

APPENDIX A

Winter Travel Notes

Minor schedule changes coming for 4 lines

Metra will implement minor schedule changes on four of its lines on Sunday, Oct. 16, at 2:01 a.m., primarily so that the schedules more accurately reflect actual operating conditions. The changes cover only certain trains on the Milwaukee North, Milwaukee West, SouthWest Service and Heritage Corridor lines. In most cases, the changes adjust a train's departure times from certain stops or its running times between stations or overall by one to four minutes. Those changes are being made so the schedules are more accurate. A proposal to advance the departure time of outbound Milwaukee North Train No. 2121 by 10 minutes was rejected after feedback from riders indicated the change would negatively impact them. That train will retain its current departure time from Union Station of 2:35 p.m. The new schedules can be viewed at Metra's website, www.metrarail.com

Metra seeks sponsors

The Metra Board has approved a contract with the Superlative Group to appraise and identify potential sponsors for LaSalle St. Station and the Rock Island Line, as well as for systemwide sponsorship

of uniforms and collateral materials like timetables, maps, this newsletter and the school safety program. No other lines will be included initially. The goal is to increase revenues from sources other than fares.

Meetings set for 75th St. CREATE project

IDOT will host a public meeting concerning the CREATE 75th Street Corridor Improvement Project, which will eliminate bottlenecks and lead to more reliable service on the SWS line. Potential solutions may route SWS trains to LaSalle Street Station instead of Union Station. The purpose of the meeting is to:

- Provide an overview of the project
- Review a Range of Alternatives developed to address identified project-related transportation needs
- Obtain public input on those alternatives

The meeting will be held from 4 p.m. to 7:30 p.m. on October 27 at Freedom Temple Church of God In Christ, 1459 W. 74th St., Chicago. For more information, go to www.75thcip.org, or call Gretchen Wahl at 312-675-3030.

Be Fair campaign

(Continued from Page 1)

riders are being asked to keep their tickets visible throughout their entire ride, alert the conductor before they depart the train if their ticket has not been collected and report any instances where they perceive that crews fail to collect.

Customers can go to Metra's website, www.metrarail.com, where they can fill out a form detailing specific instances where fares were not collected and/or any other irregularities, such as fare evasion or passengers riding beyond their ticketed zone. The information provided will then be used by Metra to address these issues with the crews involved.

A recent survey of Metra customers regarding proposals for the agency's 2012 budget found the issue of failure to collect fares brought up repeatedly by respondents. Metra has already taken action on this issue through random observance of fare collection practices on all its rail lines, the investigation of specific allegations

and discipline for employees found in violation.

We understand that crowding, the need to aid passengers and other exceptional situations onboard trains can slow — and in some cases prevent — fare collection by crews. But we also know there are other times when the conductors can and should collect, and we want to know when they do not.

"We believe that the vast majority of our crew members do an excellent job performing their duties, but we are always looking for ways to be better," said Metra CEO Alex Clifford. "We believe that asking for our customers' assistance in identifying problem areas will help us improve service in ways that are good for our customers and our employees."

Regarding our fare proposal, we hope you saw the special September issue of On the Bi-Level, which spelled out the most recent information. To view that issue, and read more about our budget, please go to www.metrarail.com.

Shh-assistance

You should be seeing these fliers now in our *On the Bi-Level* holders. They are meant to help riders to kindly and discreetly remind fellow riders that they are sitting in a Quiet Car. Be nice.

This literature is for passenger use in advising other passengers that they are sitting in a Quiet Car.

Need some quiet time?



Try a
Quiet
Car.

On Monday, June 6, 2011, Metra began to offer Quiet Cars on all lines.

The second car from the engine and the second car from the other end are designated as Quiet Cars on all diesel trains of 6 cars or more. On trains with 5 cars or less, the second car from the engine is the only Quiet Car.

On the Metra Electric Line, only the third car from the south end is a Quiet Car. There is no Quiet Car on two-car trains.

Quiet hours
Apply to trains arriving in downtown terminals at or before 9 a.m. and departing downtown terminals between 3:30 p.m. and 6:30 p.m.

You are sitting in a Quiet Car. Please be mindful of noise you might make.

- Please turn off the ringer on your cell phone and mute electronic devices.
- If you must answer your phone, please move to another car for the duration of your call.
- Conversations between passengers are discouraged. If you must talk, please keep it short and use subdued voices.
- If you're using headphones, please make sure the volume is low.

Enjoy your quiet time. Metra thanks you for your courtesy and cooperation.

Metra
The way to really fly

www.metrarail.com

Interested in advertising in On the Bi-Level?

E-mail onthebilevel@metrarr.com.

Interested in advertising in Metra timetables, trains, stations, website or mail?

E-mail marketing@metrarr.com



You are invited to attend a Public Meeting hosted by the Illinois Department of Transportation concerning the preparation of the Environmental Impact Statement for the 75th Street Corridor Improvement Project (75th St. CIP). This project was initiated to find solutions to relieve rail and road congestion in the Chicago neighborhoods of Ashburn, Englewood, Auburn Gresham, and West Chatham. The 75th St. CIP is one of the largest projects in the Chicago Region Environmental and Transportation Efficiency Program (CREATE).

The purpose of this meeting is to:

- Provide an overview of the project
- Review a range of alternatives developed to address identified project-related transportation issues
- Obtain public input on those alternatives

4 p.m. – 6 p.m. *Open House.* View a recorded audio-visual presentation, examine project exhibits and speak directly with project team members.

6 p.m. – 7 p.m. *Formal Session.* Attend a live presentation given by project team members followed by a round of questions and answers.

In the case of a weather emergency, the Public Meeting will be held at the same time and location on November 17, 2011.

Implementing several of the alternatives could involve residential displacements. A representative from the City of Chicago or the State of Illinois with knowledge of the property acquisition process will be present to answer your questions.

Preliminary design of several of the alternatives under consideration may impact Hamilton Park, which is listed on the National Register of Historic Places. Information on potential impacts to this resource will be presented at the public meeting.

For more information, please visit www.75thcip.org.

The meetings will be accessible to persons with disabilities. Anyone needing special assistance should contact Gretchen Wahl at (312) 675-3030. Persons planning to attend who will need a sign language interpreter or similar accommodations should notify the Illinois Department of Transportation at (866)273-3631 (TTY) at least five days prior to the meeting.

The meeting will take place:

October 27, 2011

4:00 p.m. – 7:30 p.m.

**Freedom Temple Church of God in Christ
1459 W. 74th Street, Chicago, Illinois**



Illinois Department
of Transportation



CORRIDOR IMPROVEMENT PROJECT

Moving Forward Together

CREATE

KEEPING THE GO IN CHICAGO



You are invited to attend a Public Meeting

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Attention: Metra SouthWest Service Riders

You Are Invited to a

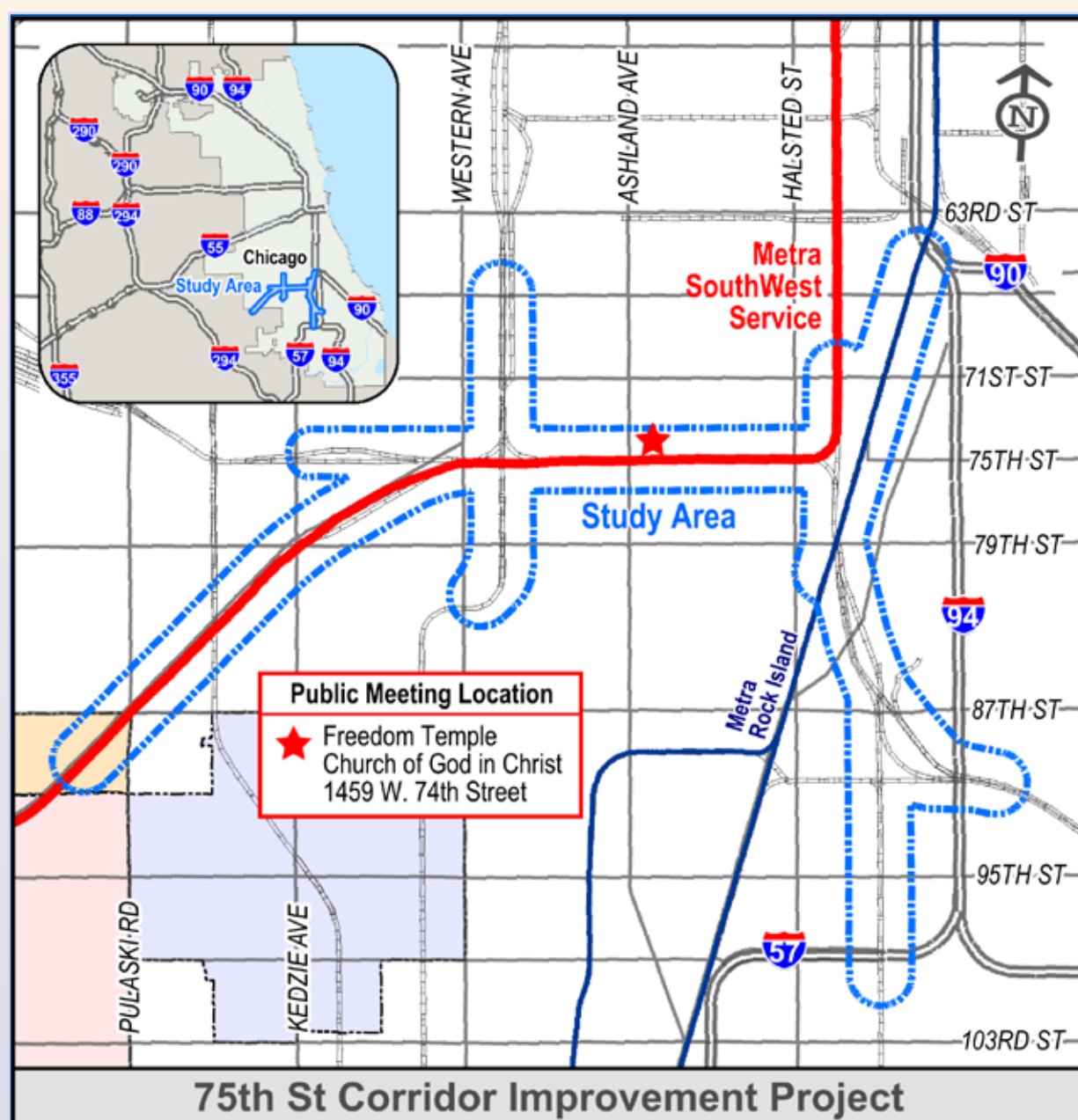
PUBLIC MEETING

for the 75th Street Corridor Improvement Project

This project was initiated to find solutions to relieve rail and road congestion and reduce conflicts between passenger and freight rail traffic. **This will increase reliability and reduce delays for Metra's SouthWest Service. Potential solutions may route the SouthWest Service line into LaSalle Street Station instead of Union Station.**

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