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Status Report | **One Year of Metrolink Reimagined**

Darren Kettle, CEO

Metrolink System

6

Counties Served

7

Routes/Lines

545.6

Route miles – 3rd most in the USA

67

Stations

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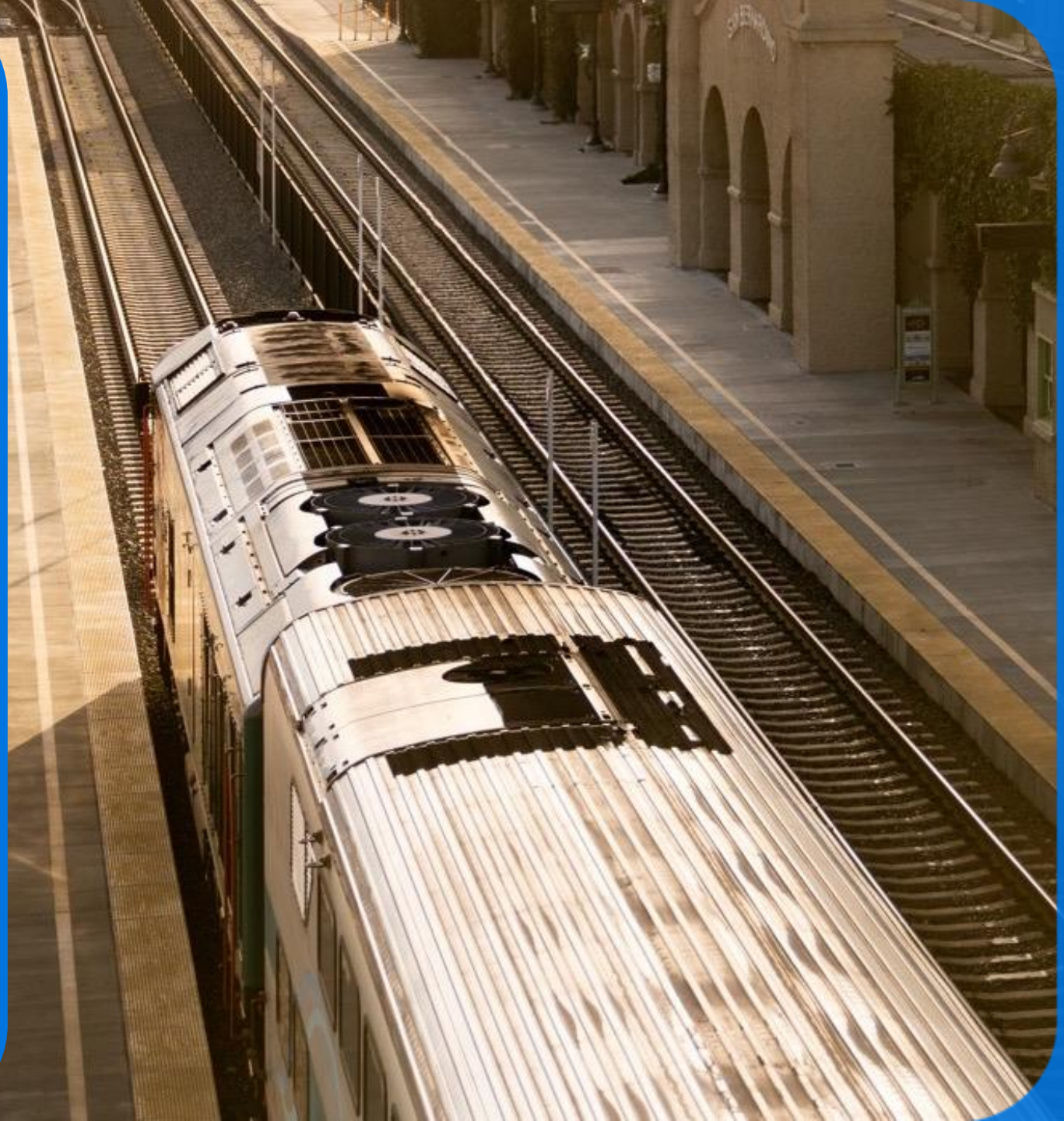
Metrolink Reimagined Schedule Optimization



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Four principles driving schedule optimization

- More trains to capture both commute and discretionary trips. Peak and Non-Peak
- Clock-faced schedules
- More efficiencies with equipment and crews
- More Line to Line connections at LAUS

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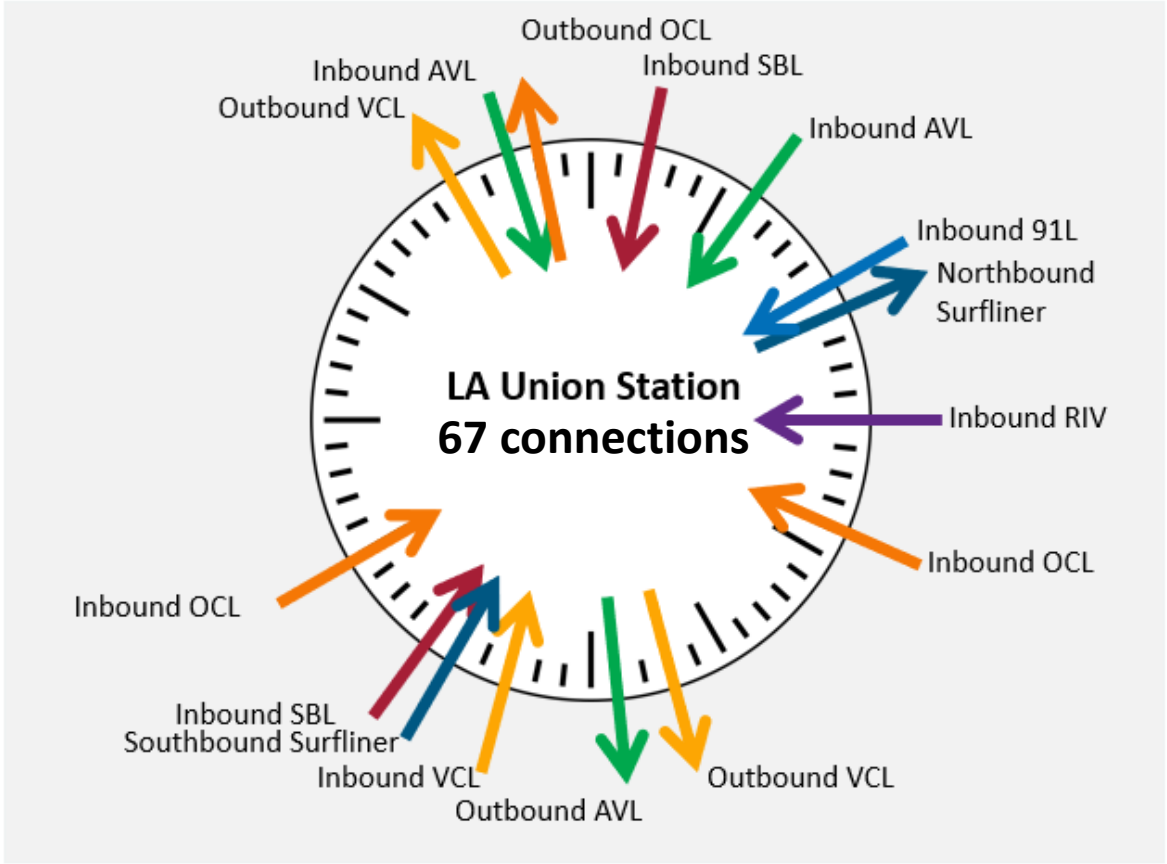
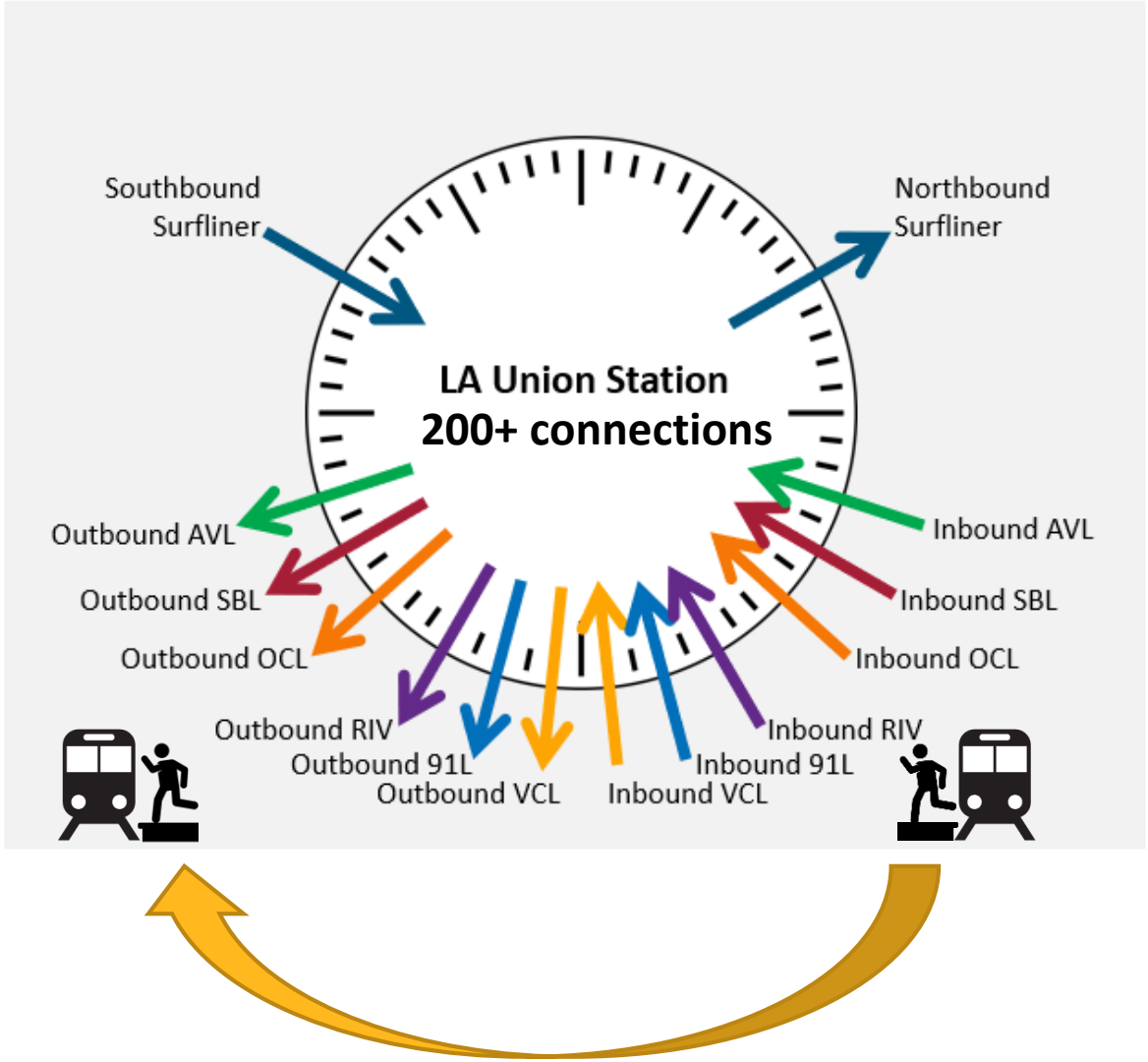
4X Transfer Opportunities **10 to 20-Minutes**

2023 AM Peak (Not Pulsed)



2024 AM Peak (Pulsed)



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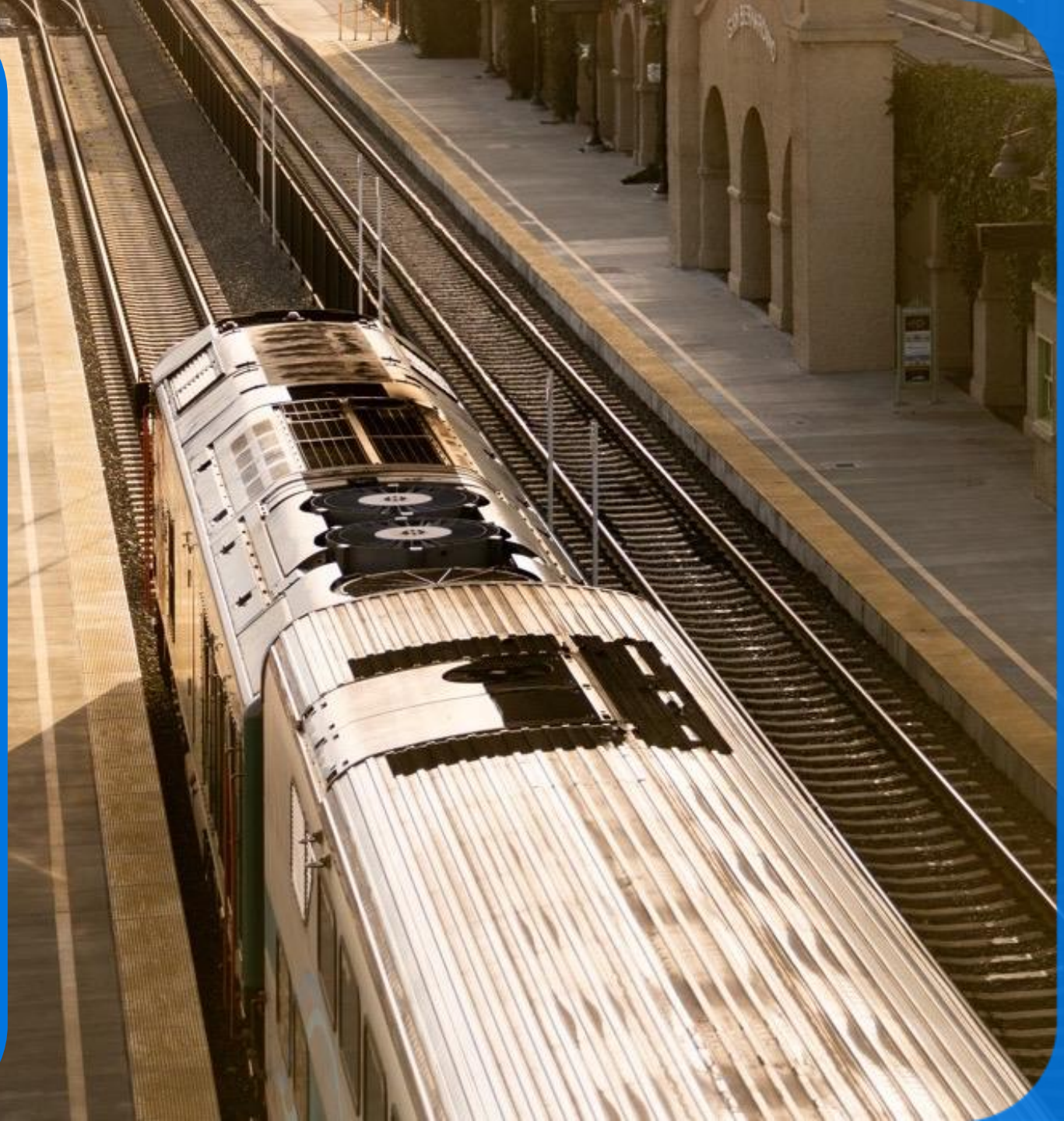
Early Results



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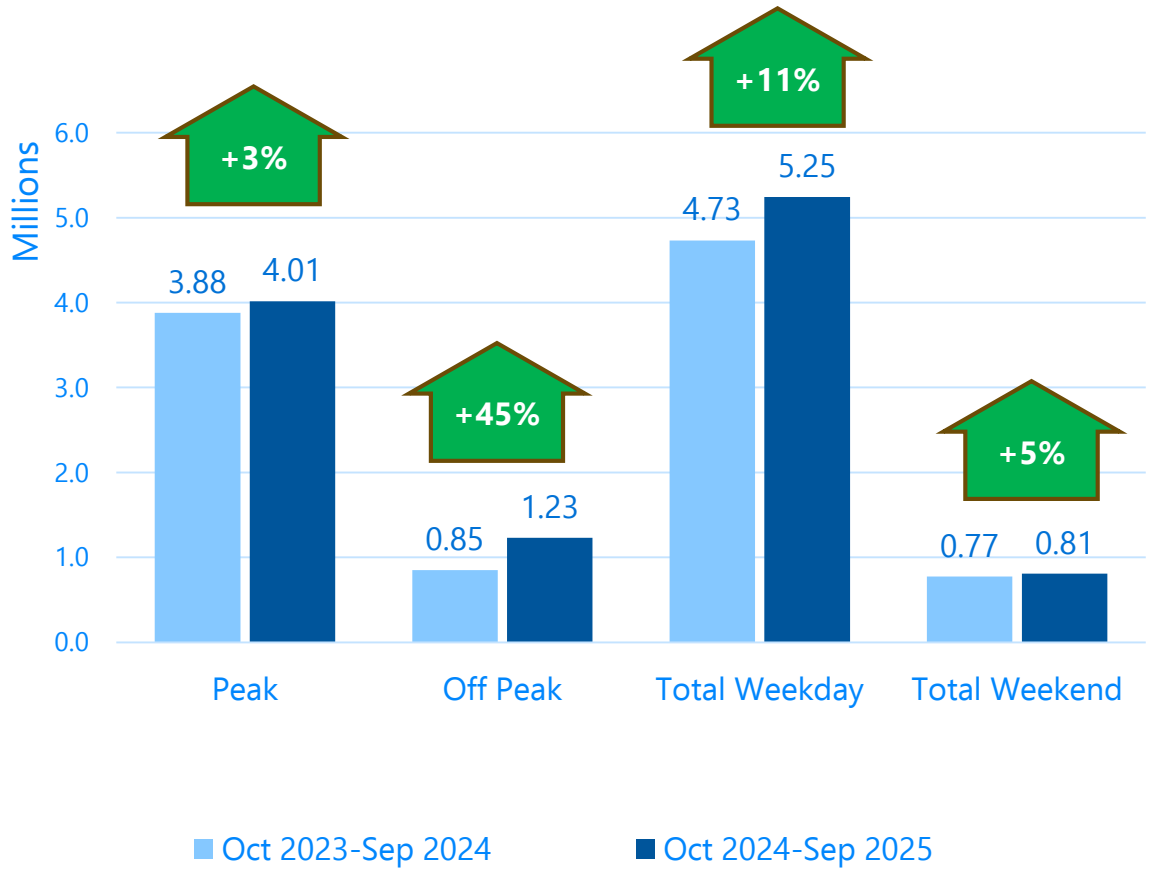
Optimized Schedule Performance

Orange County Line	**Increased** number of weekday trains by **37%**	Year-over-year ridership increase of **20%**
Inland Empire-Orange County Line	**Increased** number of weekday trains by **29%**	Year-over-year ridership increase of **2%**
91/Perris Valley Line	**Increased** number of weekday trains by **17%**	Year-over-year ridership increase of **30%**

Systemwide Peak/Off-Peak Ridership Analysis

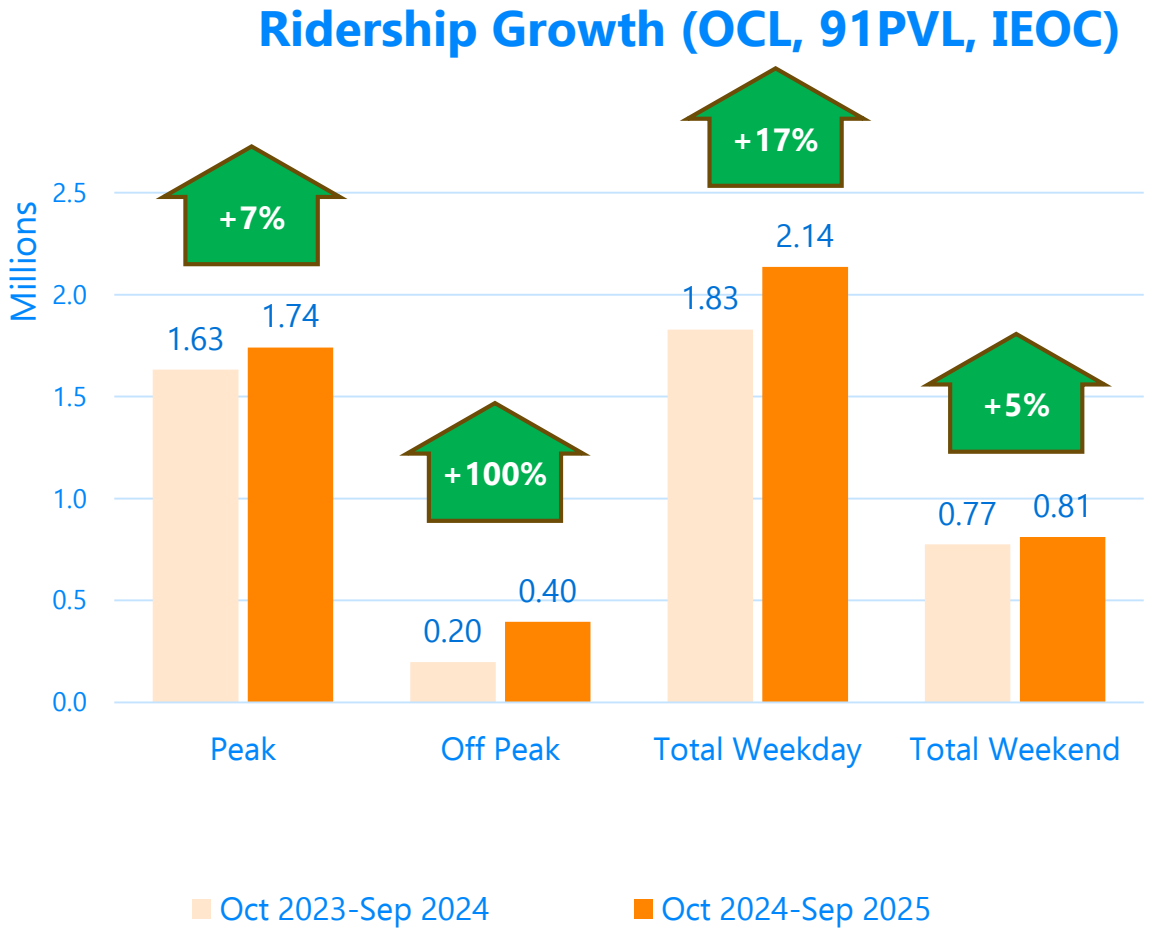


Source: Conductor counts

Ridership growth in the 12 months since the October 2024 schedule change compared to prior year:

- Peak: +3%
- Off-peak: +45%
- Total Weekday: +11%
- Total Weekend: +5%

Peak/Off-Peak Ridership Analysis

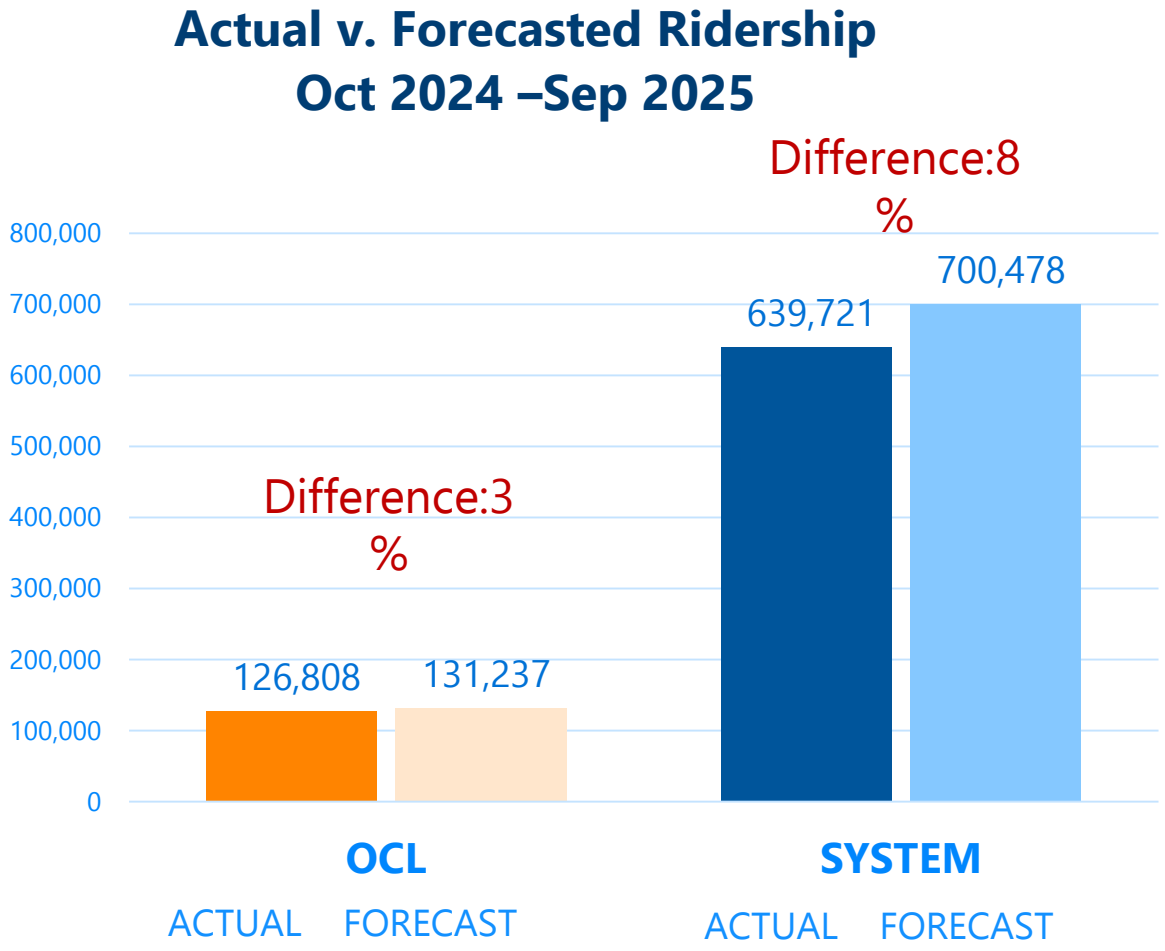


Source: Conductor counts

Ridership growth in the 12 months since the October 2024 schedule change compared to prior year:

- Peak: +7%
- Off-peak: +100%
- Total Weekday: +17%
- Total Weekend: +5%

Sperry/KPMG Forecast

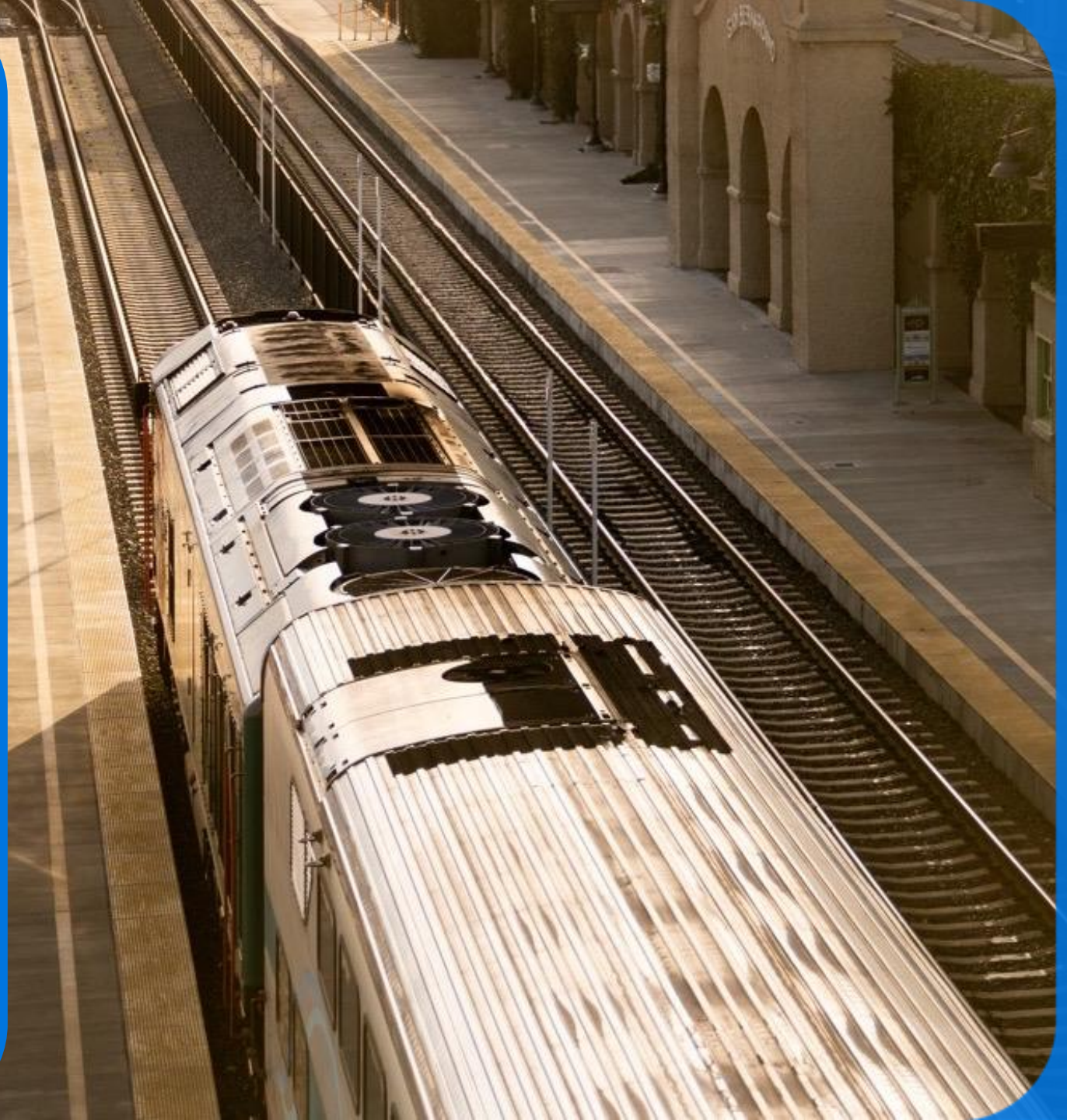


Source: ticket-based estimates

The Sperry/KPMG ridership forecast for the 12 months since October 2024 over-predicted ridership by:

- 8% systemwide
- 3% for the OCL

Revenue



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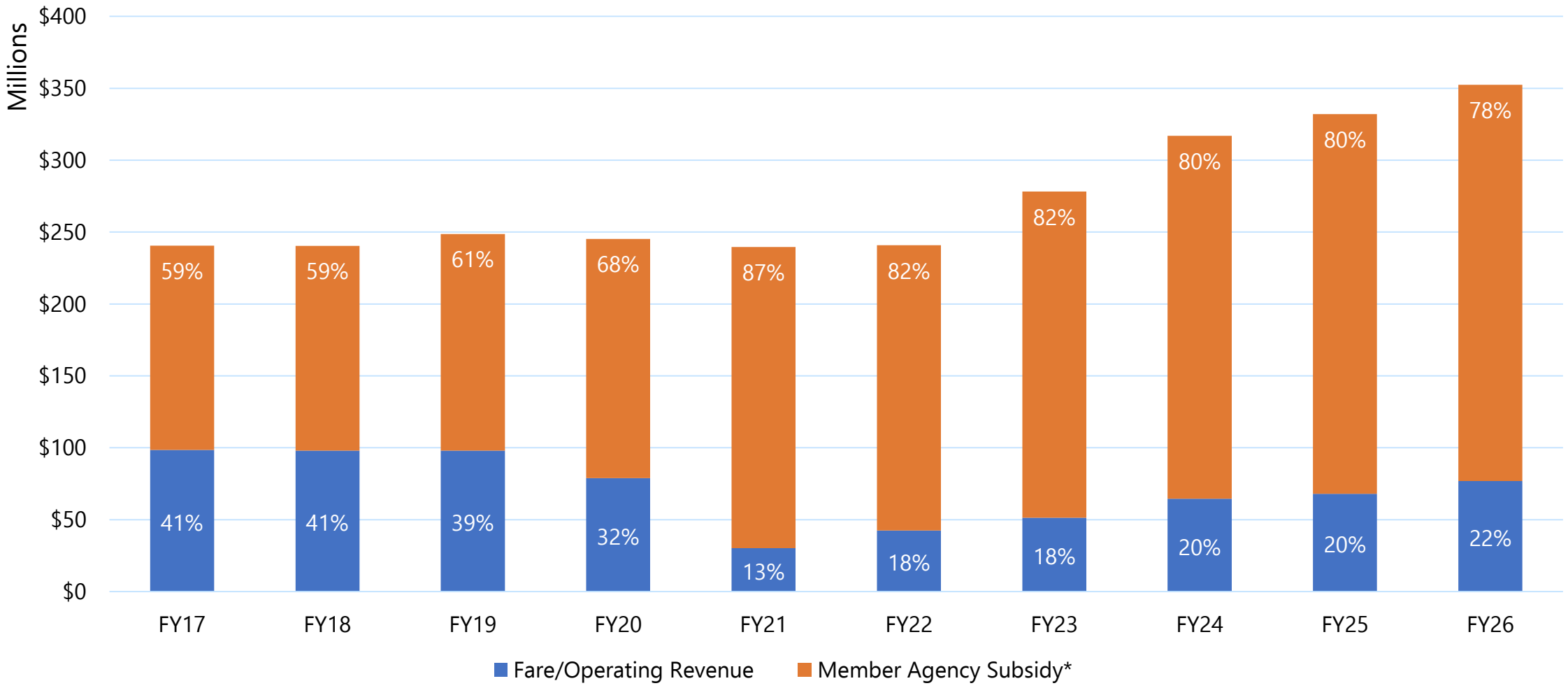
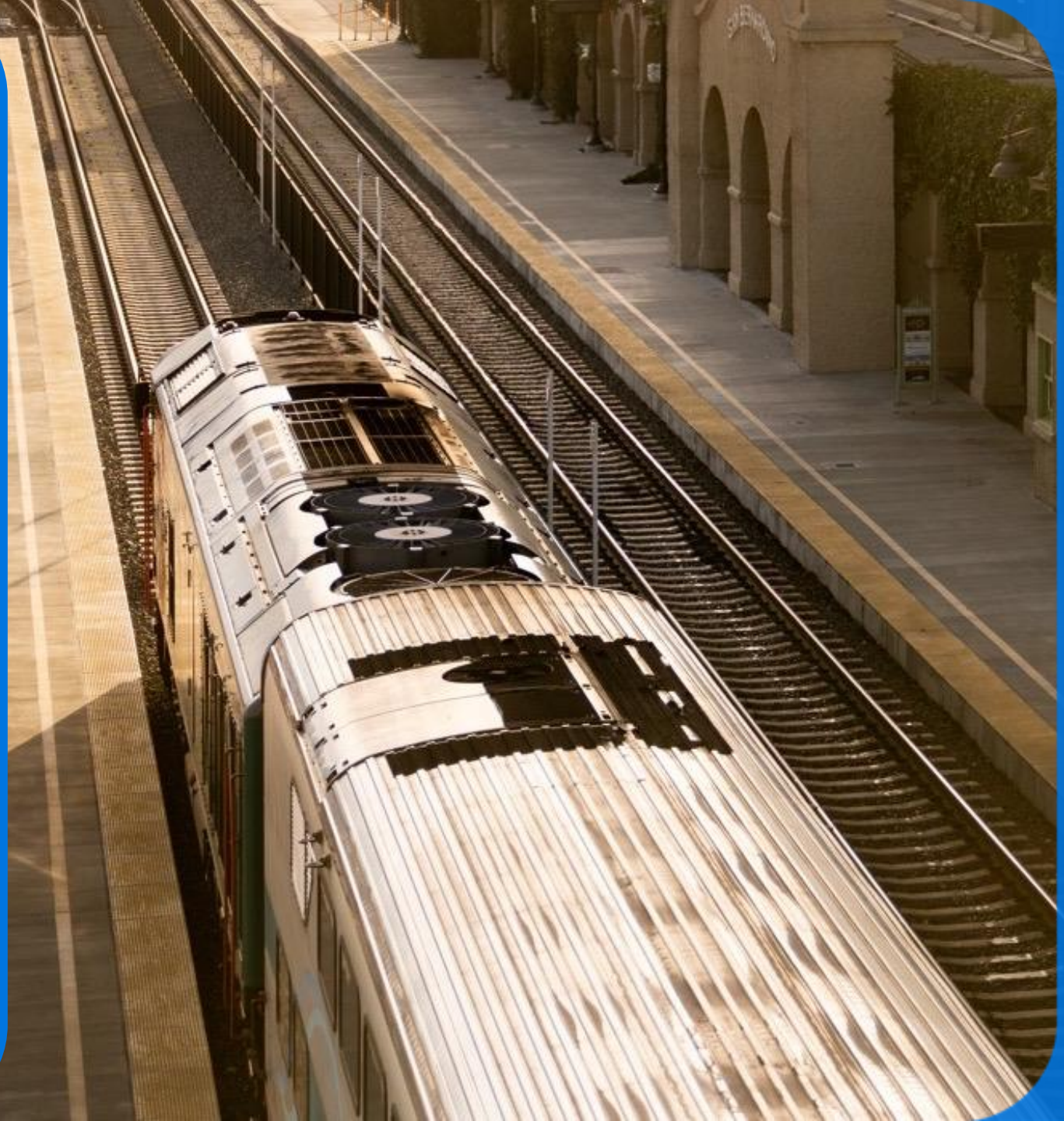
Metrolink Revenue Source and Total Operating Expenses



Fare Restructuring Pilot



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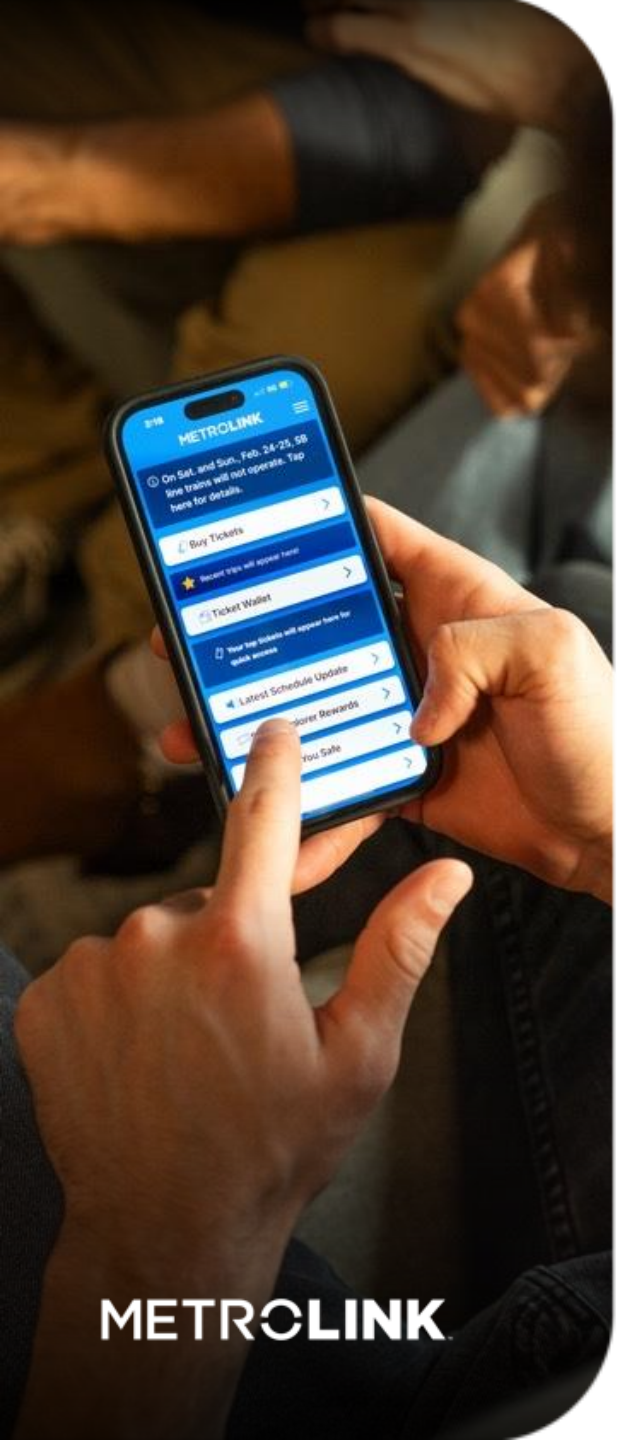

Fare Restructuring Pilot

Launched July 1, 2025

- **Why Now:** Travel patterns changed post-pandemic. Introducing new pass types in response to customer demand. First fare restructuring since 2016 to support long-term ridership growth.
- **What's New:** Simplified fare options following industry best practices. Lower prices and expanded discounts for students, veterans & more.
- **Benefits:** Less customer confusion. More savings and flexibility. Lower administrative burden in managing fare structure and sales.
- **Goal:** Continue making Metrolink more rider-friendly, equitable, and financially sustainable.

Fare Products	Current	Proposed
One-way	●	●
Round Trip	●	END
$5 City Day Pass		NEW
$15 Regional Day Pass	○	NEW
5 Day Flex Pass	●	●
10 Day Flex Pass	●	END
Weekend Day Pass	●	●
7-Day Pass	●	END
Monthly Pass	●	●

Fare Pilot Results, FY26Q1

Positive performance despite on-time performance challenges

Change from prior quarter

- **9% increase** in farebox revenue
- **27% increase** in average revenue per trip (from $4.42 to $5.60)
- **2% increase** in non-student ridership.
- **5% smaller loss** in student ridership than projected (15% vs. 20%).
- **7% increase** in discounted ridership (senior, disabled, low-income, active military and veterans).
- **No loss** in ridership by full-fare paying customers.

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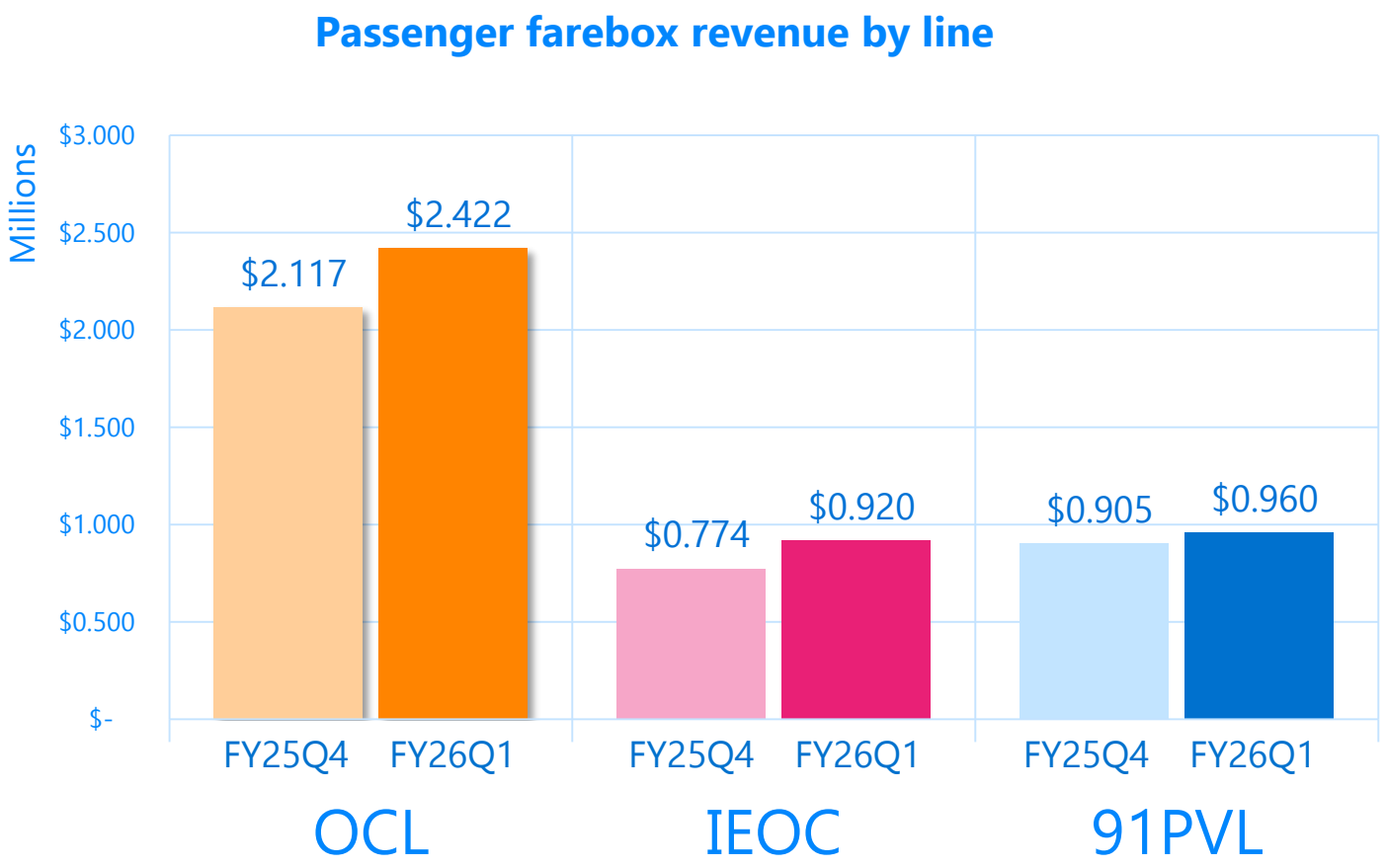
Passenger Farebox Revenue

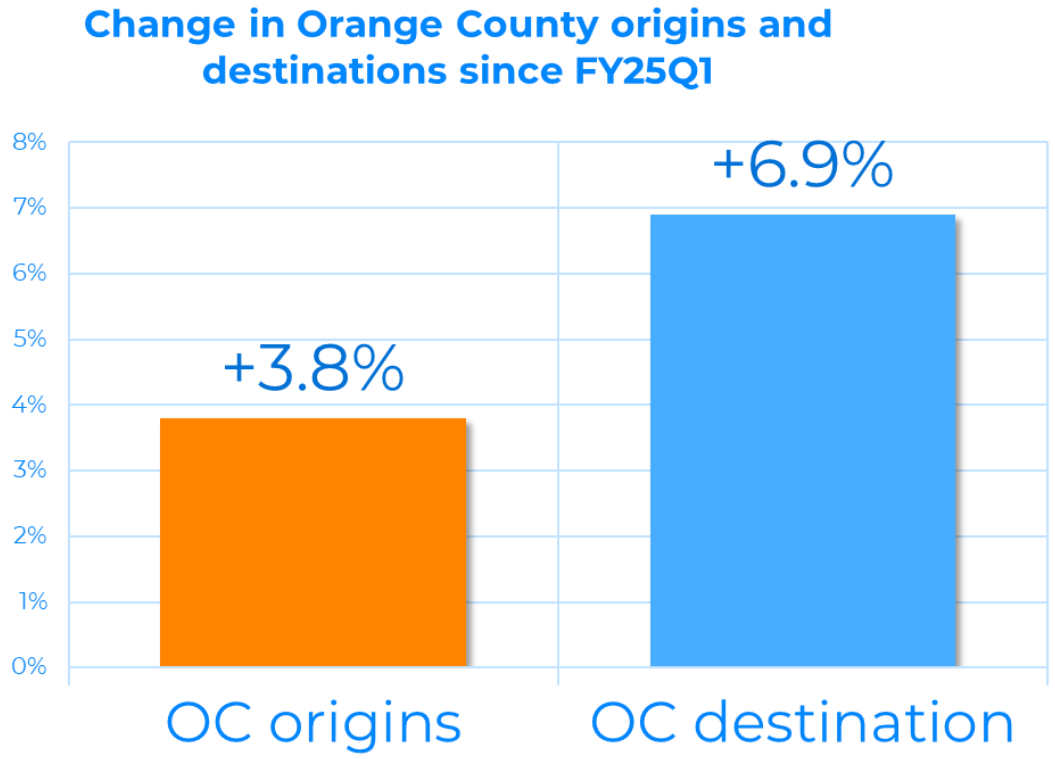
FY26Q1 compared to FY25Q4



Farebox Revenue Growth FY26Q1:

- OCL: +14%
- IEOC: +19%
- 91PVL: +6%

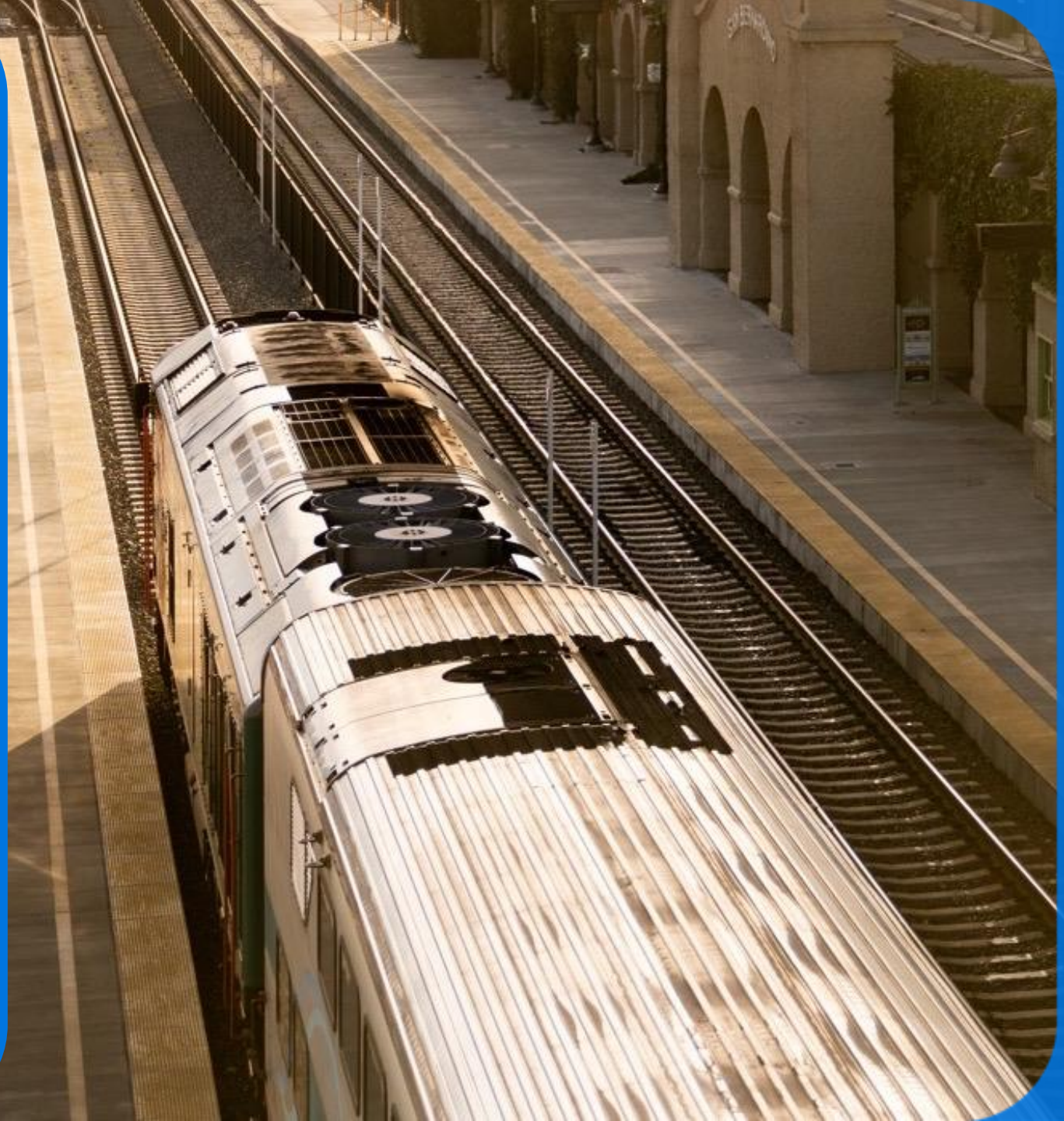
Orange County grows as a ridership destination



Since FY25Q4:

- The number of trips originating in Orange County has grown **3.8%.**
- The number of trips destined for Orange County has grown **6.9%.**

Other Challenges & Opportunities



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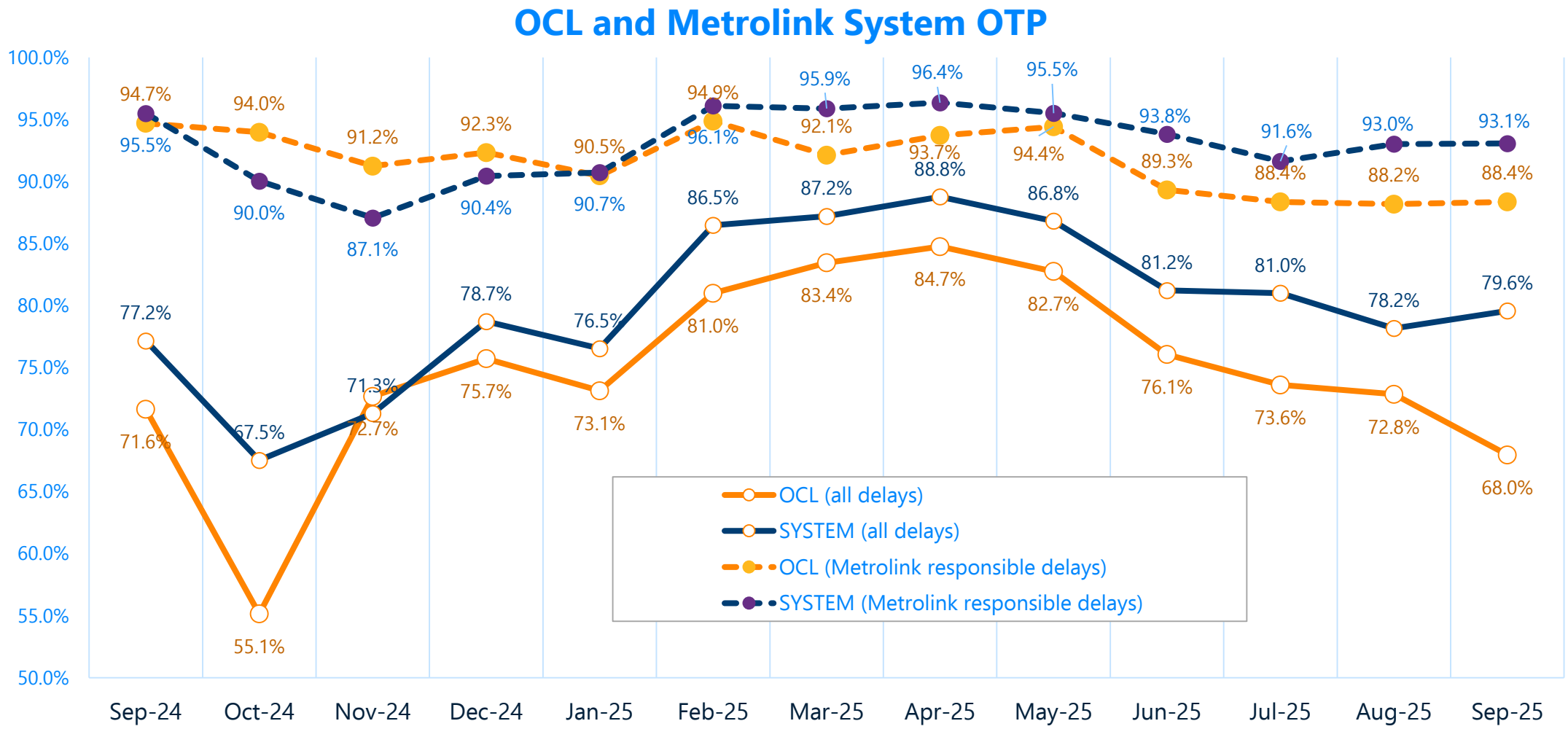
On-Time Performance

OTP Goal = 95%



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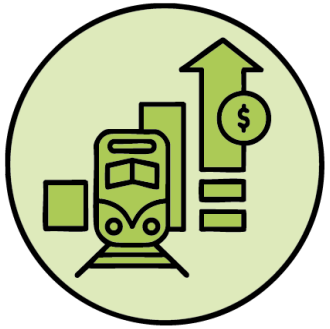
Metrolink Goals for the Games

Build Metrolink's Legacy

Establish Metrolink as a regional transportation provider of "first choice".

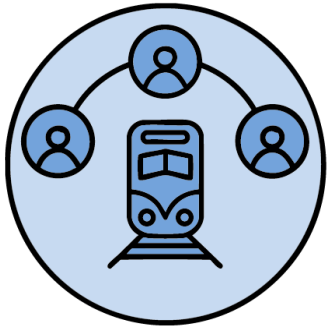
Enhance Customer Experience

Deliver a safe, reliable, comfortable and convenient experience for all riders - existing and new.



Capitalize on Resources

Identify and secure resources to realize Metrolink's vision for the Games.



Make Metrolink Accessible to All

Ensure the Metrolink system is accessible to customers of all abilities.

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Service Vision

- Service levels constrained by equipment, funding, slots
- Potential to run special trains on other lines for post-event trips
- Service coordination with LOSSAN and NCTD

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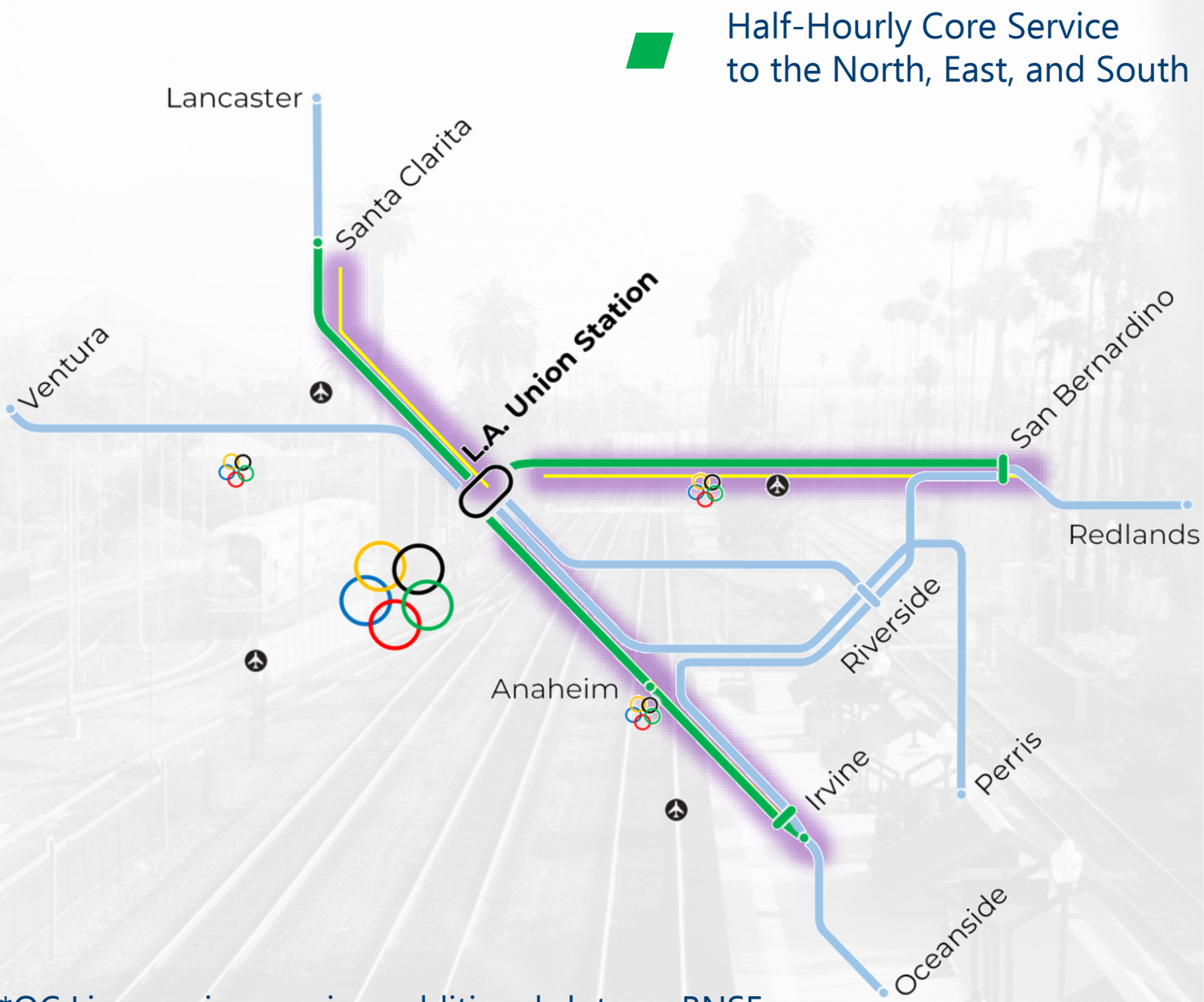

*OC Line service requires additional slots on BNSF

2025 Dodger Parade

43,920 boardings (new ridership record)

- On November 3rd, 2025, Metrolink serviced 21,713 customers within a 10-hour window at LAUS
- Operational coordination and planning was a collaborative effort across the agency.
- Zero parade related incidents, passenger/employee injuries, call outs, or medical emergencies reported.

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Metrolink the catalyst for **economic growth and opportunity**

- Continue transition to regional rail model of service
- Resiliency & state of good repair
- Continued investments in SCORE capital rail improvement program
- Innovation and modernization
- Encourage the State to provide revenues needed to sustain operations

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Thank you.