

Southern California Regional Rail Authority

Metrolink's
Mission to Excellence

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Today

- **OUR JOURNEY—WE ARE UNDERWAY!**
 - We segmented the challenges and launched
- **OUR DOCTRINE – METROLINK’S CHARACTER**
 - Values, Mission, Goals and Vision
- **THE ROADMAP TO EXCELLENCE**
 - Value inspired – metric driven processes
 - Key Ingredients: *A World-Class Metrolink*
 - Touch Points



Segment the Challenges...and Launch!

We have laser focus on seven fundamental areas:

1. **SAFETY**: Our foundational value
2. **OPERATIONAL EXCELLENCE**: World-class rail operations (*align systems, execute, and measure*)
3. **FINANCIAL ACCOUNTABILITY**: Efficient, focused, responsible (*budget, control costs, manage resources, grow revenue*)
4. **CUSTOMERS**: Engage and grow our customer base (*create value-every day, every ride*)
5. **EMPLOYEES**: Engage employees and contractor co-workers; *Metrolink – the preferred employer in Southern California*
6. **COMMUNITIES**: Connect with our neighbors
7. **ENVIRONMENT**: Participate as stewards of the environment



We are making progress...

- Instituting a process to enhance and highlight a culture of continuous safety improvement (including contractor co-workers)
- Realigned staff around functions and core competencies to improve our efficiencies
- Establishing a strategic planning process with short- and long-term strategies, goals, and measures to serve as our roadmap
- Developing programs to focus on the customer, including senior Metrolink staff riding trains and talking to passengers on a regular basis



We are making progress...*continued*

- Rebuilding mission-critical relationships with our regulators, Federal & State
- Forging relationships with the rail labor unions that are transparent and inclusive
- Evaluating schedules and on-time performance, developing task force groups around service design and marketing
- Developing partnerships with Union Pacific and BNSF to improve operational capabilities and performance

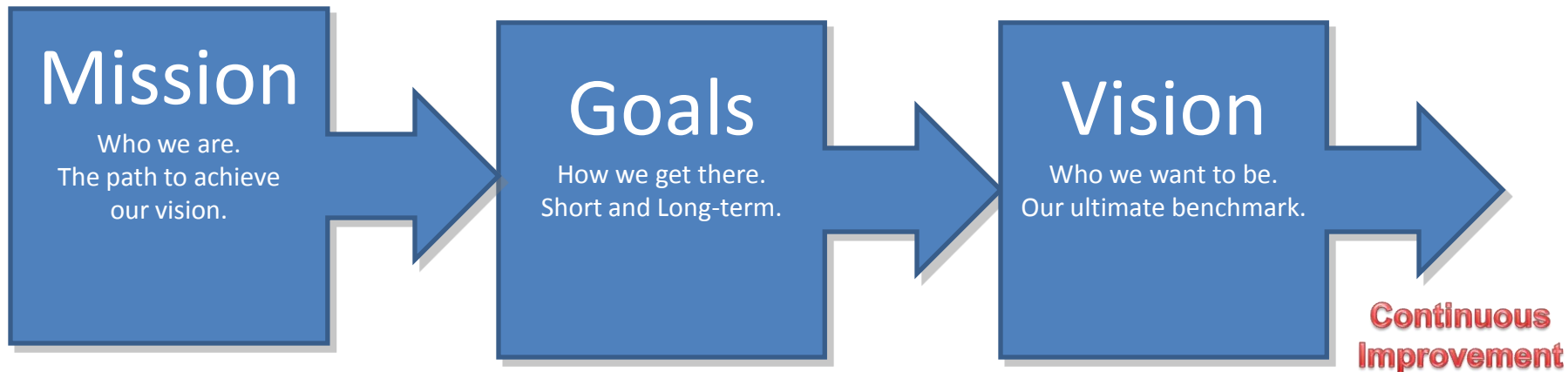


We are making progress...*continued*

- Aligning key stakeholders with our mission and identifying our go-forward needs such as PTC funding, etc.
- Assessing the scope of PTC, including timelines, budget, implementation plans and coordination with the freight carriers that share our rights-of-way
- Improving the equipment utilization and capitalization strategy (both cars and “green” locomotives)
- Instituted a fuel conservation program and other operating efficiencies with potential savings in the millions



Our Doctrine: Metrolink's Character



Our Values

How we work...

- Safety – our DNA
- Focusing on our customers and creating value for all stakeholders
- Caring for our environment



Our Mission

“To provide an outstanding passenger experience on every ride with safe, clean, dependable, and on-time operations.”



The Roadmap to Excellence

Leadership by Example

Sense of Urgency

Strong Safety and Culture Focus

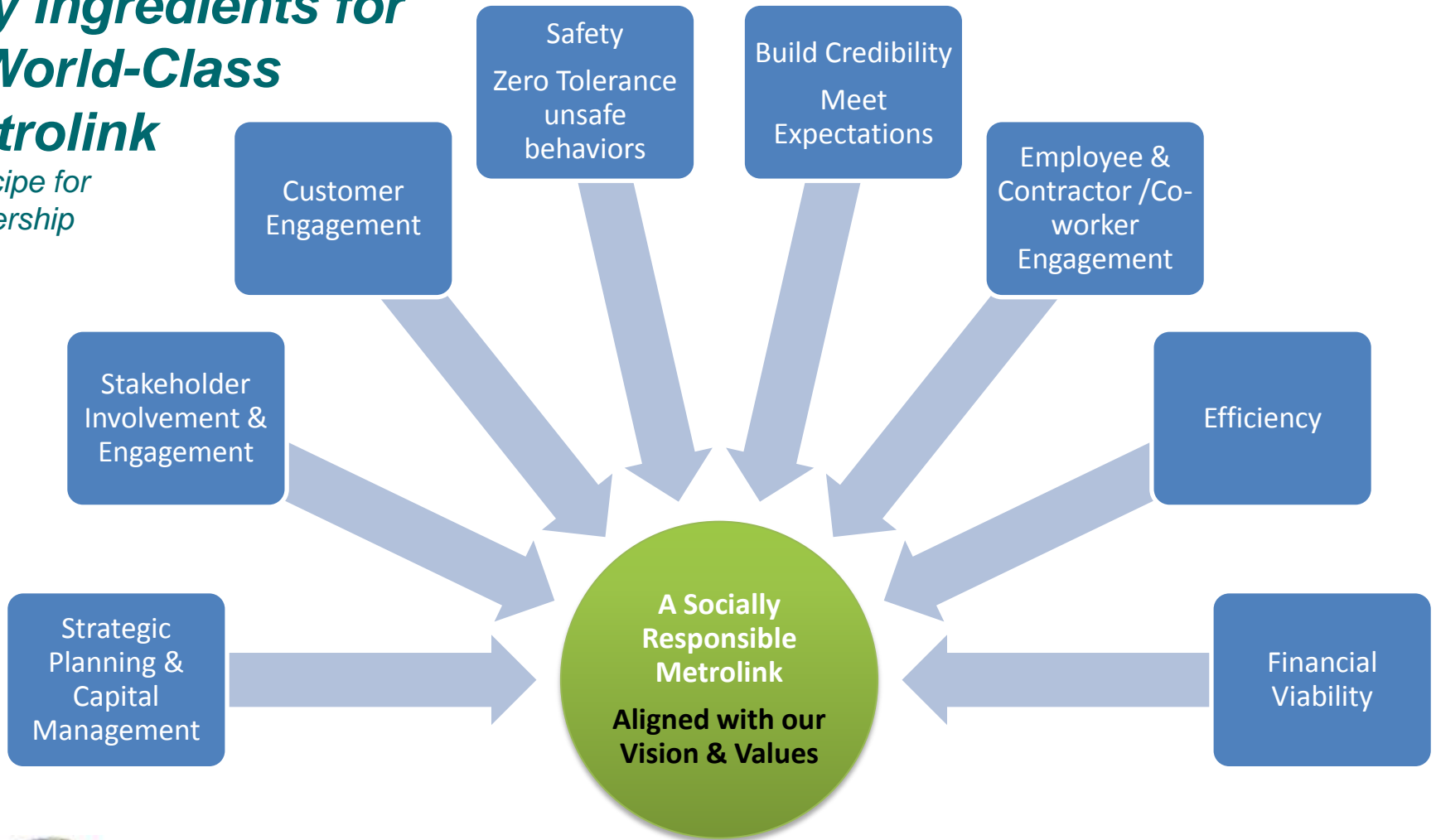
Value Inspired and Metric Driven

Board Engagement and Governance



Key Ingredients for A World-Class Metrolink

*A Recipe for
Leadership*



“We have a responsibility to every community and each individual we touch, to act with respect and integrity, especially how we treat our environment.”

John E. Fenton



“We will succeed by being a relevant and responsive partner that encourages complete engagement. There are no exceptions.”

John E. Fenton



We're on a *Mission to Excellence* with safety, with operations and by treating our people, our passengers, our environment and the communities we serve with respect and dignity.

That's the *Heart* of Metrolink.

