

2020-21 Rider Survey

METROLINK®

In February 2021, for the second time since the COVID-19 pandemic began, we asked riders to tell us how they are using Metrolink to travel safely and reliably throughout Southern California. They shared their wants, needs and concerns around riding the train.

We heard from over 10,000 people across the region. Their responses demonstrate how Metrolink has overcome challenges, seized new opportunities to serve our unshakeable core of riders, and gotten even better over the past year.

While our ridership may have changed, our innovation, reliable and safe regional train service, and dedication to making riders' lives even better by connecting them to opportunity, has never stopped... and it won't.



Safety First

Safety has always been a priority for Metrolink, but in March 2020—in the face of the COVID-19 pandemic—we had to expand what that meant. Riders told us exactly what was important for them to feel safe on board our trains, and we have delivered.

85% of current riders give our overall cleaning and safety efforts a “excellent” or “good” (on a 5-point scale)



Hospital-grade disinfectants



Antimicrobial air filters in train ventilation system



Clean Care Crew clean interiors throughout the day



Face mask requirements



Hand sanitizing stations on each rail car

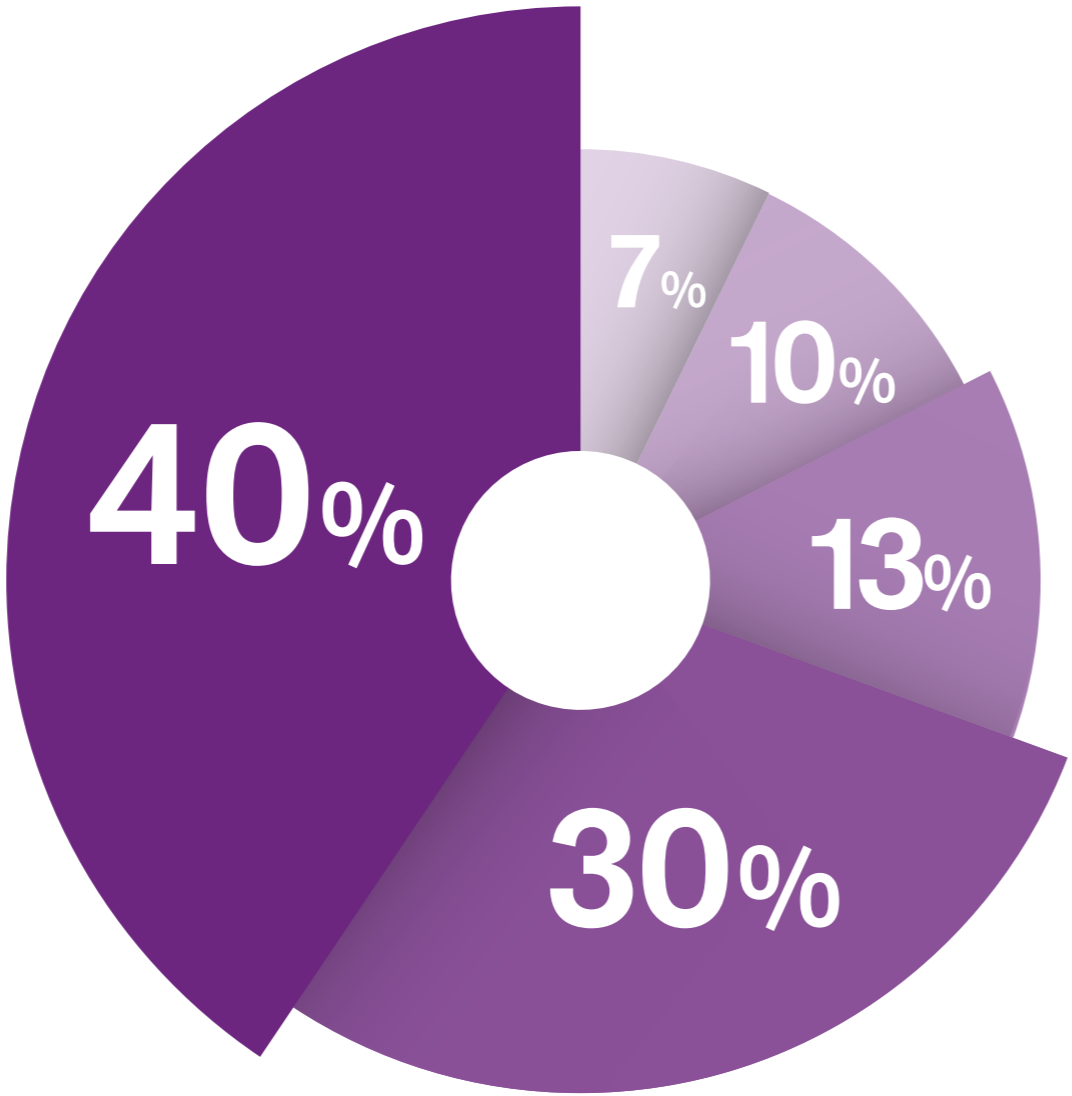
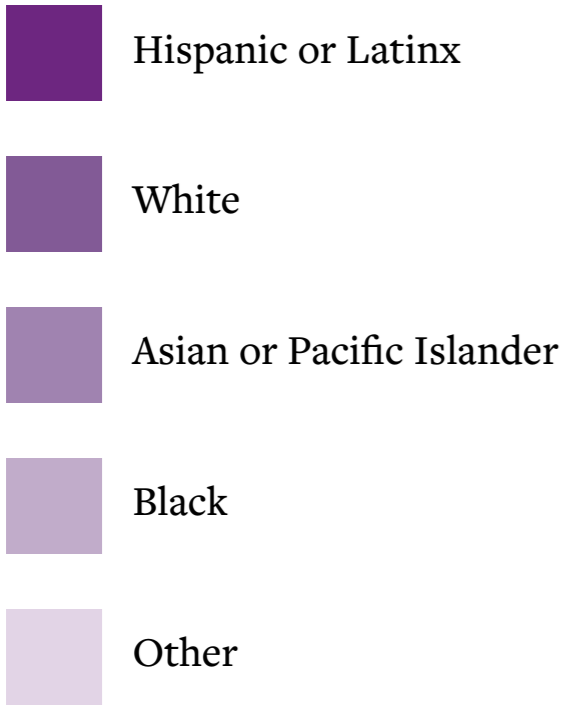


Physical distancing reminders



Contactless payment

Current Riders



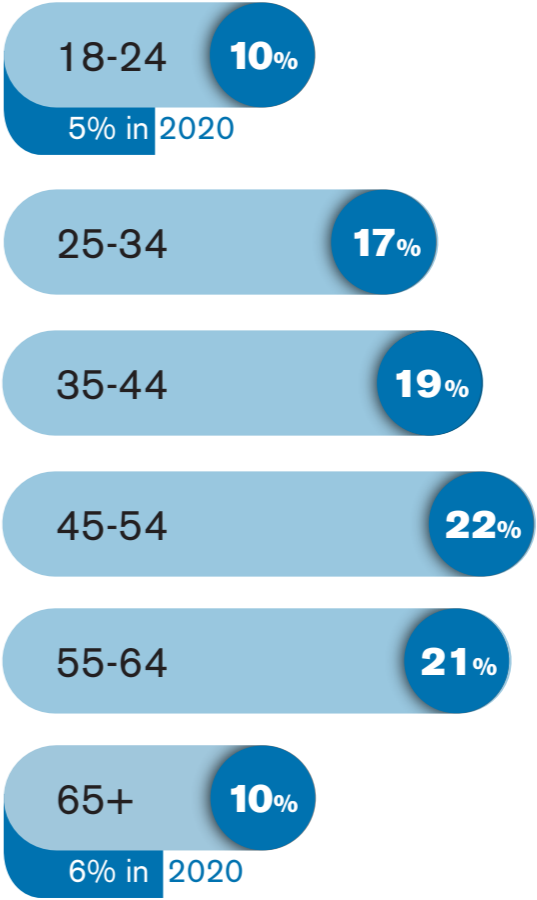
Hispanic/Latinx ridership is up from 30% in 2018 and 31% in April 2020

Who is Riding

Our Ridership is changing. Since April 2020, we have continued to serve the most essential among us.

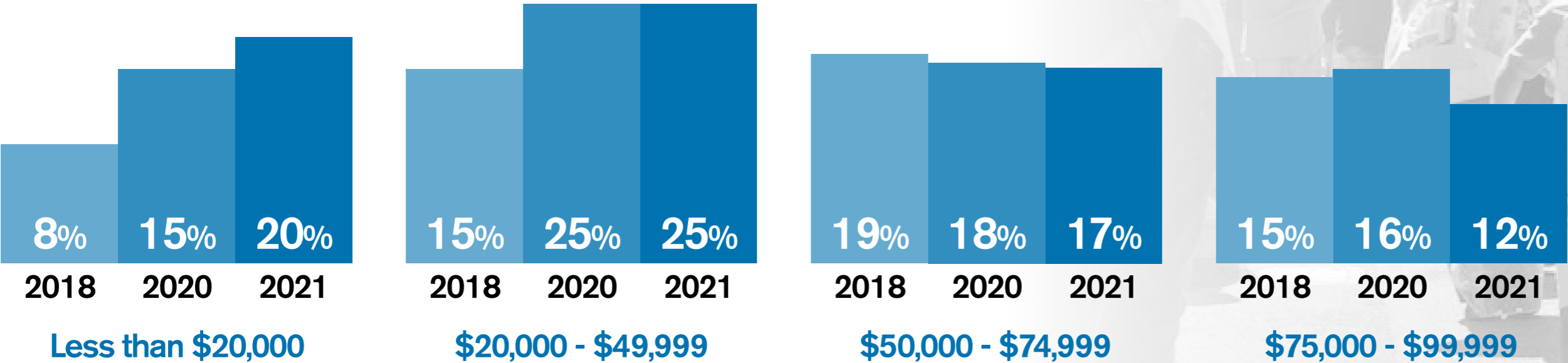
This unshakeable core of riders knows they can depend on us to be there, so they can get where they need to be.

Ages



As riders' needs have changed,
we continue to listen and adapt.

Over the past year, we introduced flexible ticketing options like the 5-Day Flex Pass and Kids Ride Free programs to address the range of incomes and needs of so many of our riders.



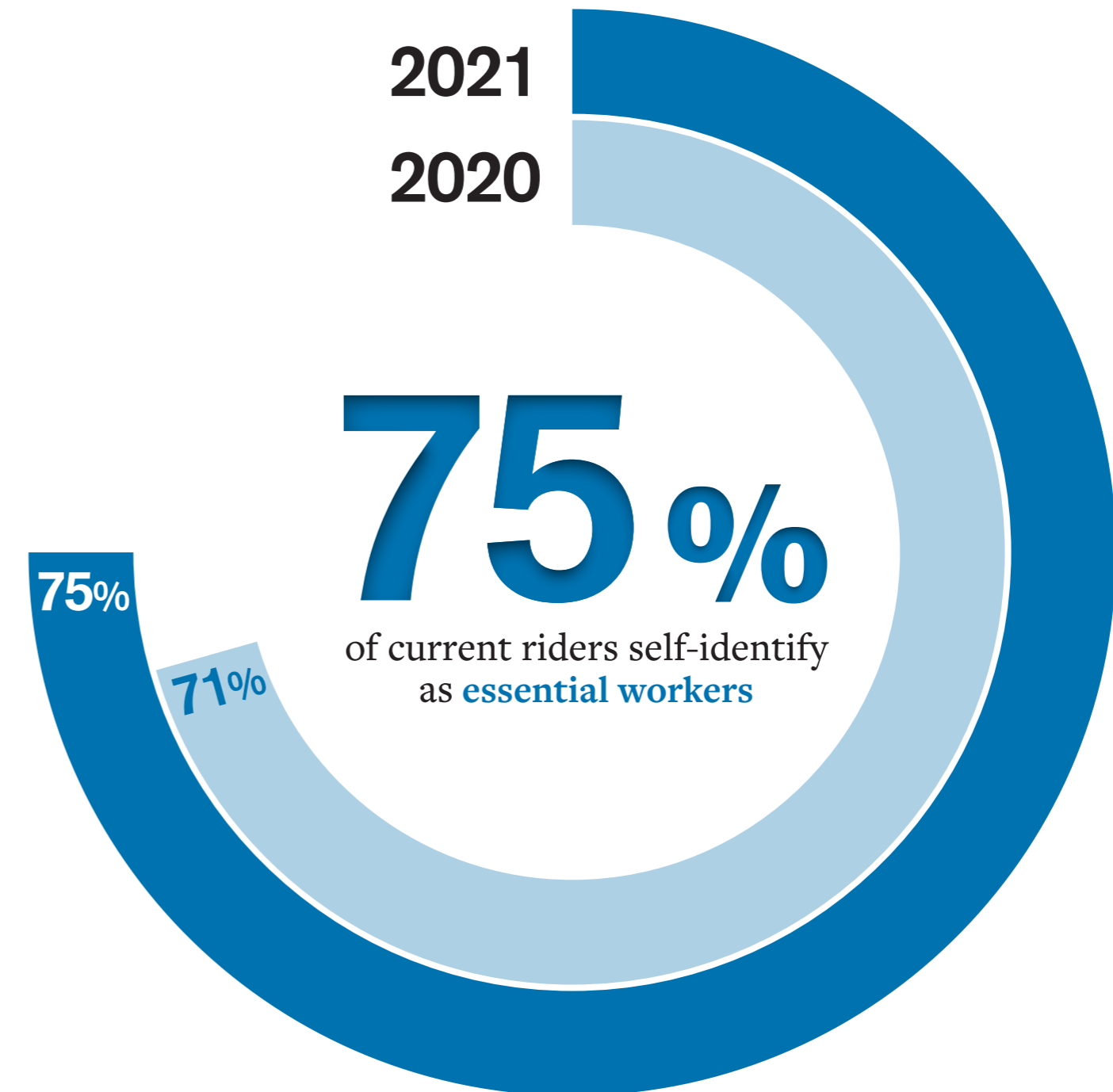
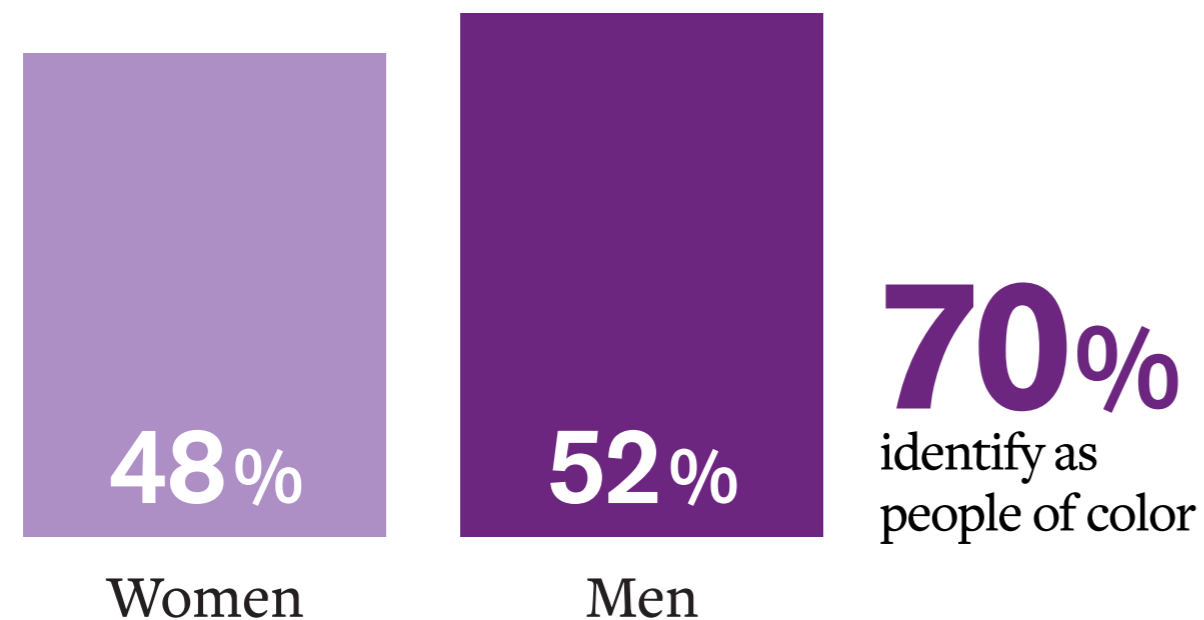
Household Incomes

45%
of current riders
report household
incomes below \$50,000,
as compared to just 23%
in 2018

An **Essential** Service

Metrolink is an essential part of the mobility of Southern California.

While many have decreased their ridership due to the pandemic, essential workers relied on us to get them where they were needed most.





More than a commute, Metrolink connects essential workers to home, work and everywhere in between.

Here are some of the ways essential riders are using our service.

29%

are healthcare workers

13%

take Metrolink to visit
friends and family

59%

ride 4+ days
a week

41%

are monthly
pass holders

74%

take Metrolink to
commute to work

Serving People and Communities

Each of the six counties we serve with seven lines of service is made up of a tapestry of communities, neighborhoods, and cultures with their own unique set of needs. **We serve them all.**



Riverside Line

16%
of current riders
get a pass
through their
employer

San Bernadino Line

39%
of current work from
home riders **take
Metrolink on days
they need to go to
their office**

91/Perris Valley Line

25%
of current riders
rely on Metrolink
**to visit friends
and family**

Antelope Valley Line

65%
of current riders
**purchase their
tickets via the
Mobile App**

Inland Empire/
Orange County Line

82%
of current riders
**have a car but
prefer to take
Metrolink**

Orange County Line

42%
of current riders
are **monthly pass
holders**

Ventura County Line

73%
of current riders
**rely on Metrolink
to get to work**



Connecting to What Matters

Our riders rely on us daily, not only to get to work, but to connect to family, friends, and fun throughout Southern California.

Riders can explore more with the **\$10 Weekend Day Pass**, which includes unlimited rides and hundreds of free connections

25% of current riders list **visiting family and friends** as the second most common reason they ride the train

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Even More **Flexibility**

Since March 2020 commutes have changed.

In April of 2020, our riders let us know they needed more flexibility and convenience to accommodate telecommuting and less rigid in-office schedules.

We responded with the new **5-Day Flex Pass** allowing riders to ride any five days within a 30-day window.

44%

of current riders work
from home at least
one day a week

75%

of 5-Day Flex Pass holders
are essential workers

87%

of riders rely on this
new flexible ticketing
option to get to work

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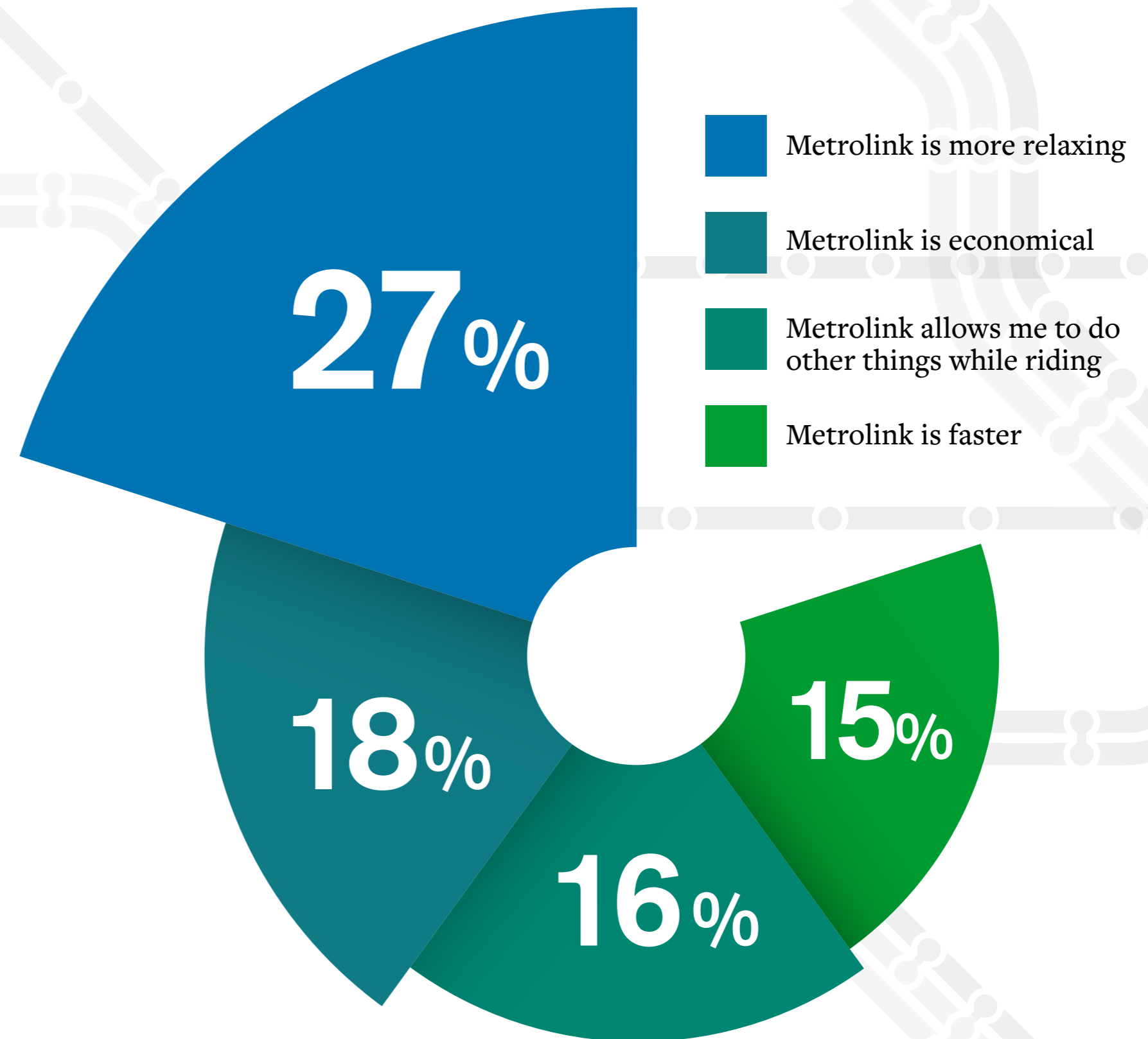
Elevating Every Trip

While our riders rely on us for safe, fast, and reliable travel, we also deliver added benefits that you won't find in your car commute.

Metrolink's riders consistently tell us they are more relaxed, productive, and less stressed than when they commute by car.

65%

of current riders have a car but prefer to take Metrolink



Long-term Ridership

Metrolink is constantly innovating and improving to meet the needs of our riders.

That's probably why so many of them stick with us long-term. Service expansion, on-train amenities, and flexible ticketing options are just some of the ways we continue to evolve.

57%

of current riders have been riding with Metrolink for **more than 2 years**

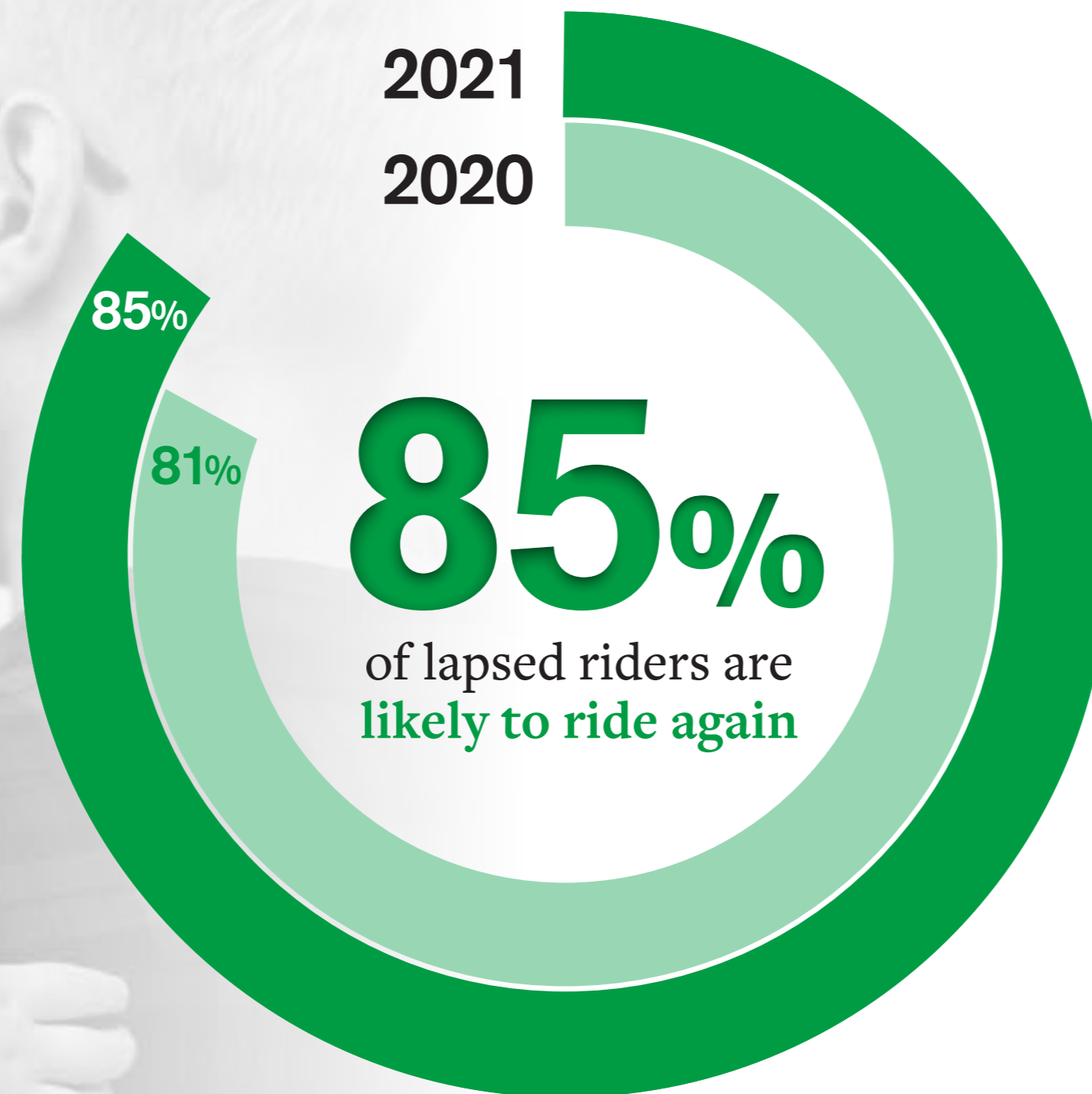
Of those respondents...

34% are rewards members

34% are monthly or 7-Day Pass holders

11% have purchased a 5-Day Flex Pass

An **Optimistic** Outlook



Metrolink has never stopped connecting Southern California to a brighter future.

Since the beginning of the pandemic our riders' outlook has remained positive, and our most recent poll shows **even more** riders plan to return. And we'll be ready for you.

In addition to making our trains cleaner and safer than ever, we honored our commitment to the environment, introducing 39 new Tier Four locomotives to our fleet, and implemented our first ever climate action plan to guide us to a zero emissions future.

We can't wait to see you on the train.