



# Customize your commute

**Changes to email alert system let riders decide when to receive them**

Metra has launched “Customize Your Commute,” allowing riders to individually choose when to receive email service alerts and also giving them the option to sign up for a variety of other emails about specialized topics.

The changes will benefit all riders, as well as businesses interested in Metra’s DBE program; parents, educators and schoolchildren interested in Metra’s Safety Poster Contest; and passengers with disabilities who need to know about the status of elevators or other ADA issues. The enhancements to Metra’s communications arsenal were made in direct response to rider feedback.

“Our riders have asked us to improve the way we communicate with them, and we are working hard to do just that,” said Metra Executive Director/CEO Don Orseno.

“We have designed and launched ‘Customize Your Commute’ to provide more information, and more useful information, that can be personally tailored by every individual to fit their specific interests and needs. And, based on the rider feedback, which we appreciate, we are exploring other options for enhancing the rider experience. Nothing is more important to us.”

Metra riders who are signed up to receive email alerts about

## How to do it

If you are already signed up to receive email alerts, you don’t need to do anything if you wish to continue to receive every alert. However, if you wish to narrow the times during which you receive alerts, you will need to:

1. Log in to your “My Metra” account at [www.metrarail.com](http://www.metrarail.com).

2. Make sure you check the box for “Receive email notifications for your favorite routes by setting up your email preferences below.”

3. Under “Train 1,” select “Favorite Route 1” by picking the Line, and then the Departure and Destination Stations.

4. Check the plus sign (+) to expand the “Favorite Time Preferences for this Route.”

5. Uncheck the “All times interest me” box to use the drop-down menus to select the Days of the Week, the Start Time and the End Time that you want to receive the alerts.

6. Repeat steps 3-5 for your “Favorite Route 2” under “Train 2.” You may wish to select your morning commute under Train 1 and your evening commute under Train 2 to receive alerts only during your specific morning and evening commute times.

7. Check the corresponding boxes of “Additional Email Notification Preferences” if you wish to receive emails about those topics.

8. Click the orange “Save & Submit” box.

Riders who do not already receive alerts can sign up for them by going to the Metra website, [www.metrarail.com](http://www.metrarail.com), and clicking on “My Metra” in the upper right corner. You will be prompted to enter an email and create a password. You can then follow the steps above to set your email preferences.

service issues will now be able to tell Metra precisely when they want to receive them. Earlier

this year, Orseno had committed to having this enhancement in place by June.

Under the former system, riders who signed up to receive email alerts about delays or other service issues for their preferred line or lines would receive every alert sent during the course of a day. Many riders suggested the alerts would be more useful if Metra gave customers the option of choosing to receive them only during certain time periods – for instance, during their regular morning and evening commutes. The enhancement therefore allows customers to select windows of time during which they want to receive email alerts.

Also included in the enhancement is the ability to select additional emails from Metra. Those will provide notifications about the status of elevators on our system, give information about ADA issues, include news about Metra’s Safety Poster and Essay Contest and include our On the Bi-Level newsletter and a newsletter from our DBE team. Riders can opt to receive any or all of those communications simply by checking the designated boxes on the sign-up page.

Metra has sent an email to all riders who are signed up to receive alerts explaining the enhancements and containing instructions about how to make the changes. Instructions also are posted on Metra’s website.

Metra thanks riders for their feedback and we welcome all suggestions for improvement.

# Health, safety events planned for June

*Metra has a full schedule of outreach events planned for June to raise awareness about health issues, educate riders and the public about train and passenger safety, and demonstrate our commitment to our customers and the community. Read below for more details.*

## June 4 CPR and AED Demonstrations

To help observe National CPR week (June 1-7), Northwestern Medicine and the American Heart Association are teaming up with Metra to provide valuable lifesaving CPR demonstrations at several Metra stations.

Metra customers will get a quick education on the correct way to administer the new hands-only CPR method and a brief demonstration of the AED machine (defibrillator). In a hurry? Don't worry – demonstrations can be done in one minute as you wait to board your train.

Northwestern Medicine already is the generous sponsor of Metra's AED program, financially supporting ongoing training and maintenance.

Riders are reminded that there is at least one AED on every Metra train. On the 10 diesel lines, the AEDs are located near the bathrooms in all cab cars. (The cab car is the passenger car at the end of the train that includes controls for engineers to operate the train on inbound trips, when the locomotive is at the other end pushing the train into downtown.) On the Metra Electric Line, AEDs are on every odd-numbered car. On the old Highliners, they are near the engineer compartment. On the new ones, they are by the bathrooms.

*CPR demonstrations will be held from 6 a.m. to 8:30 a.m. on Wednesday, June 4 at the following stations:*

<b>Millennium Station</b>	<b>Van Buren</b>	<b>Ogilvie (OTC)</b>
<b>Union Station</b>	<b>LaSalle St.</b>	<b>Lake Forest (MDN)</b>
<b>Evanston Davis St.</b>	<b>Park Ridge</b>	<b>Glenview (downtown)</b>
<b>Evanston Main St.</b>	<b>Deerfield</b>	<b>LaGrange Road</b>
<b>143rd St. Orland Park</b>	<b>Joliet</b>	

## June 9-13 Operation Lifesaver Blitzes

June is National Safety Month, and to help observe it Metra will be holding several Operation Lifesaver Safety Blitzes at downtown stations the week of June 9. In a safety blitz, a short 2½-minute video about grade crossing safety is available for viewing by riders, and members of Metra's Safety Department distribute educational materials related to train and grade crossing safety. Commuters can also ask safety-related questions or express any safety concerns they have.

*Safety Blitzes will be held during the morning rush hour at the following locations:*

**Monday, June 9 – Ogilvie Transportation Center**  
**Tuesday, June 10 – LaSalle St. Station**  
**Wednesday, June 11 – Union Station**  
**Thursday, June 12 – Millennium Station**  
**Friday, June 13 – Van Buren St. Station**

In addition, on June 17 and 19, the Metra Police Department and municipal police departments in the area will conduct blitzes on the "dos and don'ts" for safe travel on public transportation. Details will be posted on our website at [www.metrarail.com](http://www.metrarail.com).

## June 24-25 Meet and Greets

Metra Executive Director/CEO Don Orseno will hold two customer meet and greets and distribute Metra Summer Fun Kits. The kits offer savings on popular attractions and contain a Summer Event Planner, which makes planning a Chicago outing hassle-free, and a Travel Guide, which gives easy-to-use travel information.

*The meet and greets will be held at the following locations and times:*

**Tuesday, June 24, 7 a.m. to 8 a.m. – Ogilvie**  
**Wednesday, June 25, 4:30 p.m – 5:30 p.m. – Union Station**

# Summer Travel Notes

## Metra hires new police chief

Metra last month hired Joseph M. Perez, a decorated 28-year veteran of the Illinois State Police Department with a diverse service record, to serve as chief of the Metra Police Department and lead its transformation into a modern, efficient and effective force. Chief Perez was most recently the Commander of the State Police Region 1, where he oversaw complex law enforcement activities and nearly 800 sworn officers and civilians in Cook, DuPage, Kane, Lake, McHenry and DeKalb counties. As a Command Officer for 14 years, he supervised patrol, investigative and specialty units, managed the training of rookie troopers and planned the safety and security for several events, including the 2012 NATO Summit in Chicago.

## Family Fares extended to summer weekdays

Metra is extending its popular "Family Fares" program to include weekdays, starting Monday, June 16 through Friday, August 29.

Normally available only on weekends and holidays, Metra's "Family Fares" allow up to three children age 11 and under to ride free with a fare-paying adult. Families can realize further additional savings with Metra's \$7 Weekend Pass for unlimited Saturday/Sunday rides, which can be used in conjunction with Family Fares. For complete schedule information, customers may contact Metra Passenger Services, 312-322-6777, during business hours, visit [www.metrarail.com](http://www.metrarail.com), or call the RTA Travel Information Center at 836-7000 (city or suburbs).

## Contact Metra

If you have a complaint, compliment, service issue or any other issue, we want to hear from you. You can call a Passenger Service Representative at (312) 322-6777 (8 a.m. to 5 p.m. weekdays) or send email to [metrarail\\_feedback@metrarr.com](mailto:metrarail_feedback@metrarr.com).