Heritage delays...

I was on the Heritage Corridor 5:25 p.m. train from Chicago to Lemont on Friday, Oct. 23, 2009. Our train moved out of Union Station and then sat on the train tracks just south of the station and did not move for about an hour. Our arrival time to Lemont is typically 6:12 p.m. but we arrived 7:50 p.m. This is unrealistic and unacceptable for a commuter train ride! There was no given reason for us to be sitting idle on the tracks for so long. We were basically held hostage on a train without any reason or validation for the delay.

I checked the Metra website before I left work Friday evening for any service updates and the update status memo stated that delays would be 15 to 30 minutes on the Heritage Corridor line. At this point, this was manageable and acceptable to me. The next day I was told by others who travel on the Southwest Service line that their trains on Friday were only delayed 15 minutes! Why was our train delayed for over 2 hours and the Southwest Service was almost on time?

Jody

...and BNSF delays

I ride the BNSF to Route 59 and have found the 5:45 train from Union Station to Route 59 to be frequently late – either it slows west of Chicago or stops east of Naperville to let other trains pass. Aside from safety, your prime mission is for trains to be on time and that is not happening with the train I ride. When I ask the conductor, I get a vague comment about freight trains determining schedules. If you have no control over train schedules and cannot fix the lateness of this train then change your arrival times to reflect that reality or lower the fare since you are not achieving your key objective of on time arrival.

Tom

Leaky window

For weeks now we have been informing Metra of a leaky window on car 799. It leaks every day and at this point is getting quite annoying that nothing has been done about it. Can someone please address this issue?

Dennis

Restroom renovation

I hope that the revenue from MetraMarket will allow Metra to renovate the restrooms on the Ogilvie concourse. I can only speak for the men’s room, but it’s outdated, dingy and quite gross.

Danny

You’ve probably noticed by now that the restrooms were renovated and are reopened.