

Spring Travel Notes

New compliance officer wants your help

Effective Feb. 1, the Metra Board of Directors appointed Rick Capra as Metra's Chief Audit and Compliance Officer. An experienced attorney and former director of Risk Management, Mr. Capra is strongly committed to ensuring efficiency, appropriate conduct and transparency at all levels of the organization. Appropriate conduct and full performance of duties by its employees is very important to this mission. He would appreciate your help. If you witness our railroad employees not performing their job duties or engaged in any inappropriate conduct, Metra asks that you immediately telephone its Compliance Hotline at (312) COMPLY1 (312-266-7591) or email the information to ComplianceCounts@metrarr.com. You may remain anonymous if you prefer.

Transit agencies score well in report card

Metra, the CTA and Pace fared well in comparison to their peer agencies across the country in the 2010 Regional Peer Report Card performed by the RTA. The study used data reported to the National Transit Database by all transit agencies that receive federal funding, including agencies in Atlanta, Boston, Dallas, Houston, Los Angeles, Miami, New York, Philadelphia and Washington, D.C. Within the

four categories measured, the Chicago region's transit system ranked as well or better than its peers in 14 of 15 measures. Those measures include service coverage, service efficiency and effectiveness, service maintenance and capital and service level. The one area the region did not score well in is the area of service maintenance and capital investment, where the measures help highlight the challenges associated with the region's aging infrastructure and the need for increased capital funding. The Performance Measures Report Card was developed in 2008 as part of the RTA's oversight function to help manage the region's public transit system.

Take Metra to U.S. Cellular

White Sox fans, don't forget about the new 35th St./"Lou" Jones Station on the Rock Island line, just steps from U.S. Cellular Field. For games on weekends and holidays only, an extra inbound train will arrive about 45 minutes before the first pitch for 1:10 p.m. and 3:10 p.m. games. A post-game train will depart outbound to Joliet about 30 minutes after the final out. For all 6:10 p.m. weekend/holiday starts, regularly scheduled inbound trains will have additional capacity, and a post-game train will leave about 30 minutes after the game or fireworks, making stops at Gresham, Blue Island and all stops to Joliet. Go to www.metrarail.com for details.

Metra

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Metra," which lists ways to file a Freedom of Information Act request or obtain records.

- Metra changed the way it calculates on-time performance so that the data is more accurate and meaningful to riders. We also began posting reports on our website.

- Metra conducted several surveys, which sought rider input on our 2012 budget deliberations, Quiet Cars, customer satisfaction and other issues.

- Metra's organizational chart was reconfigured, with departments grouped along more logical lines, and the new chart was posted on our website so Metra workers, riders and the public could see how Metra is organized.

- Metra has taken steps to make sure all employees are hired through a competitive process. I terminated the practice of accepting unsolicited resumes or job applications as

soon as I arrived in 2011.

Making board meeting information available online is another step toward a more accessible, accountable and transparent Metra. The public can review the same information provided to the Metra Board of Directors as they guide the agency on strategic issues and toward operational excellence.

In addition to being good public policy, providing a wealth of information online means Metra can more easily and cost-effectively refer many FOIA requests to the website, rather than utilizing staff time and resources. It also means that citizens won't have to file as many FOIA requests because the information already is publicly available.

Metra will continue to identify other opportunities to increase transparency, and use technology to make information about operations and decisions more transparent and accessible in the coming months.

You can now follow me on Twitter @MetraCEO.

NATO

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- Trains will not operate on the Blue Island Branch.

Inbound main line trains scheduled to arrive at Millennium between 12:57 p.m. and 6:46 p.m. will not operate.

Monday outbound trains: Operate normal service all day, except at closed stations and on Blue Island branch.

Metra has prepared a list of alternate transportation for riders of each closed station. That list is available at www.metrarail.com.

Metra has implemented a range of safety measures during the summit. Passengers may see an increased law enforcement presence and K-9 units.

In addition, the following safety measures apply to riders of all Metra lines during the three days of the summit:

- Riders may be subject to search before boarding.
- Riders may carry only one bag not exceeding 15 inches

by 15 inches by 4 inches deep. Boxes, parcels, luggage, backpacks and bicycles will not be allowed on trains. Banned items cannot be stored at Metra stations. They must be removed or they will be disposed of.

- Riders may not carry any food on the trains. Liquids and personal effects (such as makeup) must be less than three ounces. This includes coffee and other beverages. Breast milk can be carried but is subject to inspection and should be declared during any screening.

- Riders may not carry any type of tools, pipes, stakes, wood or weapons, including pocket knives and pepper spray, on the trains.

Failure to comply with instructions from law enforcement personnel or attempted avoidance of screening will result in ejection from the station or further police action.

Be alert for any activities that appear unusual, out of the ordinary or suspicious. Remember: If you see something, say something.