

# Metra

# ON THE BI LEVEL

SPECIAL EDITION

Commuter Newsletter, September 2009



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TICKETS

MAPS & SCHEDULES

SERVICE UPDATES

ABOUT METRA

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MY METRA

## RIDER TOOLS

### Know your line?

Schedules, Stations, Order Tickets & More.

Choose Your Metra Rail Line

### Find my station

Enter your origin or destination address or city below

Ex: 500 West Madison, Chicago

Within:

Select a Distance



[View the Metra System Map](#)

### My next trains [Edit Trains](#)

North Central Service (NCS)

Train #104 10 min delay

Below are the regular scheduled times:

Train #	115	118	120
	AM		
Chicago: Union Sta	8:20	8:47	8:55

A LETTER FROM THE METRA CHAIRMAN

## A new day for Metra

Dear Metra Rider, Welcome to our new website, and welcome to a new way of interacting with your Metra. Here, of course, you can find the basic information you need to ride one of our clean, reliable and safe trains. [Read More](#)

### Today's Service Advisories

- North Central Service (NCS) [Train #104 10 min delay](#)
- BNSF Railway (BNSF) [Train #82 22 min delay](#)
- Union Pacific North (UP-N) [Waukegan Station Closed](#)

### Recent News

July 22, 2009 Celebrate the Burnham Centennial  
September 22, 2009 Summer may be coming to an end but there's a plenty of fun events going on in September. [Read More](#)



Metra Safety Poster Submission  
Jessica, 3rd grade

### Good to know

- N#1 Ride the Daily Express
- N#2 Bikes on Trains
- N#3 Ready for Ravinia?
- N#4 Metra & CTA to Cubs & Sox

# Your new metrarail.com

## On 9/9/09, redesigned website puts riders in control with "My Metra" accounts

Metra is getting ready to unveil a new customer-friendly website that will let passengers take control of the information they receive and, for the first time, allow them to buy tickets online with their credit cards.

It all happens on the easy-to-remember date of 9/9/09.

By setting up a "My Metra" account on the new site, passengers will be able to see customized information about their particular line. They can ask to receive e-mail alerts whenever there's a late train or other problem that could affect their com-

mute – an especially handy feature for riders with an e-mail-capable mobile phone. They can schedule recurring orders for 10-ride tickets and monthly passes, which will be extremely convenient for the two-thirds of our riders who use monthly passes. They can view a history of their ticket purchases. They can ask to receive promotional e-mails from Metra.

And that's just one of the exciting new features of the redesigned website. The other notable change, of course, is that the new site will allow passengers to buy tickets

online, safely and securely, using a credit or debit card. Passengers will be able to buy up to two monthly passes and up to three 10-ride tickets per transaction.

Please read the reverse side of this page for everything you need to know about online ticket sales and "My Metra" accounts.

The site also will have all the features you'd expect, including a straightforward trip planner, full schedules for all 11 Metra lines, a fare calculator and other basic fare information, information about stations and parking, and interactive maps that make navigating

the site as easy and fun as riding one of our trains.

The new website will also be useful to tourists and day-trippers, providing information about attractions near each station. There will be particularly detailed information about our five downtown stations – Millennium, Van Buren, Ogilvie Transportation Center, Union Station and LaSalle Street.

Later this year, Metra's new mobile website will go operational, giving riders with web-enabled phones another option to see Metra information.

# What you need to know about buying tickets online

Here are some answers to questions about buying Metra tickets through Metra's redesigned website:

## **When does it start?**

It starts with the debut of our new site, on the easy-to-remember 9/9/09.

## **What types of tickets can I purchase by Internet?**

Metra 10-ride tickets and monthly passes are available for purchase on the website. The first monthly pass you will be able to buy will be the October pass. You can also purchase Link-Up and PlusBus tickets. No other website is authorized to sell Metra tickets.

## **What if I'm already enrolled in the Ticket-by-Mail program?**

You'll need to cancel your order starting with the October pass if you want to start buying with credit cards online.

## **Which credit cards will Metra accept?**

We will take MasterCard, Visa, American Express and Discover cards. Debit cards with a MasterCard or Visa logo



also will be accepted.

## **Can I still pay for Internet purchases with a personal check?**

No. But if you have a debit card attached to your checking account, you can still use that, as long as it has a MasterCard or Visa logo. Of course, you can still pay by personal check at our stations.

## **How many tickets can be purchased at one time?**

You can buy up to two monthly passes or up to three 10-ride tickets per transaction.

## **Can I purchase reduced fare tickets on the Internet?**

Only persons who qualify under the RTA's Reduced Fare Program may purchase reduced fare tickets online with the use of a valid RTA Reduced Fare permit number. This number will be verified by Metra before any reduced fare purchase is processed. Riders who qualify for the Seniors Ride Free program do not need to purchase tickets.

## **Is there a deadline to purchase monthly passes?**

Yes. You must buy your pass *by the 24th of the previous month* to guarantee delivery by the 1st. Tickets will be mailed within three business days.

## **What is a "My Metra" account?**

"My Metra" is a password-protected account that you may establish to track service alerts, set up e-mail notification preferences, manage personal billing information and set up and

manage recurring ticket orders.

## **Do I need to create a "My Metra" account to order tickets?**

No. "My Metra" accounts are offered as a convenience only and are not required for an online ticket purchase.

## **What is a recurring order?**

If you are a regular rider who purchases a monthly ticket or 10-ride tickets, your "My Metra" account can be set up to debit your credit card on a monthly basis. Metra will then automatically send your ticket or tickets before the first of the month.

## **Will my credit card information be secure?**

Yes, Metra is using a secure, PCI-compliant web server for its "Ticket by Internet" service.

## **How will I know that my purchase was processed?**

You will receive an e-mail when your credit card is processed. You will also receive an e-mail confirmation once your order has shipped.

## **Is there a discount for military personnel?**

Military reduced fares cannot be purchased online and do not apply to monthly tickets. Military personnel who provide proper identification indicating that they are on active duty can purchase reduced fare one-way and 10-ride tickets from ticket agents and one-way tickets from conductors.

## **Who do I contact if I have a question about my order?**

Questions regarding ticket orders can be e-mailed to [ticket\\_info@metrarr.com](mailto:ticket_info@metrarr.com)

## **I receive a monthly Transit Check. Can I use Ticket-by-Internet?**

No. At this time, Transit Check customers cannot use the checks to purchase tickets via the Internet. We are working on a solution to allow Transit Check participants to make Internet ticket purchases.

## **Will Metra replace or refund tickets?**

Metra will not refund or replace ride tickets that have been lost, destroyed or stolen. We will, however, refund unused or partially used tickets. Forms for these refunds can be obtained from our website or from a ticket agent at any downtown station. Metra's Revenue Accounting Department will process refunds based on the date they are received. Refunds cannot be made on any ticket past its period of validity. Mail refund request to: Metra Revenue Accounting Dept., Attn.: Refunds, 547 W. Jackson Blvd., Chicago, IL 60661. Questions regarding refunds can be e-mailed to [refunds@metrarr.com](mailto:refunds@metrarr.com).

## **When will I be able to use a credit card at your stations?**

By February 2010, you'll be able to use your card at any manned station and from vending machines at our downtown stations and at the busiest stations on the Metra Electric line.