

Metra

FACT BOOK ***2022***



Romayne C. Brown, Chair

James M. Derwinski, CEO/Executive Director

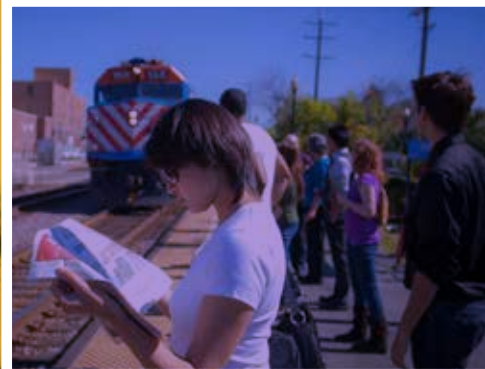




TABLE OF CONTENTS

04

Metra Board
of Directors

05

Message from
Metra Leadership

06

Metra Mission,
Vision and Goals

07

My Metra

08

COVID-19
Response

09

Service & Performance
Overview

10

Metra Electric
Community Initiative

11

Not Standing Still

12

System
Map

13

Ridership
Statistics

14

Metra By
The Numbers

16

Key
Benefits

18

Diversity

19

Fair Transit
Pilot Program

20

Agency
History

22

Capital
Program

23

Operating
Budget

METRA BOARD OF DIRECTORS

Metra's operations and policies are guided by an 11-member Board. The Board chairs of DuPage, Kane, Lake, McHenry and Will counties each appoint one director. Four additional directors are appointed by the suburban members of the Cook County Board. One director is appointed by the president of the Cook County Board and one director is appointed by the mayor of Chicago. The chair of the Metra Board is elected by a vote of its members.



ROMAYNE C. BROWN
Chair, Cook County

NORMAN CARLSON
Vice Chair, Lake County

RODNEY S. CRAIG
Secretary, Suburban Cook County

KEN KOEHLER
Treasurer, McHenry County

WES BECTON
Director, DuPage County

RIC ESTRADA
Director, Chicago

KERI L. HOLLEB HOTALING
Director, Suburban Cook County

JOSEPH H. MCMAHON
Director, Kane County

DONALD A. ORSENO
Director, Will County

STEPHEN PALMER
Director, Suburban Cook County

PAUL E. RUFFIN
Director, Suburban Cook County

A MESSAGE FROM ROMAYNE C. BROWN

Metra Chair



One reason for the production of this 2022 Fact Book is to present to the public a snapshot of our organization. We want you to think of us as *My Metra*, and that starts with giving you the basic facts about what we are, how we're doing and where we're going.

While we are still suffering from the effects of the COVID-19 pandemic, I am heartened, and humbled, by the reaction of Springfield and Washington to our plight. Our political leaders understand the critical role that transit plays in the economic and cultural life of the region and have responded with significant aid.

My job and the job of everyone at Metra is to make sure that faith is not misplaced. I can assure you that we are not only committed to providing Chicago with fast, frequent, affordable and convenient service, but we are committed to thinking outside the box to respond to the new normal, whatever it takes.

We have an opportunity to set a new course for Metra, so we can continue to be *My Metra* for everyone.

A handwritten signature in blue ink that reads "Romayne C. Brown".

A MESSAGE FROM JAMES M. DERWINSKI

CEO/Executive Director



It would be foolhardy, after two years of uncertainty caused by the COVID-19 pandemic, to claim that its final chapter has been written. The road ahead is unclear; we can only hope that we are nearing the end. But one thing is certain: Metra must be ready to adapt and innovate. I feel confident that we are.

In fact, adaptation and innovation are already happening, as we detail in these pages. Our riders this year will see a new tracking system, new communications, new signage, new schedules, new fares – the beginning of a new Metra. And they'll see major investment in our system, with significant new funding from Springfield and Washington.

Some things haven't and will not change. One is our commitment to accountability, efficiency, collaboration, diversity and inclusion. Another is our promise of service, safety, comfort and value. These are our core values, the foundation of our efforts to be *My Metra* for everyone.

The future is uncertain, but exciting. We're ready for it.

A handwritten signature in blue ink that reads "James M. Derwinski".

MISSION CRITICAL: METRA REMAINS ESSENTIAL TO CHICAGO REGION

Metra never stopped running during the COVID-19 pandemic, because we knew public transportation was more important than ever. And now that an end to the pandemic appears to be in sight, our commitment to our mission and vision will be essential to the region's recovery.



METRA'S MISSION

As an essential part of our regional transportation network, our mission is to provide a safe, reliable, efficient rail system accessible to all, connecting people with their jobs, homes and communities. In doing so, Metra works to drive economic growth and improve environmental health throughout northeast Illinois.

METRA'S VISION

We seek to be a world-class commuter rail agency linking individuals, businesses and communities together by:

- Providing the safest, most efficient, reliable service possible
- Sustaining and improving our infrastructure
- Continually improving and innovating our service
- Creating a motivated, professional and diverse workforce

METRA'S STRATEGIC GOALS

The ultimate goal of our agency is to serve the transportation needs of our region. To achieve this, we seek to:

- Prioritize safety and security awareness
- Invest in our workforce and infrastructure
- Ensure financial stability while delivering value
- Deliver quality customer service

THINK OF US AS MY METRA.



My Metra is how we want employees and consumers to view our agency.

For customers, that means we want you to think about Metra in the same way you think about other important things in your life: my family, my community, my team, my school, *My Metra*. Like those other things, we want to be something that supports you, helps you, and adds joy to your life. And we do that by bringing families together, driving economic growth and opportunity, and, of course, safely carrying riders to work and home.

Internally, *My Metra* is embodied by the pledge signed by more than 1,100 employees:

MY METRA MEANS TAKING PERSONAL RESPONSIBILITY FOR OUR RIDERS AND FOR EACH OTHER.

We seek to create within each employee a shared sense of ownership over everything we do, uniting us in a mutual bond of service, duty and opportunity, while guiding our daily decision-making. Employees who embody this spirit receive recognition through the *My Metra Honors* program.

Since 2020, the message of *My Metra* has been spread throughout the Chicago area along highways, on radio, TV and in social media. We've told you how you can Commute With Confidence, how we're Getting You Back on Track, how Metra is The Way Back - and how all of us at Metra are taking responsibility for you.

OUR COVID-19 RESPONSE

Even with more than
**25 MILLION
RIDES,**
not a single COVID
infection has been
traced to our service.

Metra's comprehensive response to the COVID-19 pandemic remains as relevant as ever, even as the end of the pandemic may be in sight. Metra followed federal, state and local health guidelines to adopt stringent cleaning procedures and encourage safe behavior among customers and workers. To assure riders that they can Commute with Confidence we:

01. Deep clean our more than 1,000 cars with high-pressure power washers, steamers and other disinfectants.
02. Practice a new regimen of cleaning, sanitizing, disinfecting and inspecting all cars at least once a day.
03. Clean stations multiple times a week.
04. Safeguard the air in our railcars with hospital-grade MERV-13 air filters and are now installing an even better three-stage air filtration and purification system. In addition, air is replaced on railcars every 4 minutes.
05. Welcome, but do not require, the wearing of masks.
06. Ask everyone to practice physical distancing to the extent possible.
07. Provide riders with a ridership dashboard at metra.com/dashboard that shows how many riders are on trains.
08. Offer new touchless hand sanitizer dispensers in every car.
09. Encourage riders to use the Ventra app to minimize interactions with crews.

Metra was the 2021 APTA Award Grand Prize Winner for Best Marketing and Communications on COVID-19.

SERVICE AND PERFORMANCE OVERVIEW

**DURING THE
COVID-19 PANDEMIC,
METRA NEVER
STOPPED RUNNING.**

Metra provides service to and from downtown with 242 stations over 11 routes totaling nearly 500 route miles. We remain one of the largest and most complex rail systems in North America, with a service area encompassing more than 3,700 square miles.

On the pages that follow, you will find a review of our system, service area, ridership statistics, new programs, budget, a brief history and ongoing efforts to improve the quality of our service.

Many of our recent operational statistics, of course, were impacted by the COVID-19 pandemic. Metra cut service in response to a deep drop in ridership and we have been steadily restoring that service as ridership picks up again. Through it all, however, we never stopped running, providing critical service to first responders, essential workers and others. We remained an important component in the lives of our riders and in the economic and social life of northeastern Illinois.

We embraced the spirit of *My Metra* during the darkest days of the pandemic and we continue to embrace it through our steady recovery. Our commitment is to be there when you need us, to get you to work and home safely and on time, and to always meet your expectations. It's to demonstrate and prove our value and relevance to you and our region. We want you to think of us as *My Metra*.

METRA ELECTRIC COMMUNITY INITIATIVE

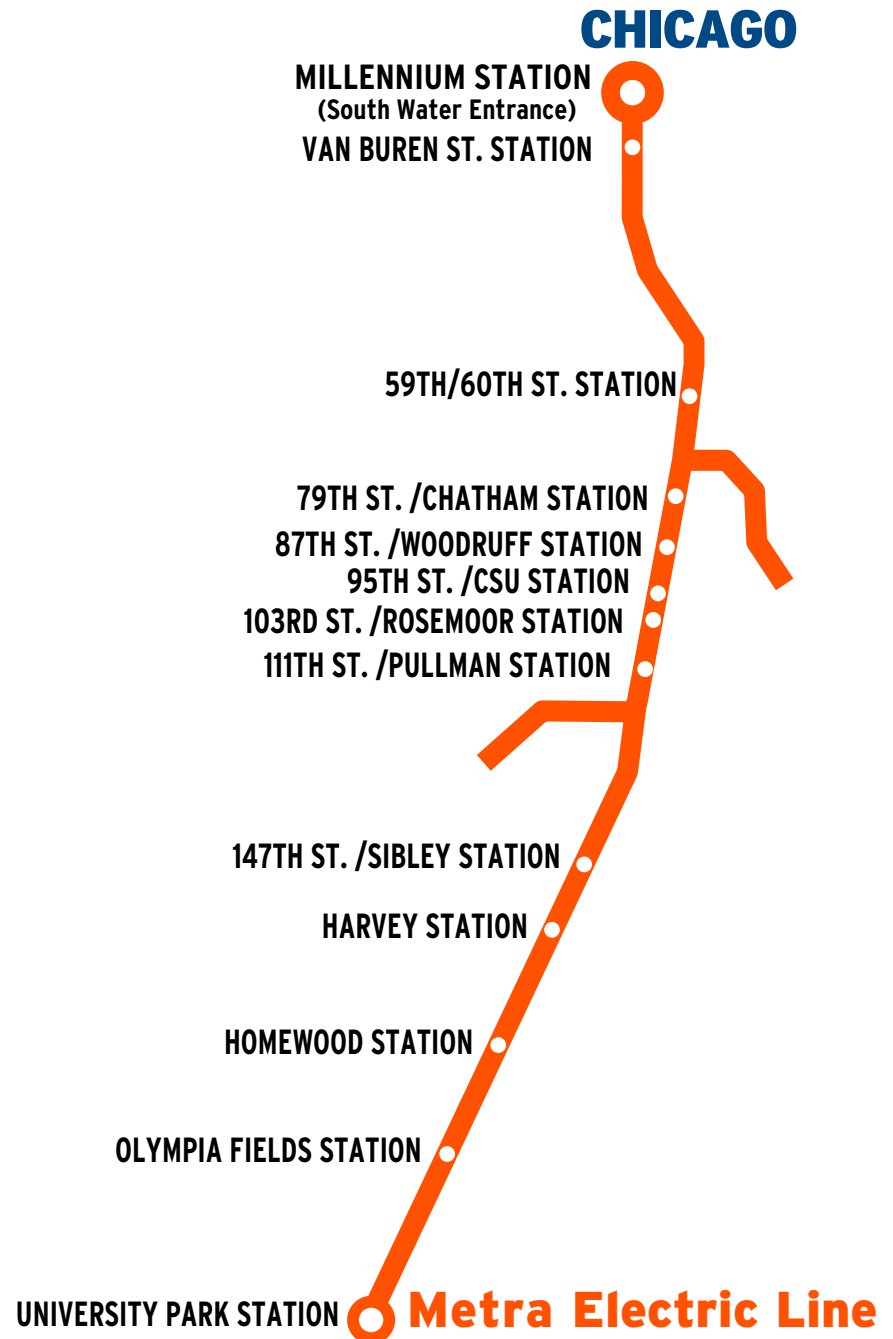


THE METRA ELECTRIC COMMUNITY INITIATIVE

This program calls for a major investment into the Metra Electric Line, including rehabbing several stations and increasing ADA accessibility.

Metra has embarked on a major investment into the Metra Electric Line, made possible by significant new capital funding from Springfield. One of the goals of this investment is to make stations ADA accessible, which has always been challenging and expensive along the Metra Electric Line because the stations are above the street and there is less room for adding elevators. The work will also make the stations more inviting and welcoming, with a variety of improvements and new amenities.

So far, we have programmed more than \$200 million through 2025 to renovate 13 stations on the line. This investment will not only upgrade stations and the rider experience, it will also generate hundreds of direct and indirect jobs for the local economy.



NOT STANDING STILL

Generous aid from Springfield and Washington has not only buoyed Metra during the COVID-19 pandemic, it has also enabled us to plan and begin to lay the foundation for a whole new Metra. In addition to our Metra Electric Community Initiative, here are some of our other planned investments to improve the quality, comfort and safety of the service we provide:

NEXT GENERATION RAILCARS

Metra has placed an order for 200 new, made-in-the-USA cars with an option to buy up to 300 additional cars for \$1.8 billion, replacing old cars, some dating to 1953. Amenities will include:

- Two entranceways per side, nearly level with the platform
- Full ADA accessibility
- Video screens, bike racks, charging outlets, cupholders
- Quieter, smoother ride

NEW AIR PURIFICATION SYSTEM

Metra is upgrading the ventilation systems on nearly 700 railcars with a three-stage system using ultraviolet light, electrical fields and stronger filters. The new system will be equivalent to or better than MERV 17 or HEPA standards.



NEW GPS TRACKING SYSTEM

This new system will dramatically improve our ability to track trains and provide updates to riders on train status.

ADDITIONAL BIKE TRAINS

Metra is expanding our popular Bike Car program to more of our lines. Each bike car carries 16 bicycles in a dedicated railcar.


NEW BATTERY-POWERED LOCOMOTIVES


As part of our commitment to a greener future, Metra is seeking proposals to convert three diesel locomotives into zero-emission, battery-powered units. Metra is also buying seven new low-emission switch locomotives, including our first zero-emission electric-powered unit, and seeking new battery-powered trainsets.


SYSTEM MAP


Metra owns and operates the Metra Electric, Rock Island, Milwaukee District North and Milwaukee District West. Metra operates the SouthWest Service, Heritage Corridor and North Central Service over tracks owned by freight railroads through trackage rights or lease agreements. BNSF Railway and Union Pacific Railroad own the BNSF and the three Union Pacific lines and operate them with their own employees under purchase-of-service agreements with Metra.

North/Northwest

 Milwaukee District North (MD-N)
to Fox Lake

 North Central Service (NCS)
to Antioch


 Union Pacific North (UP-N)
to Kenosha


 Union Pacific Northwest (UP-NW)
to Harvard/McHenry

South/Southwest


 Heritage Corridor (HC)
to Joliet


 Metra Electric (ME)
to University Park


 Rock Island (RI)
to Joliet

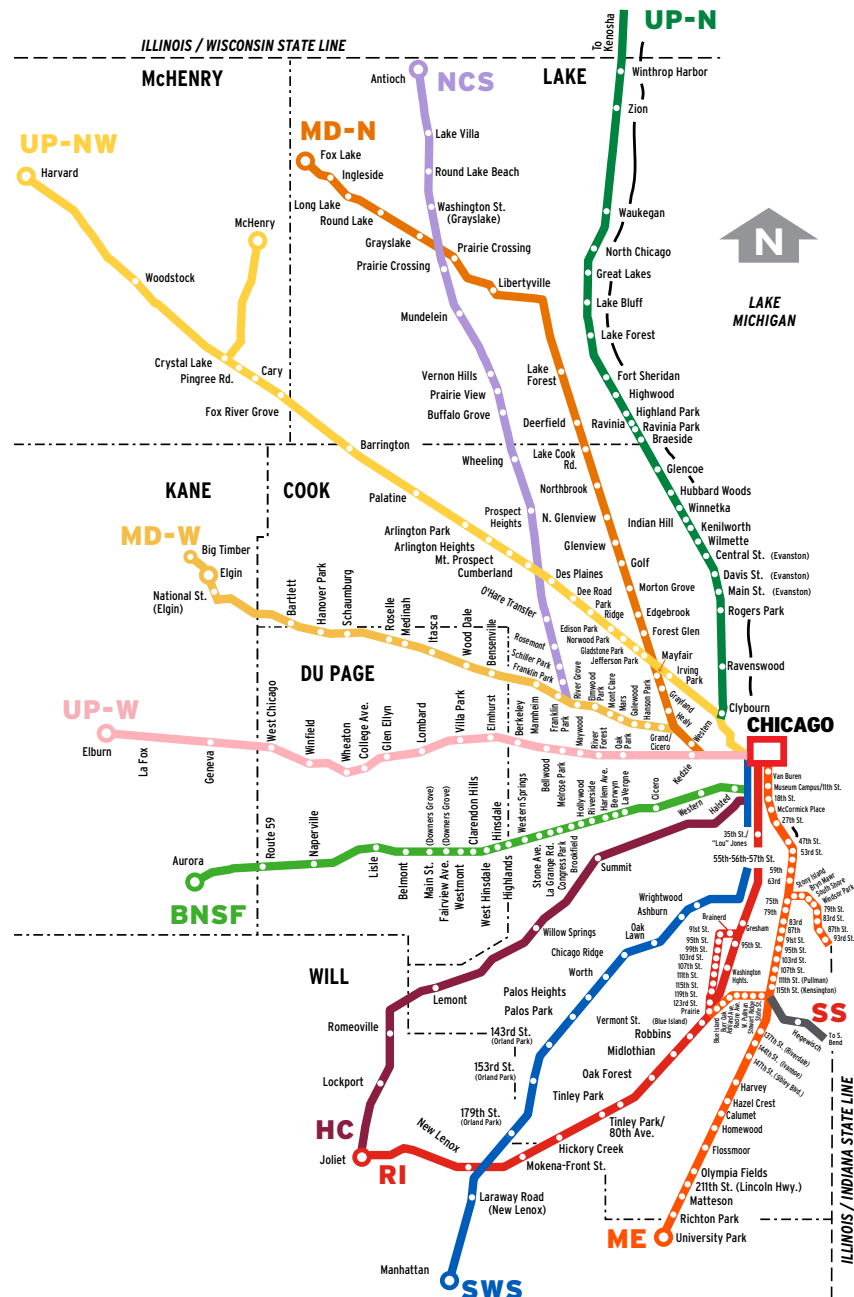
 SouthWest Service (SWS)
to Manhattan

West

 BNSF Railway (BNSF)
to Aurora

 Milwaukee District West (MD-W)
to Elgin

 Union Pacific West (UP-W)
to Kenosha

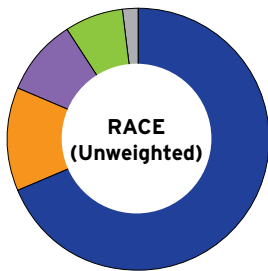


A BRIEF PORTRAIT OF OUR RIDERSHIP

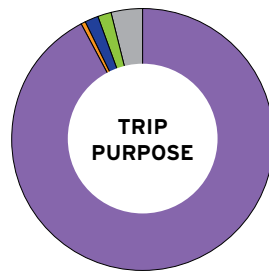
The Chicago metropolitan area has a diverse population of approximately 9.4 million residents. The ridership of Metra represents the diversity of the many communities we serve. Here is a brief, statistical portrait of ridership.

ANNUAL HOUSEHOLD INCOME (UNWEIGHTED)

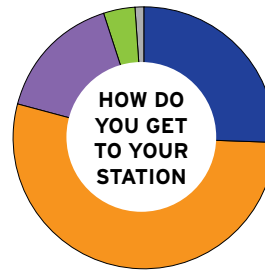
Less than \$15,000	\$15,000 - \$24,999	\$25,000 - \$39,999	\$40,000 - \$59,999	\$60,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$124,999	\$125,000 - \$149,999	\$150,000 - \$199,999	\$200,000 and above
1.2%	1.4%	2.8%	7.0%	8.0%	13.0%	14.9%	10.7%	15.8%	25.3%



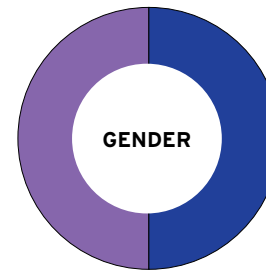
- White - 68.8%
- Black - 12.6%
- Asian - 9.6%
- Hispanic - 7.2%
- Other - 1.7%



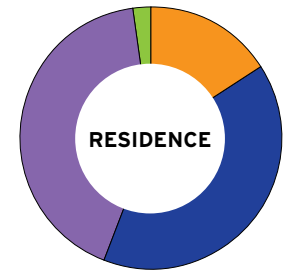
- Work-Related - 92.3%
- School: Primary or High School - 0.5%
- School: College or University - 1.9%
- Home - 1.5%
- Other - 3.8%



- Walk/Bike - 26%
- Drive - 54%
- Dropped Off - 16%
- Transit - 4%
- Other - 1%



- Male - 50%
- Female - 50%



- Chicago - 16%
- Suburban Cook - 40%
- Collar Counties - 42%
- Outside the Region - 2%

METRA BY THE NUMBERS

Based on ridership, Metra is the fourth-busiest commuter rail system in the U.S. and the largest and busiest commuter rail system outside of the New York City area. To understand the scope and quality of our service, consider these numbers.

Metra's busiest day ever?

NOVEMBER 4, 2016

the day of the Cubs

World Series victory rally.

469,462 riders



95.5%

ON-TIME PERFORMANCE

74 M

PASSENGER TRIPS*

588

WEEKDAY TRAINS

269

SATURDAY TRAINS

185

SUNDAY TRAINS

242

STATIONS

1,155

MILES OF TRACK

488

ROUTE MILES

173

LOCOMOTIVES

861

RAILCARS

182

ELECTRIC RAILCARS

847

BRIDGES

565

GRADE CROSSINGS

24

RAIL YARDS

92,387

PARKING SPACES

12

FUEL FACILITIES

*These numbers are from before the onset of the COVID pandemic, which greatly impacted Metra ridership and operations.

METRA'S KEY BENEFITS

Chicago was the sixth-most congested city in the world and second-most congested city in the U.S. in 2021*, with city drivers losing an average of 104 hours and \$1,622 due to congestion. But avoiding congestion is just one of the many benefits of riding Metra. Wherever a Metra train station appears, economic growth follows, and people and communities become connected. Just consider some of the other key benefits Metra provides:

*2021 INRIX Global Traffic Scorecard

Traveling by commuter rail is 15 times safer than driving. (APTA)

Twenty-seven additional highway lanes would need to be added to the existing network to accommodate Metra riders if they switched to driving. (Metra)

**SAVE
\$2,000**

For every dollar invested in public transportation, approximately \$5 in economic returns are generated, and for every \$1 billion in investments in the sector, 50,000 jobs are created and supported. (APTA)

Riding Metra saves the average commuter more than six days of travel time every year (that's 12 hours a month) and nearly \$2,000 a year, or \$166 a month, compared to driving.

**50,000
JOBS**



**15X
SAFER**

Communities that invest in public transit reduce the nation's carbon emissions by 37 million metric tons annually. (APTA)

Public transportation in the U.S. is responsible for saving 6.6 billion gallons of gasoline each year. (Transportation Research Board National Academies of Science)

Individuals who use public transportation get over 3X the amount of physical activity per day of those who don't by walking to stops and final destinations. (Victoria Policy Institute, APTA)

A household can save nearly \$10,000 by taking public transportation and living with one less car. (APTA)

**SAVE
\$10,000**

Compared to drivers, public transportation users are:

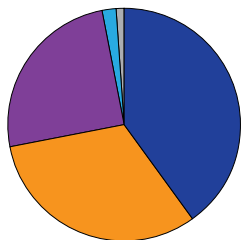
- 44% less likely to be overweight
- 27% less likely to have high blood pressure
- 34% less likely to have diabetes. (American Heart Association)

A DIVERSE WORKFORCE SERVING OUR DIVERSE COMMUNITY

Bringing together diverse people in the workplace drives innovation, fosters creativity and problem-solving, improves decision-making, increases productivity and enhances employee engagement, all while adding a deeper understanding of the communities we serve. Metra employs more than 2,600 professionals. Here is a demographic breakdown of our workforce.



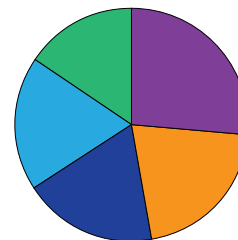
METRA'S WORKFORCE



- Caucasian - 40%
- Black/African American - 32%
- Hispanic/Latinx - 25%
- Asian - 2%
- Other - (includes American Indian/Alaskan Native, Native Hawaiian Other Pacific Islander, and Two or More Races) - 1%.

The workforce is 80% male and 20% female

DBE CONTRACTING DIVERSITY



- Non-Minority Women - 26.4%
- Asian-Pacific - 21%
- Asian - 18.6%
- Hispanic - 18.5%
- Black/African American - 15.5%

From 2019 to 2021, Metra committed \$121.4 million in contracts to Disadvantaged Business Enterprise (DBE) firms. During that time, the value of contracts awarded increased by 48%.

FAIR TRANSIT SOUTH COOK PILOT PROGRAM

This innovative program with Cook County and Pace is now in its second year of three. A priority of Cook County Board President Toni Preckwinkle and Metra Board Chair Romaine C. Brown, the pilot aims to improve transit service to the South Side of Chicago and the south suburbs, a region that is more transit-dependent and economically disadvantaged than other parts of the county.

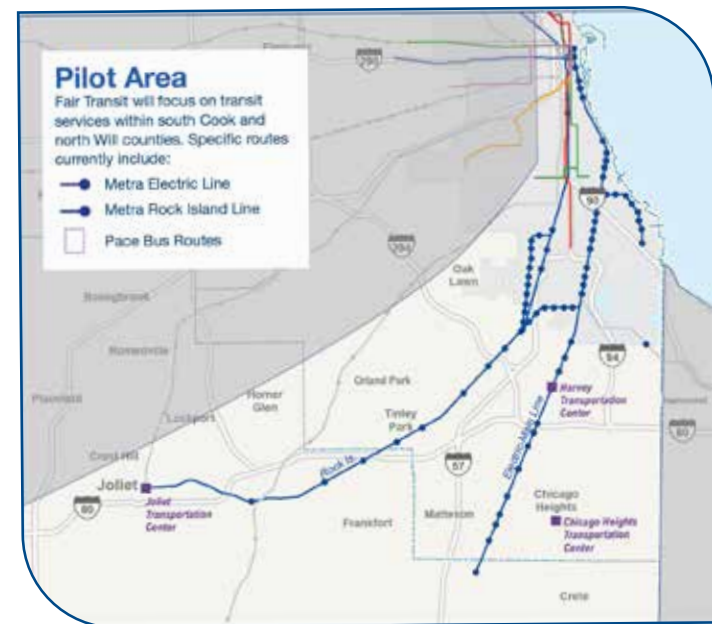
Under the program, all riders on the Metra Electric and Rock Island lines are paying Metra's reduced fare rates, roughly half of regular fares. It also includes improved service and frequency on Pace's 352 Halsted route between the CTA Red Line 95th/Dan Ryan Station and the Pace Chicago Heights Terminal.



THE FIRST-YEAR RESULTS ARE ENCOURAGING:

- The pilot is helping the Metra Electric and Rock Island lines recover ridership from the pandemic faster than the other nine Metra lines.
- Lower-income neighborhoods are benefitting the most from the Metra fare reductions and increased Pace service.
- The program is cutting transportation costs so that households can spend more on what is important to them.
- The program is encouraging some drivers to take public transportation instead.

The pilot will continue this year and next, and the partners will consider any changes needed to benefit residents and riders of the South Side of Chicago and southern Cook County.



A HISTORY OF SERVICE

As Metra continues to make history, here is a brief look at the major events in our nearly four decades of service.

June 8, 1984:
The new Commuter Rail Service Board, created by the Legislature, meets for the first time.

July 12, 1985:
The Commuter Rail Service Board adopts the word "Metra" as a service mark.

Aug. 1, 1985:
The first locomotive painted with Metra's blue and orange colors makes its debut.

May 1, 1987:
Metra buys the Electric Line from Illinois Central Gulf and takes over the Heritage Corridor.

Sept. 3, 1987:
Metra acquires the two Milwaukee lines.

July 16, 1989:
Service begins at the Route 59 Station on the BNSF Line, now by far Metra's busiest.

Jan. 17, 1992:
Metra buys 176 new railcars from Morrison Knudsen (order completed by Amerail).

April 1992:
Metra completes a \$75 million renovation of LaSalle Street Station.

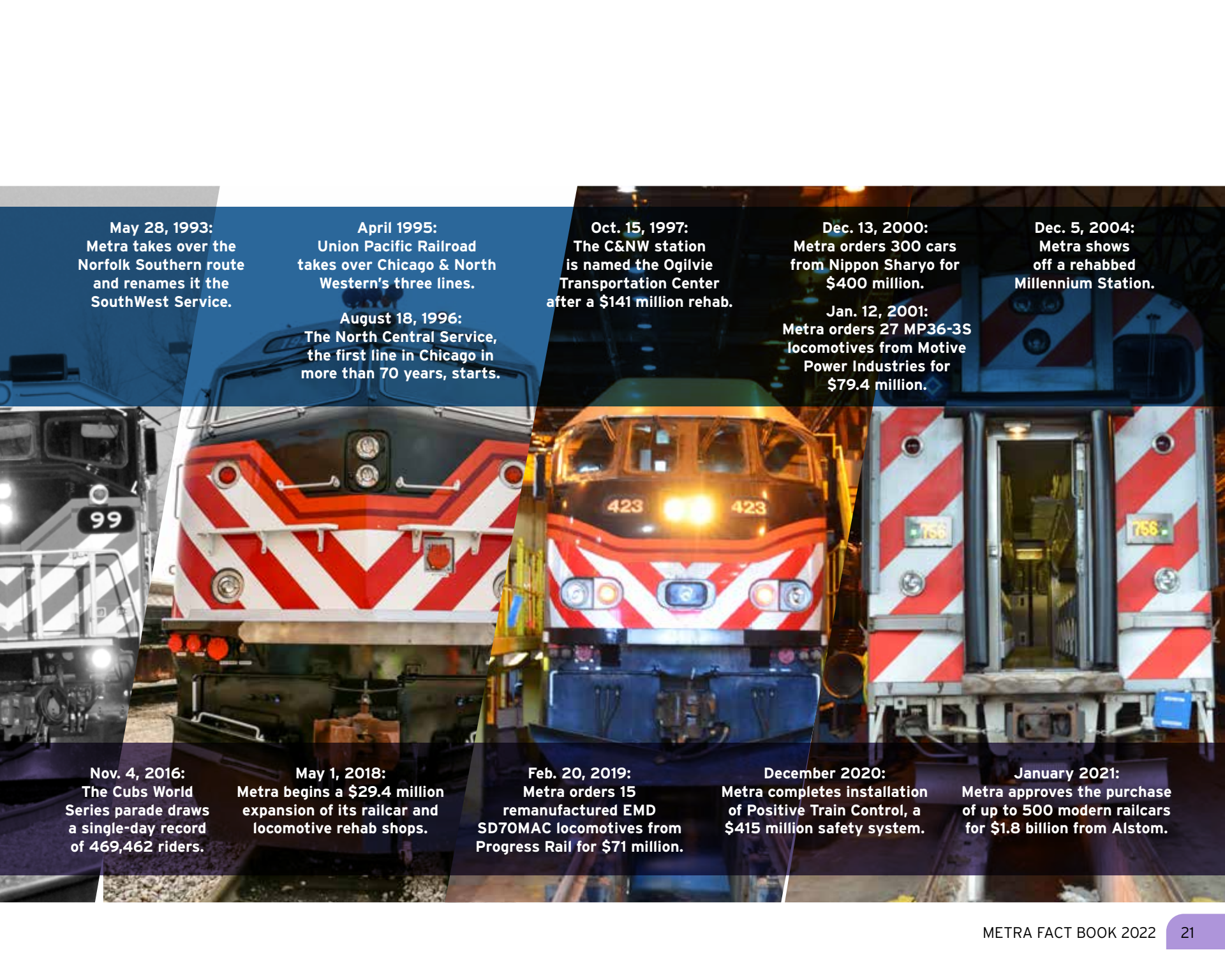
January 2006:
Metra extends the UP West to Elburn and expands the North Central Service and SouthWest Service.

December 2008:
Metra provides 86.8 million passenger trips in 2008, still the highest ever.

August 2010:
Metra orders 160 cars for the Metra Electric Line from Nippon Sharyo for \$585 million.

Oct. 23, 2014:
Metra celebrates the opening of the \$142 million Englewood flyover.

Nov. 19, 2015:
Metra, the CTA and Pace launch the Ventra app.



May 28, 1993:
Metra takes over the
Norfolk Southern route
and renames it the
SouthWest Service.

April 1995:
Union Pacific Railroad
takes over Chicago & North
Western's three lines.

August 18, 1996:
The North Central Service,
the first line in Chicago in
more than 70 years, starts.

Oct. 15, 1997:
The C&NW station
is named the Ogilvie
Transportation Center
after a \$141 million rehab.

Dec. 13, 2000:
Metra orders 300 cars
from Nippon Sharyo for
\$400 million.

Jan. 12, 2001:
Metra orders 27 MP36-3S
locomotives from Motive
Power Industries for
\$79.4 million.

Dec. 5, 2004:
Metra shows
off a rehabbed
Millennium Station.

Nov. 4, 2016:
The Cubs World
Series parade draws
a single-day record
of 469,462 riders.

May 1, 2018:
Metra begins a \$29.4 million
expansion of its railcar and
locomotive rehab shops.

Feb. 20, 2019:
Metra orders 15
remanufactured EMD
SD70MAC locomotives from
Progress Rail for \$71 million.

December 2020:
Metra completes installation
of Positive Train Control, a
\$415 million safety system.

January 2021:
Metra approves the purchase
of up to 500 modern railcars
for \$1.8 billion from Alstom.

CAPITAL PROGRAM

Maintaining and improving as large and complex a commuter rail system as Metra requires a diverse array of capital sources. Metra relies on federal, state and local funding (including bond programs) for its capital budgets. The breakdown of these sources and the uses of the capital raised are detailed in the accompanying charts.

2022-2026 CAPITAL SOURCES (\$ in thousands)

Source	2022	2023	2024	2025	2026	Total
FTA Federal Formula 5307 Urbanized Area	\$105,422	\$87,299	\$88,608	\$83,233	\$84,482	\$449,043
FTA Federal Formula 5337 State of Good Repair	\$147,382	\$97,076	\$98,532	\$100,010	\$101,510	\$544,510
CMAQ	\$0	\$28,800	\$0	\$29,024	\$0	\$57,824
Illinois PAYGO	\$73,775	\$73,775	\$73,775	\$74,456	\$74,456	\$370,237
IDCEO	\$3,000	\$0	\$0	\$0	\$0	\$3,000
RTA Bonds	\$0	\$130,000	\$0	\$0	\$0	\$130,000
RTA ICE	\$7,202	\$5,665	\$5,829	\$0	\$0	\$18,696
Fares	\$77	\$0	\$0	\$0	\$0	\$77
Grand Total	\$336,858	\$422,615	\$266,744	\$286,723	\$260,448	\$1,573,388

2022-2026 CAPITAL USES (\$ in thousands)

	2022	2023	2024	2025	2026	Total
Rolling Stock	\$59,400	\$205,450	\$77,111	\$165,035	\$122,511	\$629,507
Bridges, Track & Structure	\$54,200	\$30,775	\$41,818	\$32,818	\$54,193	\$213,804
Signal Electrical & Communications	\$50,623	\$73,330	\$61,672	\$20,322	\$26,922	\$232,869
Facilities & Equipment	\$66,339	\$27,335	\$24,340	\$25,765	\$27,155	\$170,934
Stations & Parking	\$75,791	\$59,820	\$41,480	\$26,915	\$23,600	\$227,606
Support Activities	\$30,505	\$25,905	\$20,323	\$15,868	\$6,067	\$98,668
Total	\$336,858	\$422,615	\$266,744	\$286,723	\$260,448	\$1,573,388

Totals may vary due to rounding.

OPERATING BUDGET

For 2022, Metra's operating budget is \$900 million. Traditionally, Metra covers a bit more than half its operating budget with fares and other system-generated revenue, with the rest coming from a regional transportation sales tax and a partial state match. The COVID-19 pandemic caused fare revenues to plummet, and Metra has shored up its operating budgets with federal assistance provided through the 2020 Coronavirus Aid, Relief and Economic Security (CARES) Act, the 2021 Coronavirus Response and Relief Supplemental Appropriations (CRRSA) Act and the 2021 American Rescue Plan. Combined, those programs are providing Metra with nearly \$1.1 billion in relief. Metra spent \$292.8 million of relief aid in 2020 and 2021 and has included \$255.9 million of federal aid in its 2022 budget.

Fares Holding Steady Again in 2022

OPERATING FUNDS

Fares other revenue:

\$146.4 MILLION

Sales taxes:

\$497.7 MILLION

Federal Relief:

\$255.9 MILLION

Total:

\$900 MILLION

OPERATING USES

Operations:

\$690.3 MILLION

Administration:

\$123.9 MILLION

Diesel Fuel:

\$49.7 MILLION

Metra Electric Electricity:

\$4.1 MILLION

Claims & Insurance:

\$32.0 MILLION

Total:

\$900 MILLION



METRA.COM

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