Complaint Procedure

Any employee that believes he/she has been harassed (including sexual harassment), discriminated or retaliated against in violation of any of Metra’s policies as stated above should immediately: (1) report the problem to his/her supervisor or manager; and/or (2) contact the EEO/Diversity Initiatives Department.

The Senior Director, EEO/Diversity Initiatives, or a designee, is authorized to conduct a thorough and prompt investigation of the complaint. This investigation will include, but is not limited to: 1) meeting with the parties involved, 2) interviewing witnesses, 3) reviewing records and documentation, and 4) making whatever inquiries are necessary in order to arrive at a satisfactory resolution of the complaint.

All complaints will be kept as confidential as possible, and information regarding the complaint will be disclosed only to the extent necessary to conduct an adequate investigation and to comply with Metra’s legal responsibilities. Involved parties and/or witnesses are also instructed to keep their participation in any investigation confidential.

Any employee found to have violated Metra’s policy against harassment (including sexual harassment), or discrimination will be subject to discipline, up to and including discharge. Retaliation against an employee who reports harassment, sexual harassment, or discrimination, or against an employee(s) that participates in the investigation of such a complaint, will be viewed as a violation of this policy. Retaliatory conduct will not be tolerated and may lead to discipline, up to and including discharge.

Discrimination is Prohibited


EOO/Diversity Initiatives Department
547 W. Jackson Boulevard
Chicago, Illinois 60661
312.322.7099 - phone
312.322.4273 - fax

LETTER FROM THE CEO

Dear Employees/Applicants,

As the Executive Director/CEO of Metra, I hold top most responsibility for the leadership of Metra’s Equal Employment Opportunity (EEO) Program. It is Metra philosophy and my mission to implement the principles of equal employment opportunity and affirmative action, by providing employment and promotional opportunities solely on the basis of job-related skills, ability, merit and potential. Metra is committed to equal employment for all applicants/employees regardless of race, color, creed, national origin, sex, age, disability, etc. EEO policies are applicable to all employment practices, including recruitment, selection, promotions, terminations, transfers, layoffs, compensation, training, benefits and other terms and conditions of employment. Metra will not request or require genetic information from job applicants or employees, or otherwise discriminate against any person in employment situations on the basis of genetic information. In hiring situations, Metra will only request personal information in compliance with EEOC’s pre-hire reporting standards. That information is voluntary and is maintained separately in the agency’s EEO Office.

Metra is also committed to undertaking an affirmative action program that includes goals and timetables, in order to overcome the effects of past discrimination on minorities and women. Successful achievement of EEO goals provides benefits to Metra through fuller utilization and development of previously under utilized human resources.

I have entrusted the responsibility for implementation and daily administration of the EEO Program to the Sr. Director, EEO/Diversity Initiatives, Countess P. Cary. All Metra management personnel however, share responsibility for carrying out this program, and have specific tasks to assure compliance is achieved. The EEO/Diversity Initiatives department monitors and reports progress towards the program objectives. Each Sr. Director/Chief Officer/Director must adhere to Metra’s EEO policies in all relationships with employees and their performance in that regard shall be monitored to ensure the program’s success. Further, I expect any entity with which Metra does business, to support this policy by complying with all applicable federal, state and local equal employment opportunity laws and regulations.

As an applicant/employee, you have the right to a workplace that is free from unlawful discrimination and harassment (including sexual harassment). You also have the right to file a complaint alleging discrimination with the EEO Officer named above. Retaliation, in any form, will not be tolerated. I am committed to ensuring that your rights are protected.

Questions regarding Metra’s EEO Program should be directed to the EEO/Diversity Initiative department at 312-322-7099.

Donna A. Orseno
Executive Director/CEO

*Terminated employees are also covered by this procedure.*
Executive Order 11246, as amended, and the Federal Transit Administration Circular 4704 require Metra to establish an Equal Employment Opportunity (EEO) Plan with an Affirmative Action component. Metra’s EEO Plan, on file in the EEO/Diversity Initiatives department, takes proactive measures to address and/or eliminate the present effect of past practices that prevented minorities, women, and those with disabilities access to equal employment opportunities. It also ensures that employment-related decisions be consistent and non-discriminatory.

The Plan expresses Metra’s commitment to recruit, hire, promote, train, and retain qualified minorities, women, and individuals with handicaps/disabilities, and to affirmatively address any imbalances between these categories in our current workforce. Each Senior Director/s/Chief Officer’s/Executive Officer’s affirmative action accomplishments and his/her commitment to equal employment opportunity practices are reviewed annually with the EEO/Diversity Initiatives.

Metra has a Reasonable Accommodations Committee (RAC) that processes requests for reasonable accommodations and their implementation. The ADA Amendments Act of 2008 (ADAAA) and the Illinois Human Rights Act (IHRA), RAC procedures are incorporated by reference.

Equal Employment Opportunity Policy

Metra is an equal opportunity employer. As an equal opportunity employer, all qualified applicants and job applicants, will be granted equal access to job opportunities and equal terms and conditions of employment without regard to race, color, religion, national origin, ancestry, citizenship status, age, sex, sexual orientation, gender identity, marital status, veteran’s status, armed forces reserve or national guard status, unfavorable military discharge, physical or mental disability, arrest record, order of protection status, or any other protected category.

Metra has a Reasonable Accommodations Committee (RAC) that processes requests for reasonable accommodations and their implementation. The ADA Amendments Act of 2008 (ADAAA) and the Illinois Human Rights Act (IHRA), RAC procedures are incorporated by reference.

Anti-Discrimination/Anti-Harassment Policy

As an equal opportunity employer, Metra provides for the rights of all applicants/employees to be offered job opportunities without discrimination due to race, color, religion, national origin, ancestry, citizenship status, age, sex, sexual orientation, gender identity, marital status, veteran’s status, armed forces reserve or national guard status, unfavorable military discharge, physical or mental disability, arrest record, order of protection status, or any other protected category.

Violators will be subject to discipline up to and including discharge. Any employee that believes he/she has been discriminated against, retaliated against should immediately follow the steps outlined in the Complaint Procedure described near the end of this brochure.

Sexual Harassment Policy

All employees of Metra are entitled to a workplace free from sexual harassment and intimidation. Metra strictly prohibits any form of sexual harassment. In addition, inappropriate sexual conduct will not be tolerated.

Sexual harassment is the attempt to control, influence, or affect the career, salary, or job of an individual in exchange for sexual favors. It covers a broad spectrum of unwelcome, sexually focused behavior. Sexual harassment is any unwelcome verbal or physical conduct of a sexual nature that a reasonable person, which the employee has to tolerate in order to keep his/her job, or the normal advantages of employment. Some examples of this behavior are sexual jokes, leering, cartoons, pictures, magazines, repeatedly asking someone for a date, using sexually degrading language or gestures, profanity, discussing one’s sex life, and groping or any other inappropriate touching of body parts. These examples are illustrative of the types of comments, literature and behaviors that are commonly viewed falling within the realm of conduct that might rise to the level of sexual harassment. It is not intended to be all inclusive.

Employees are strictly prohibited from sending jokes or other sexual communications via any Metra communication system, including, but not limited to, e-mail, text messages, facsimile machines, telephones including cell phones, push-to-talk devices, and voice-mail systems. Employees are also strictly prohibited from reading and/or having pornographic, sexually suggestive, written or graphic material in their possession on company property.

Disability Policy

It is the policy of Metra to provide equal employment opportunity to persons with disabilities in all aspects of employee/employer relations. This includes all employment related decisions including, but not limited to, hiring, training, compensation, benefits, and equal terms and conditions of employment. As an equal opportunity employer, Metra provides for the rights of all applicants/employees to be offered job opportunities without discrimination due to race, color, religion, national origin, ancestry, citizenship status, age, sex, sexual orientation, gender identity, marital status, veteran’s status, armed forces reserve or national guard status, unfavorable military discharge, physical or mental disability, arrest record, order of protection status, or any other protected category.

Any employee that believes he/she has been discriminated against, retaliated against should immediately follow the steps outlined in the Complaint Procedure described near the end of this brochure.