



Memorandum

DATE: November 8, 2019

TO: Board of Directors

FROM: Jim Derwinski *JD*
CEO/Executive Director

SUBJECT: Metra Fare Policy Document

RECOMMENDATION

Approve the Fare Policy Document, which has been updated to incorporate Board comments from the October Board Meeting, and public comments from the 2020 Budget Process.

BACKGROUND

Metra staff has developed a fare policy document intended for both Metra customers and employees to serve as a comprehensive source of all current Metra fares and fare policies. The document combines widely published policies available through multiple channels and documents some long-standing procedures. The document also specifies the authority for certain types of fare changes that allows the agency to respond quickly to operational needs.

The fare policy document has been updated to incorporate the Board's comments from the October Board Meeting, as well as public comments received as part of the 2020 Budget Process. The fare policy document includes the following proposed changes:

- Onboard Surcharge: One-Way Tickets purchased on board from conductors are subject to a \$5 surcharge if a ticket agent was on duty ~~or a vending machine~~ was available at the boarding station. The onboard surcharge does not apply to Weekend, Ravinia or special event passes sold on board, or to tickets purchased on board via the Ventra App. The onboard surcharge also does not apply if the point of sale system at the boarding station is not functioning. A \$1 surcharge will be added to onboard transactions involving \$50 bills and larger.

Reason for change: With the removal of the cash vending machines, the \$5 surcharge only applies if a person had the ability to purchase a ticket with cash (i.e., at station or cash vending machine) and did not do so.

- Student Fares: At the discretion of the CEO/Executive Director, or designee, onboard cash sales of reduced fare student tickets by conductors may be suspended during high ridership events, such as Lollapalooza, St. Patrick's Day Parade, etc. Reduced fare student tickets sold through other sales channels will remain valid at all times.

Reason for change: This new policy will allow Metra to help mitigate extreme crowding issues on certain high ridership days.

- Refunds: Monthly Passes are subject to a \$5 handling fee per transaction ~~if returned after the first day of the month.~~

Reason for change: The exemption from the \$5 handling fee under the current policy was intended to accommodate Monthly Pass customers receiving recurring ticket orders under the former Ticket-By-Mail and Ticket-By-Internet programs. Elimination of this exemption should help encourage customers to purchase only tickets they intend to use and should also reduce staff time lost to processing refund transactions.

ATTACHMENT

A. Metra Fare Policy Document

Prepared by: Lynnette Ciavarella, Senior Division Director, Strategic Capital Planning
Jason Osborn, Department Head, System Performance & Data
Jonathan Tremper, Principal Transportation Planner, System Performance & Data



Fare Policies

February 1, 2020

DRAFT

Northeast Illinois Regional Commuter Railroad Corporation d/b/a Metra
Commuter Rail Division of the Regional Transportation Authority
547 West Jackson Blvd., Chicago, IL 60661

TABLE OF CONTENTS

INTRODUCTION	1
FARE POLICY PRINCIPLES.....	1
RECENT NOTABLE CHANGES.....	1
TICKET TYPES	1
Zoned Ticket Types.....	1
<i>One-Way Ticket.....</i>	<i>2</i>
<i>Round Trip Plus Pass</i>	<i>2</i>
<i>10-Ride Ticket</i>	<i>2</i>
<i>Monthly Pass</i>	<i>2</i>
<i>Group Travel</i>	<i>2</i>
Fare Zones and Zoned Ticket Price Calculations	3
<i>Fare Zones.....</i>	<i>3</i>
<i>Fare Calculations and Rounding</i>	<i>3</i>
Other Ticket Types	3
<i>Weekend Pass.....</i>	<i>3</i>
<i>RTA Ride-Free Permit.....</i>	<i>4</i>
<i>Metra Link-Up Pass.....</i>	<i>4</i>
<i>Metra/Pace PlusBus Pass.....</i>	<i>4</i>
<i>Special Event Pass.....</i>	<i>4</i>
<i>Marketing Tickets/Charter Trains.....</i>	<i>5</i>
REDUCED AND FREE FARE PROGRAMS.....	5
Senior Citizen/Disabled Persons	5
<i>Senior Citizen/Disabled Persons.....</i>	<i>5</i>
<i>Low-Income Seniors and Disabled Persons.....</i>	<i>5</i>
Children/Youth	5
<i>Young Children.....</i>	<i>5</i>
<i>Children ages 7 to 11</i>	<i>5</i>
<i>K – 12 Student Fares</i>	<i>6</i>
<i>Family Fares Program.....</i>	<i>6</i>
Other Free and Reduced Fare Programs	6
<i>Military Personnel.....</i>	<i>6</i>
<i>Police Officers and Firefighters in Uniform</i>	<i>6</i>
<i>Current and Retired Railroad Employees.....</i>	<i>6</i>
FARE AND SERVICE POLICIES	7
Lost Ticket/Refund Policy	7
<i>Lost/Stolen Tickets.....</i>	<i>7</i>
<i>Refunds</i>	<i>7</i>

<i>Exchanges</i>	<i>7</i>
Other Fare and Service Policies	7
<i>Ticket Validation</i>	<i>7</i>
<i>Onboard Surcharge</i>	<i>8</i>
<i>Stopovers and Transfers</i>	<i>8</i>
<i>Extension-of-Journey (Incremental) Fares</i>	<i>8</i>
<i>Bicycles and E-Scooters</i>	<i>8</i>
<i>Pets</i>	<i>9</i>
<i>Employees</i>	<i>9</i>
<i>Service Disruptions</i>	<i>9</i>
<i>Failure to Pay Fare</i>	<i>9</i>
<i>Passenger Removal</i>	<i>9</i>
PILOT FARE PROGRAMS	10
Fare Zone Pilot Programs	10
<i>Zone Reassignment</i>	<i>10</i>
<i>Zone Consolidation</i>	<i>10</i>
Round Trip Plus Pass	10
FARE CHANGES	10
Fare Change Procedures	10
<i>Authority for Fare Changes</i>	<i>10</i>
<i>Equity Analysis Requirements</i>	<i>11</i>
<i>Regional Transportation Authority (RTA) Act Requirements</i>	<i>12</i>
<i>South Shore Line (NICTD) Fares</i>	<i>12</i>
CURRENT FARES, SURCHARGES AND FARE ZONES	13
Zoned Fares	13
<i>Table 1: Full Fares, effective February 1, 2018</i>	<i>13</i>
<i>Table 2: Reduced Fares, effective February 1, 2018</i>	<i>14</i>
<i>Table 3: One-Way Group Fares, effective February 1, 2018</i>	<i>15</i>
Other Fares	15
<i>Table 4: Other Fares and Surcharges</i>	<i>15</i>
Metra Stations	16
<i>Table 5: Fare Zones by Station</i>	<i>16</i>

INTRODUCTION

This document is a compilation of Metra's current fare products, prices, and policies. These have been reviewed for accuracy by the appropriate groups within Metra. It is intended to be a resource to riders and the agency as a whole.

FARE POLICY PRINCIPLES

- Consider regular fare adjustments that ensure a balanced budget, sustain service, keep pace with inflation, and avoid significant, infrequent fare increases.
- Allow no diversion of capital-eligible funds to the operating budget.
- Acknowledge the total value of providing services to the region's economy while recognizing that fares must cover a percentage of operating costs, as set by the RTA, and support Metra's capital program.
- Understand the short-term and long-term impacts of fare changes on ridership and revenue as well as the time and resources needed to implement them.
- Improve fare collection by simplifying the overall process and transportation costs.
- Offer a fare structure and policies that are easy to use and understand by offering fare structure and products that are regionally equitable and appeal to current and prospective customers.
- Evaluate impacts of cooperative opportunities on fare structure, products, pricing and policies of our local transit partners and evaluate national peer programs that have stimulated ridership.

RECENT NOTABLE CHANGES

The following fare policy changes are reflected in this document. Changes are effective February 1, 2020.

- Onboard Surcharge: One-Way Tickets purchased on board from conductors are subject to a \$5 surcharge if a ticket agent was on duty ~~or a vending machine was available~~ at the boarding station. The onboard surcharge does not apply to Weekend, Ravinia or special event passes sold on board, or to tickets purchased on board via the Ventra App. The onboard surcharge also does not apply if the point of sale system at the boarding station is not functioning. A \$1 surcharge will be added to onboard transactions involving \$50 bills and larger.
- Student Fares: ~~At the discretion of the CEO/Executive Director, or designee, onboard cash sales of reduced fare student tickets by conductors may be suspended during high ridership events, such as Lollapalooza, St. Patrick's Day Parade, etc. Reduced fare student tickets sold through other sales channels will remain valid at all times.~~
- Refunds: Monthly Passes are subject to a \$5 handling fee per transaction ~~if returned after the first day of the month.~~

TICKET TYPES

Zoned Ticket Types

Current fares for zoned tickets (One-Way, Round Trip Plus, 10-Ride and Monthly) are shown in Table 1 (full fares), Table 2 (reduced fares) and Table 3 (full and reduced One-Way Group fares). Fare zones by station are shown in Table 5. Zoned ticket types are good on all Metra rail lines, unless otherwise specified.

One-Way Ticket

Valid for one continuous trip¹ within the specified fare zones. One-Way Tickets are available with both adult and reduced fares. One-Way Tickets sold on board by a conductor are subject to a \$5 surcharge if boarding at a station where a ticket agent is on duty. One-Way Tickets purchased in advance must be used within 90 days including the day of purchase and are not refundable. One-Way Tickets purchased on board from train personnel are only valid for the trip on which the ticket was purchased, which may include a layover or transfer as part of a continuous trip.

Round Trip Plus Pass

Valid for unlimited travel on a single service day within the specified fare zones. Round Trip Plus Passes are available with both adult and reduced fares. Round Trip Plus Passes are for the exclusive use of the purchaser and may not be shared or transferred. Round Trip Plus Passes purchased in advance must be used within 90 days including the day of purchase and are not refundable. Once activated, the pass is valid for the remainder of the same service day, up until 3 a.m. of the following calendar day. [The Round Trip Plus Pass, approved as a fare pilot program in May 2018, will be available only on the Ventra mobile ticketing app and will be launched as part of an app update, currently anticipated in Q4-2019.]

10-Ride Ticket

Valid for ten continuous trips within the specified fare zones. Ten-Ride Tickets are available with both adult and reduced fares. Ten-Ride tickets may be shared by multiple riders (although all riders sharing a reduced 10-Ride Ticket must be eligible for one of Metra's reduced-fare programs). Ten-Ride Tickets are valid for up to one year from the date of purchase and are not refundable.

Monthly Pass

Valid for unlimited travel within the specified fare zones for the specified calendar month, up to noon on the first business day of the following month. Monthly Passes are available with both adult and reduced fares. Monthly Passes are for the exclusive use of the purchaser and may not be shared or transferred. Monthly Passes are valid for unlimited weekend travel systemwide, allowing Monthly Pass holders to travel beyond the fare zones indicated on their passes at no additional cost on any Saturday, Sunday or the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas, or any other day the Weekend Pass is valid. Monthly Passes are refundable but are subject to a pro-rated refund reduction plus a \$5 handling fee per transaction if returned after the start of the valid month.

Group Travel

Discounted travel is available for groups of 25 to 135 paying riders travelling together. Discounted group travel is limited to weekdays from 9 a.m. to 3 p.m. and after 7 p.m., and all day on Saturdays, Sundays, and the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. Group travel may be restricted during other expected peak travel times. Groups travelling together are not guaranteed their own rail car.

Discounted group travel must be arranged through Metra at least 21 days prior to the planned travel date, and payment in full must be provided to Metra, by check only, at least 14 days prior to travel. Metra will issue a Group Travel Boarding Pass upon receiving payment in full. The Boarding Pass must be presented to crew members upon boarding as proof of fare payment. A fare payment envelope may be used to collect fares for additional group members not included in the Group Travel Boarding Pass.

¹ Travel on one or more trains in a single direction, which may include stopovers and transfers between trains at non-downtown Chicago stations only.

Fare Zones and Zoned Ticket Price Calculations

Fare Zones

Fares for One-Way, Round Trip Plus, 10-Ride and Monthly tickets are based on the fare zones of departure and arrival stations for a given trip. Each Metra station is assigned to a fare zone based on rail line mileage between the station and its respective downtown Chicago terminal station. Each fare zone is approximately five miles in length along each rail line, although some stations falling just inside a given fare zone were assigned to the next lowest fare zone.

Under a July 2018 fare pilot program, one RI and seven ME stations were reassigned to the next lower zone and all stations in Zones K through M (one NCS, one UP-N and three UP-NW) were reassigned to Zone J.

Fare Calculations and Rounding

Reduced One-Way fares and fares for all other zoned tickets (Round Trip Plus, 10-Ride and Monthly) are based on the Adult One-Way fare for each fare zone.

Current calculations by ticket type:

- Adult Round-Trip Plus: Fare is 2.0 times the price of an adult One-Way Ticket for each fare zone or zone pair, rounded to the nearest \$0.25;
- Adult 10-Ride: Fare is 9.5 times the price of an adult One-Way Ticket for each fare zone or zone pair, rounded to the nearest \$0.25;
- Adult Monthly: Fare is 29.0 times the price of an adult One-Way Ticket for each fare zone or zone pair, rounded to the nearest \$0.25;
- Reduced One-Way: Fare is 0.5 times the price of an adult One-Way Ticket for each fare zone or zone pair, rounded down to the next lowest \$0.25;²
- Reduced Round-Trip Plus: Fare is 2.0 times the price of a reduced One-Way Ticket for each fare zone or zone pair, rounded to the nearest \$0.25;
- Reduced 10-Ride: Fare is 9.5 times the price of a reduced One-Way Ticket for each fare zone or zone pair, rounded to the nearest \$0.25;
- Reduced Monthly: Fare is 35.0 times the price of a reduced One-Way Ticket for each fare zone or zone pair, rounded to the nearest \$0.25;
- Adult Group One-Way: Fare is 0.5 times the price of an adult One-Way Ticket for each fare zone or zone pair, rounded to the nearest \$0.01;
- Reduced Group One-Way: Fare is 0.5 times the price of a reduced One-Way Ticket for each fare zone or zone pair, rounded to the nearest \$0.01.

Other Ticket Types

Weekend Pass

Valid for unlimited travel on all Metra lines on both Saturday and Sunday. Weekend Passes are sold at one price (see Table 4) and are not available at a reduced fare. Weekend Passes are for the exclusive use of the purchaser and may not be shared or transferred. The pass is available for purchase through the Ventra App, station ticket agents, ticket vending machines, or on board the train from a conductor. There is no surcharge for buying a Weekend Pass on the train if a ticket agent is available at the boarding station.

² Reduced One-Way fares are rounded down to ensure compliance with federal law limiting off-peak fares for seniors and disabled persons to no more the one-half of peak hour fares.

At the discretion of the CEO/Executive Director, or designee, Weekend Passes may be extended to a third valid day, such as the Friday before or the Monday after a weekend, or offered for other specified periods, such as Thanksgiving Day and the following Friday. Weekend Passes purchased through the Ventra App must be used within 90 days, including the day of purchase; Weekend Passes purchased at ticket windows must be used within the same calendar month of the day of purchase;³ Weekend Passes purchased from ticket vending machines or onboard personnel are valid only for the weekend of the day of sale. Once activated or punched, Weekend Passes expire at 3 a.m. on the first calendar day following the valid weekend. Weekend Passes are not refundable.

RTA Ride-Free Permit

Valid for unlimited travel to or from any Metra station, and on all fixed-route Chicago Transit Authority (CTA) and Pace⁴ service. RTA Ride-Free permits are available only for qualifying low-income seniors and disabled persons enrolled in the Illinois Benefit Access program, which has maximum household income requirements. Only the RTA can issue the Ride-Free permits.

Metra Link-Up Pass

Available only for Metra Monthly Pass holders, the Link-Up Pass allows connecting travel on CTA and Pace. CTA usage is restricted to weekday peak period travel (6 a.m. to 9:30 a.m. and 3:30 to 7 p.m.); valid anytime on fixed-route Pace buses, including Pace On Demand (formerly Call-n-Ride) and Pulse express service. The Link-Up Pass is valid on Pace premium routes with payment of a pass transfer fare. For Metra Monthly Passes purchased from a station ticket agent or through a pre-tax provider, the Link-Up Pass will be issued on a Ventra ticket each month. For Monthly Passes sold through the Ventra App, Link-Up Passes will only be issued to a registered Ventra card associated with the Ventra account used to purchase the Metra mobile Monthly Pass. Link-Up Passes are valid for 30 consecutive days from first use; Link-Up Passes issued on a paper Ventra Ticket may be used as a flash pass on the last day of a 31-day month, if needed, provided the paper pass has a current month sticker.

The fare for the Link-Up Pass is set under an agreement between Metra, CTA and Pace and is not refundable.

Metra/Pace PlusBus Pass

Available only for Metra Monthly Pass holders, the PlusBus Pass allows connecting travel at any time on Pace fixed-route buses, including Pace On Demand (formerly Call-n-Ride) and Pulse express service. The PlusBus Pass is valid on Pace premium routes with payment of a pass transfer fare. For Metra Monthly Passes purchased from a station ticket agent or through a pre-tax provider, the PlusBus Pass will be issued on a Ventra ticket each month. For Monthly Passes sold through the Ventra App, PlusBus Passes will only be issued to a registered Ventra card associated with the Ventra account used to purchase the Metra mobile Monthly Pass.

The fare for the PlusBus Pass is set under an agreement between Metra and Pace and is not refundable.

Special Event Pass

Metra may issue special event tickets and passes for various high-demand events such as for Ravinia Festival concerts, professional sports championship rallies, marathons, civic or music festivals, etc., to encourage ridership and help curb unintentional fare evasion due to unusually high system ridership. Pricing and valid periods of special event tickets are tailored to each event and can vary from single-ride tickets to multiple-day passes. Special event tickets may be available systemwide or limited to specific rail lines or stations. The CEO/Executive Director, or designee, is authorized to set the price and terms of

³ Valid period may include the first weekend day of following month.

⁴ Suburban Bus Division of the Regional Transportation Authority.

special event tickets without prior approval of the Metra Board of Directors. Special Event tickets and passes are not refundable.

Marketing Tickets/Charter Trains

The Metra Marketing Department may work with certain event planners, particularly the McCormick Place Convention Center, to develop specialized tickets or passes that are provided to attendees of certain conventions. Metra may also provide charter trains to serve major conventions. The CEO/Executive Director, or designee, is authorized to set pricing of special marketing passes and charter train service without prior approval of the Metra Board of Directors.

REDUCED AND FREE FARE PROGRAMS

Fares for all reduced fare programs are shown in Table 2. Not all reduced ticket types are available to all classes of reduced-fare riders. Reduced fare tickets are not sold through ticket vending machines. Proof of reduced fare eligibility is required at the point of purchase and may be requested by train crews. Reduced fare ticket holders who do not provide proof of eligibility to train crews on request will be required to purchase a full fare One-Way Ticket on board and are subject to a \$5 surcharge if boarding at a station where a ticket agent is available.

Senior Citizen/Disabled Persons

Senior Citizen/Disabled Persons

Senior citizens 65 or older, customers with disabilities and Medicare cardholders who have an RTA-issued Reduced Fare Permit are eligible for reduced One-Way, 10-Ride or Monthly fares.⁵

Low-Income Seniors and Disabled Persons

An RTA Ride-Free Permit is required for free travel on Metra. Low-income seniors and disabled persons must be enrolled in the Illinois Department on Aging Benefit Access Program and reside in Illinois to be eligible for an RTA Ride-Free Permit. Those enrolled in the Benefit Access Program must then contact the RTA to apply for a Ride-Free Permit.

Children/Youth

Young Children

Up to three children age 6 and under may ride free at all times when accompanied by a fare-paying adult. Each additional young child, regardless of age, requires a reduced fare. Any applicable adult ticket may be used as the adult fare. Under no circumstance will children under seven years of age be permitted to travel alone.

Children ages 7 to 11

Children ages 7 to 11 are eligible for reduced One-Way fares.

⁵ Transit agencies receiving federal funding are required by law {49 USC 5307(d)(1)(D)} to provide transportation during non-peak hours for elderly and handicapped individuals, or an individual presenting a Medicare card, charged at a rate not to exceed 50 percent of the peak hour fare. Transit agencies may require seniors and disabled persons to obtain a special identification card issued by the transit agency as proof of eligibility for reduced fares.

K – 12 Student Fares

Full-time students enrolled in a grade school or high school can purchase a reduced fare One-Way, 10-Ride or Monthly ticket. College students are not included. Student fares are in effect at all times. When purchasing a ticket, students must present a valid letter of certification from their school (on school stationery) or present a valid school I.D. (both are valid through the end of the calendar year) bearing the student's name, school name and authorized signature. The student identification card, electronic school I.D. or letter of certification must be displayed along with the ticket to the conductor. Failure to do so will result in full fare payment. Student tickets are not transferable.

Home-schooled students must present a letter with the name and address of the person providing the home schooling as teacher/principal at the top, signed and notarized.

At the discretion of the CEO/Executive Director, or designee, onboard cash sales of reduced fare student tickets by conductors may be suspended during certain high ridership events, such as Lollapalooza, St. Patrick's Day Parade, etc. Reduced fare student tickets sold through other sales channels will remain valid at all times.

Family Fares Program

On weekends and select holidays, up to three children age 11 and under ride free with each fare-paying adult. Any applicable adult ticket, including the Weekend Pass and RTA Ride Free Pass, may be used as the adult fare.

At the discretion of the CEO/Executive Director, or his or her designee, the Family Fare program may be extended to weekdays, typically from Memorial Day through Labor Day.

Other Free and Reduced Fare Programs

Military Personnel

Active duty military personnel of all branches (Marines, Air Force, Army, Navy and Coast Guard) who present proper military identification are eligible for reduced fare One-Way or 10-Ride tickets.

Police Officers and Firefighters in Uniform

As required under Illinois law, police officers from any municipality served by Metra and firefighters from the Chicago Fire Department may ride free with the following restrictions: police officers and firefighters must be in full uniform and free rides for firefighters are limited to within the city of Chicago.

Current and Retired Railroad Employees

Certain current and retired railroad employees may ride free with an employee or retiree pass. Employee and retiree passes are only issued to the following groups: Chicago, Burlington & Quincy retirees with a hire date before January 14, 1966; retired Union Pacific employees receive 10 free passes; current or retired Illinois Central or Metra Electric employees with a seniority date prior to April 1, 1971, or with a seniority date prior to January 1, 1985 if 100 percent of work was in a commuter rail-related position; Rock Island employees with a seniority date prior to December 31, 1971; and Milwaukee Road employees with a seniority date prior to March 1, 1972. Employee and retiree passes are only valid on the district for which they are issued.

FARE AND SERVICE POLICIES

Lost Ticket/Refund Policy

Lost/Stolen Tickets

No refund or replacement ticket will be issued for lost, destroyed or stolen One-Way or 10-Ride tickets or Weekend or Monthly passes. All customers must have a ticket in their possession at the time of travel. Customers without a ticket must purchase a One-Way Ticket from onboard personnel (cash only and subject to \$5 surcharge if boarding at a station where a ticket agent is available) or purchase and activate mobile ticket through the Ventra App.

Refunds

Refunds are only available for Monthly Passes; no other ticket types are refundable. Refunds on Monthly Passes are subject to these rules and conditions:

- Monthly Passes are subject to a \$5 handling fee per transaction;
- All Monthly Passes, regardless of method of payment, will be refunded on a percentage basis depending on the date returned, with 100 percent refunded on or before Day 1 of the month for which the ticket is valid and 85 percent refunded on Day 2. The amount refunded continues to be reduced by 5 percent for every day thereafter until close of business on day 18 of the month, at which time no refund is permitted;
- Metra is not permitted to issue refunds for Monthly Passes purchased using a Transit Benefit (tax deferred) form of payment. Refunds for tickets purchased through this channel will need to be processed through the passenger's employer and back through the vendor managing the Transit Benefit Program. This includes purchases made with an RTA Fare Check;
- Link-Up and PlusBus monthly passes are not refundable.

Exchanges

A valid paper ticket may be exchanged only as partial credit toward the purchase of another ticket with a greater number of zones or another ticket type of greater value at any ticket sales location. Weekend tickets and tickets purchased through the Ventra App cannot be exchanged. Partial refunds will not be provided.

Because the credit card vending machines at outlying Metra Electric Line stations sell only full fare tickets, RTA Reduced Fare Permit-holders who purchase a full fare ticket at a ticket vending machine can receive a rate adjustment at one of the downtown station ticket windows.

Other Fare and Service Policies

Ticket Validation

Riders must present a valid ticket to onboard personnel or law enforcement on request or be prepared to purchase a ticket with cash or through the Ventra App. Riders using the Ventra App for fare payment should activate their ticket upon boarding. Mobile One-Way Tickets and each ride of a mobile 10-Ride Ticket will remain active for a set amount of time, depending on trip length (passes will remain active for the duration of the pass valid period). Conductors may ask riders to tap an active mobile ticket to verify ticket validity. It is the responsibility of the rider to ensure that their mobile phone remains adequately charged and otherwise in working order to display the mobile ticket as requested. Riders unable to display their mobile ticket on request may be asked to purchase a cash ticket on board. Riders using reduced fare mobile tickets who are unable to provide on board personnel with proof of eligibility may also be asked to purchase a full fare ticket.

In the event of a service disruption, expired One-Way and 10-Ride tickets will remain available for display to conductors for three hours; it is at the discretion of the conductor to accept a recently expired Ventra mobile ticket as valid fare payment.

Onboard Surcharge

One-Way Tickets purchased on board from conductors are subject to a \$5 surcharge if a ticket agent was on duty at the boarding station. The onboard surcharge does not apply to Weekend, Ravinia or special event passes sold on board, or to tickets purchased on board via the Ventra App. The onboard surcharge also does not apply if the point of sale system at the boarding station is not functioning. A \$1 surcharge will be added to onboard transactions involving \$50 bills and larger.

Stopovers and Transfers

Metra allows stopovers and transfers for riders using One-Way or 10-Ride tickets without additional charge, under the following conditions:

- Riders must notify onboard personnel of planned stopovers or transfers prior to ticket validation;
- Transfers between trains are permitted only for a continuous journey, which may include a change in the direction of travel if transferring between two branches of a single rail line (trips between ME mainline and Blue Island Branch, for example);
- Stopovers are limited to a continuous journey, with no change in rail line or direction of travel;
- Transfers between any two trains at one or more downtown Chicago terminal stations (Millennium, LaSalle St., Union Station and Ogilvie Transportation Center) would not be considered part of a continuous trip and require a separate fare;
- For riders using One-Way or 10-Ride tickets on the Ventra App, each continuous journey, including stopovers and transfers, must be completed within the time limits of the mobile ticket.

These restrictions do not apply to riders using Monthly, Weekend, Round Trip Plus or other passes, as these tickets allow unlimited travel within specified time and zone limits.

Extension-of-Journey (Incremental) Fares

Riders may travel beyond the zone limits of a valid ticket by paying an additional incremental fare on board. Incremental fares are \$1 for the first zone beyond their valid ticket and \$0.50 for each additional zone (\$0.50 for the first zone and \$0.25 for each additional zone for riders with a valid reduced-fare ticket). Incremental fares are issued on a paper duplex ticket and must be paid in cash. Riders must notify onboard personnel of planned travel beyond the zone limits of their ticket. A \$5 surcharge will be charged in addition to the applicable incremental fare for any rider who travels beyond the zone limits of their ticket and fails to notify onboard personnel.

Incremental fares are not available on the Ventra App. Riders using the Ventra App who travel beyond the zone limits of their mobile ticket must either purchase an incremental ticket from a conductor (cash only) or purchase a One-Way Ticket on the Ventra App between the destination station of the original base ticket and the new destination station.

Bicycles and E-Scooters

Standard bicycles and electric scooters (e-scooters) are permitted on weekday trains arriving in Chicago before 6:31 a.m. and after 9:30 a.m., or departing Chicago before 3 p.m. and after 7 p.m., and on all weekend trains. There is no additional charge for bikes or e-scooters. Small folding bikes in protective covers and folding e-scooters are permitted on all trains. Tricycles, tandems, trailers, bulky attachments, bikes with training wheels or gasoline powered bikes or vehicles are not permitted on any trains.

Bikes are accommodated on a first-come, first-served basis; crews have the right to refuse bikes in the event of overcrowding or depending on the needs of customers with disabilities. In the case that cyclists

are required to get off the train before their destination, train crews will attempt to accommodate displaced cyclists on a following train. In the event that cyclists cannot reach their final destination via Metra, reimbursement will be based on the fare product used for that trip.

Pets

Small pets in enclosed carriers are permitted on non-peak period weekday trains arriving in Chicago before 6:31 a.m. and after 9:30 a.m., or departing Chicago before 3 p.m. and after 7 p.m., and on all weekend trains. There is no charge for pets.

Train crews have the right to refuse pets in the event of overcrowding. In the case that passengers with pets are required to get off the train before their destination, train crews will attempt to accommodate these passengers on a later train. If these passengers cannot reach their final destination via Metra, reimbursement will be based on the fare product used for that trip. Metra reserves the right to remove passengers with pets that are noisy or disturb other customers.

Employees

Metra does not provide any employee with discounted or free travel, except for employees who qualify for a free employee pass under an agreement with one of Metra's predecessor railroads (Illinois Central, Milwaukee Road or Rock Island) or employees on duty or as otherwise required for work. Any Metra employee who needs to travel between two Metra locations, for work purposes only, may make arrangements with their respective supervisor for a ticket or a limited-use employee pass. Tickets issued to Metra employees are valid on any rail line, but Metra employee passes are limited to the operating district for which they are issued (Metra Electric, Heritage Corridor, Milwaukee, Rock Island and SouthWest). Union Pacific and BNSF provide their employees with special tickets for work-related travel. These passes are only valid on trains operated by the issuing company (UP or BNSF) and not on any Metra-operated rail line.

Service Disruptions

On a case-by-case basis at the discretion of the CEO/Executive Director or designee, Metra may agree to accept CTA, Pace, NICTD or Amtrak fare media for service on one or more specified Metra rail lines to accommodate riders affected by service disruptions on these other service providers.

Failure to Pay Fare

If a passenger fails to provide a ticket for travel and is unable to purchase a paper or mobile ticket, onboard personnel may issue an onboard fare collection envelope as a one-time courtesy to the passenger, with instructions for sending payment to Metra. Riders who receive an onboard fare collection envelope for failure to pay a fare must remit the applicable one-way fare for the transportation provided, plus a \$5 service charge or present a valid Monthly Pass to a ticket agent to void the fare payment envelope. Passengers who fail to send in the required fare payment may be subject to additional claims action.

Onboard personnel are authorized to remove any passenger from a train at the next scheduled stop for fare evasion, including refusal to provide a valid ticket or purchase a ticket on board and/or refusal to accept an onboard fare collection envelope to remit a fare later, or use of a counterfeit or altered ticket, including refusal to demonstrate mobile ticket security features when requested. Metra personnel must turn over any passenger removed from a train for refusal to pay a fare or for use of a counterfeit or altered ticket to the Metra Police Department or local law enforcement officials for prosecution.

Passenger Removal

Passengers whose conduct is disorderly or abusive will not be allowed on board, or will be asked to leave the train. Disorderly or abusive passengers may be subject to arrest. Any passenger who is refused service

or is removed from a train due to disorderly conduct is not eligible for reimbursement for any fares paid and may be barred from using Metra service.

PILOT FARE PROGRAMS

On May 9, 2018 the Metra Board approved the Fare Pilot Programs Ordinance (MET 18-06) to implement fare programs to explore if they will have a positive impact on ridership. These pilot programs will be evaluated to determine their effectiveness in achieving ridership goals. Depending on the outcome of these evaluations, changes under these pilot programs may be made permanent, revised or rescinded.

Fare Zone Pilot Programs

On July 15, 2018, Metra launched a pilot project to reassign 13 stations to a different fare zone under one of two fare zone pilot programs:

Zone Reassignment

Using rail route mileage for setting fare zones by station resulted pricing inconsistencies for certain stations due to indirect track configurations. Eight stations (five ME-Blue Island, two ME-Mainline and one RI-Beverly) were identified with mileage-based pricing inconsistencies and low ridership. These stations were each reassigned to the next lowest fare zone.

Zone Consolidation

In order to attract ridership and mitigate for recent fare increases at outer stations with relatively high fares, Fare Zones K, L and M were consolidated into Fare Zone J, thus capping fares for stations 45 or more miles from downtown Chicago. In all, five stations (one NCS, one UP-N and three UP-NW) were reassigned to Fare Zone J.

Stations affected by these pilot programs are noted in Table 5.

Round Trip Plus Pass

The Round Trip Plus pilot program introduces a new day pass ticket. This ticket will be available only through the Ventra mobile ticketing app and will be implemented as part of an update to the Ventra App, currently scheduled for Q4 2019.

The Round Trip Plus allows unlimited travel on a single service day within the specified fare zones of the ticket. The Round Trip Plus will be available as a full and reduced fare ticket and priced at two times a comparable One-Way Ticket.

FARE CHANGES

Fare Change Procedures

Authority for Fare Changes

The CEO/Executive Director, or designee, is authorized to make the following fare or fare policy changes without prior Board approval:

- reduce or waive fares due to emergency service disruptions;
- issue Special Event tickets, including Ravinia Park round-trip tickets;
- approve additional valid days for the Weekend Pass;
- issue Marketing tickets and passes;

- approve pricing and schedules for charter service;
- suspend reduced student fares during high ridership events, such as the Lollapalooza Festival and the St. Patrick's Day Parade;
- introduce promotional fare pilot programs, including ride-free promotions, if under six months in duration and if no fares are increased; and
- introduce a pilot fare program or offer promotional tickets that are valid only on specific rail lines or trains.

Equity Analysis Requirements

Under FTA guidance for transit agency compliance with Title VI of the Civil Rights Act of 1964 (FTA Title VI Circular (FTA C 4702.1B), TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, effective October 1, 2012), transit agencies must evaluate the impacts of any proposed fare change to determine whether or not the proposed change would create a discriminatory effect on riders based on race, color, national origin or poverty status.

Transit providers are required to evaluate all fare changes regardless of the amount of increase or decrease; however, the Title VI Circular provides for three exceptions to this requirement:

- "Spare the air days" or other instances when a local municipality or transit agency has declared that all passengers ride free.
- Temporary fare reductions that are mitigating measures for other actions. For example, construction activities may close a segment of a rail system for a period of time and require passengers to alter their travel patterns. A reduced fare for these impacted passengers is a mitigating measure and does not require a fare equity analysis.
- Promotional fare reductions. If a promotional or temporary fare reduction lasts longer than six months, then FTA considers the fare reduction permanent and the transit provider must conduct a fare equity analysis.

FTA Circular 4702.1B, IV.7.b.(1)(a).

For any fare change that does not meet any of the exemptions listed above, Metra staff will prepare an equity analysis of the estimated impacts on minority and low-income riders. Staff must then present the results of each equity analysis to the Metra Board of Directors for their consideration and approval prior to their final approval of the proposed fare change.

All fare and service change equity analyses shall incorporate Metra's Disparate Impact and Disproportionate Burden analytical thresholds. If, by analysis, a proposed fare change would result in disparate impacts on minority riders, Metra may modify the proposed fare change to avoid, minimize, or mitigate the potential impacts. If the final proposed fare change would result in disparate impacts on minority riders, Metra may implement the change only if the following requirements are met:

- the transit provider has a substantial legitimate justification for the proposed service change, and
- the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.

If, by analysis, a proposed fare change would require low-income riders to bear a disproportionate burden of the proposed change, Metra may modify the proposed fare change to avoid, minimize, or mitigate the potential impacts to the extent possible. Metra will also describe alternatives available to low-income riders who would be affected by proposed the fare change.

Regional Transportation Authority (RTA) Act Requirements

Under the RTA Act, a public hearing must be held for any increase in fares. The RTA Act establishes minimum public notice and location requirements for each public hearing. This requirement does not apply to fare decreases, or changes in fare media that don't result in a fare increase.

This public hearing requirement may be satisfied by the annual program and budget process, which has similar public hearing requirements.

(e-5) With respect to any increase in fares or charges for public transportation, whether by the Authority or by any Service Board or transportation agency, a public hearing must be held in each county in which the fare increase takes effect. Notice of the public hearing shall be given at least 20 days prior to the hearing and at least 30 days prior to the effective date of any fare increase. Notice shall be given by public advertisement in a newspaper of general circulation in the metropolitan region and must also be sent to the Governor and to each member of the General Assembly whose district overlaps in whole or in part with the area in which the increase takes effect. The notice must state the date, time, and place of the hearing and must contain a description of the proposed increase. The notice must also specify how interested persons may obtain copies of any reports, resolutions, or certificates describing the basis upon which the increase was calculated.

(70 ILCS 3615/5.01(e-5))

South Shore Line (NICTD) Fares

Under the RTA Act, all commuter rail service in northeast Illinois is under the jurisdiction of the Commuter Rail Board of the RTA (Metra), including the portion of NICTD service operating within the State of Illinois. Under a purchase-of-service agreement with NICTD, Metra provides funding to NICTD for the service it operates within Illinois. Under this agreement, NICTD is restricted from providing service that competes directly with Metra: inbound NICTD trains may not board passengers at any Illinois station, except Hegewisch, and outbound NICTD trains may not allow passengers to alight at any Illinois station, except Hegewisch.

NICTD fares for full and reduced One-Way Tickets and full fare 10-Ride and Monthly tickets for service between Hegewisch and NICTD Zone 1 stations (Millennium, Van Buren St., Museum Campus/11th St. and McCormick Place) will match Metra Zone D fares, and for these ticket types for service between Hegewisch and Zone 2 stations (55th-56th-57th St. and 63rd St.) will match Metra Zone C fares. Fares for 25-Ride Tickets at Hegewisch and all tickets for service to or from any Indiana station are set by NICTD. Metra has no jurisdiction over any other NICTD fare or operations policies unless otherwise specified in an agreement between Metra and NICTD.

Except under ad hoc agreements to accommodate service disruptions or any other special arrangements, NICTD tickets are not valid for travel on any Metra train, nor are Metra tickets valid for travel on any NICTD train.

CURRENT FARES, SURCHARGES AND FARE ZONES

Zoned Fares

Table 1: Full Fares, effective February 1, 2018

	Ticket	A	B	C	D	E	F	G	H	I	J*
A	Monthly	\$116.00									
	10-Ride	38.00									
	Round Trip Plus	8.00									
	One-Way	4.00									
B	Monthly	123.25	\$116.00								
	10-Ride	40.50	38.00								
	Round Trip Plus	8.50	8.00								
	One-Way	4.25	4.00								
C	Monthly	159.50	123.25	\$116.00							
	10-Ride	52.25	40.50	38.00							
	Round Trip Plus	11.00	8.50	8.00							
	One-Way	5.50	4.25	4.00							
D	Monthly	181.25	159.50	123.25	\$116.00						
	10-Ride	59.50	52.25	40.50	38.00						
	Round Trip Plus	12.50	11.00	8.50	8.00						
	One-Way	6.25	5.50	4.25	4.00						
E	Monthly	195.75	181.25	159.50	123.25	\$116.00					
	10-Ride	64.25	59.50	52.25	40.50	38.00					
	Round Trip Plus	13.50	12.50	11.00	8.50	8.00					
	One-Way	6.75	6.25	5.50	4.25	4.00					
F	Monthly	210.25	195.75	181.25	159.50	123.25	\$116.00				
	10-Ride	69.00	64.25	59.50	52.25	40.50	38.00				
	Round Trip Plus	14.50	13.50	12.50	11.00	8.50	8.00				
	One-Way	7.25	6.75	6.25	5.50	4.25	4.00				
G	Monthly	224.75	210.25	195.75	181.25	159.50	123.25	\$116.00			
	10-Ride	73.75	69.00	64.25	59.50	52.25	40.50	38.00			
	Round Trip Plus	15.50	14.50	13.50	12.50	11.00	8.50	8.00			
	One-Way	7.75	7.25	6.75	6.25	5.50	4.25	4.00			
H	Monthly	239.25	224.75	210.25	195.75	181.25	159.50	123.25	\$116.00		
	10-Ride	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00		
	Round Trip Plus	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00		
	One-Way	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00		
I	Monthly	261.00	239.25	224.75	210.25	195.75	181.25	159.50	123.25	\$116.00	
	10-Ride	85.50	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00	
	Round Trip Plus	18.00	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00	
	One-Way	9.00	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00	
J*	Monthly	275.50	261.00	239.25	224.75	210.25	195.75	181.25	159.50	123.25	\$116.00
	10-Ride	90.25	85.50	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00
	Round Trip Plus	19.00	18.00	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00
	One-Way	9.50	9.00	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00

*Fare zones K, L and M were consolidated into Fare Zone J under the fare zone consolidation pilot program, effective July 15, 2018.

Table 2: Reduced Fares, effective February 1, 2018

	Ticket	A	B	C	D	E	F	G	H	I	J*
A	Monthly	\$70.00									
	10-Ride	19.00									
	Round Trip Plus	4.00									
	One-Way	2.00									
B	Monthly	70.00	\$70.00								
	10-Ride	19.00	19.00								
	Round Trip Plus	4.00	4.00								
	One-Way	2.00	2.00								
C	Monthly	96.25	70.00	\$70.00							
	10-Ride	26.25	19.00	19.00							
	Round Trip Plus	5.50	4.00	4.00							
	One-Way	2.75	2.00	2.00							
D	Monthly	105.00	96.25	70.00	\$70.00						
	10-Ride	28.50	26.25	19.00	19.00						
	Round Trip Plus	6.00	5.50	4.00	4.00						
	One-Way	3.00	2.75	2.00	2.00						
E	Monthly	113.75	105.00	96.25	70.00	\$70.00					
	10-Ride	31.00	28.50	26.25	19.00	19.00					
	Round Trip Plus	6.50	6.00	5.50	4.00	4.00					
	One-Way	3.25	3.00	2.75	2.00	2.00					
F	Monthly	122.50	113.75	105.00	96.25	70.00	\$70.00				
	10-Ride	33.25	31.00	28.50	26.25	19.00	19.00				
	Round Trip Plus	7.00	6.50	6.00	5.50	4.00	4.00				
	One-Way	3.50	3.25	3.00	2.75	2.00	2.00				
G	Monthly	131.25	122.50	113.75	105.00	96.25	70.00	\$70.00			
	10-Ride	35.75	33.25	31.00	28.50	26.25	19.00	19.00			
	Round Trip Plus	7.50	7.00	6.50	6.00	5.50	4.00	4.00			
	One-Way	3.75	3.50	3.25	3.00	2.75	2.00	2.00			
H	Monthly	140.00	131.25	122.50	113.75	105.00	96.25	70.00	\$70.00		
	10-Ride	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00		
	Round Trip Plus	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00		
	One-Way	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00		
I	Monthly	157.50	140.00	131.25	122.50	113.75	105.00	96.25	70.00	\$70.00	
	10-Ride	42.75	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00	
	Round Trip Plus	9.00	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00	
	One-Way	4.50	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00	
J*	Monthly	166.25	157.50	140.00	131.25	122.50	113.75	105.00	96.25	70.00	\$70.00
	10-Ride	45.25	42.75	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00
	Round Trip Plus	9.50	9.00	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00
	One-Way	4.75	4.50	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00

*Fare zones K, L and M were consolidated into Fare Zone J under the fare zone consolidation pilot program, effective July 15, 2018.

Table 3: One-Way Group Fares, effective February 1, 2018

ZONE	FARE TYPE	A	B	C	D	E	F	G	H	I	J*
A	ADULT STUDENT/CHILDREN/SENIOR	\$2.00 1.00									
B	ADULT STUDENT/CHILDREN/SENIOR	2.13 1.00	\$2.00 1.00								
C	ADULT STUDENT/CHILDREN/SENIOR	2.75 1.38	2.13 1.00	\$2.00 1.00							
D	ADULT STUDENT/CHILDREN/SENIOR	3.13 1.50	2.75 1.38	2.13 1.00	\$2.00 1.00						
E	ADULT STUDENT/CHILDREN/SENIOR	3.38 1.63	3.13 1.50	2.75 1.38	2.13 1.00	\$2.00 1.00					
F	ADULT STUDENT/CHILDREN/SENIOR	3.63 1.75	3.38 1.63	3.13 1.50	2.75 1.38	2.13 1.00	\$2.00 1.00				
G	ADULT STUDENT/CHILDREN/SENIOR	3.88 1.88	3.63 1.75	3.38 1.63	3.13 1.50	2.75 1.38	2.13 1.00	\$2.00 1.00			
H	ADULT STUDENT/CHILDREN/SENIOR	4.13 2.00	3.88 1.88	3.63 1.75	3.38 1.63	3.13 1.50	2.75 1.38	2.13 1.00	\$2.00 1.00		
I	ADULT STUDENT/CHILDREN/SENIOR	4.50 2.25	4.13 2.00	3.88 1.88	3.63 1.75	3.38 1.63	3.13 1.50	2.75 1.38	2.13 1.00	\$2.00 1.00	
J*	ADULT STUDENT/CHILDREN/SENIOR	4.75 2.38	4.50 2.25	4.13 2.00	3.88 1.88	3.63 1.75	3.38 1.63	3.13 1.50	2.75 1.38	2.13 1.00	\$2.00 1.00

*Fare zones K, L and M were consolidated into Fare Zone J under the fare zone consolidation pilot program, effective July 15, 2018.

Other Fares

Table 4: Other Fares and Surcharges

Type	Fare	Conditions
Weekend Pass	\$10.00	Unlimited rides on both Saturday and Sunday.
On-Board Penalty	\$5.00	Penalty for cash onboard fare payment if a ticket agent is available at the boarding station.
Incremental Fare, Base	\$1.00 (\$0.50 reduced)	Charge for travel to first zone beyond the zone limits of a valid ticket.
Incremental Fare, Each Additional Zone	\$0.50 (\$0.25 reduced)	In addition to base incremental fare, charge for travel to each additional zone beyond the zone limits of a valid ticket.
Extension of Ride Surcharge	\$5.00	Penalty for failure to notify conductor of travel beyond the limits of a valid ticket, in addition to applicable incremental fare.
Large Denomination Surcharge	\$1.00	Surcharge for currency transactions involving \$50 bills and larger.
Refund Handling Fee	\$5.00	Handling fee, per transaction, for Monthly Tickets submitted for refund after the first day of the valid month.
Onboard Fare Collection Service Charge	\$5.00	Service charge for Onboard Fare Collection Envelope issued to riders without sufficient funds to pay a fare.

Metra Stations

Table 5: Fare Zones by Station

BNSF		
Station Name	Mile Post	Fare Zone
Union Station	0.0	A
Halsted Street	1.8	A
Western Avenue	3.8	A
Cicero	7.0	B
LaVergne	9.1	B
Berwyn	9.6	B
Harlem Avenue	10.1	B
Riverside	11.1	C
Hollywood (Zoo Stop)	11.8	C
Brookfield	12.3	C
Congress Park	13.1	C
LaGrange Road	13.8	C
LaGrange, Stone Ave.	14.2	C
Western Springs	15.5	D
Highlands	16.4	D
Hinsdale	16.9	D
West Hinsdale	17.8	D
Clarendon Hills	18.3	D
Westmont	19.5	D
Fairview Avenue	20.4	E
Downers Grove, Main St.	21.2	E
Belmont	22.6	E
Lisle	24.5	E
Naperville	28.5	F
Route 59	31.6	G
Aurora	37.5	H

Heritage Corridor		
Station Name	Mile Post	Fare Zone
Union Station	0.0	A
Summit	11.9	C
Willow Springs	17.5	D
Lemont	25.3	E
Romeoville	29.3	F
Lockport	32.9	G
Joliet	37.2	H

Metra Electric-Blue Island		
Station Name	Mile Post	Fare Zone
State Street	15.6	C*
Stewart Ridge	16.0	C*
West Pullman	16.7	C*
Racine Avenue	17.0	C*
Ashland Avenue	17.9	C*
Burr Oak	18.4	D
Blue Island	18.9	D

Metra Electric-South Chicago		
Station Name	Mile Post	Fare Zone
Stony Island	9.1	B
Bryn Mawr	9.7	B
South Shore	10.3	B
Windsor Park	10.9	B
Cheltenham, 79th St.	11.5	B
83rd Street	12.0	B
87th Street	12.5	B
South Chicago, 93rd St.	13.2	B

Metra Electric-Mainline		
Station Name	Mile Post	Fare Zone
Millennium Station at Randolph Street	0.0	A
Van Buren Street	0.8	A
Museum Campus/11th Street	1.4	A
18th Street	2.2	A
McCormick Place	2.7	A
27th Street	3.2	A
47th St., Kenwood	5.9	B
53rd St., Hyde Park	6.5	B
55th-56th-57th St.	7.0	B
59th St., Univ. of Chicago	7.4	B
63rd Street	7.9	B
75th St., Grand Crossing	9.3	B
79th St., Chatham	10.0	B
83rd St., Avalon Park	10.4	B*
87th St., Woodruff	10.9	B*
91st St., Chesterfield	11.4	C
95th St., Chicago State Univ.	12.0	C
103rd St., Rosemoor	13.0	C
107th Street	13.5	C
111th St., Pullman	14.0	C
Kensington, 115th St.	14.5	C
Riverdale	17.3	D
Ivanhoe	18.2	D
147th St., Sibley Blvd.	19.0	D
Harvey	20.0	D
Hazel Crest	22.3	E
Calumet	22.8	E
Homewood	23.5	E
Flossmoor	24.9	E
Olympia Fields	26.6	F
211th St., Lincoln Hwy.	27.6	F
Matteson	28.2	F
Richton Park	29.3	F
University Park	31.5	G

*Zone changed under fare pilot program, effective July 15, 2018.

Table 5: Fare Zones by Station (continued)

Milwaukee District North		
Station Name	Mile Post	Fare Zone
Union Station	0.0	A
Western Avenue	2.9	A
Healy	6.4	B
Grayland	8.2	B
Mayfair	9.0	B
Forest Glen	10.2	C
Edgebrook	11.6	C
Morton Grove	14.3	C
Golf	16.2	D
Glenview	17.4	D
Glen of North Glenview	18.8	D
Northbrook	21.1	E
Lake Cook Road	23.0	E
Deerfield	24.2	E
Lake Forest	28.4	F
Libertyville	35.5	H
Prairie Crossing	39.2	H
Grayslake	41.0	I
Round Lake	44.0	I
Long Lake	46.0	J
Ingleside	47.8	J
Fox Lake	49.5	J

Milwaukee District West		
Station Name	Mile Post	Fare Zone
Union Station	0.0	A
Western Avenue	2.9	A
Grand/Cicero	6.5	B
Hanson Park	7.7	B
Galewood	8.6	B
Mars	9.1	B
Mont Clare	9.5	B
Elmwood Park	10.2	C
River Grove	11.4	C
Franklin Park	13.2	C
Mannheim	14.0	C
Bensenville	17.2	D
Wood Dale	19.1	D
Itasca	21.1	E
Medinah	23.0	E
Roselle	23.9	E
Schaumburg	26.5	F
Hanover Park	28.4	F
Bartlett	30.1	F
National Street	36.0	H
Elgin	36.6	H
Big Timber Road	39.8	H

North Central Service		
Station Name	Mile Post	Fare Zone
Union Station	0.0	A
Western Avenue	2.9	A
River Grove	11.4	C
Belmont Ave./Franklin Park	13.0	C
Schiller Park	14.8	C
Rosemont	15.6	D
O'Hare Transfer	17.1	D
Prospect Heights	24.0	E
Wheeling	27.2	F
Buffalo Grove	29.5	F
Prairie View	31.6	G
Vernon Hills	33.0	G
Mundelein	36.9	H
Prairie Crossing/Libertyville	40.7	H
Washington St./Grayslake	43.9	I
Round Lake Beach	45.9	J
Lake Villa	48.2	J
Antioch	52.8	J*

Rock Island		
Station Name	Mile Post	Fare Zone
LaSalle Street Station	0.0	A
35th Street/"Lou" Jones/Bronzeville	3.1	A
Gresham	9.8	B
95th Street, Longwood	10.9	C
103rd St., Washington Hts	12.0	C
Brainerd	10.6	C
91st St., Beverly Hills	11.3	C
95th St., Beverly Hills	11.7	C
99th St., Beverly Hills	12.3	C
103rd St., Beverly Hills	12.8	C
107th St., Beverly Hills	13.3	C
111th St., Morgan Park	13.8	C
115th St., Morgan Park	14.3	C
119th Street	14.8	C
123rd Street	15.2	C*
Prairie Street	15.8	D
Vermont St., Blue Island	15.7	D
Robbins	17.2	D
Midlothian	18.4	D
Oak Forest	20.4	E
Tinley Park	23.5	E
80th Avenue, Tinley Park	25.1	E
Hickory Creek	27.5	F
Mokena	29.6	F
New Lenox	34.0	G
Joliet	40.0	H

*Zone changed under fare pilot program, effective July 15, 2018.

Table 5: Fare Zones by Station (continued)

SouthWest Service		
Station Name	Mile Post	Fare Zone
Union Station	0.0	A
Wrightwood	11.9	C
Ashburn	12.6	C
Oak Lawn Patriot Station	15.2	D
Chicago Ridge	16.8	D
Worth	18.2	D
Palos Heights	19.2	D
Palos Park	20.3	E
Orland Park, 143rd St.	23.6	E
Orland Park, 153rd St.	25.2	E
Orland Park, 179th St.	28.9	F
Laraway Road	35.8	H
Manhattan	40.8	I

Union Pacific North		
Station Name	Mile Post	Fare Zone
Ogilvie Transportation Center	0.0	A
Clybourn	2.9	A
Ravenswood	6.5	B
Rogers Park	9.4	B
Main St., Evanston	11.0	C
Davis St., Evanston	12.0	C
Central St., Evanston	13.3	C
Wilmette	14.4	C
Kenilworth	15.2	D
Indian Hill	15.8	D
Winnetka	16.6	D
Hubbard Woods	17.7	D
Glencoe	19.2	D
Braeside	20.5	E
Ravinia	21.5	E
Highland Park	23.0	E
Highwood	24.5	E
Fort Sheridan	25.7	F
Lake Forest	28.3	F
Lake Bluff	30.2	G
Great Lakes	32.0	G
North Chicago	33.7	G
Waukegan	35.9	H
Zion	42.1	I
Winthrop Harbor	44.5	I
Kenosha, Wisconsin	51.5	J*

Union Pacific Northwest		
Station Name	Mile Post	Fare Zone
Ogilvie Transportation Center	0.0	A
Clybourn	2.9	A
Irving Park	7.0	B
Jefferson Park	9.1	B
Gladstone Park	10.1	B
Norwood Park	11.4	C
Edison Park	12.6	C
Park Ridge	13.5	C
Dee Road	15.0	C
Des Plaines	17.1	D
Cumberland	18.6	D
Mount Prospect	20.0	D
Arlington Heights	22.8	E
Arlington Park	24.4	E
Palatine	26.4	F
Barrington	31.9	G
Fox River Grove	37.3	H
Cary	38.6	H
Pingree Road	41.7	I
Crystal Lake	43.2	I
Woodstock	51.6	J*
McHenry (Branch Line)	50.6	J*
Harvard	63.1	J*

Union Pacific West		
Station Name	Mile Post	Fare Zone
Ogilvie Transportation Center	0.0	A
Kedzie	3.6	A
Oak Park, Marion St.	8.5	B
River Forest	9.7	B
Maywood	10.5	C
Melrose Park	11.3	C
Bellwood	12.6	C
Berkeley	14.3	C
Elmhurst	15.7	D
Villa Park	17.8	D
Lombard	19.9	D
Glen Ellyn	22.4	E
College Avenue	23.8	E
Wheaton	25.0	E
Winfield	27.5	F
West Chicago	29.8	F
Geneva	35.5	H
La Fox	40.9	I
Elburn	43.6	I

*Zone changed under fare pilot program, effective July 15, 2018.



Fare Policies

Metra Board of Directors

November 8, 2019

Presented by Lynnette H. Ciavarella

Senior Division Director, Strategic Capital Planning

Fare Policy Document

- First comprehensive document of Metra fare policies
- Includes current fares and fare policies
- Increases agency transparency by publishing policies in one document
- Provides mechanism for documenting future policy changes
- Will be reviewed and updated annually as part of budget process

Updates Since October Board Meeting

- Added Metra's Board-adopted Fare Policy Principles
- Clarified language regarding Student Fares

Fare Policy Document

Proposed Policy Changes

- Onboard Surcharge: One-Way Tickets purchased on board from conductors are subject to a \$5 surcharge if a ticket agent was on duty ~~or a vending machine was available~~ at the boarding station.
- Student Fares: **At the discretion of the CEO/Executive Director, or designee, onboard cash sales of reduced fare student tickets by conductors may be suspended during high ridership events, such as Lollapalooza, St. Patrick's Day Parade, etc. Reduced fare student tickets sold through other sales channels will remain valid at all times.**
- Refunds: Monthly Passes are subject to a \$5 handling fee per transaction ~~if returned after the first day of the month.~~

The Metra logo is displayed in a bold, blue, italicized sans-serif font. The word "Metra" is underlined with a thick blue line that extends to the right. The logo is positioned in the upper left quadrant of the slide, below a decorative orange and yellow curved banner.

Metra