fuel was implemented in 2021 for 50% of the heavy duty fleet achieving the 2030 target

Performance metrics represent activity in calendar year 2021 and don't reflect the transition to renewable fuel which occurred Feb 2022. Greater reductions in criteria pollutants and GHG emissions are expected and will be reflected in the 2022 report.

Lower fuel consumption of the revenue fleet in 2021 is mostly attributed to reduced ridership and service operations resulting from the pandemic impact.

The following metrics of the scorecard compare actual 2021 performance to 2019 baseline with a measurement of actions toward achievement of 2030 targets.

# CLIMATE ACTION PERFORMANCE SCORECARD

## FACILITY OPERATIONS

	FY 2019 (baseline)	FY 2021	Comment
Energy	5,748,108 KWH	<b>6,478,934 KWH (+12.7%)</b>	12.7% increase: While facility energy use was static, the increase is due to additional ground power use in the yard during locomotive maintenance. Plugging in to building power reduces engine idling and fuel emissions which improves air quality for the basin
Waste	0	<b>Initiated cardboard and pallet recycling programs</b>	Implemented both waste recycling programs in 2021 to achieve short term targets
Water	8,559,008 GAL	<b>13,134,122 GAL (+53%)</b>	53% increase: While actual 2020 water use experienced a decrease from 2019 baseline, a faulty water valve for the train wash system in March 2021 caused a major leak to occur. A fail safe valve was installed to prevent any future leak incidents

## RESILIENCY

	FY 2019 (baseline)	FY 2021	Comment
Complete a resiliency assessment	0	Climate Vulnerability Assessment Report	The short term goal to perform a climate vulnerability assessment and prepare an adaptation plan was achieved. The findings of this study provide strategies to increase resilience of the rail assets and the communities that it serves.

Metric Tons (MT)

# PROTECTING OUR ENVIRONMENT

We recognize that climate change is one of the most pressing issues impacting our world today and there are three key reasons why Metrolink is so focused on minimizing our environmental impact:

The latest installment of the IPCC Assessment reports that urgent action is needed as the burning of fossil fuels is the primary cause of climate change

Transportation is now the highest source of GHG emissions in the United States, accounting for 29 percent of total emissions as well as related environmental and social challenges such as air pollution and noise emissions.

Once again, the Los Angeles region was ranked at the top of the list for worst air quality of any major city in the US according to a recent World Air Quality Report and the vast majority of the air pollution comes from tailpipe emissions.



## Locomotive Fleet

Ninety-five percent of Metrolink's total emissions impact is solely attributed to the diesel fuel we burn in our locomotives. This is the primary reason why we are extremely focused on taking any and all measures to improve emissions of our fleet and improve air quality for the health and wellbeing of the communities we serve. Whether that's simple steps in reducing idling and incorporating best practices in our operations, to substantial capital investments into new, more efficient locomotive engines. Metrolink has a responsibility to make improvements to our operating practices for the benefit of our riders and the environment.

### RENEWABLE FUEL

In order to meet the aggressive targets of our [Climate Action Plan](#), we launched a pilot test of renewable fuel in March 2021. Renewable fuel contains no petroleum as it is made of recycled natural fats and vegetable oils. It burns much cleaner and reduces harmful criteria pollutants, decreasing CO2 by up to 80%. According to California Air Resources Board., renewable fuel reduces particulate matter, a known cancer-causing pollutant by about 30 percent compared to conventional diesel. A significant portion of California's population, often communities of color, live near or adjacent to transportation networks and are disproportionately impacted by the combustion of conventional diesel fuel. The displacement and eventual phase out of diesel is critical to address this environmental justice issue.

As of February 2022, Metrolink successfully accomplished the top short term goal by taking the bold leap to eliminate all petroleum-based fossil fuels in our locomotive fleet and fully transitioned to using 100% renewable fuel. We are the first rail agency in the nation to do so. On average, Metrolink's full fleet of 55 locomotives are powered by 8 million gallons of fuel per year and making this fuel transition is the equivalent emissions reduction impact of removing 13,900 passenger vehicles from the road for a year.

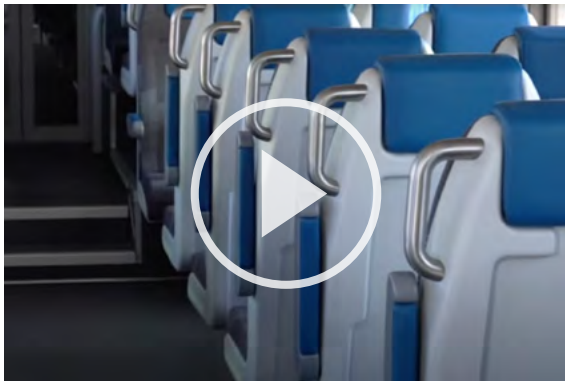
[Watch a video of Metrolink Renewable Fuel Event](#)





## ARROW DMU

In December 2021, as part of the Redlands Passenger Rail Project (also known as Arrow), San Bernardino County Transportation Authority (SBCTA) received the first of three low-emission Diesel Multiple Units (DMUs) at the Arrow Maintenance Facility. Metrolink, in partnership with SBCTA, will prepare for Arrow Service with the DMUs undergoing safety and performance testing using conventional diesel fuel. The Arrow service will include 5 stations along a 9 mile route between the University of Redlands and San Bernadino. Once performance testing is completed, the Arrow DMUs will join the rest of the Metrolink Fleet and be powered with 100% renewable fuel. SBCTA also contracted for the procurement of a Flirt H22 hybrid hydrogen - fuel cell powered unit (ZEMU) which is currently being manufactured and will arrive in 2024. The ZEMU will provide a cleaner and greener transit option for riders and communities in the Inland-Empire with the future aim to transition the rest of the Arrow DMU Fleet to ZEMUs.



Watch: [SBCTA Arrow Diesel Multiple Unit Arrival - SBCTA \(gosbcta.com\)](https://www.gosbcta.com)

## TIER 4 FLEET

Metrolink's active locomotive fleet currently consists of 40 new Tier 4 diesel locomotives and 15 Tier 2 diesel locomotives with the final fortieth Tier 4 locomotive launched into service June 2021.

A short term goal of the climate action plan identified replacement of older, Tier 2 locomotives for the most efficient, cleaner burning engines available today of newer Tier 4 models. To assemble the capital this investment requires, Metrolink staff secured grant funding from the AQMD Carl Moyer program of \$51,696,093. Staff continue to seek out additional sources to meet the funding gap shortfall that will support the full procurement contract. This will be an important milestone in improving air quality with considerable emissions reductions expected of 65 percent in nitrous oxide (NOx), particulate matter (PM) and hydrocarbon (HC).

While Metrolink trains are powered by 100 percent renewable sources today, this fuel is our bridge solution to a zero emissions future as we explore advanced technologies such as battery electric and hydrogen fuel cell power. Although all the major equipment manufacturers around the world are focusing on how to build zero emissions engines, the ZE transition in this heavy duty engine category is really nascent today.

## ZERO EMISSIONS PILOT IMPLEMENTATION PLAN

In late October 2021, staff began work on the Zero Emissions Pilot Implementation Plan (ZE PIP). Apart from fully electrified rail corridors, zero emissions rail vehicles are not yet proven or commercially available on the North American railway system. ZE is more complicated than a new train on an existing system—there are many externalities to consider including charging, fueling infrastructure and improvements to maintenance facilities and signal system. Ultimately, our end goal is to transition from a combustion engine to a truly zero emission vehicle that will be a one-for-one replacement.

LA Metro in partnership with Metrolink received \$10 million in grant funding to conduct a pilot on the Antelope Valley Line (AVL). The objectives of the ZE PIP include developing a thorough strategic analysis and cost estimate to guide decision-making and support a pilot implementation for the AVL that will serve as a foundation to advance future pilot projects on the Metrolink system.

Our bold efforts continue to lead the industry toward a zero emissions future and our collaboration and partnership with other peer rail agencies in the California ZE working group serves as a important forum to advance technology innovations.

## Non-revenue Fleet

### ELECTRIC VEHICLES

Metrolink has adopted a policy to transition the non-revenue fleet to zero emissions. Currently this fleet is comprised of 172 combustion vehicles and 3 all electric Chevy Bolts. Additional zero emission vehicles will be purchased as replacements to combustion models in accordance with the ZE policy and as required funding is secured. An EV charging station has been installed near the Melbourne Signal Facility as the initial deployment of electrification infrastructure and a comprehensive strategic implementation plan is in development.

### FUEL EFFICIENCY

In line with the revenue fleet transition to renewable diesel, in December 2021, a program was implemented that all heavy duty and construction vehicles reduce emissions by transitioning to renewable fuel instead of standard

petroleum diesel. To date, 100% of construction vehicles and 50% of heavy duty vehicles have successfully transitioned with the full compliance to occur in 2022. Since this fuel is a drop in replacement to petroleum, it has additionally been expanded for use in emergency generators located at our main maintenance facilities and dispatch and operations center.

To further drive operational efficiencies, in December a pilot fuel reduction program was initiated which involved reprogramming 10 pickup trucks for improved efficiency by lowering idle speeds and transmission set points, and governing maximum allowed speeds at 75mph. This program will be expanded to an additional 40 fleet trucks in 2022.

### ELECTRIC CAR MOVER

In a significant achievement to reduce emissions from operations, Metrolink will retire a 20-year-old, Tier 0 diesel rail car mover from the Central Maintenance Facility and replace it with a zero emissions, all electric model. A grant from the Carl Moyer program with South Coast Air Quality Management District was awarded to fund the procurement and equipment delivery is expected late 2022.

The zero emissions electric car mover will allow maintenance staff to move train cars and locomotives in the railyard that would otherwise be moved with diesel emissions equipment. This investment is a critical step in continuing to reduce emissions and advancing our good neighbor commitments to the community.



## Facilities

### ENERGY

In partnership with the Energy Coalition, energy audits were completed for the largest facility locations in Metrolink's portfolio. A range of energy efficiency projects were identified through the program that include both short and long term time frames. Staff are currently pursuing short term capital projects from the audit recommendations to improve efficiencies including HVAC system and Wi-Fi thermostat upgrades. These projects can be implemented once necessary funding is secured. Additionally, another short term climate action goal was achieved in 2021 with the completion of the Energy Star benchmarking of facility utility data. This program enables staff to have access to real time metrics for enhanced tracking and monitoring of energy use.

The lighting at the Central Maintenance Facility was upgraded from high pressure sodium to energy efficient LED at the entrance and

service and inspection area in October 2021. Additionally, LED lighting upgrades were completed at Melbourne Signal Facility and Metrolink Operation Center. A total of 103 LED lights were installed with expected reductions in energy consumption of 20%. The goal in 2022 is to upgrade the entire facility lighting for the interior of Melbourne and to conduct an audit of lighting usage at CMF to evaluate further energy saving measures including the introduction of timers.

### WATER

In efforts to reduce water consumption, the maintenance procedures for equipment at Central Maintenance Facility (CMF) were updated to decrease the train washing service from every day to every other day. This no-cost solution results in a 50% reduction of water usage for total annual train washing consumption. The goals of the Climate Action Plan include an upgrade of the train wash equipment with an added water

reclamation system which will be implemented once the required grant funding can be secured.

### WASTE

In efforts to minimize landfill waste, service was implemented for three-bin containers of trash, recycling, and compost at 5 facilities in the Metrolink portfolio. To maximize recycling adoption, staff were trained on proper practices and other opportunities will be explored to increase waste diversion.

A program for wood pallet and cardboard recycling was initiated in 2021 which achieved the short term Climate Action goal ahead of schedule. Locomotive parts and supplies are delivered to the maintenance facility on wood pallets and in cardboard boxes, and through this new program these materials are diverted from landfills and reused or recycled.



## IT RECYCLING

Metrolink donated nearly 120 computers and other electronics equipment to Homeboy Electronics Recycling in June 2021 which will provide second lives for the devices – all while also helping to train technicians for careers in electronic repair and maintenance. [Homeboy Electronics Recycling](#), is an affiliated R2 certified social enterprise which facilitates the proper disposal and management of used IT assets across Southern California. Metrolink regularly supports Homeboy's mission to offer a second chance at transforming lives by donating used computers and other information technology (IT) equipment, which Homeboy then refurbishes and resells to eligible nonprofits.

The demand for IT skills and low-cost equipment continues to grow and Metrolink has forged a growing partnership with Homeboy's [connectHOPE](#) program, which helps to address the growing digital divide affecting underrepresented and marginalized individuals in the Southern California community. These community organizations give the computer equipment and those who rehabilitate it an opportunity to build a new future and career.

[Read more](#)



## Climate Resiliency

Recent events, such as the wildfires that raged through California in the summer and fall of 2020 and 2021 are clear evidence of the climate-related threats faced by jurisdictions, businesses, and residents. Metrolink has long been prepared to handle periodic flooding, wildfires, and go-slow heat orders. However, the increasing size, scale, and frequency of these extreme weather events requires a new level of attention. With funding support of a Caltrans grant, a Climate Vulnerability Assessment and Adaptation Plan was commissioned to better understand the vulnerability of the Metrolink rail system, its other assets, and its core ridership to existing and future changes in the climate. The timing for this study is critical because the Authority has initiated delivery for the first set of multiple projects, which are part of a 10-year major investment in a comprehensive, regional multi-agency program to restructure and revolutionize regional rail in the Southern California service area, known as the Southern California Optimized Rail Expansion (SCORE) Program.

To safeguard these investments over their useful life, which ranges from 20 to 100+ years, consideration of future climate conditions will be essential for project planning, design, and delivery. This investment program also is a significant opportunity to increase the overall resilience of the Metrolink rail system and the people it serves. The Climate Vulnerability Assessment was performed for a range of assets including track, stations, communications, signals, facilities, culverts, and bridges. Exposure and sensitivity were assessed for climate events including sea level rise, precipitation/riverine flooding, extreme heat, wildfire, drought, landslides/mudslides, seismic/earthquakes, and electrical outages caused by climate hazards. Additionally, the assessment identified the communities in Metrolink's service area that are particularly sensitive to climate hazards due to socioeconomic factors such as age, income, vehicle access, or race/ethnicity and provided interventions and solutions to mitigate climate risk impacts.

Initial efforts are underway to fully integrate the findings of the study into strategic planning, operational standards and business practices.



# EMPOWERING OUR PEOPLE

We care about the well-being of everyone on our staff, from front-line employees and maintenance or administrative workers to management and specialized professionals.

We want them to have the best employee experience at Metrolink, where they feel valued, supported, and empowered to be successful both personally and professionally. To ensure we continue to thrive in a rapidly changing environment, we are investing in our people – both current and future employees. As we expand our services, we want to support our employees to grow and innovate along with us by focusing on the Metrolink employee experience. This commitment is further demonstrated by the appointment in 2021 of our first Chief People Officer, Ilyssa DeCaspero.



## DIVERSITY, EQUITY & INCLUSION

With a shared purpose and commitment to excellence, we strive to motivate and challenge our employees to explore the limits of their potential. We value our diverse workforce across their differences in religion, culture, gender, language, backgrounds, and sexual orientation. We appreciate that our uniqueness is a catalyst to innovation and creativity.

Currently, our organization represents a high diversity rate of 68 percent minorities and 41 percent of employees are women. We continue to proactively modernize our diversity practices in efforts to attract, retain, and motivate our workforce.

Metrolink encourages diversity in the transportation industry and is committed to being an active member and participating in diversity, equity and inclusion events with organizations that promote gender diversity, such as Women in Transportation (WTS), League of Railway Women (LRW), and The National Association of Railway Women (NARBW). We actively recruit candidates from diverse backgrounds, skills, and experiences and eliminate disparities through our inclusive hiring practices that acknowledge the contributions and potential of all candidates.



### D & I WORKFORCE STATISTICS

Executive Leadership	
Asian	16.67%
Black or African American	8.33%
Hispanic	25%
Two or more races (Not Hispanic or Latino)	8.33%
White	33.33%
Nonresponse	8.34%
<b>Grand Total</b>	<b>100%</b>

Manager and Above	
Asian	13.04%
Black or African American	21.74%
Hispanic	4.35%
Two or more races (Not Hispanic or Latino)	4.35%
White	43.48%
Nonresponse	13.04%
<b>Grand Total</b>	<b>100%</b>

## Talent Development

Our Learning and Development Team’s mission is to foster individuals and organizational effectiveness by developing and offering an array of innovative and diverse programs that enable employees to succeed in their current roles as well as develop new skills to further advance their careers. We offer a variety of training modules through a learning management system delivered in virtual, in person and on demand sessions. In 2021, Metrolink employees completed 1,604 voluntary learning activities which was a 10% increase above 2020.

### LEADERSHIP DEVELOPMENT

In 2019, we launched Metrolink’s Leadership Edge program, consisting of a program geared for emerging leaders and another for mid-level managers. Each program embarks in a six-month journey to learn the framework and tools to understand personal leadership as well as core leadership skills and competencies. In 2021, there were a total of 34 participants enrolled in the Leadership Edge program.





## Employee Engagement

The feeling of belonging is part of any great organization. At Metrolink we strive to bring people together through employee events and community involvement. Our annual Metrolink year-end event honors employees for their years of service and provides an overview of the year's accomplishments.

**METROLINK CARES** is our social impact platform to support the people and communities we serve along our six-county commuter rail system and promote a healthier Southern California. Prior community volunteer events include the LA River Clean Up, Giving Tuesday event and participation in the county Homeless Count. In addition, employees proudly participate in the annual American Heart Association Heart Walk. In 2021 Metrolink employees volunteered in the campaign to fight against and raise awareness of heart disease. Notably, our Chief People Officer, Ilyssa DeCasperis, raised \$25,000 dollars to support lifesaving research and bring awareness to heart disease. She was nominated for the Los Angeles Women of Impact.

### HEALTH AND WELLNESS

We strive to build a healthy and productive workforce through a variety of programs. Metrolink's annual Health and Wellness Fair explores benefit option plans, informational webinars, videos, financial literacy, and more



to inspire employees to take their health and wellness to the next level.

Additionally, throughout the year webinars were hosted by UCLA Health and included topics such as stress management, sleep and wellness, healthy eating and cancer prevention. Our Employee Assistance Program (EAP) offers confidential counseling 24 hours a day, 7 days a week for family, personal, work-related, and substance abuse issues. Furthermore, we offer free health advocacy with trained professionals who can help employees navigate the healthcare and insurance systems.

**VIRTUAL ENGAGEMENT**

Workplace by Meta is Metrolink's social online platform that helps teams stay connected, share information, engage, and build an inclusive culture. Employee milestones are celebrated along with promoting programs and sharing various agency events.

To foster employee engagement and maintain a forum for connectedness during the two year work from home schedule, informal virtual all staff meetings with the CEO were scheduled on a weekly basis. These proved so successful with high staff attendance that they are a permanent practice even through the telecommute hybrid schedule to maximize socialization and strengthen connections.

**RECOGNITION**

Going the Extra Mile (GEM) is our employee recognition program. Throughout the calendar year, employees earn GEM points for participating in learning activities, employee events, and volunteer activities. Employees with the most GEM points are rewarded for their engagement at the end of the year. Employees can also receive GEM Awards by a peer, manager, or a member of the leadership team and receive a monetary award. In 2021, employees achieved a total of 3850 GEM points.



# ENHANCING OUR COMMUNITIES

Metrolink strives to create value and exceed expectations by building and maintaining positive relationships with communities across the Southern California region.

Our service connects six counties and dozens of cities and communities across a 538 route-miles network. Whether our tracks run through these neighborhoods, or we have a station, we impact millions of people every day, both riders and non-riders alike. Part of Metrolink's core mission is to enhance the quality of life for everyone in Southern California.



# Equity

In April 2021, Metrolink’s Board of Directors adopted its first, formal equity-focused project, an Accessibility and Affordability Study which anchors to the commitments set forth in its Strategic Business Plan and Climate Action Plan. The purpose of the study was to develop a framework on how Metrolink can optimize its role in the region as a transportation agency that provides transit service and helps reduce traffic congestion and greenhouse gas emissions. This includes ensuring that service is delivered in an equitable way that addresses accessibility, affordability, and accountability. The study included policy and programmatic recommendations that are utilized as a framework for specific analyses and actions related to Metrolink’s service and policy-related items where applicable.



## COMPLETED RECOMMENDATIONS:

**Adopt a formal definition of equity:** Metrolink seeks to establish a service in which the quality of outcomes is not predicated upon an individual’s race, ethnicity, gender, socioeconomic status, ability, age, or other cultural or sociodemographic characteristics.

**Develop an Equity Atlas** to assess where acute barriers to accessing and affording service currently exist. The Atlas is used to proactively and geographically identify where investments can be prioritized in social equity communities. Integrate

**Integrate Equity Atlas outputs into grade crossings safety;** a dashboard tool visualizes at-grade crossings and ranks each crossing based on existing conditions to ensure equity focused solutions.

## SHORT TERM GOALS:

Seek out collaborative partnerships to support workforce development, affordable housing, and commercial growth to serve opportunities at or near Metrolink station areas.

Implement station access improvements in social equity communities, develop new community engagement approaches, and develop TOD criteria that centers on accessibility and affordability.

Develop a stakeholder engagement plan for Community Based Organizations; implement a 50% fare discount pilot program for low-income riders using grant funding from the State of California Cap and Trade Low Carbon Transit Operations Program (LCTOP) to further advance Metrolink’s equity-focused opportunities for all communities throughout Southern California.

Integrate customer service and marketing campaign s targeted towards social equity communities identified in the Equity Atlas.

Integrate the study outcomes to inform future service schedule planning efforts

Incorporate the study in capital planning, including the SCORE project and as a framework for developing new projects focused on equity and climate criteria.



[Accessibility and Afforability Study.pdf](#)

## Community Equity

Metrolink creates economic vitality for our communities through the Small Business Partnership Program (SBPP). The program was established to focus on helping more small businesses compete for agency contracts and eliminate barriers to drive equity and representation among contractors. Working together, we can strengthen our local economy, and make Metrolink a stronger agency by capitalizing on the innovation that local small businesses provide. SBPP uses a unique “wrap-around” approach to address the three most common needs for long-term small business growth of opportunity, capital, and capacity.



## PATTY ROSS VALUES METROLINK'S SMALL BUSINESS PARTNERSHIP PROGRAM

Golden State Marketing CEO Patty Ross finds the Small Business Partnership Program (SBPP) to be an excellent resource as she continues to develop her own business. “As a newly certified business, I found SBPP so helpful in preparing me to be contract ready for Metrolink. From reviewing my capabilities statement and crafting my pitch to include language that would appeal to Metrolink, everything was so valuable to help me succeed with obtaining contracts. The biggest lesson learned was getting familiar with what Metrolink may be looking for and appealing with the right copy and language tailored to their needs. I know how important it is for women business owners to connect to opportunities to help grow their business and I appreciated the extra assistance I received in this program.”

## Community Engagement

### CMF COMMUNITY

Metrolink's main rail maintenance facility is located in central Los Angeles and serves as a critical hub to inspect, test, fuel, clean and service all train equipment to meet the transportation needs of the region in the safest and cleanest way possible 365 days a year.

Metrolink has a long history with the CMF community -- including residents, businesses, elected officials and other stakeholders in neighboring Cypress Park, Glassell Park and Elysian Valley. Over the past several years, Metrolink has made various operational enhancements and modifications to reduce negative impacts to the community including development of an 11-point action plan that proactively addressed community concerns regarding noise and pollution. Staff engage with the community members and share updates on progress of completed projects during regularly scheduled quarterly meetings. To date, all short and medium-term goals have been met including deployment of the 40th Tier 4 locomotive to improve air quality and installation of two sound wall barriers to reduce noise with an additional sound wall planned for installation on the Cypress Park side once required funding is obtained.

The zero emissions electric car mover will allow maintenance staff to move train cars and locomotives in the railyard that would otherwise be moved with diesel emissions equipment. This investment is a critical step in continuing to reduce emissions and advancing our good neighbor commitments to the community.



## ENVIRONMENTAL CAMPAIGNS

**Earth Day** - In 2021, Metrolink launched a virtual Earth Day campaign encouraging Southern Californians to participate in a week-long sustainability challenge. Each daily challenge promoted Metrolink's sustainability efforts in different areas and highlighted our commitment to the communities we serve. The campaign promoted engagement to employees, riders and potential riders, in a variety of planned events for the week which included sustainable webinars with expert guest speakers, walk and learn sessions, and a recycling competition. Over 700 participants engaged in the various activities for the week.

**Car Free Day** - In celebration of annual Car Free Day in September, a campaign was launched to remind Southern Californians of the environmental, physical and mental health benefits of taking Metrolink and other forms of public transportation. The campaign encouraged people to leave their cars at home and offered free round-trip tickets to new riders as a promotion.



## Customer Experience

### LOYALTY PROGRAM

Customers are at the center of everything we do and to reward them for every mile they travel, Metrolink created a loyalty program called SoCal Explorer. Riders are rewarded with points as well as exclusive offers and perks from local businesses and attractions throughout the Southern California region.

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

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 saw an opportunity to also support local businesses that are also integral to our community.

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. In early 2022, we reached our goal of enrolling 22,000 loyalty members ahead of schedule.

### EXPLORE SOCIAL

We want people to know that Metrolink isn’t just for work commuters. In October 2020, Metrolink launched EXPLORE – a digital content hub featuring a curated collection of places to see and things to do in the six counties Metrolink serves and includes directions to get there from the nearest Metrolink station. Metrolink employees contributed their suggestions, offering firsthand insights on some of the most interesting places to visit, based on their personal experiences as members of the community and Metrolink riders themselves. From beaches and hiking trails, to downtown al fresco dining and unique shopping experiences, Southern California is rich with places its residents can safely go – and use Metrolink to get there without traffic or parking hassles.



*Metrolink's Customer Experience team earned a Gold award for SoCal Explorer Reward Program from Loyalty360 Association*



# RIDE METROLINK

Exploring SoCal  
has never been easier!

[Click here to find out how to ride](#)



