



Metra Board of Directors

Board Meeting
November 11, 2011



State of Metra Operations

Metra Board of Directors

November 11, 2011

Presented by George Hardwidge
Deputy Executive Director – Operations



System On-Time Performance October 2011

Metra System On-Time Performance

Oct 2011 vs Oct 2010 & 5-year Average

	5-year Average	Oct 2010	Oct 2011
Weekday Peak	95.5%	96.0%	95.0%
Weekday Off-Peak	96.4%	96.7%	94.0%
Weekend	95.3%	95.0%	88.9%
Total	95.9%	96.2%	93.7%

Note: Due to changes in calculation methodology, on-time performance figures from May 2011 onward are not exactly comparable to prior months' figures.

Metra System On-Time Performance

Oct 2011 Delays by Duration

Minutes	Delays	% Total
6-10	641	60%
11-15	218	20%
16-20	96	9%
21+	108	10%
Annulled	10	1%
	1,073	100%

Metra System On-Time Performance

Major Incidents In October 2011

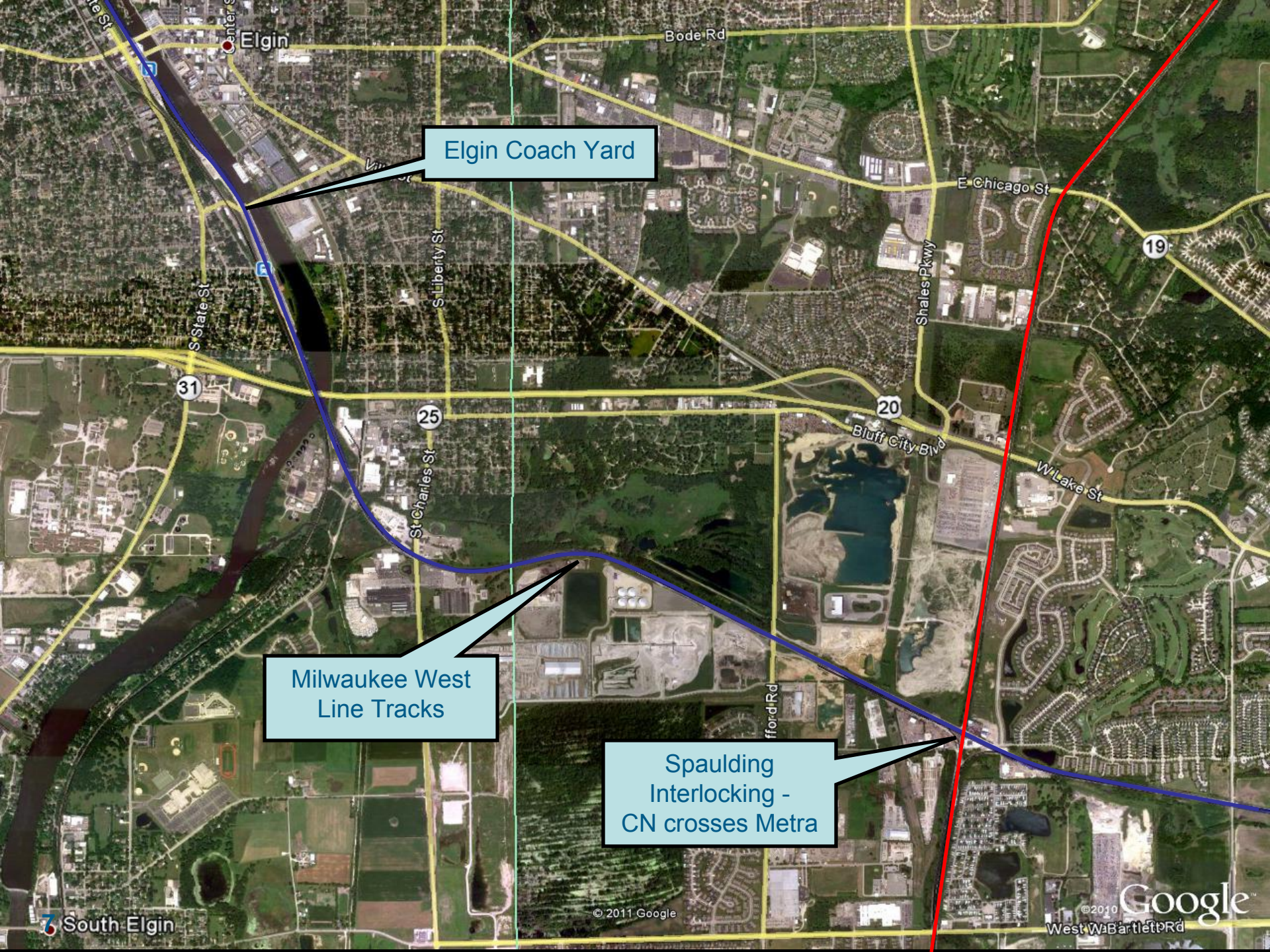
- | | |
|--------------------------|------------|
| ● Freight | 118 delays |
| ● Mechanical | 100 delays |
| ● Track Construction | 186 delays |
| ● Right-of-Way Accidents | 54 delays |

Holiday Service Plan

- Mag. Mile Lights Festival (Sat. Nov. 19th)
 - Extra service on the BNSF & UP Northwest
 - Additional seating capacity
- Pre-Thanksgiving (Wed. Nov. 23rd)
 - Modified service on all lines
- Thanksgiving (Thur. Nov 24th)
 - Sunday/Holiday Schedule
- Friday after Thanksgiving (Fri. Nov. 25th)
 - Extra service on the BNSF



CN Derailment at Spaulding November 3, 2011



Elgin Coach Yard

Milwaukee West
Line Tracks

Spaulding
Interlocking -
CN crosses Metra

South Elgin

© 2011 Google

Google
© 2010
West W. Bartlett Rd

Milwaukee West
Line Tracks

Spaulding
Interlocking -
CN crosses Metra

CN Track

CN Train Direction
of Travel

CN Derailment at Spaulding



CN Derailement at Spaulding



CN Derailment at Spaulding



CN Derailment at Spaulding



CN Derailment at Spaulding



CN Derailment at Spaulding



CN Derailment at Spaulding



CN Derailment at Spaulding



CN Derailment at Spaulding






Winter Plan 2011

Metra Command Center



Service Advisories




The way to really fly

English | Español

Shopping Cart | Riding Metra | Employment | Newsroom

TICKETS | MAPS & SCHEDULES | SERVICE UPDATES | ABOUT METRA | METRA & BUSINESS | MY METRA

 RIDER TOOLS

Know your line?

Choose your line to find stations, schedules, order tickets & more.

Choose your Metra Rail Line

Find my station

Enter your address, city, state or zip below.

Address, City, State, Zip

Within: 2 miles

GO

[View the Metra System Map](#)

My Next Trains

[Edit Route](#)

Inbound Train #334 Scheduled to Arrive Chicago at 10:30 A.M. 40 - 45 Minute Delay

Union Pacific / North Line (UP-N)			
Train #	332	334	336
Evanston Central Street	09:20	09:58	10:57
Oakville Transportation Center	09:56	10:30	11:25

Bikes Per Train

Inbound Train #334 Scheduled to Arrive Chicago at 10:30 A.M. 40 - 45 Minute Delay

Union Pacific / North Line (UP-N)			
Train #	310	321	323
Oakville Transportation Center	08:35	10:35	11:35
Evanston Central Street	09:01	11:01	12:01

Bikes Per Train

f - Flag Stop - Stops to discharge passengers on notice to conductor and to pick up passengers on

Service Alert

System Wide


Wednesday, February 2, 2011

SPECIAL SERVICE UPDATE

CLICK HERE

Today's Service Advisories

BNSF Railway	Outbound Train #1202 Scheduled to Arrive Aurora at 9:56 A.M. 20 - 25 Minute Delay
Union Pacific / West Line	Inbound Train #504 Scheduled to Arrive Chicago at 9:46 A.M. 25 - 30 Minute Delay
Rock Island District	Inbound Train #206 Operating Approximately 50 to 60 Minutes Late and Outbound Train #203 Operating Approximately 30 To 35 Minutes Late
Union Pacific / North Line	Inbound Train #334 Scheduled to



Follow us on Twitter!

Follow Metra on Twitter
Receive Rail Line Alerts

Good to Know

- N#1 Downtown Stations
- N#2 Service to United Center
- N#3 New Rider's Guide
- N#4 FREE Weekend Fun Kit
- N#5 Career Opportunities
- N#6 Wacker Drive Impacts

Emergency Fueling



Train De-icing Equipment



Snow Removal at Elgin Station



Signal Department



Western Ave.



Switch Heaters



Snow Jet Equipment



Blizzard of 2011



Blizzard of 2011



Blizzard of 2011



Blizzard of 2011



Blizzard of 2011



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Metra



Finance Presentation

Metra Board of Directors
November 11, 2011
Presented by Jim Mickus
Director, Budget

September 2011 Budget vs. Actual

(000's)

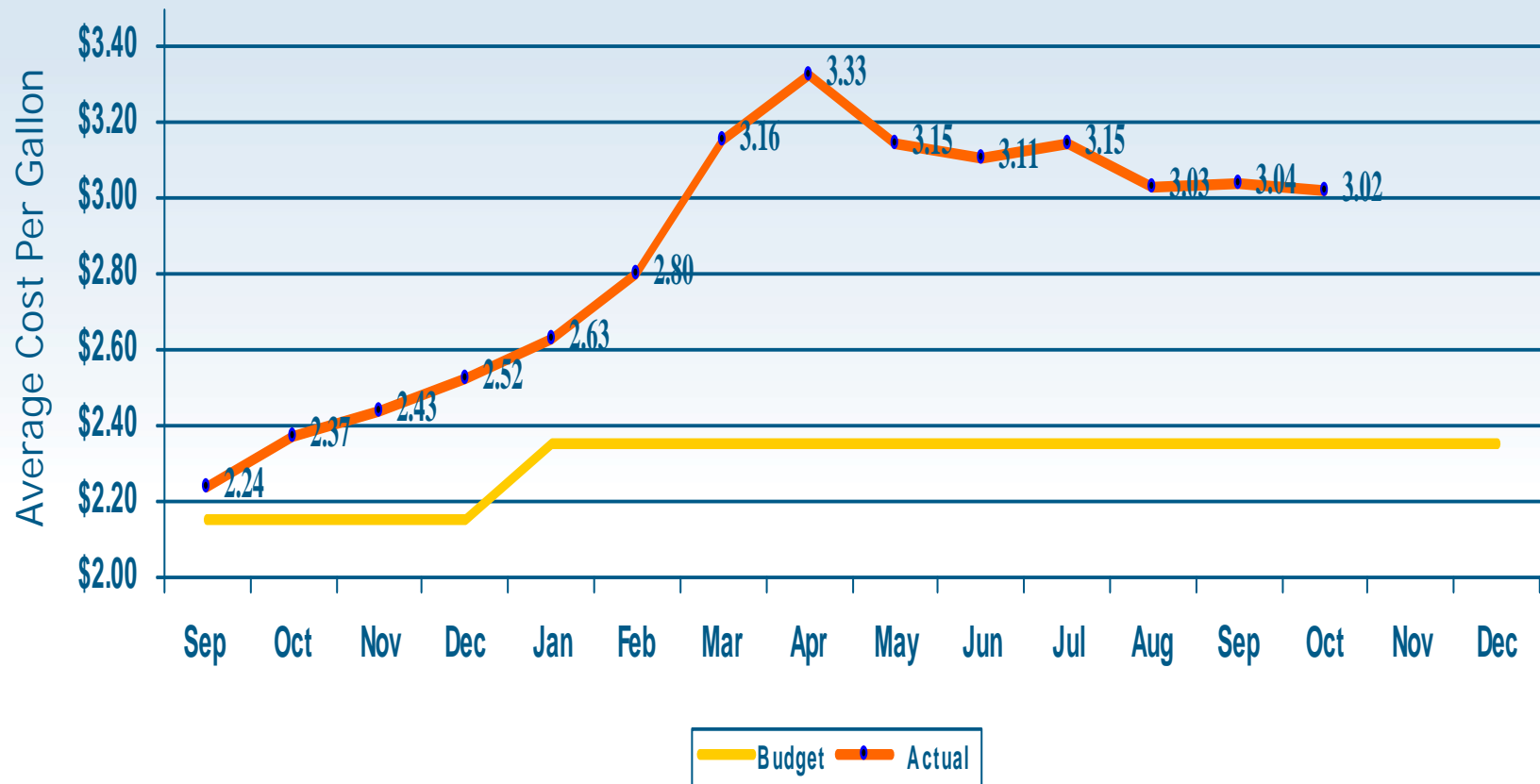
	<u>Actual</u>	<u>Budget</u>	<u>Actual vs Budget</u>
Operating revenue			
Passenger revenue	\$ 21,709	\$ 20,426	\$ 1,282
Other revenue	5,104	4,959	145
Total operating revenue	<u>\$ 26,813</u>	<u>\$ 25,385</u>	<u>\$ 1,427</u>
Operating expense			
Transportation	\$ 17,418	\$ 17,576	\$ 158
Maintenance of Way	10,407	10,031	(376)
Maintenance of Equipment	11,602	10,637	(965)
Administration & Regional Services	6,305	5,680	(625)
Diesel Fuel	6,116	4,373	(1,743)
Motive Power	640	615	(25)
Claims, Insur. & Risk Mgmt.	633	1,214	582
Downtown Stations	1,194	1,205	11
Total operating expense	<u>\$ 54,314</u>	<u>\$ 51,330</u>	<u>\$ (2,984)</u>
Operating Deficit	<u>\$ 27,501</u>	<u>\$ 25,945</u>	<u>\$ (1,556)</u>
Revenue Recovery Ratio	53.5%	55.0%	-1.5%

September Year To Date 2011 Budget vs. Actual

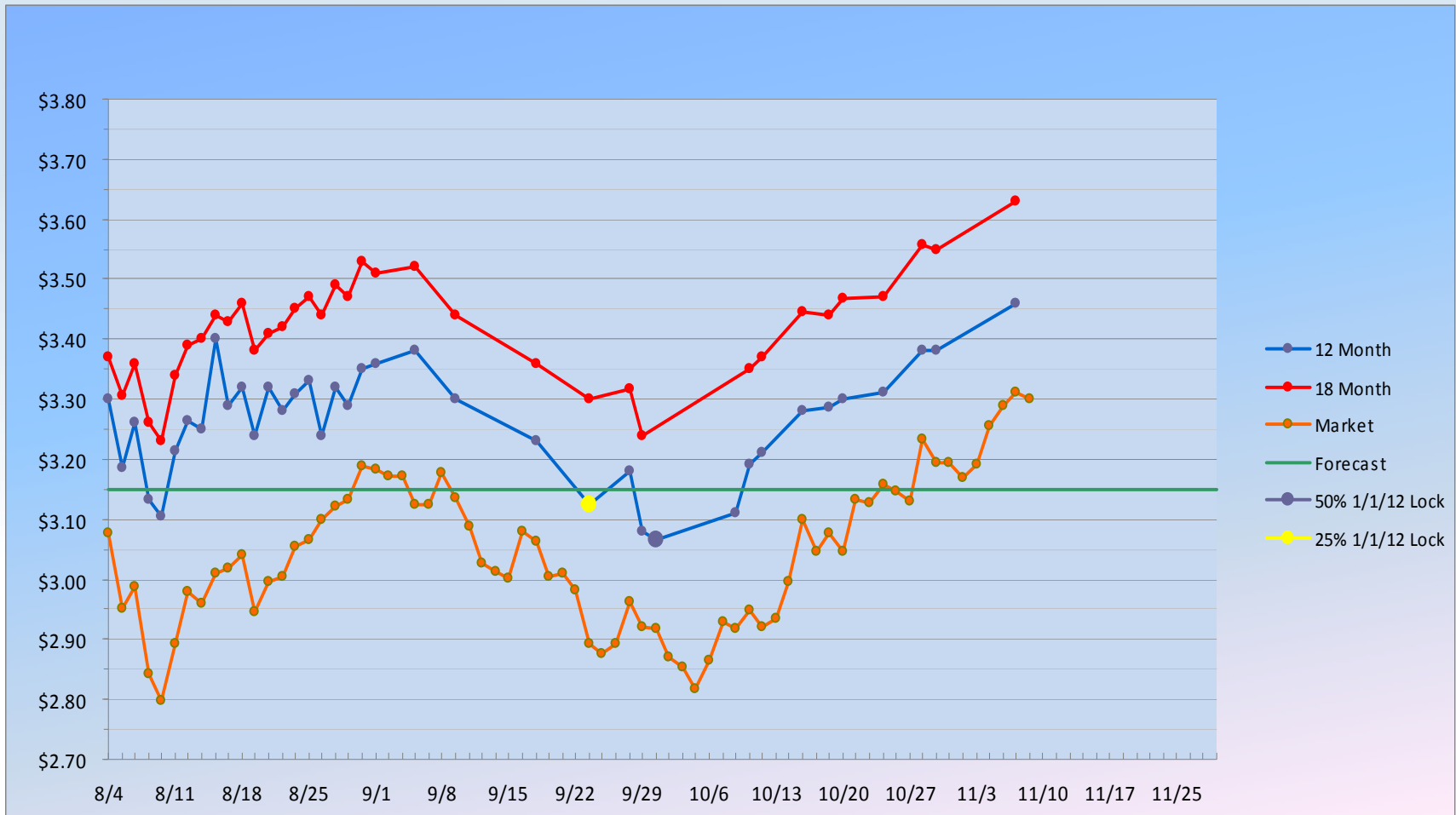
(000's)

	<u>Actual</u>	<u>Budget</u>	<u>Actual vs Budget</u>
Operating revenue			
Passenger revenue	\$ 184,642	\$ 182,809	\$ 1,832
Other revenue	40,559	41,449	(890)
Total operating revenue	<u>\$ 225,200</u>	<u>\$ 224,258</u>	<u>\$ 942</u>
Operating expense			
Transportation	\$ 153,534	\$ 155,022	\$ 1,488
Maintenance of Way	93,303	93,684	381
Maintenance of Equipment	101,683	101,199	(484)
Administration & Regional Services	49,852	51,580	1,728
Diesel Fuel	56,754	43,915	(12,839)
Motive Power	5,898	6,209	311
Claims, Insur. & Risk Mgmt.	10,213	11,664	1,451
Downtown Stations	10,813	10,751	(63)
Total operating expense	<u>\$ 482,050</u>	<u>\$ 474,025</u>	<u>\$ (8,026)</u>
Operating Deficit	<u>\$ 256,850</u>	<u>\$ 249,766</u>	<u>\$ (7,083)</u>
Revenue Recovery Ratio	54.1%	55.1%	-1.0%

Average Monthly Diesel Fuel Prices



Diesel Fuel Lock Prices versus Market



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Metra



2012 Fare Increase

Samples of Public Information

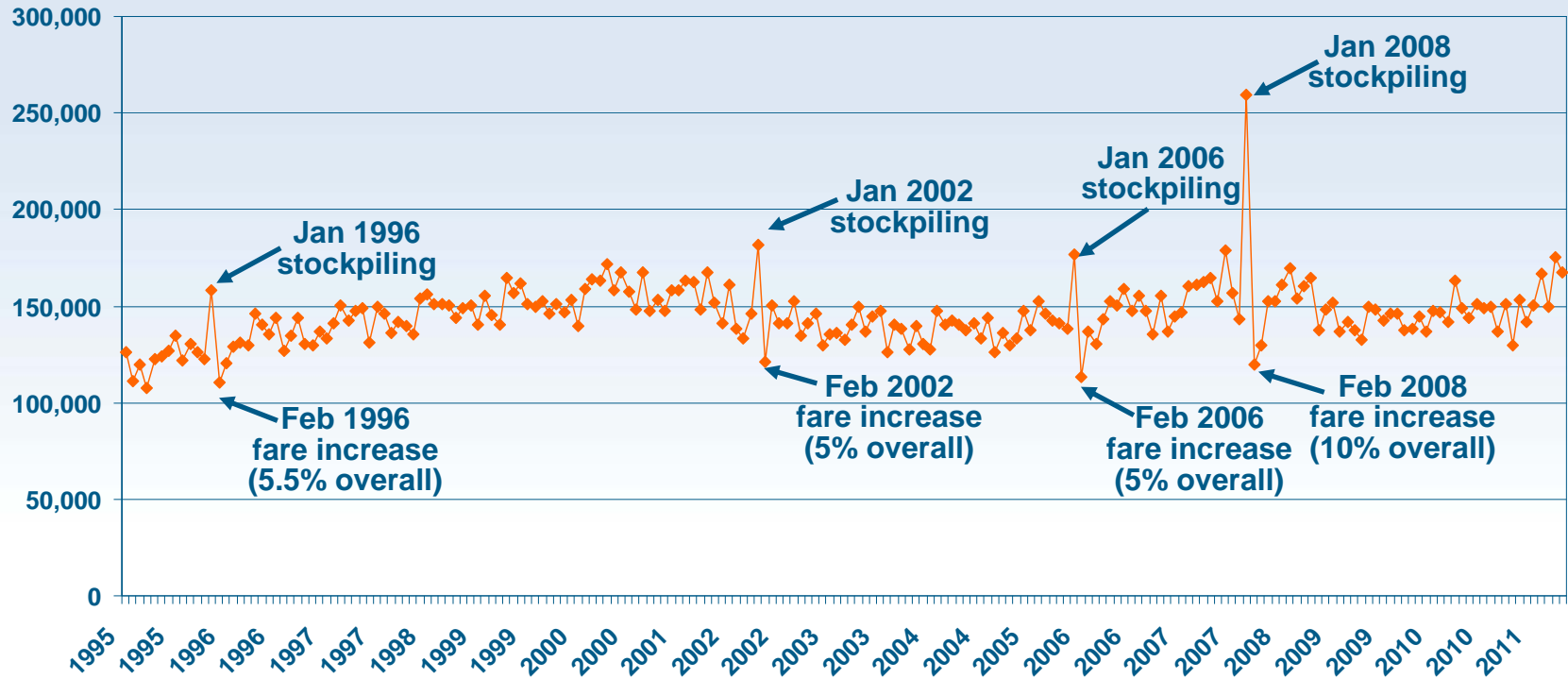
Metra Board of Directors

November 11, 2011

Presented by Sharon Austin

Senior Corporate Director Customer Affairs and
Workforce Training Police & Emergency Preparedness

Ten-Ride Ticket Stockpiling



Ten-Ride Ticket Stockpiling (cont.)

- In January 2008, there was a 67% increase (or 104,000 tickets) sold compared to January 2007 prior to the 10% increase effective February 1, 2008
- Given the larger fare increase proposed, the estimated revenue loss could be \$1.6 M to \$2.7 M assuming an increase of 150,000 to 250,000 tickets for stockpiling

Peer Research on Ticket Stockpiling

- **Peers have experienced ticket stockpiling before a fare increase**
- **Most peers have not implemented stockpiling countermeasures**
 - Ten-ride ticket valid periods for peers much shorter than Metra's (typically 6 months)
- **NJ Transit implemented a 25% fare increase in May 2010 and experienced stockpiling of tickets in April 2010**
 - One-way ticket sales were 16% higher than the year-year trend of the prior 6 months; Ten-Trip tickets were 57% higher
 - Ticket window transactions were limited to ten tickets (but riders could re-enter the queue to buy another ten)
 - Ticket vending machine sales already limited to ten ticket limit per transaction, plus a daily limit on number of transactions for any single credit card to protect against card theft

Commuter Poster

Metra Commuter Information

Commuter Information

TICKET EXPIRATION POLICY EFFECTIVE NOVEMBER 12, 2011

**All 10-Ride and One-Way tickets
purchased November 12, 2011
through January 31, 2012 are valid
only through February 29, 2012.**

Commuter Information

Metra Commuter Information

Customer Notice & Fare Chart



ATTENTION METRA CUSTOMERS METRA TICKET POLICY CHANGES

TEMPORARY CHANGES

(One-Way and Ten Ride Tickets Purchased 11/12/11 through 1/31/12)

All ten-ride and one-way tickets purchased November 12, 2011 through January 31, 2012 will be valid only through February 29, 2012.

There is no price increase to the ten-ride and one-way tickets during this temporary period. Unused ten-ride and one-way tickets will be reimbursed at the refund policy in effect at the time of purchase.

PERMANENT CHANGES Effective February 1, 2012

NOTE: THESE TERMS SUPERCEDE CONTRARY TERMS PRINTED ON TICKETS

ONE-WAY TICKET

One-way tickets purchased on or after February 1, 2012 will only be valid for fourteen (14) days. There will be no refunds for one-way tickets.

TEN-RIDE TICKET

Effective February 1, 2012, the ten-ride ticket discount will be reduced from 20% to 10%. Ten-ride tickets will remain valid for one (1) year from the date of purchase. Ten-ride tickets will be refundable three (3) months from the date of purchase. For refunds on partially used ten-ride tickets, the cost of a one-way ticket for the specific zone-pair combination will be deducted for each ride taken. After the 9th ride has been used, the tickets are no longer eligible for refund. Refunds on ten-ride tickets will be subject to a \$5.00 handling fee per transaction.

MONTHLY TICKET

Effective February 1, 2012, monthly tickets will only be valid for the month issued. They will no longer be accepted as transportation through noon on the first day of the following month. Refunds on monthly tickets will be subject to a \$5.00 handling fee per transaction.

LINK-UP AND PLUSBUS

Effective February 1, 2012, Metra will no longer subsidize Link-Up and Plusbus tickets. Metra currently subsidizes Link-Up and Plusbus passes by \$6.00 and \$8.54, respectively. Users will now pay the full price of the ticket. The final price of these tickets is being discussed with CTA and Pace.

YOUNG ADULT REDUCED FARES

Effective February 1, 2012, Young Adult reduced fares (12-17 years old) on weekends and holidays will no longer be in effect. Student reduced fares will remain in effect.



TABLE 1: FARE CHART
FARES EFFECTIVE FEBRUARY 1, 2012

	A	B	C	D	E	F	G	H	I	J	K	M
A	\$1.75	\$2.75	\$3.75	\$4.75	\$5.75	\$6.75	\$7.75	\$8.75	\$9.75	\$10.75	\$11.75	\$12.75
B	\$2.75	\$3.75	\$4.75	\$5.75	\$6.75	\$7.75	\$8.75	\$9.75	\$10.75	\$11.75	\$12.75	\$13.75
C	\$3.75	\$4.75	\$5.75	\$6.75	\$7.75	\$8.75	\$9.75	\$10.75	\$11.75	\$12.75	\$13.75	\$14.75
D	\$4.75	\$5.75	\$6.75	\$7.75	\$8.75	\$9.75	\$10.75	\$11.75	\$12.75	\$13.75	\$14.75	\$15.75
E	\$5.75	\$6.75	\$7.75	\$8.75	\$9.75	\$10.75	\$11.75	\$12.75	\$13.75	\$14.75	\$15.75	\$16.75
F	\$6.75	\$7.75	\$8.75	\$9.75	\$10.75	\$11.75	\$12.75	\$13.75	\$14.75	\$15.75	\$16.75	\$17.75
G	\$7.75	\$8.75	\$9.75	\$10.75	\$11.75	\$12.75	\$13.75	\$14.75	\$15.75	\$16.75	\$17.75	\$18.75
H	\$8.75	\$9.75	\$10.75	\$11.75	\$12.75	\$13.75	\$14.75	\$15.75	\$16.75	\$17.75	\$18.75	\$19.75
I	\$9.75	\$10.75	\$11.75	\$12.75	\$13.75	\$14.75	\$15.75	\$16.75	\$17.75	\$18.75	\$19.75	\$20.75
J	\$10.75	\$11.75	\$12.75	\$13.75	\$14.75	\$15.75	\$16.75	\$17.75	\$18.75	\$19.75	\$20.75	\$21.75
K	\$11.75	\$12.75	\$13.75	\$14.75	\$15.75	\$16.75	\$17.75	\$18.75	\$19.75	\$20.75	\$21.75	\$22.75
M	\$12.75	\$13.75	\$14.75	\$15.75	\$16.75	\$17.75	\$18.75	\$19.75	\$20.75	\$21.75	\$22.75	\$23.75

WEEKEND PASS
ON BOARD SURCHARGE \$7.00
If on board or ticket vending machine is available at the station where you boarded.

Agent Window Tent Card & Vending Machine Sticker

TICKET EXPIRATION POLICY EFFECTIVE NOVEMBER 12, 2011

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purchased November 12, 2011
through January 31, 2012 are valid
only through February 29, 2012.

Metra[™]

Ticket-by-Mail and Ticket-by-Internet Insert



IMPORTANT INFORMATION FOR CUSTOMERS

Ten Ride Tickets

Ten Ride tickets purchased November 12, 2011 through January 31, 2012 will be valid only through February 29, 2012.

Tickets purchased after January 31, 2012 will be valid for one year from date of purchase. These tickets will be refundable three (3) months from date of purchase. After the ninth (9th) ride has been used, the ticket is no longer eligible for refund.

Monthly Tickets

Effective February 1, 2012, monthly tickets will only be valid for the month issued and are no longer accepted as transportation through noon on the first day of the following month.

Our refund policy has changed. Please view all information concerning refunds and ticket policies at www.metrarail.com

Agent Stamps on One-Way Tickets



For Your Next Trip Consider a Metra 10-Ride Ticket

- Saves 15% vs. buying ten one way tickets.
- Ideal for occasional commuters or leisure travelers.
- One ticket can be shared by people riding together.
- Good for 1 year from date of purchase.
- Available by mail, pick up an order form at any station.

STOPOVERS/TRANSFERS On board personnel must be notified before your ticket is punched.
Just A Reminder - Please be considerate of others when talking on a cell phone.

Ticket must be displayed to on board personnel upon request. User must provide a valid RTA Reduced Fare Card, Student I.D. or letter from school upon request from on board personnel. Metra personnel reserve the right to validate the authenticity of this ticket through verification of security features.

Metra's 10-Ride Ticket is now available through the internet.
For details on this and other information visit our web site at <http://www.metrarail.com>

COMMUTER RAIL DIVISION OF THE REGIONAL TRANSPORTATION AUTHORITY

A yellow curved arrow points from the 'VALID THRU 2/29/12' stamp on the ticket to the 'STOPOVERS/TRANSFERS' section.

Agent Stamps on Ten-Ride Tickets



Good for 10 one-way rides between zones indicated on the front of the ticket. Expires one year from date of sale.

Metra's 10-Ride Ticket is now available through the internet. For details visit our web site at <http://www.metrarail.com>

STOPOVERS/TRANSFERS - On board personnel must be notified before your ticket is punched.

Just A Reminder

Smoking is not permitted on Metra Trains.

Ticket must be displayed to on board personnel upon request.

COMMUTER RAIL
DIVISION OF THE
REGIONAL
TRANSPORTATION
AUTHORITY

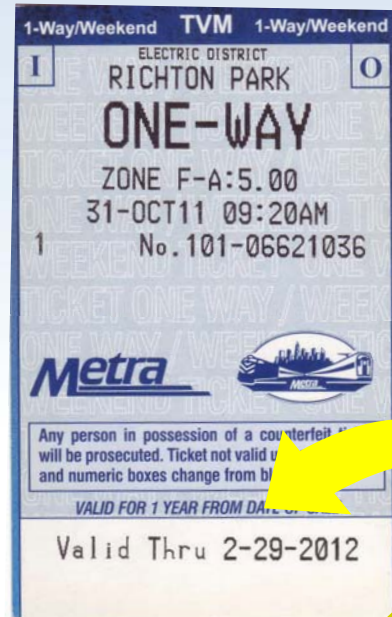


Metra personnel reserve the right to validate the authenticity of this ticket through verification of security features.

Name _____

Phone _____

Credit Card Vending Machine One Way & Ten-Ride



Cash Vending Machine Temporary Ticket



Note: When sold as a one way or ten-ride ticket, this ticket is no longer valid for use after **February 29, 2012**. All fares and refunds subject to prevailing rules and regulations listed on www.metrarail.com

Thank you

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