



METROLINK REIMAGINED

Metrolink's October Service Change
October 21, 2024

Service Optimization: A Focus on Efficiency

- Metrolink hired a contractor to develop a new, data-driven train schedule.
- A final hybrid schedule was developed from three contractor-provided options.
- The proposed schedule focuses on:
 - Retaining and adding ridership
 - Improving efficiency
 - Reducing costs
 - Increasing connectivity
 - Optimizing Metrolink's existing resources
- Proposed for implementation on October 21, 2024



Future Proof Plan

- Metrolink will leverage the new schedule to rebrand itself as a REGIONAL rail service versus its traditional commuter rail model
- Expansion of commuter market by providing timed connections to other lines.
 - Riders can now transfer to other routes/lines within 15 minutes making it a true regional service.
- Proposed schedule aligns with LinkUS, 2028 Olympic Games Preparation, and SCORE projects.



Proposed Service Change – Systemwide Impacts

NUMBER OF TRAINS



Increase from 142 daily trips to 174

 **22.5%**

CREW UTILIZATION



Increases from 81 crews to 91

 **12.3%**

EQUIPMENT UTILIZATION



Total trainsets will decrease from 40 to 36

 **-10%**

Orange County Impacts

OC LINE NUMBER OF TRAINS



More service on an hourly basis

Current: 19

Proposed: 26

 **37%**

IEOC LINE NUMBER OF TRAINS



More midday service

Current: 14

Proposed: 18

 **29%**

91/PV LINE NUMBER OF TRAINS



Trips spread throughout the day

Current: 12

Proposed: 14

 **17%**

**OVERALL, SERVICE INCREASES ACROSS ALL THREE OC LINES
FROM 45 DAILY TRIPS TO 58. AN INCREASE OF 29%**

Ridership Projections

	OCTOBER 23, 2023 SCHEDULE		PROPOSED FY25 SCHEDULE	
	NUMBER OF WEEKDAY TRAINS	AVERAGE WEEKDAY RIDERSHIP	NUMBER OF WEEKDAY TRAINS	AVERAGE WEEKDAY RIDERSHIP
Systemwide	142	19,116	174	26,500
Ventura County Line	20	1,441	22	3,500
Antelope Valley Line	30	3,229	30	4,000
San Bernardino Line	36	5,671	54	6,500
Riverside Line	11	1,314	10	1,500
<u>Orange County Line</u>	19	3,297	26	6,500
<u>IEOC Line</u>	14	2,150	18	2,000
<u>91/Perris Valley Line</u>	12	1,945	14	3,000

**Ridership will increase systemwide by 39% but it will not increase immediately, it's expected to accumulate over time.

**Projections based on 30 OC Line trains, four trains were removed through negotiations with BNSF



Marketing Plan

- Utilize marketing materials provided by Metrolink
- Website updates – including Riders Alert page
- Social Media Posts
- Email Blast
- “On the Move” Article
- “Next Stop” Article
- Bus Communications
- Digital Media and Paid Ads (TBD based on Metrolink Plan)

OCTA-Metrolink Connections

- **OC Bus schedules to be modified in response to Metrolink changes**
 - Phase 1 – Interim changes
 - October 21st to November 10th
 - Stationlink and iShuttle schedules are unchanged, additional trippers added to maintain important connections (based on ridership)
 - Customer wait times will vary depending on train-bus connections
 - Phase 2 – Permanent changes
 - November 10th and beyond
 - All Stationlink and iShuttle schedules to be modified to improve timed connections with Metrolink
 - Improved customer wait times
 - Existing service levels will be maintained to focus on peak commute hours (no increase in midday bus service)
 - Local OC Bus routes at some stations will be timed to connect with Metrolink as well

Metrolink October Service Change (Effective October 21)

OC Bus Customer Communications

- Digital Communications (email blast, social media, in-app alerts, and website)
 - New schedules for eBusbook (10/21)
 - Riders alert webpage
- Seat Drops (Stationlink and iShuttle routes)
- Bus Stop Signage at Metrolink stations
- Transit Ambassadors
 - Orange Transportation Center (Route 453)
 - Tustin Metrolink Station (Routes 472, 473)
 - Irvine Metrolink Station (Route 480)
 - Fullerton Transportation Center (Route 26)

RIDERS' ALERT – OC Bus Route: 26 Serving Fullerton Transportation Center Effective October 21, 2024

ALERTA AL PASAJERO – Ruta de OC Bus: 26 que sirve a la estación Metrolink de Fullerton
Vigente a partir del 21 de octubre de 2024

Effective October 21, 2024, Metrolink will have a service change that will affect connections to OC Bus Route 26. OC Bus will add the additional weekday bus trips **highlighted in yellow** below to help passengers make their bus connections until the OC Bus November 10, 2024 service change.

A partir del 21 de octubre de 2024, Metrolink implementará un cambio de servicio que afectará las conexiones a la ruta de OC Bus 26. Para ayudar a los pasajeros a hacer sus conexiones, OC Bus añadirá viajes adicionales durante la semana, resaltados en amarillo a continuación, hasta el cambio de servicio de OC Bus el 10 de noviembre de 2024.

Fullerton to Yorba Linda via Commonwealth Ave / Yorba Linda Ave

Monday-Friday EASTBOUND To: Yorba Linda

	Fullerton Fairland-Ride Commonwealth & Brookhurst	Fullerton Transportation Center	Nutwood & Commonwealth	Bredford & Yorba Linda	Lemon & Lakeview
	5:27	5:35	5:44	5:54	6:03
	5:57	6:05	6:14	6:24	6:33
	6:23	6:34	6:46	6:57	7:09
S			6:51	7:02	
	6:53	7:04	7:16	7:29	7:41
	7:23	7:34	7:46	7:59	8:11
S			8:02	8:15	
S			8:10	8:23	
	7:50	8:01	8:13	8:26	8:36
	8:21	8:32	8:42	8:53	9:03
	8:52	9:02	9:12	9:23	9:33
	9:23	9:37	9:42	10:03	

New trips are highlighted in yellow.
Los nuevos viajes están destacados en amarillo.

S = Operates on days Cal State Fullerton is in session.
Opera los días que Cal State Fullerton está en sesión.



Metrolink questions / Preguntas sobre Metrolink: metrolinktrains.com • (800) 371-5465
OC Bus questions / Preguntas sobre OC Bus: OCBus.com • (714) 636-7433



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