2020 State of the System Report

Metra

DIVISION OF
Strategic Planning and Performance
November 2020

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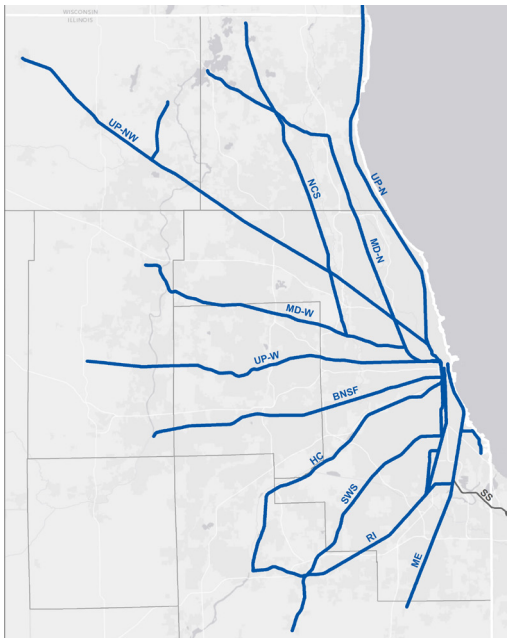
The 2020 State of the System Report has been designed to maximize shareability. As such, each chapter has been designed to stand alone, which means that each chapter is internally numbered beginning on Page 1. If you are viewing the document in its entirety, you will progress through the document in the order presented below. Each has its own table of contents to direct you to specific information in each chapter and is presented in its unique line color instead of in Metra blue.

Information presented in each chapter:

- One Page Introduction of Key Information and Metrics
- Text Overview of the Operational Environment
- Table of Station Characteristics
- Table of Station Mode of Access and Parking Information
- Discussion of Present and Future Ridership Demand
- Information Regarding Reverse Commute and Non-Downtown Markets
- Table and Discussion of Major Capital Projects
- Table Outlining Corridor Demographics including Population, Housing, and Employment
- Table and Discussion of ADA Accessibility Considerations
- Table of Major Trip Generators



Introduction

System at a Glance

- System Route Length: 488 miles
- System Track Length: 1,155 miles
- Parking Spaces: 90,483
- 54% of Metra riders drive while 26% walk or bike to their boarding station
- 2% more people live and work in the Metra service area than did in 2010
- System ridership decreased 10% over the past 10 years
- Annual Estimated Passenger Trips (2019): 74.0 million
- Average Trip Length (2019) : 22.3 miles
- Average Fare Paid (2019) : $4.99
- Number of Weekday Trains (Dec 2019): 692
- Number of Saturday Trains (Dec 2019): 273
- Number of Sunday Trains (Dec 2019): 181
- On-Time Performance (2019): 94.6%
- Number of Stations: 242

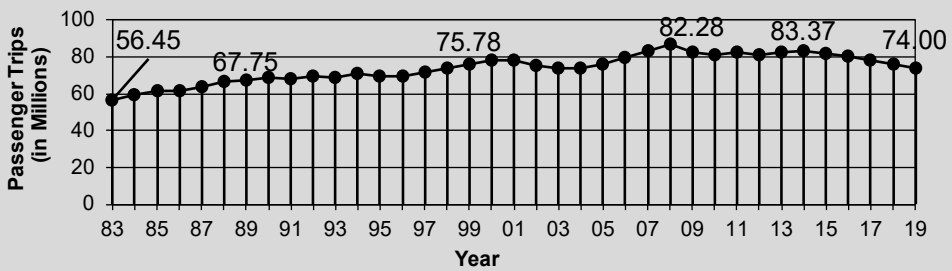
- 50% of riders are female, 50% are male
- 94% of riders are between the ages of 18 and 64
- 69% of riders are white, 13% Black, 10% Asian, 7% Hispanic
- 41% of riders have household incomes between $100k-$200k
- 91% of trips are work-related
- 8% of weekday trips are intermediate (do not begin or end in downtown Chicago)

Metra

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

Figure 1: Annual System Ridership



The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information about South Shore Trains, visit NICTD's website at: mysouthshoreline.com

Table 2: System-wide Weekday Boardings

Time of Day	Inbound	Outbound
AM Peak	111,519	6,893
Midday	13,011	12,720
PM Peak	8,635	102,348
Evening	2,481	10,226
TOTAL	**135,646**	**132,187**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

PURPOSE OF THE DOCUMENT

The *State of the System* Report provides a broad view of Metra's operating environment and customer base to help readers gain perspective on the complexities of Metra's system and provide context for the agency's strategic planning efforts. Following the Chicago Central Business District chapter, which presents Metra's operations and ridership related to its five downtown stations, are line-specific chapters that include historical information about each corridor as well as descriptions of each line's infrastructure, particular operating limitations, and service and station characteristics. Past, present, and projected ridership demand, including growing reverse commute and non-downtown markets, is examined. Line chapters include a demographic analysis of each fare zone in the corridor and discuss improvements that have been made to track and signal infrastructure, station facilities, and parking.

This report focuses on Metra's existing system, and builds on Metra's *Future Agenda for Suburban Transportation* (1992), which emphasized the agency's long-term investment needs and proposed expansion projects. This document also complements Metra's annual *Program and Budget Book*, which provides a near-term view of agency activities and planned investments.

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

In this section

SYSTEM OVERVIEW

Geographically, Metra is one of the largest commuter rail systems in the nation, serving a six-county region of more than 3,700 square miles. This complex system is comprised of 11 rail lines operating on 488 route miles, including 1,100 miles of track, 800 bridges, and 2,000 signals. Each weekday, 692 trains serve 242 stations, including five stations in Chicago's Central Business District (CBD), and provide approximately 270,000 trips. Metra's service area is at the center of the nation's rail network, and Metra commuter service must be closely coordinated with the movements of a combined 600 freight trains and Amtrak intercity trains operating in the Chicago region each day.

FIGURE 2: ANNUAL RIDERSHIP BY LINE (2019)

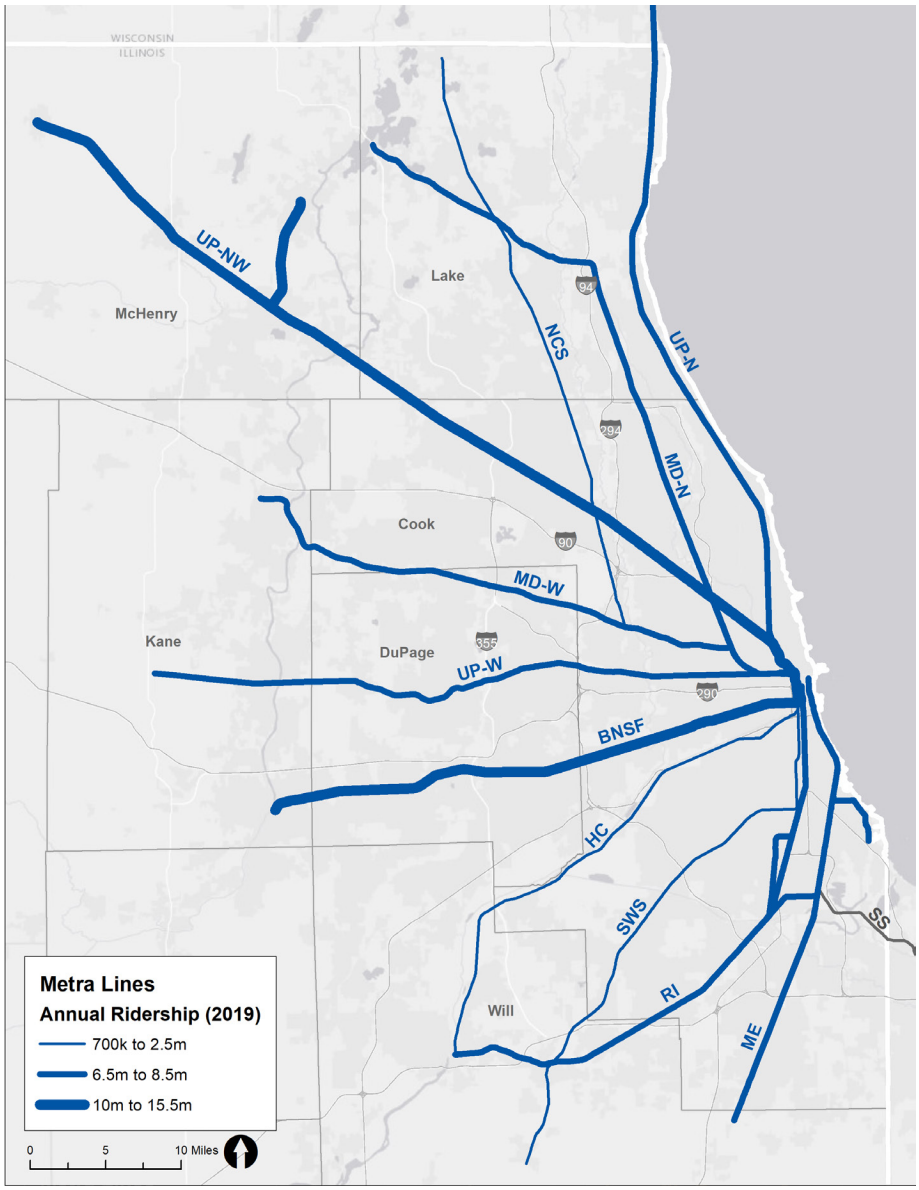


TABLE 2: WEEKDAY RIDERSHIP BY LINE

Line	2018 Boardings
UP-N	31,400
MD-N	23,300
NCS	6,400
UP-NW	37,600
MD-W	20,800
UP-W	28,000
BNSF	54,900
HC	2,700
SWS	8,800
RI	26,300
ME	27,400
System	**267,800**

RIDERSHIP

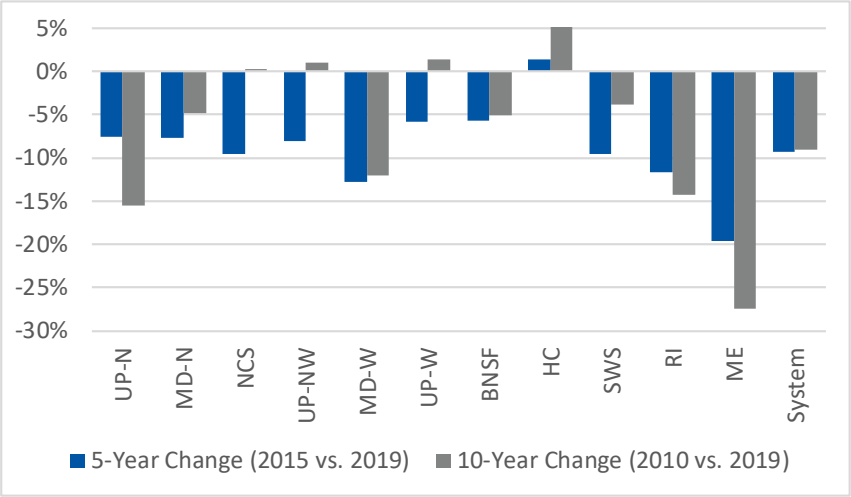
In 2019, Metra riders made 74 million trips within the system. Figure 2 and Table 2 show the ridership variation across the Metra system by line. The BNSF, UP-NW, and UP-N lines attract the most ridership while the limited service HC and NCS have the least.

Ridership change, as shown in Figure 3, has generally trended negatively over the previous five and ten year time horizons with ridership losses accelerating in more recent years. Many factors contribute to recent ridership declines; however, low gas prices, telecommuting, and the continued decentralization of jobs in low-density, suburban environments away from the Metra stations are likely the largest contributors.

Most Metra riders use the system to travel to and from work. Commuters generated 91% of all trips on the system in 2019. While the vast majority travelled to downtown from suburban stations, a small but growing reverse-commute market has been developing in recent years. Reverse commuters are people who travel in the opposite direction of the majority of commuters.

Each line-level chapter explores the latest ridership data for each line and station. While there are broad trends affecting the entire system, each line has different factors affecting both the supply and demand of transit along each corridor.

FIGURE 3: 2019 RIDERSHIP CHANGE BY LINE

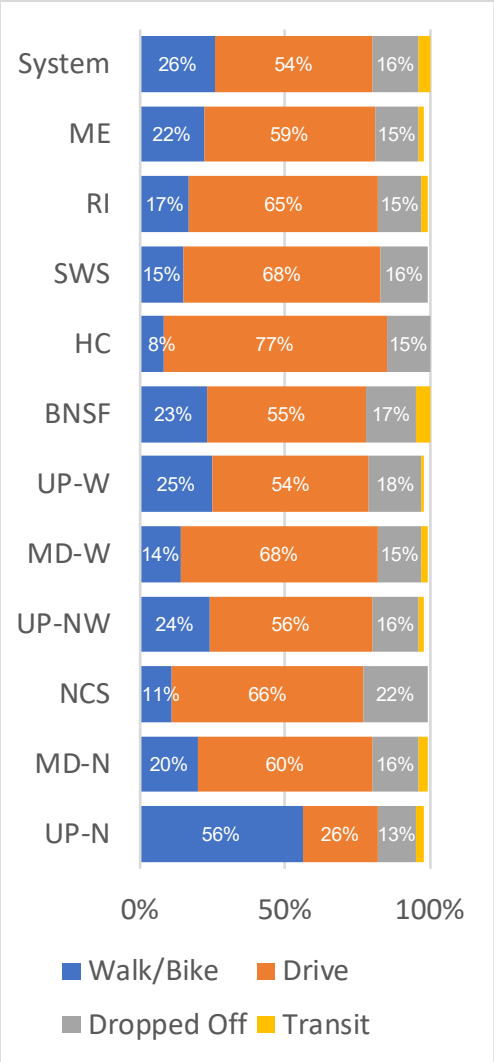


MODE OF ACCESS

Mode of Access refers to the way that Metra riders arrive to the station where they begin each of their trips. Metra gathers information about this by conducting regular surveys of riders. Figure 4 displays the results of Metra's 2019 Survey. Just over half of Metra riders drive or carpool to the station where they begin their trip, 26% walk or bike, 16% are dropped off, 4% take another form of public transportation, while the remaining 1% do something else like taking a taxi. While these numbers are broadly stable across the system, there are a few notable exceptions.

The UP-N has the highest walk and bike access of any line in the system with over half of its riders arriving to the station under their own power. This high walk and bike "mode share," as it is referred to by planners, is largely a product of the street networks, land use, and housing densities surrounding UP-N stations. Conversely, riders taking the NCS or HC drive to their stations in greater proportions than riders of other lines. These lines serve areas that have street networks designed to meet the needs of automobiles and low housing densities near the station. Understanding these trends and discrepancies is important to building stations and services that meet the needs of all Metra riders regardless of how they arrive at their station.

FIGURE 4: MODE OF ACCESS BY LINE



SYSTEM DEMOGRAPHIC PROJECTIONS

Tables 3, 4, and 5 show the population, household, and employment characteristics of each corridor in the Metra system. The underlying data is provided by the Chicago Metropolitan Agency for Planning (CMAP) and is used by an array of planners across agencies to make plans for the decades ahead.

CMAP projects that by 2050 the six-county region that makes up the Metra service area will add 1.68 million new residents, 799,000 new households, and 713,000 new jobs. Understanding where this growth is likely to occur is important as Metra adjusts service plans and programs capital investments.

While the majority of Metra riders use the system to travel between suburban stations and downtown Chicago, there are small but growing intermediate travel and reverse-commute markets that Metra tracks. Intermediate travelers, as shown in Table 8, are those whose destination station is one other than the terminal. Ten percent or more of the travelers taking the UP-N, UP-NW, and MD-NW lines are intermediate travelers. Reverse commuters, shown in Table 9, are those who travel in the opposite, or reverse, direction of the majority of travelers during peak-travel times. For Metra, any rider who is travelling away from downtown Chicago in the morning, or toward it in the evening, is a reverse commuter. The UP-N and MD-N lines serve a plurality of Metra's current reverse-commute market.

TABLE 3: CORRIDOR POPULATION BY LINE

Line	Area Sq. Mi.	Population in Zone			Percent Change	
		2010	2020	2050	2010 vs 2020	2020 vs 2050
UP-N	184.8	1,013,407	1,009,316	1,098,565	0%	9%
MD-N	239.9	668,829	671,371	760,191	0%	13%
NCS	268.9	449,765	446,478	523,159	-1%	17%
UP-NW	786.2	1,205,221	1,273,345	1,483,928	6%	17%
MD-W	359.3	952,868	991,417	1,166,625	4%	18%
UP-W	418.9	789,587	837,238	996,220	6%	19%
BNSF	297.8	1,149,035	1,194,231	1,402,380	4%	17%
HC	317.0	578,388	566,943	737,478	-2%	30%
SWS	428.2	543,382	565,717	687,949	4%	22%
RI	268.9	812,885	781,186	1,001,112	-4%	28%
ME	368	915,885	917,783	1,157,048	0%	26%
System Total	**3,748.0**	**8,523,863**	**8,672,509**	**10,354,840**	**2%**	**19%**

TABLE #4 CORRIDOR HOUSEHOLDS BY LINE

Line	Area Sq. Mi.	Households in Zone			Percent Change	
		2010	2020	2050	2010 vs 2020	2020 vs 2050
UP-N	184.8	441,055	461,685	495,038	5%	7%
MD-N	239.9	235,791	257,067	303,121	9%	18%
NCS	268.9	170,279	175,940	213,320	3%	21%
UP-NW	786.2	478,593	533,885	632,858	12%	19%
MD-W	359.3	327,085	358,530	439,610	10%	23%
UP-W	418.9	283,717	326,824	402,763	15%	23%
BNSF	297.8	387,632	424,621	515,331	10%	21%
HC	317.0	203,940	204,495	281,706	0%	38%
SWS	428.2	183,403	197,833	257,279	8%	30%
RI	268.9	281,723	290,153	394,226	3%	36%
ME	368	361,721	394,988	514,453	9%	30%
System Total	**3,748.0**	**3,100,987**	**3,341,064**	**4,140,227**	**8%**	**24%**

TABLE 5: CORRIDOR EMPLOYMENT BY LINE

Line	Area Sq. Mi.	Employment in Zone			Percent Change	
		2010	2020	2050	2010 vs 2020	2020 vs 2050
UP-N	184.8	494,656	585,674	627,388	18%	7%
MD-N	239.9	387,879	370,803	418,989	-4%	13%
NCS	268.9	278,727	400,238	441,143	44%	10%
UP-NW	786.2	694,409	730,201	820,642	5%	12%
MD-W	359.3	477,081	485,917	571,431	2%	18%
UP-W	418.9	533,736	571,351	640,957	7%	12%
BNSF	297.8	581,587	634,212	727,338	9%	15%
HC	317.0	267,566	305,289	391,136	14%	28%
SWS	428.2	214,047	251,449	304,343	17%	21%
RI	268.9	380,115	296,287	376,292	-22%	27%
ME	368	538,076	553,697	649,881	3%	17%
System Total	**3,748.0**	**4,141,355**	**4,231,961**	**4,945,892**	**2%**	**17%**

The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

Note: Values for population, households, and employment include areas of overlap for each rail line, but do not include areas of overlap for the system totals.

RIDER PROFILE

Figures 5-7 present the characteristics of Metra riders, including line-level statistics for gender, household income, and race. On the next page, Tables 6 and 7 provide system-level statistics for rider ages and trip purposes. These have been aggregated because line-level variation is minimal.

Despite a systemwide average ridership that is 50% male and 50% female, there are some notable variations between lines. The Metra Electric is the "most female" line with 70% of riders identifying as female. The MD-N is the "most male" line in the system with 58% identifying as such.

FIGURE 5: GENDER

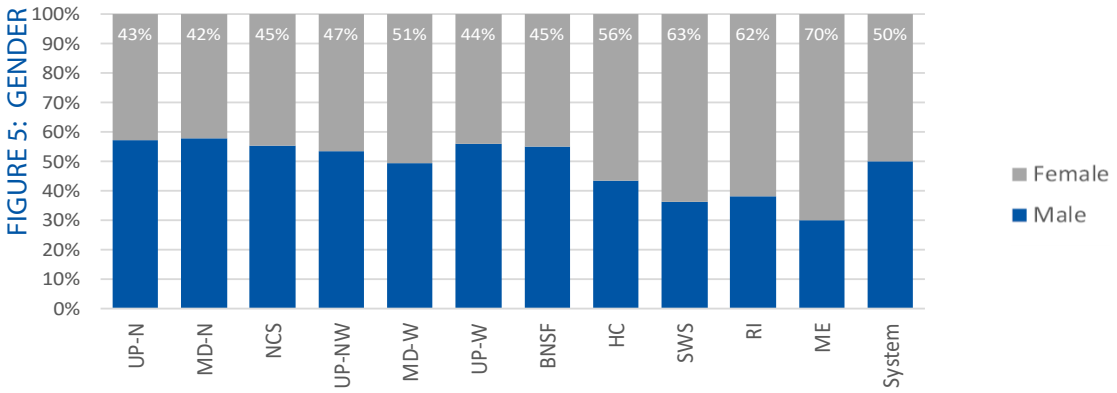


FIGURE 6: HOUSEHOLD INCOME

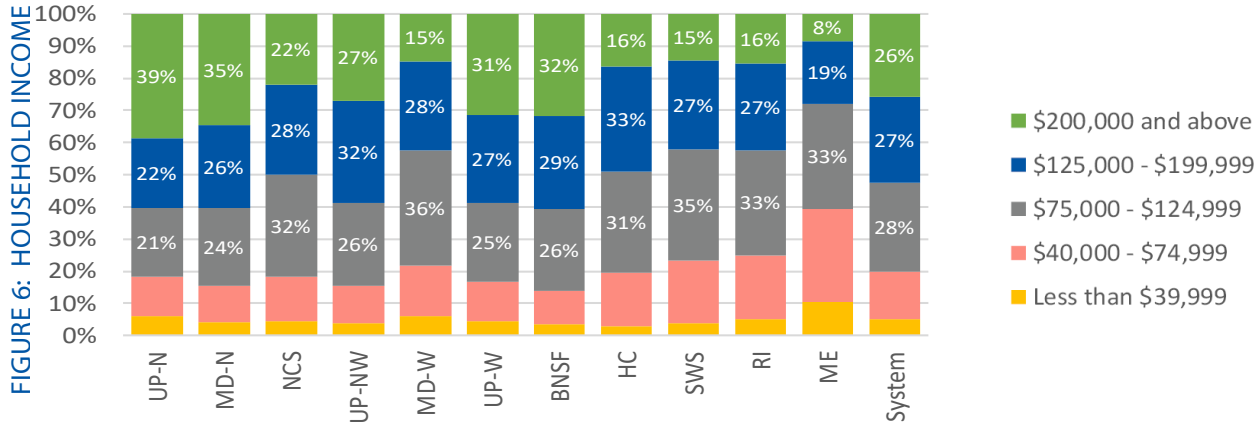
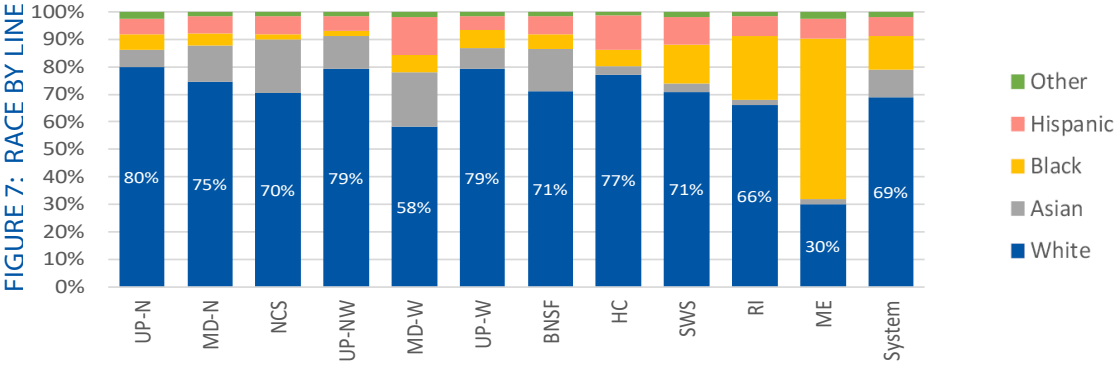


FIGURE 7: RACE BY LINE



Source: Metra, Origin-Destination Survey, Spring 2019

Along with being the "most female" line, the Metra Electric has the greatest proportion of Black riders among lines in the Metra system. Metra tracks each of these demographic factors for a variety of reasons; however, each one is vital for Title VI anlayses and other equity standards that Metra tracks and assesses when making investment and service decisions.

When taken together, each of the metrics on pages 7 and 8 are important to understanding who is riding Metra, how they are riding, and what strategies Metra may be able to use to better serve current riders and attract new ones.

FIGURE 8: INTERMEDIATE TRIPS BY LINE

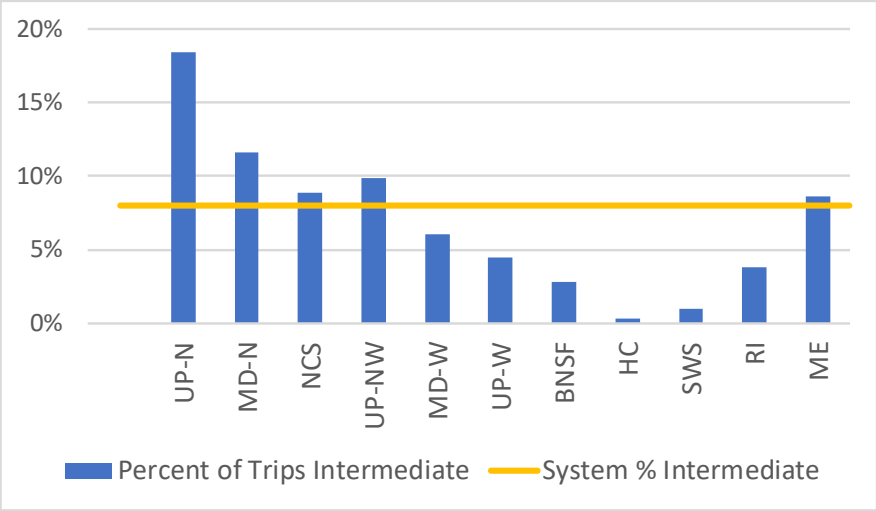
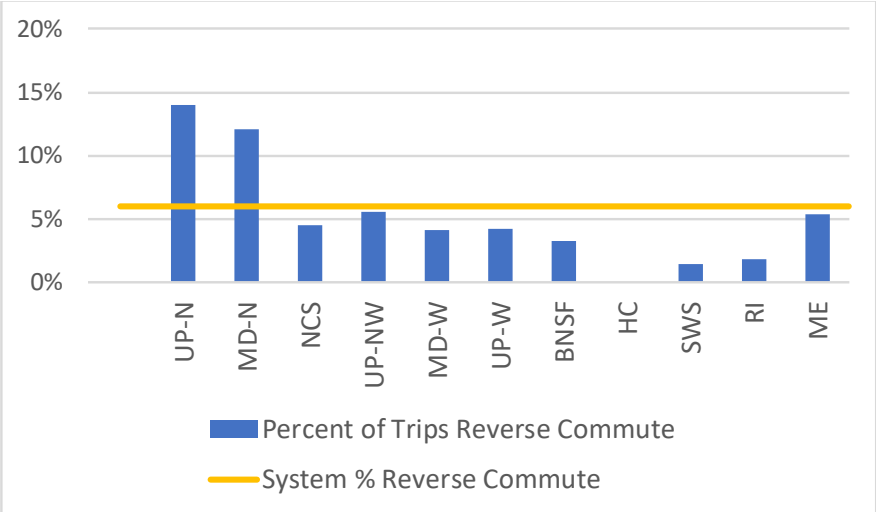


FIGURE 9: REVERSE COMMUTE TRIPS BY LINE



Source: Commuter Rail System Station Boarding/Alighting Counts, Fall 2018

TABLE 6: RIDER AGE

Age Range	System Riders
Under 18	0.7%
18 - 64	94.3%
65 and over	5.0%

TABLE 7: TRIP PURPOSE

Trip Purpose	System Riders
Work-Related	92.3%
Primary or High School	0.5%
College or University	1.9%
Home	1.5%
Other	3.8%

TABLE 8: INTERMEDIATE TRIPS

Line	Daily Intermediate Trips
UP-N	5,800
MD-N	2,700
NCS	600
UP-NW	3,700
MD-W	1,300
UP-W	1,300
BNSF	1,500
HC	0
SWS	100
RI	1,000
ME	2,400
System	20,300

TABLE 9: REVERSE COMMUTE TRIPS

Line	Daily Reverse Commute Trips
UP-N	4,400
MD-N	2,800
NCS	300
UP-NW	2,000
MD-W	900
UP-W	1,200
BNSF	1,800
HC	0
SWS	100
RI	500
ME	1,500
System	15,500

Source: Metra, Origin-Destination Survey, Spring 2018

AGENCY GOVERNANCE

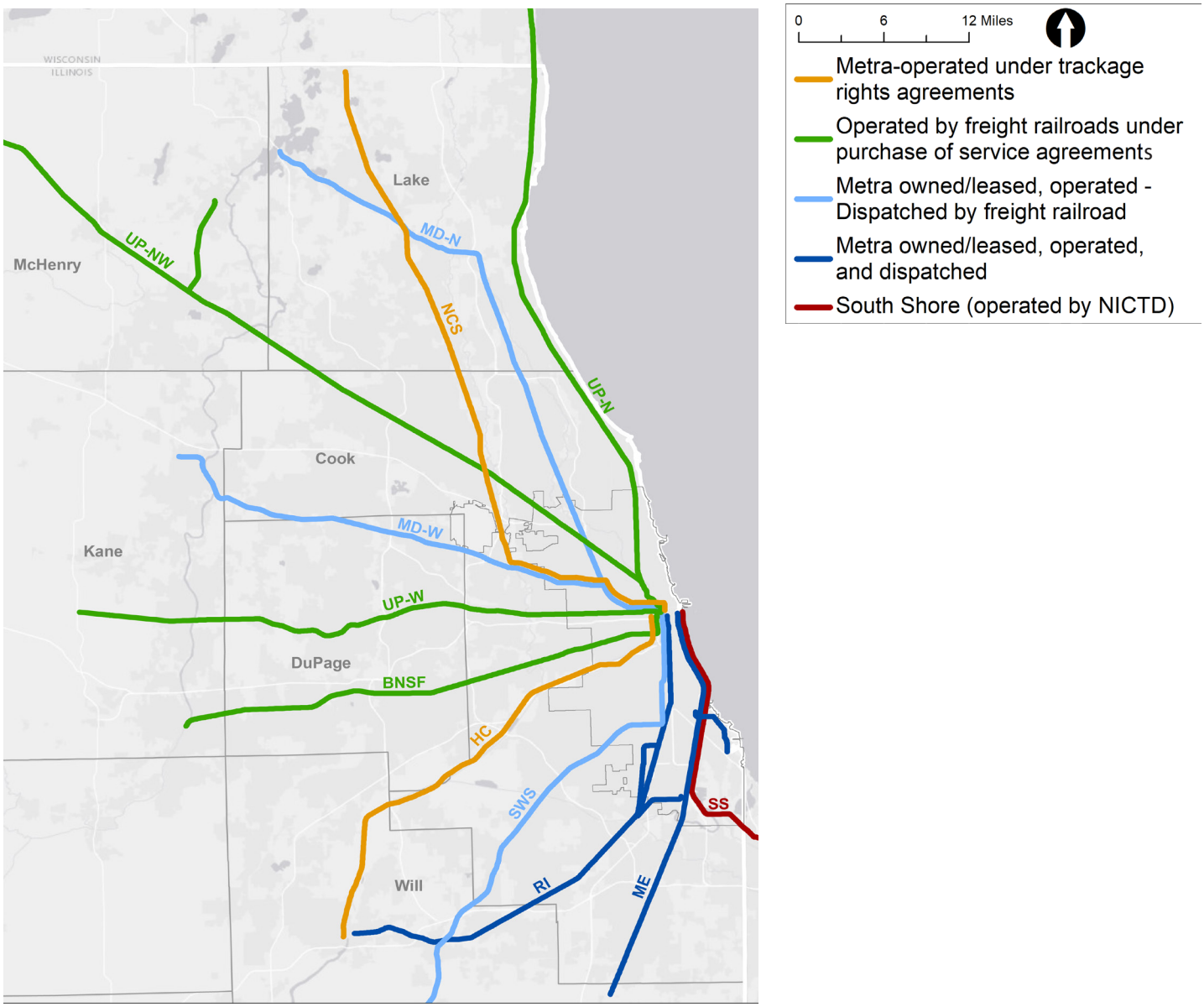
Metra's operations and policies are guided by an 11-member Board of Directors. The Board chairs of the counties of DuPage, Kane, Lake, McHenry and Will each appoint one director. Four additional directors are appointed by the suburban members of the Cook County Board. One director is appointed by the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

The Citizens Advisory Board is made up of 10 representatives from across the Metra service area. It meets quarterly and further advises the Board on the impact of Metra's policies and programs on the communities it serves.

TABLE 10: METRA BOARD OF DIRECTORS APPOINTING AUTHORITY

Appointing Authority	Number of Members
Suburban Cook County Board	4
Cook County President	1
Mayor of Chicago	1
Lake County	1
McHenry County	1
Kane County	1
Will County	1
DuPage County	1
Total Metra Board Members	**11**

FIGURE 10: OWNERSHIP AND OPERATIONS



OWNERSHIP AND OPERATIONS

Metra operates 11 main rail lines radiating from the Chicago CBD throughout Chicago and the six-county area. Figure 10 displays the general ownership and operational arrangement of each of Metra's 11 lines.

Metra passenger service on the BNSF Line and the three UP lines is operated by the employees of each railroad under terms specified by purchase of service agreements (PSAs) with Metra.

The remaining lines are operated directly by Metra employees; however, ownership and dispatch services still vary by line. Metra operates service on two lines, the HC and NCS, via trackage rights agreements with Canadian National (CN). The SWS is operated via a trackage lease agreement with Norfolk Southern.

There are four Metra-owned lines, the MD-N, MD-W, ME, and RI; however, Canadian Pacific is responsible for dispatching trains along most of the route for the MD-N and MD-W lines. Only the ME and RI are fully owned, operated, and dispatched by Metra.

CAPITAL INVESTMENT HISTORY

Table 11 provides a brief overview of Metra's capital investments by line and asset class since the agency was founded in 1984. The values below have been rounded and may not add to the exact system values on the right. Preventative maintenance, new lines, and pending grants are not included.

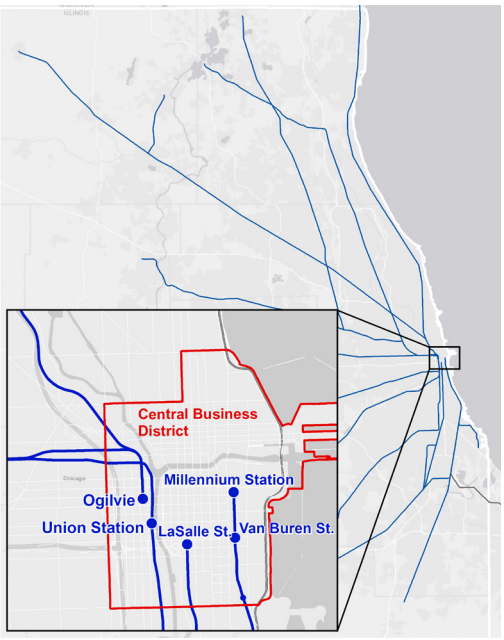
The RI and ME have been the most capital-intensive lines up to this point; however, both are completely owned and operated by Metra and the electrical infrastructure along the ME increases maintenance costs for that particular line. More specific information can be found in each line chapter.

TABLE 11: METRA CAPITAL INVESTMENT HISTORY (IN MILLIONS)

Asset Class	UP-N	MD-N	NCS	UP-NW	MD-W	UP-W	BNSF	HC	SWS	RI	ME	System
Rolling stock	$214	$206	$49	$266	$227	$229	$471	$30	$93	$300	$892	$2,978
Track and structure	$241	$123	$38	$169	$146	$97	$152	$8	$35	$447	$113	$1,567
Signal, electrical, and communications	$81	$121	$121	$99	$145	$100	$121	$26	$42	$108	$228	$1,137
Facilities and equipment	$22	$94	$19	$30	$92	$19	$67	$12	$23	$155	$151	$685
Stations and parking	$135	$74	$10	$147	$67	$147	$74	$11	$33	$182	$234	$1,120
Acquisitions, extensions, and expansions	$3	$2	$233	$6	$56	$119	$8	$1	$152	$2	$17	$603
Support activities	$27	$50	$19	$31	$43	$24	$36	$14	$19	$62	$100	$431
TOTAL	**$721**	**$670**	**$489**	**$748**	**$776**	**$735**	**$929**	**$102**	**$397**	**$1,256**	**$1,735**	**$8,521**
PERCENTAGE	**8.5%**	**7.9%**	**5.7%**	**8.7%**	**9.1%**	**8.6%**	**10.9%**	**1.2%**	**4.6%**	**14.7%**	**20.3%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Central Business District



CBD at a Glance

- 92% of weekday riders travel to the CBD
- Nearly 90,000 travel to downtown stations on a typical weekday
- 85% downtown Metra riders walk to their destination
- 624,080 workers are employed in the CBD
- 113,705 residents live in the CBD
- Union Station is in the midst of the CUS Master Plan to reduce station crowding and boost capacity, among other major improvements
- Van Buren St. Station is undergoing design for major station reconstruction, including the rebuilding of the tunnel, roof, platforms and canopies

Metra

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

TABLE 1: DOWNTOWN STATION RIDERSHIP

Station	Total Alightings	Share of Alightings	AM Boardings	Lines Served
Union Station	55,979	45%	1,542	BNSF, SWS, HC, MD-N, MD-W, NCS
Ogilvie	43,796	35%	1,251	UP-N, UP-NW, UP-W
LaSalle	12,739	10%	96	RI
Millennium	8,755	7%	358	ME, South Shore (NICTD)
Van Buren	3,484	3%	44	ME, South Shore (NICTD)
Total	**124,753**		**3,291**	*Source: Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2018*

ON COVID-19 AND HOW TO USE THIS DOCUMENT

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There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

Overview

Metra's network is laid out in a hub-and-spoke configuration, with 11 lines serving five downtown stations: Chicago Union Station (CUS), Ogilvie Transportation Center (OTC), LaSalle Street Station, Millennium Station and Van Buren Street Station. The system is oriented to serve Metra's principal customer base: suburban residents working in downtown Chicago. The majority of Metra riders alighting at the five CBD stations travel to the area known as the Loop—generally south and east of the Chicago River, north of Ida B Wells Drive and adjacent to Grant Park—in the heart of the CBD. Figure 1 shows the CBD stations and a heat-map of total downtown riders' destinations.

The economy of the Loop and the CBD, as a whole, is vitally important to Metra. Chicago's CBD is the second-largest in the country, after Midtown Manhattan in New York. The district is a major center for financial, legal, government, and corporate services; the headquarters of numerous Fortune 500 companies; and home of many of the region's civic, cultural, and educational institutions.

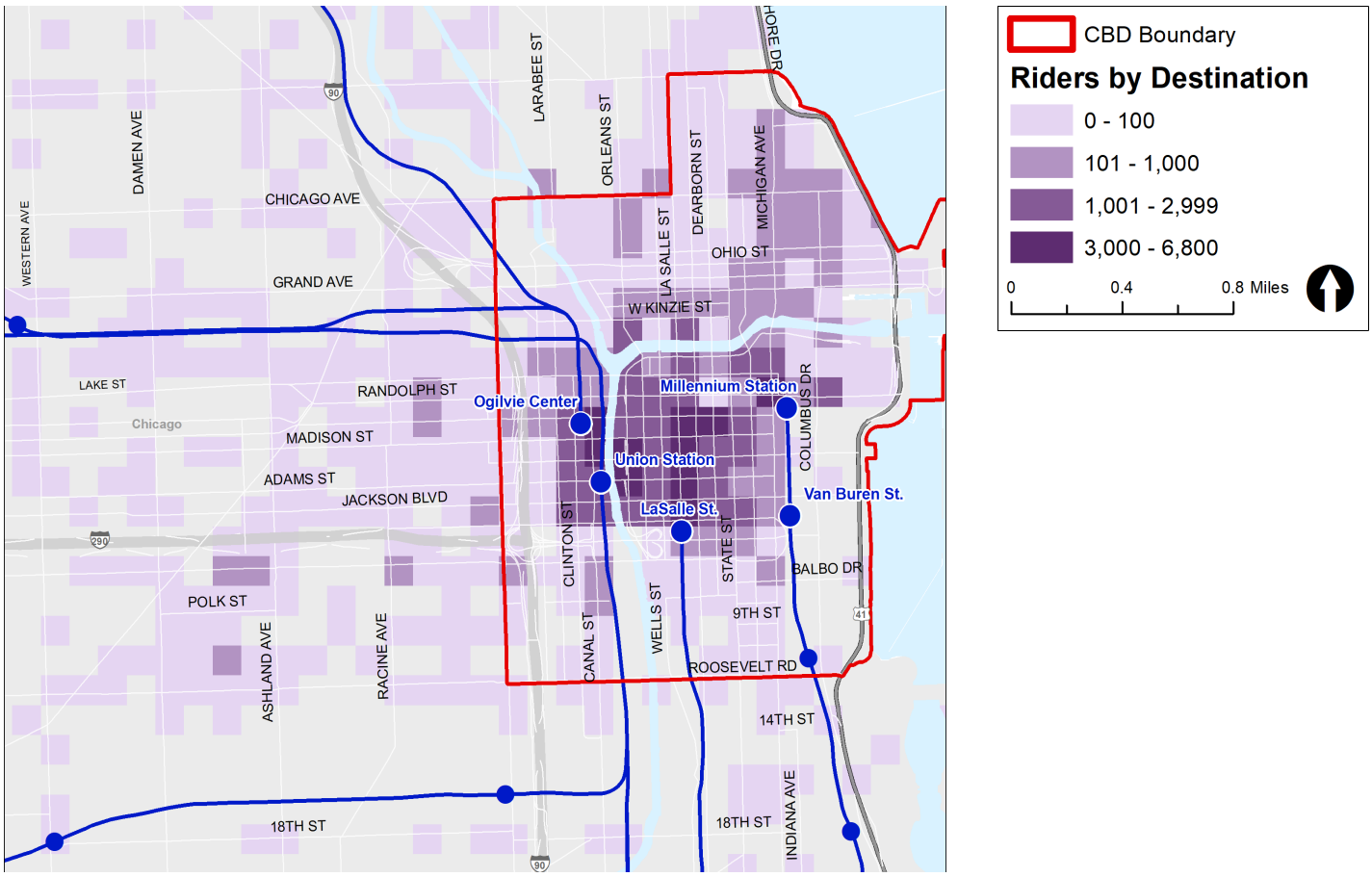
Commute trips represent 92% of Metra rides, and Metra ridership is correlated with employment rates and the general economic health of the region. This relationship is strongest in the downtown market. Despite the historic migration of office growth to the suburbs and the recent recession, Chicago's CBD is

expected to continue adding jobs into the foreseeable future. In recent years, a number of large employers, including Google, McDonald's, Conagra, and Kraft Heinz, have opened headquarters or satellite offices in the CBD, in some cases relocating from the Chicago suburbs. Many of these new offices are in the eastern portion of the West Loop (shown in Figure 1 between Racine Avenue and the Chicago River), a short distance from OTC and Union Station.

As seen in Figure 1, the highest concentration of employment destinations in the CBD for Metra riders is the west portion of the Loop. This area contains the bulk of the Loop's federal government, financial industry, and business services jobs. The next most common CBD destination for Metra riders is immediately west of the river. This area has overtaken the east portion of the Loop in attracting Metra riders. Smaller concentrations of Metra riders travel to areas near North Michigan Avenue and the Northwestern Memorial Hospital complex, and to areas west of the CBD, near the University of Illinois at Chicago (UIC) and the Illinois Medical Center complex.

While Metra's system is oriented to serve its primary market of CBD workers who live outside of the CBD, primarily in suburbs, Metra's system also allows workers living within the city to travel outbound to outlying stations, as seen in Table 1's AM Boardings values.

FIGURE 1: DOWNTOWN RIDER DESTINATIONS



MODE OF EGRESS FROM DOWNTOWN STATIONS

Figure 2 dives into the mode of egress data for each station in more detail. The phrase "mode of egress" refers to the manner in which riders depart their destination station. The overwhelming majority of riders walk from their downtown station to their final destination; however, the mode of choice can vary based upon the distance one needs to travel. 8% of Metra riders transfer to another form of public transportation. In recent years a growing number of Metra riders have taken private shuttle buses to their final destinations. These riders are typically travelling to the Illinois Medical District, Streeterville, and the West Loop. Figures 3 - 7 show the relative quantities and destinations of riders by mode.

CAPITAL PROJECTS AT DOWNTOWN STATIONS

Following are brief descriptions of current and/or upcoming major capital projects at the downtown stations. Note that Ogilvie Transportation Center and LaSalle St. Station do not have any major upcoming capital projects.

Chicago Union Station

The Chicago Union Station Master Plan, completed in 2012, made recommendations to address passenger crowding within the station, ease street-level congestion, and accommodate additional commuter and intercity passenger service (including high-speed rail). Metra, Amtrak, CDOT, and RTA funded designs to carry out elements of the master plan, including: improving station ventilation, renovating concourses and widening platforms, and adding vertical circulation. To assist in funding these improvements, Amtrak selected a master developer to add retail, office, hotel, and

FIGURE 2: MOE FROM DOWNTOWN STATIONS

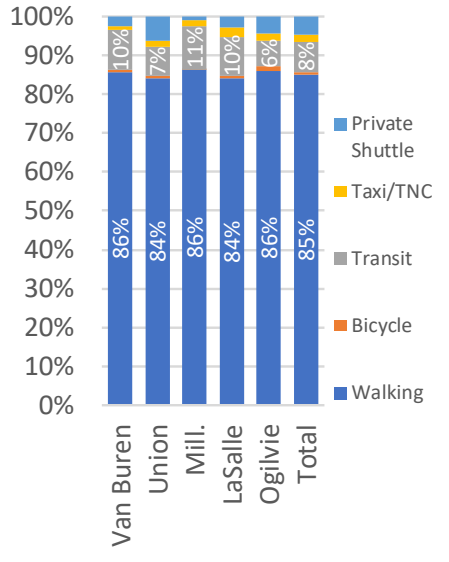
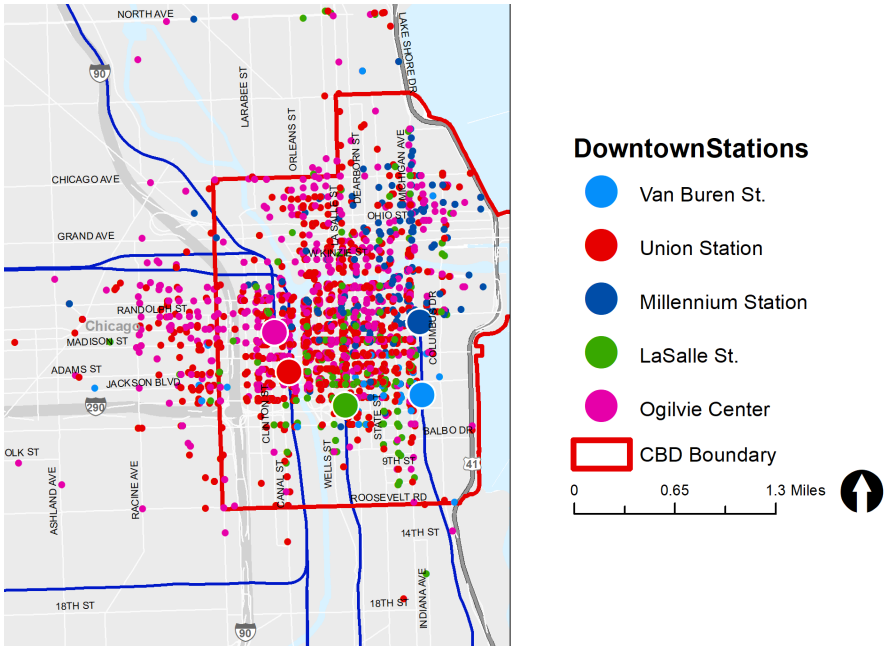


FIGURE 3: WALKING DESTINATIONS



residential space.

Millennium Station

Metra has plans to redesign the entrance serving South Water Street.

FIGURE 4: TRANSIT DESTINATIONS

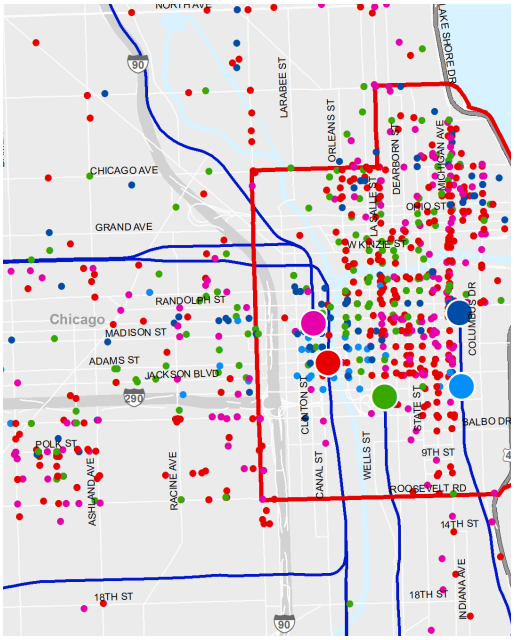


FIGURE 5: BICYCLE DESTINATIONS

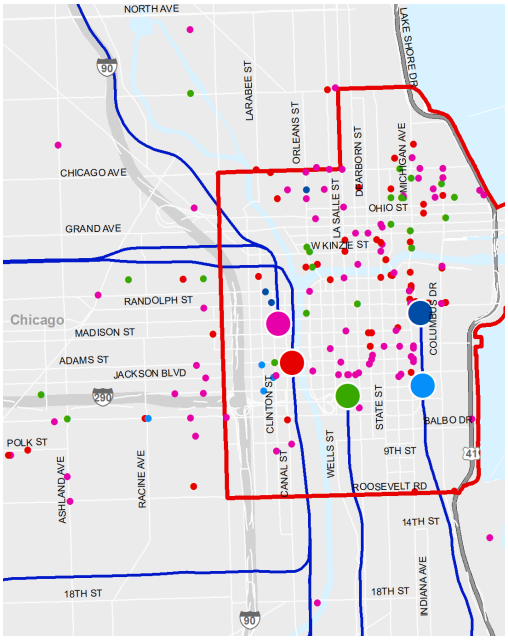


FIGURE 6: TAXI/TNC DESTINATIONS

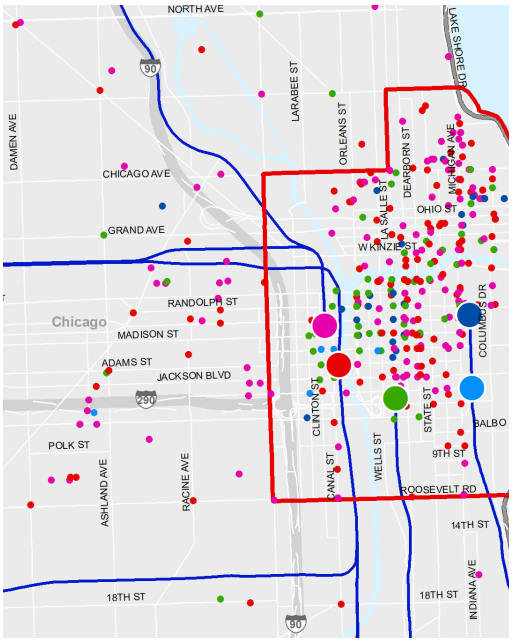
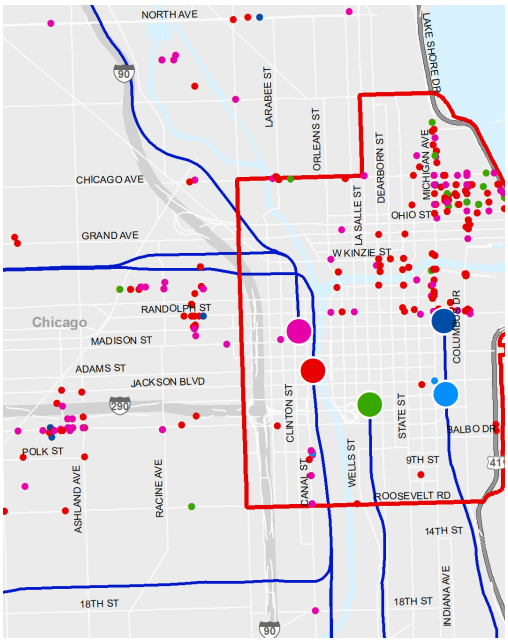
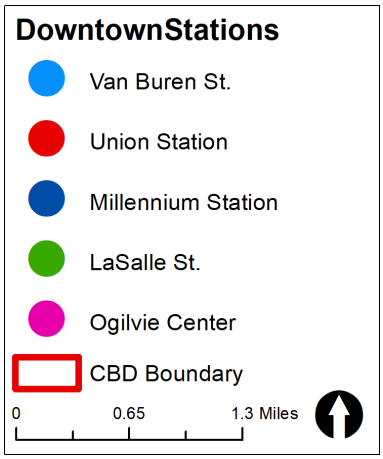


FIGURE 7: PRIVATE SHUTTLE DESTINATIONS





Van Buren St. Station

Van Buren St. Station is undergoing design for complete reconstruction over the next few years. The work will include rebuilding the tunnel and roof inside the historic station. Platforms and canopies will also be reconstructed. This work will be done in conjuntion with a NICTD project that will include extending a platform at the station.

OWNERSHIP & MAINTENANCE OF DOWNTOWN STATIONS

Similar to other components of Metra's system, such as its 11 rail lines and outlying stations, Metra's ownership and maintenance responsibilities vary for its five downtown stations.

Chicago Union Station (CUS)

CUS is owned by Amtrak. Metra's access to CUS is controlled by a lease agreement that governs all operations, use, and fees. A fixed facility agreement between Metra and Amtrak governs Metra-funded capital improvements at CUS.

Ogilvie Transportation Center (OTC)

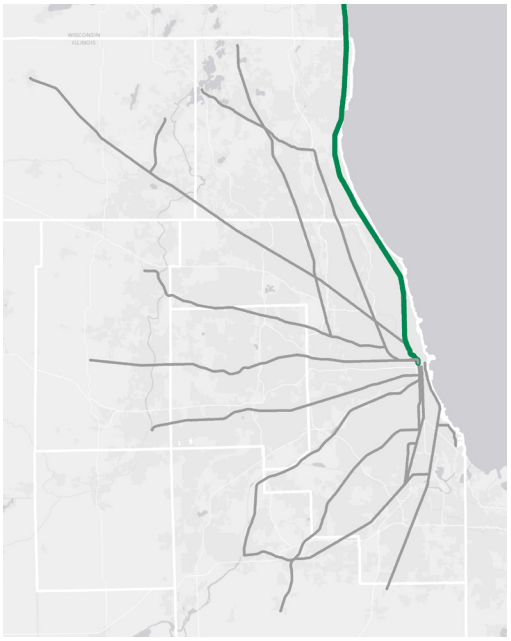
OTC's platform and track area are owned by Metra and operated and maintained by Union Pacific. Metra owns the Suburban Concourse and is responsible for its maintenance.

LaSalle Street Station

LaSalle Street Station is owned, operated, and maintained by Metra.

Millennium Station and Van Buren St. Station

Millennium Station and Van Buren St. Station are owned, operated, and maintained by Metra. Both stations include some elements, such as certain elevators, that are owned by the city of Chicago and can affect other Metra assets. Also, because both of these stations serve South Shore trains as well as Metra trains, Metra uses fixed facility agreements with NICTD to determine which capital improvements are to be paid for by NICTD.

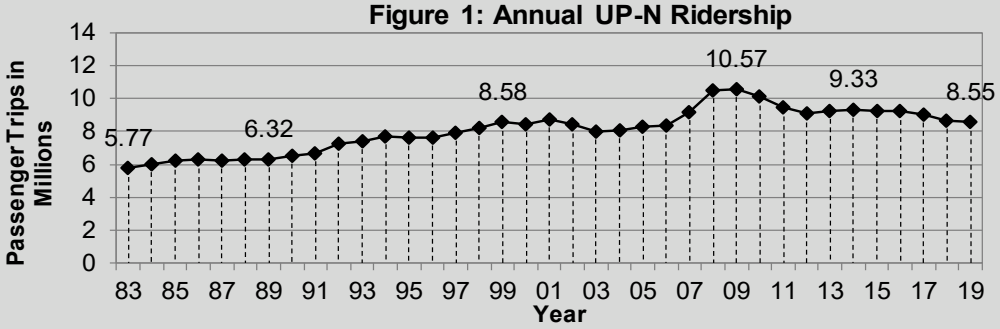


Union Pacific - North Line

Line at a Glance

- Average Trip Length (2019) : 16.8 miles
- Average Fare Paid (2019) : $4.60
- Number of Stations: 26
- Route Length: 51.6 Miles
- Number of Weekday Trains (Dec 2019): 70
- On-Time Performance (2019): 95.3%
- 56% of UP-N riders walk or bike to their boarding station.
- Population growth has been flat along the UP-N since 2010.
- 18% more people work along the UP-N than did in 2010.

Figure 1: Annual UP-N Ridership



The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

Schedules as of Dec 2019

- 25 trains in the AM Peak
- 12 trains in the Midday
- 20 trains in the PM Peak
- 13 trains in the Evening
- 26 trains on Saturdays
- 18 trains on Sundays

- 3rd highest ridership line
- 66% of riders board between Glencoe and OTC
- Largest reverse commute market among Metra lines

- 2nd largest share of male riders (57%)
- Largest share of high-income riders

Chicago to **Kenosha**

Table 1: Metra Capital Investment History	UP-N ($m)	System ($m)
Rolling stock	$214	$2,978
Track and structure	$241	$1,567
Signal, electrical, and communications	$81	$1,137
Facilities and equipment	$22	$685
Stations and parking	$135	$1,120
Acquisitions, extensions, and expansions	$3	$603
Support activities	$27	$431
TOTAL	**$721**	**$8,521**
PERCENTAGE	**8.5%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Table 2: UP-N 2018 Weekday Boardings		
Time of Day	**Inbound**	**Outbound**
AM Peak	11,815	2,176
Midday	1,616	1,416
PM Peak	2,209	10,614
Evening	485	1,060
TOTAL	**16,125**	**15,266**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

In this section

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

UP-N OVERVIEW

The UP-N operates on two tracks adjacent to the Union Pacific–Northwest Line between Ogilvie Transportation Center (OTC) and Clybourn Junction (near Armitage and Ashland in Chicago). From Clybourn north to Kenosha (49 miles), the line is double-tracked, which allows trains to simultaneously operate in both directions. All stations on the line are less than two miles from the lakefront and most have been in the same general location for more than a century. Active commercial centers have developed around many stations.

Consequently, the UP-N weekday schedule has had few changes during its history. In 1986, the North Chicago and Abbott Platform Stations were consolidated at North Chicago. In 2007, more peak-period service was added to accommodate ridership increases, especially among those reverse commuting and those boarding at stations in Evanston and Chicago. Between OTC and Waukegan passenger service is frequent—almost hourly or better on weekdays. Service is less frequent north of Waukegan, where much of the line is adjacent to large swaths of open land. There is little freight service on the UP-N, and essentially none over the 27 miles of track between Clybourn and Lake Bluff Stations. Tables 3 and 4 detail the service, station, and ridership characteristics of the UP-N.

Terms Defined

"Peak-Period Service" refers to trains arriving or departing downtown terminals at times when there is the greatest ridership demand. For Metra, the "AM Peak" starts with the first run of the day and lasts until 9:15am. The "PM Peak" starts at 3:30pm and lasts until 6:45pm.

"Reverse Commuting" refers to riders who regularly travel in the opposite direction of most commuters. For Metra riders, this refers to people who are travelling away from the Loop during the AM Peak and toward the Loop during the PM Peak.

FIGURE 2: METRA STATIONS ON THE UP-N LINE

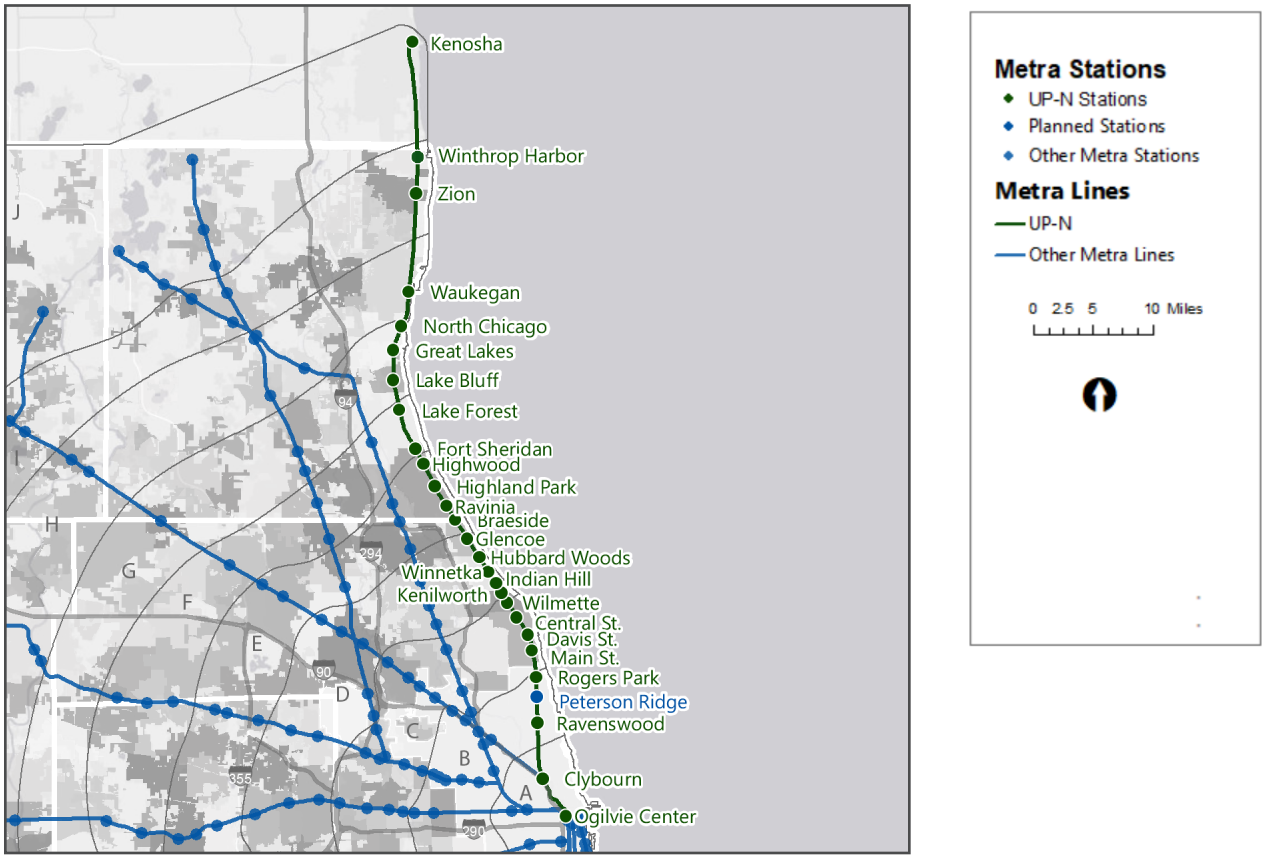


TABLE 3: UP-N STATION CHARACTERISTICS

Station[1]	♿[2]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings				Weekday trains serving each station (Dec 2019)
				Platform	Depot	Parking	1983[3]	2006[4]	2014[4]	2018[4]	
Ogilvie Trans. Center	●	A	0.0	Multiple	Multiple	n/a	8,437	10,935	10,833	12,412	70
Clybourn		A	2.9	UPRR	UPRR	Muni	110	703	906	835	66
Ravenswood		B	6.5	Multiple	Multiple	n/a	307	2,042	2,363	2,630	60
Rogers Park	●	B	9.4	UPRR	UPRR	Muni	464	1,270	1,498	1,393	57
Main St./Evanston	●	C	11.0	UPRR	UPRR	UPRR	481	958	1,093	1,130	55
Davis St./Evanston	●	C	12.0	UPRR	UPRR	Muni	565	1,967	2,070	1,876	66
Central St./Evanston	●	C	13.3	UPRR	Multiple	Muni	771	1,355	1,197	1,346	61
Wilmette	●	C	14.4	UPRR	Multiple	Muni	1,175	1,519	1,120	1,653	59
Kenilworth	●	D	15.2	UPRR	Muni	Muni	444	447	305	501	52
Indian Hill		D	15.8	UPRR	UPRR	Muni	356	393	201	387	51
Winnetka	●	D	16.6	UPRR	Multiple	Muni	673	601	485	754	61
Hubbard Woods		D	17.7	UPRR	Multiple	Muni	511	402	245	396	46
Glencoe	●	D	19.2	UPRR	Multiple	Multiple	748	749	457	732	52
Braeside	○	E	20.5	UPRR	Multiple	Muni	301	361	373	410	51
Ravinia	●	E	21.5	UPRR	Multiple	Muni	366	348	238	326	49
Highland Park	●	E	23.0	UPRR	Multiple	Multiple	970	1,173	875	1,005	58
Highwood	●	E	24.5	UPRR	Multiple	Multiple	230	318	314	242	44
Ft. Sheridan	●	F	25.7	UPRR	Multiple	Multiple	311	310	266	259	47
Lake Forest	●	F	28.3	UPRR	Muni	Muni	644	784	727	747	51
Lake Bluff	●	G	30.2	UPRR	Multiple	Muni	307	547	626	647	51
Great Lakes	●	G	32.0	Metra	Multiple	Metra	76	322	264	262	46
North Chicago	●	G	33.7	UPRR	Multiple	Muni	175	206	232	170	50
Waukegan	●	H	35.9	UPRR	Multiple	Multiple	553	1,169	910	764	53
Zion	●	I	42.1	UPRR	Multiple	Multiple	81	164	155	110	18
Winthrop Harbor	●	I	44.5	UPRR	Multiple	Muni	21	80	70	59	18
Kenosha	●	K	51.5	UPRR	Muni	Muni	142	461	358	345	18
TOTAL UP-N							19,219	29,584	28,181	31,391	70

[1] Ravinia Park station is not shown; this station is open during Ravinia Festival's summer outdoor concert season only.

[2] Accessibility information is displayed using a three dot system. A complete dot means the station is fully accessible. No dot means that the station is inaccessible. A hollow dot means the station is partially accessible. Customers who use wheelchairs at partially accessible stations will be able to access train platforms from the street. However, ramps, ticket windows, buildings and shelters may not fully conform to ADA guidelines.

[3] Metra 1983 Boarding/Alighting Counts. Total includes 14 boardings from Abbott Platform Station, which closed in 1986.

[4] Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2006, Spring 2014, and Fall 2018.

Note: The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

TABLE 4: 2019 MODE OF ACCESS AND 2018 COMMUTER PARKING AT UP-N METRA STATIONS

Station Name	Mode of Access (2019)					Station Parking (2019)		
	Walk/Bike	Drive[2]	Dropped Off[3]	Transit	Other	Capacity	Effective Use[4]	Observed Use[5]
Ogilvie Trans. Center[1]	47%	4%	8%	30%	11%	0	n/a	n/a
Clybourn[6]	53%	7%	12%	19%	9%	29	79%	79%
Ravenswood	76%	5%	9%	7%	3%	0	n/a	n/a
Rogers Park	70%	17%	8%	3%	1%	143	81%	81%
Main St./Evanston	73%	18%	7%	1%	0%	89	85%	85%
Davis St./Evanston	63%	18%	11%	7%	1%	65	100%	100%
Central St./Evanston	63%	24%	10%	2%	1%	325	94%	71%
Wilmette	41%	41%	15%	1%	1%	397	98%	98%
Kenilworth	72%	20%	8%	0%	1%	103	100%	71%
Indian Hill	70%	26%	4%	0%	0%	99	100%	95%
Winnetka	47%	35%	17%	1%	0%	258	97%	87%
Hubbard Woods	75%	16%	8%	0%	1%	167	100%	63%
Glencoe	38%	45%	16%	0%	0%	426	100%	77%
Braeside	36%	49%	14%	0%	1%	147	85%	85%
Ravinia	60%	31%	8%	1%	0%	78	100%	63%
Highland Park	29%	56%	13%	1%	0%	570	66%	64%
Highwood	58%	14%	22%	5%	1%	128	51%	51%
Ft. Sheridan	22%	48%	27%	1%	2%	362	38%	35%
Lake Forest	27%	51%	20%	1%	1%	796	83%	79%
Lake Bluff	30%	48%	22%	1%	0%	233	87%	56%
Great Lakes	13%	38%	38%	8%	3%	152	35%	35%
North Chicago	39%	31%	19%	6%	6%	52	24%	24%
Waukegan	9%	45%	32%	8%	5%	447	46%	46%
Zion	14%	59%	22%	0%	5%	102	46%	46%
Winthrop Harbor	7%	58%	35%	0%	0%	61	28%	28%
Kenosha	17%	43%	34%	0%	7%	409	72%	57%
TOTAL UP-N[7]	**56%**	**26%**	**13%**	**3%**	**2%**	**5,609**	**74%**	**65%**
SYSTEM TOTAL	**26%**	**54%**	**16%**	**4%**	**1%**			

[1] Includes riders boarding on all Metra lines departing from station
[2] Includes carpool drivers
[3] Includes carpool passengers
[4] Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey
[5] Observed use: spaces physically occupied during parking survey
[6] Parking area at this station serves UP-N and UP-NW Lines
[7] Line total does not include downtown terminal

Sources: Metra, Origin-Destination Survey, Fall 2019; Metra Station and Parking Capacity and Use Survey, 2019

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PRESENT AND FUTURE DEMAND

In 2018, nearly 32,000 boardings took place each weekday on the UP-N, with 71% of boardings occurring on peak-period, peak-direction trains. At UP-N stations, ridership has increased 64% since 1983 but has fallen off recent ridership highs (see Table 1). Growth has been most dramatic at stations on Chicago's north side and in Evanston, where boardings increased an average of 255% since 1983. Figure 4 shows the origins of UP-N riders who board at stations outside of Chicago's Central Business District (CBD). Overall passenger trips on the UP-N totaled 8.55 million in 2019.

Approximately 5,400 parking spaces serve UP-N riders, as shown in Table 4. According to parking counts conducted in 2018, the effective rate of parking space utilization at all stations on the line averages 77%. At 11 stations (all in Cook County), effective parking utilization exceeds 85%. This indicates a demand for increased parking on the Cook County portion of the line, since Metra considers lots over 85% occupied to be approaching full capacity.

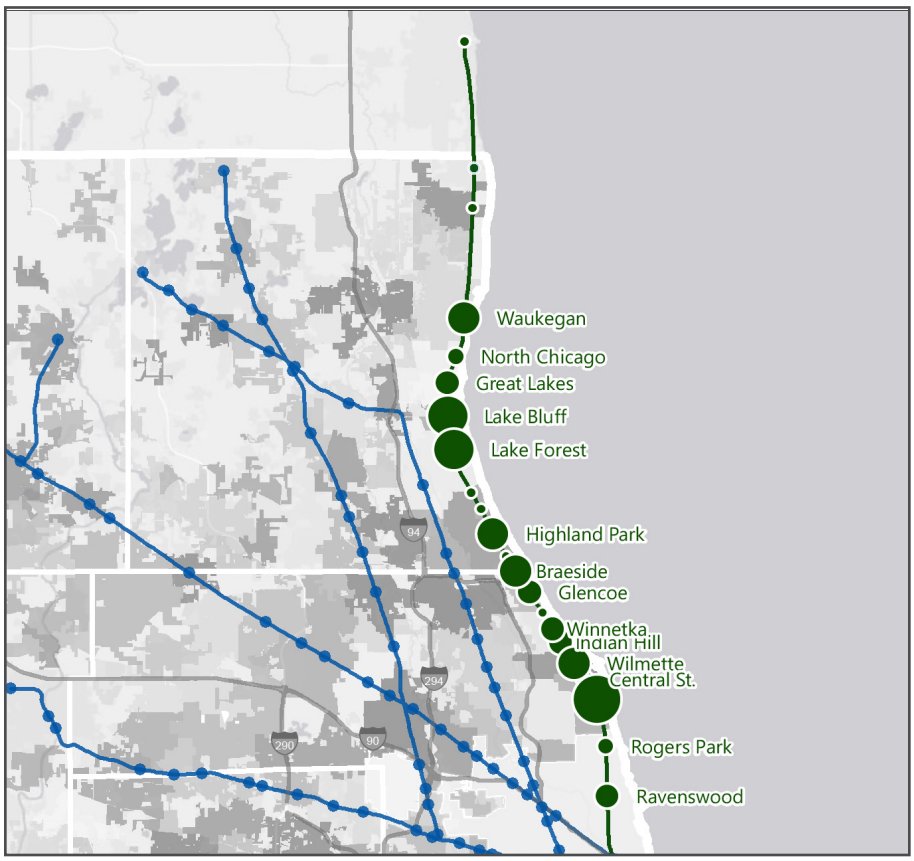
Demographic forecasts anticipate continued growth in population and employment along the UP-N, as shown in Tables 5, 6, and 7, suggesting that demand for commuter rail service in the corridor will continue to rise. The Chicago Metropolitan Agency for Planning (CMAP) forecasts that the

Terms Defined

"Peak-Direction Trains" are those that travel in the direction with the most demand from riders. During the "AM Peak," trains travelling toward the Loop are "Peak-Direction" while trains travelling away from the Loop are "Peak-Direction" during the "PM Peak."

"Effective Parking Utilization" is calculated by assuming that all parking pass holders will need a parking space at the same time. This ensures that there is always a space for those who hold a parking pass.

FIGURE 3: NON-DOWNTOWN DESTINATIONS DURING AM PEAK



Note: Only stations with alightings greater than 50 are labeled.

UP-N corridor will attract 89,000 new residents between 2020 and 2050, a 9% increase. Employment growth has been and will be a significant factor stimulating ridership growth within the UP-N Corridor. The number of jobs increased by 18% in the past decade and will grow a further 7% through 2050.

REVERSE-COMMUTE AND NON-DOWNTOWN MARKETS

Although Metra's primary market has been commuters who follow the traditional suburb-to-Central Business District trip pattern, in recent years Metra has seen a growing demand for city-to-suburb, reverse-commute options (Metra's primary commuter market is discussed in the Central Business District Market chapter). The UP-N carries a substantial share of Metra's reverse commuters. Fifteen percent of UP-N boardings during the AM Peak are in the reverse (outbound) direction, the highest percentage of any line in the Metra system and well above the system average of 6.2%. Nearly 85% of these outbound boardings take place at the four stations in Chicago, from OTC to Rogers Park. Ravenswood is Metra's busiest reverse-commute station outside downtown. During the AM Peak, 688 riders at this station board outbound trains—more than the total number of boardings in either direction at 187 of Metra's 242 stations.

Dense development along the UP-N in Chicago and the lakefront suburbs to the north, has created heavy demand for travel to outlying UP-N stations. Figure 3 shows the non-downtown destinations for morning commuters on the UP-N. The proximity of stations to residences, employment centers, and cultural attractions makes it possible for many UP-N riders to walk to and from stations at both ends of their trip. In fact, the UP-N Line has the highest walk and bike mode of access of any Metra line, well above the system average (see Table 4).

Many riders utilize stations in suburban downtowns along the UP-N to reach nearby jobs. For example, at the Davis Street Station in Evanston, which serves the downtown Evanston business district and Northwestern University, approximately 649 riders — or about 40% of the station's users during the AM Peak—alight rather than board. At the Lake Forest and Braeside stations, bus routes that are part of the Shuttle Bug service connect Metra riders with employers at nearby corporate campuses.

Ravinia Park is an important non-downtown destination on the UP-N and the Ravinia Festival seasonal station, adjacent to the Park's front gate, is only served during the summer concert season when Metra runs additional trains and offers a special discounted round-trip pass for riders traveling to the venue.

Trends suggest that travel to outlying stations, including reverse-commute travel, will increase on the UP-N corridor. The planned Peterson Ridge Station, mentioned below, will accommodate some of this growth. Significant employment growth is projected by 2050 in marketsheds from Kenilworth to Lake Forest, and in the Zion and Winthrop Harbor marketsheds (see Table

Terms Defined

"Mode of Access" refers to the way that riders travel to a station prior to boarding their train (e.g. on foot, by car, as a member of a carpool). See Table 4 for more detailed information.

"Alighting Riders" are those who get off the train. They are the opposite of a "boarding rider."

7). Such suburban employment growth, accompanied by an increase in population and households in the city and inner suburbs (as shown in Tables 5 and 6), has been linked to increased demand for reverse-commute travel.

MAJOR CAPITAL PROJECTS ALONG THE UP-N

Since 1985, Metra has invested $721 million (in year of expenditure dollars) in improvements to the UP-N corridor, as shown in Table1. Metra has made improvements at nearly all UP-N stations since 1985.

FIGURE 4 ORIGINS OF RIDERS USING NON-CBD UP-N STATIONS

TABLE 5: UP-N CORRIDOR POPULATION

Station	Fare Zone	Area Sq. Mi.	Population in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Ogilvie Trans. Center, Clybourn	A	12.6	225,536	258,735	266,025	15%	3%
Ravenswood, Rogers Park	B	18.3	377,486	357,564	371,486	-5%	4%
Main St., Davis St., Central St., Wilmette	C	16.4	113,367	108,200	119,336	-5%	10%
Kenilworth, Indian Hill, Winnetka, Hubbard Woods, Glencoe	D	14.2	40,710	41,254	48,723	1%	18%
Braeside, Ravinia, Highland Park, Highwood	E	14.3	32,905	33,240	38,627	1%	16%
Fort Sheridan, Lake Forest	F	11.4	15,773	14,897	17,312	-6%	16%
Lake Bluff, Great Lakes, N. Chicago	G	25.1	66,350	51,895	65,024	-22%	25%
Waukegan	H	26.1	86,140	87,112	102,642	1%	18%
Zion, Winthrop Harbor	I	46.4	55,140	56,419	69,390	2%	23%
Kenosha[1]	J	-	-	-	-	-	-
UP-N TOTAL		**184.8**	**1,013,407**	**1,009,316**	**1,098,565**	**0%**	**9%**
REGION TOTAL		3,748.0	8,523,863	8,672,509	10,354,840	2%	19%

TABLE 6: UP-N CORRIDOR HOUSEHOLDS

Station	Fare Zone	Area Sq. Mi.	Households in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Ogilvie Trans. Center, Clybourn	A	12.6	120,330	141,017	137,988	17%	-2%
Ravenswood, Rogers Park	B	18.3	171,458	171,661	174,399	0%	2%
Main St., Davis St., Central St., Wilmette	C	16.4	47,706	45,875	52,481	-4%	14%
Kenilworth, Indian Hill, Winnetka, Hubbard Woods, Glencoe	D	14.2	14,240	15,084	19,401	6%	29%
Braeside, Ravinia, Highland Park, Highwood	E	14.3	12,414	13,348	16,750	8%	25%
Fort Sheridan, Lake Forest	F	11.4	5,705	6,090	7,538	7%	24%
Lake Bluff, Great Lakes, N. Chicago	G	25.1	21,796	18,206	23,725	-16%	30%
Waukegan	H	26.1	28,461	29,881	36,212	5%	21%
Zion, Winthrop Harbor	I	46.4	18,945	20,523	26,544	8%	29%
Kenosha[1]	J	-	-	-	-	-	-
UP-N TOTAL		**184.8**	**441,055**	**461,685**	**495,038**	**5%**	**7%**
REGION TOTAL		3,748.0	3,100,987	3,341,064	4,140,227	8%	24%

TABLE 7: UP-N CORRIDOR EMPLOYMENT

Station	Fare Zone	Area Sq. Mi.	Employment in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Ogilvie Trans. Center, Clybourn	A	12.6	189,748	274,098	280,712	44%	2%
Ravenswood, Rogers Park	B	18.3	94,381	94,964	100,518	1%	6%
Main St., Davis St., Central St., Wilmette	C	16.4	59,666	74,148	79,287	24%	7%
Kenilworth, Indian Hill, Winnetka, Hubbard Woods, Glencoe	D	14.2	19,028	18,336	21,236	-4%	16%
Braeside, Ravinia, Highland Park, Highwood	E	14.3	33,055	28,942	31,534	-12%	9%
Fort Sheridan, Lake Forest	F	11.4	14,694	11,699	12,899	-20%	10%
Lake Bluff, Great Lakes, N. Chicago	G	25.1	38,472	44,970	51,982	17%	16%
Waukegan	H	26.1	34,501	27,178	34,134	-21%	26%
Zion, Winthrop Harbor	I	46.4	11,111	11,339	15,086	2%	33%
Kenosha[1]	J	-	-	-	-	-	-
UP-N TOTAL		**184.8**	**494,656**	**585,674**	**627,388**	**18%**	**7%**
REGION TOTAL		3,748.0	4,141,355	4,231,961	4,945,892	2%	17%

[1] Station is not located in Illinois and marketshed data is not available

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Currently, a major project to replace 22 aging UP-N bridges is underway, funded in part by an American Recovery and Reinvestment Act (ARRA) award. These bridges, on Chicago's north side, are more than a century old and can no longer be economically repaired and maintained. As part of the project, the Ravenswood Station—the busiest outlying station on the UP-N Line—is being reconstructed, expanded, and made accessible to riders with disabilities. Construction is taking place in stages. During the first stage (2010–2020), the bridges carrying UP-N tracks over 11 streets, from Balmoral to Grace, are being rebuilt, and the Ravenswood station is being replaced. A phased approach is necessary to keep two tracks in operation throughout the project (to maintain regular UP-N service). First, the bridges and the portion of the Ravenswood station on the west/outbound side of the right-of-way were replaced. Work on the bridges and station on the opposite side started in 2017. An intermediate stage was completed in 2019, three bridges at the south end of the project area underwent construction including two rehabilitations and one fill-in. In the second stage, bridges over 11 additional streets, from Cornelia to Fullerton, will be replaced. Metra will soon begin the design process for this final stage.

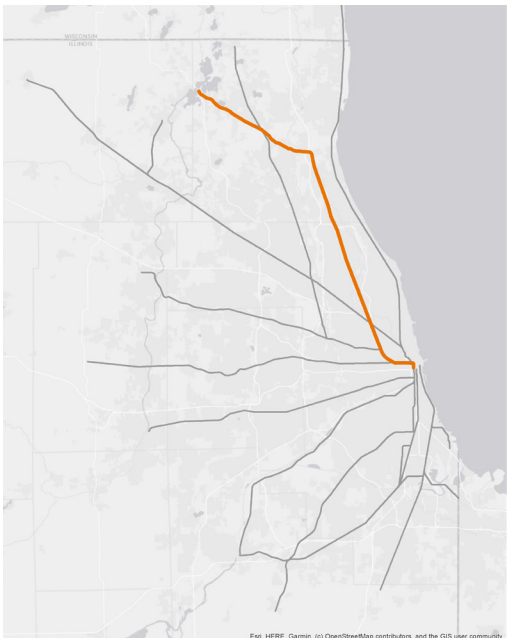
A new station on the UP-N Line at Peterson Avenue, between the Edgewater and West Ridge neighborhoods in the city of Chicago, has been designed and construction is slated for 2020 - 2021.

UP-N ACCESSIBILITY IMPROVEMENTS

Most UP-N stations now comply with the accessibility requirements of the Americans with Disabilities Act (ADA), and approximately 86% of UP-N weekday boardings take place at these accessible stations. Metra's station compliance program started with designating eight of the busiest UP-N stations, including OTC in downtown Chicago, as "key stations", all of which were made fully accessible by 2004. Since 1985, Metra has completed access improvements at a number of non-downtown UP-N stations, and 20 outlying UP-N stations are fully accessible to riders with disabilities. Metra will bring the remaining stations into full ADA compliance as they are rehabilitated. A summary of station accessibility information is available in Table 3.

TABLE 8: MAJOR TRIP GENERATORS ACCESSIBLE ALONG THE UP-N CORRIDOR

Generator Type	Name	Comments	Municipality
Colleges and Universities	Loyola University Chicago	Main residential campus in Rogers Park	Chicago
	Northwestern University	Main residential campus	Evanston
Culture and Entertainment	Wrigley Field	Chicago Cubs' historic ballpark; cap. 41,000	Chicago
	Chicago Botanic Garden	> 1M visitors/year	Glencoe
	Ravinia Festival	Outdoor concert venue	Highland Park
	Six Flags Great America	Theme park with rides, shows, and other attractions	Gurnee
	Illinois Beach State Park		Zion
	Downtown Kenosha Museums	Civil War Museum, Dinosaur Discovery Museum, Kenosha Public Museum	Kenosha, WI
Government	Naval Station Great Lakes	Home of US Navy boot camp; 40K recruits/year	North Chicago

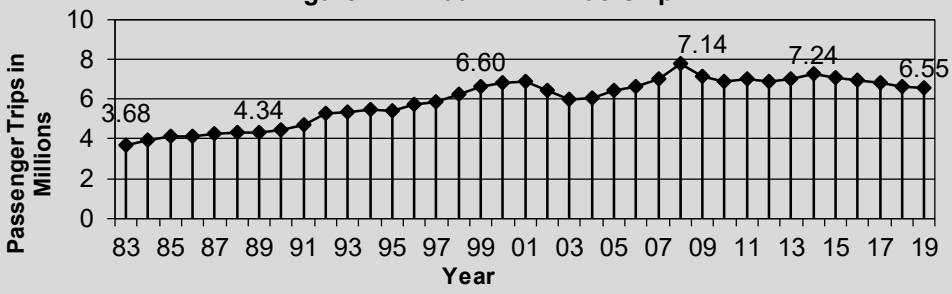


Milwaukee District - North

Line at a Glance

- Average Trip Length (2019) : 22.8 miles
- Average Fare Paid (2019) : $5.16
- Number of Stations: 22
- Route Length: 49.5 miles
- Number of Weekday Trains (Dec 2019): 63
- On-Time Performance (2019): 91.9%
- 60% of MD-N riders drive to their boarding station.
- Population growth has been flat on the MD-N since 2010.
- 4% fewer people work along the MD-N than did in 2010.

Figure 1: Annual MD-N Ridership



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Schedules as of Dec 2019

- 19 trains in the AM Peak
- 13 trains in the Midday
- 20 trains in the PM Peak
- 11 trains in the Evening
- 20 trains on Saturdays
- 18 trains on Sundays

- 7th highest ridership
- Lake Cook Road is the highest reverse commute station in the system

- Most male line (58%) in the system
- 2nd highest income ridership in the system

Chicago to Fox Lake

Table 1: Metra Capital Investment History	MD-N ($m)	System ($m)
Rolling stock	$206	$2,978
Track and structure	$123	$1,567
Signal, electrical, and communications	$121	$1,137
Facilities and equipment	$94	$685
Stations and parking	$74	$1,120
Acquisitions, extensions, and expansions	$2	$603
Support activities	$50	$431
TOTAL	**$670**	**$8,521**
PERCENTAGE	**7.9%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Table 2: MD-N 2018 Weekday Boardings		
Time of Day	**Inbound**	**Outbound**
AM Peak	8,469	1,307
Midday	1,464	910
PM Peak	1,524	8,398
Evening	232	1,032
TOTAL	**11,689**	**11,647**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

In this section

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

MD-N OVERVIEW

Metra's Milwaukee District-North (MD-N) Line extends 49.5 miles north-northwest from Chicago's Union Station (CUS or "Union Station") to Fox Lake. The MD-N Line provides service to 20 intermediate stations between CUS and Fox Lake with service to the northwest side of Chicago, northern Cook County, and Lake County. In 2019, passenger trips on the MD-N totaled 6.55 million, ranking seventh among the eleven Metra lines.

Both the Milwaukee District–North and Milwaukee District–West (MD-W) Lines are operated and maintained by Metra employees. Trains on both lines are dispatched from Minneapolis by Canadian Pacific (CP), which operates

freight service over Metra-owned Milwaukee District tracks. The main line segment of the MD-N (from CUS to Rondout Junction) carries Amtrak's Hiawatha and Empire Builder trains.

The MD-N has three distinct segments: a triple-track main line from CUS to the A-5 junction, a double-track main line north from A-5 to Rondout Junction, and a single-track branch line (the Fox Lake Subdivision) northwest from Rondout to Fox Lake.

Service levels are higher on the double-track main line than the single-track Fox Lake branch. The variety of train operations on the main line, as well as limited crossovers and lack of a second track on the branch, preclude the maximization of reverse-commute service and additional recycling of trains for peak-period trips. See Table 3 for more station-level details.

PRESENT AND FUTURE DEMAND

Due to substantial increases in population along the MD-N corridor, demand for commuter rail service is expected to grow. Figure 4 shows the origins of MD-N riders using stations outside the Central Business District (CBD).

According to the 2018 Metra Boarding and Alighting Count, the MD-N had over 23,000 boardings, with 72% of boardings on peak period, peak-direction

FIGURE 2: METRA STATIONS ON THE MD-N LINE

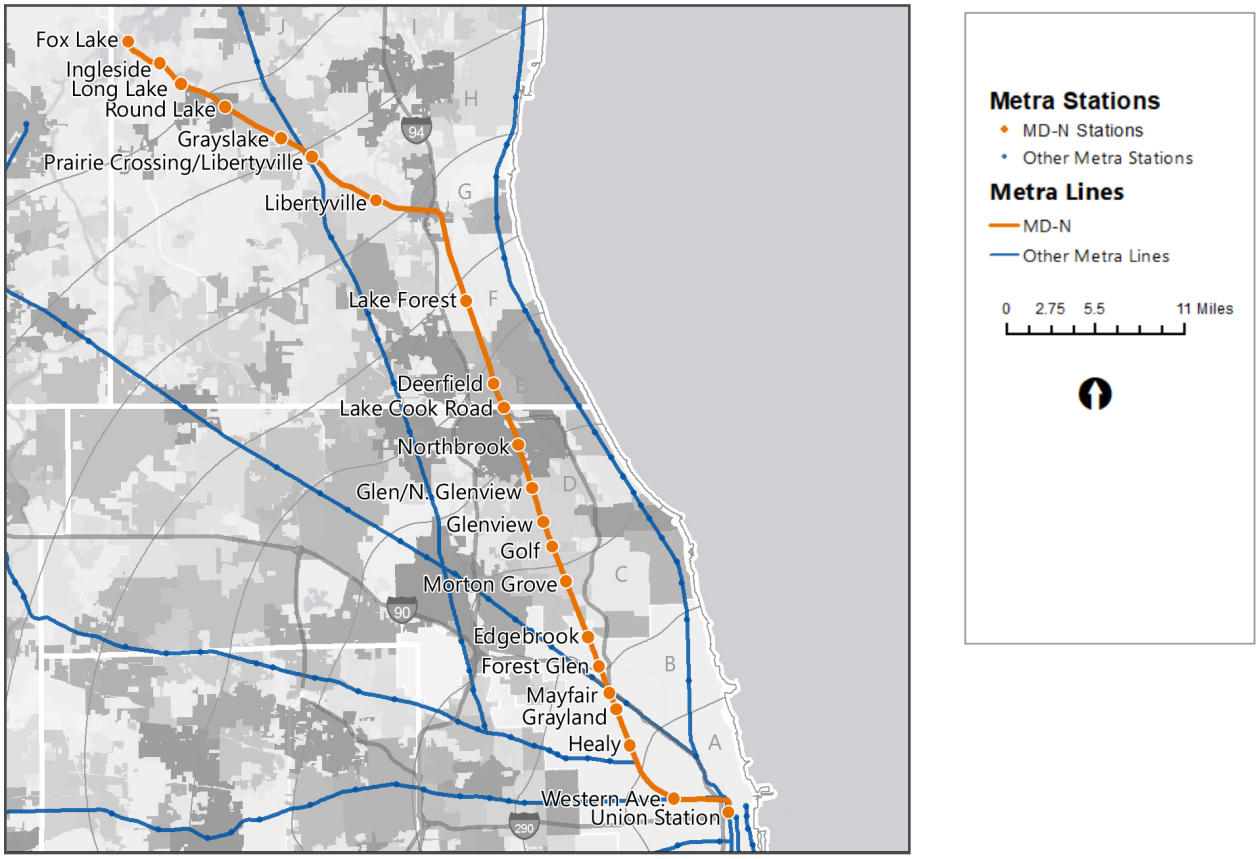


TABLE 3: MD-N STATION CHARACTERISTICS

Station	♿[1]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings				Weekday trains as of Dec 2019
				Platform	Depot	Parking	1983[2]	2006[2]	2016[2]	2018[2]	
Union Station	●	A	0.0	--	--	--	5,805	9,776	10,072	10,326	63
Western Ave.	●	A	2.9	Metra	Metra	Metra	136	435	421	428	61
Healy	●	B	6.4	Metra	Metra	Muni	226	342	345	323	49
Grayland		B	8.2	Metra	Metra	Muni	78	318	339	357	46
Mayfair		B	9.0	Metra	Metra	--	53	317	284	281	47
Forest Glen		C	10.2	Metra	Metra	Multiple	73	331	343	376	46
Edgebrook	○	C	11.6	Metra	Metra	Multiple	197	544	609	701	49
Morton Grove	●	C	14.3	Metra	Metra	Multiple	451	966	969	967	52
Golf	●	D	16.2	Metra	Metra	Multiple	131	315	375	355	47
Glenview	●	D	17.4	Metra	Multiple	Multiple	1,218	1,611	1,439	1,462	54
Glen/N. Glenview[3]	●	D	18.8	Metra	Multiple	Multiple	--	770	1,070	1,163	49
Northbrook	●	E	21.1	Metra	Multiple	Multiple	1,213	1,323	1,392	1,259	52
Lake Cook Rd.[3]	●	E	23.0	Metra	Metra	Metra	--	1,406	1,271	1,086	56
Deerfield	●	E	24.2	Metra	Multiple	Multiple	1,185	1,315	1,282	1,133	60
Lake Forest	●	F	28.4	Metra	Muni	Muni	193	578	548	607	49
Libertyville	●	H	35.5	Metra	Multiple	Multiple	702	1,169	825	801	46
Prairie Crossing[3]	●	H	39.2	Metra	Multiple	Multiple	--	344	422	368	41
Grayslake	●	I	41.0	Metra	Multiple	Multiple	196	772	494	470	43
Round Lake	●	I	44.0	Metra	Metra	Multiple	317	710	417	395	33
Long Lake	●	J	46.0	Metra	Metra	Metra	45	133	96	93	32
Ingleside	●	J	47.8	Metra	Metra	Metra	15	150	74	63	31
Fox Lake	●	J	49.5	Metra	Metra	Multiple	405	632	356	322	36
TOTAL MD-N							**12,670**	**24,257**	**23,443**	**23,336**	**63**

[1] Accessibility information is displayed using a three dot system. A complete dot means the station is fully accessible. No dot means that the station is inaccessible. A hollow dot means the station is partially accessible. Customers who use wheelchairs at partially accessible stations will be able to access train platforms from the street. However, ramps, ticket windows, buildings and shelters may not fully conform to ADA guidelines.

[2] Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2006, Spring 2014, and Fall 2018.

[3] Glen/North Glenview opened in 2001. Prairie Crossing/Libertyville opened in 2004. Lake Cook Rd. opened in 1996.

Note: The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

TABLE 4: 2019 MODE OF ACCESS AND COMMUTER PARKING AT MD-N METRA STATIONS

Station Name	Mode of Access (2019)					Station Parking (2019)		
	Walk/Bike	Drive[1]	Dropped Off[2]	Transit	Other	Capacity	Effective Use[3]	Observed Use[4]
Union Station	30%	39%	12%	14%	6%	0	--	--
Western Ave.[5]	48%	22%	26%	4%	0%	23	100%	100%
Healy	50%	15%	15%	13%	7%	13	54%	54%
Grayland	56%	33%	6%	6%	0%	119	69%	69%
Mayfair	37%	13%	11%	32%	7%	12	0%	0%
Forest Glen	38%	51%	6%	3%	2%	105	79%	79%
Edgebrook	37%	43%	13%	6%	1%	200	87%	87%
Morton Grove	18%	59%	20%	2%	1%	473	91%	79%
Golf	42%	24%	26%	3%	5%	37	97%	97%
Glenview	28%	55%	15%	1%	1%	743	94%	76%
Glen/N. Glenview	10%	79%	10%	0%	1%	1,291	52%	52%
Northbrook	16%	70%	14%	0%	1%	723	98%	98%
Lake Cook Rd.	8%	78%	9%	3%	2%	664	67%	67%
Deerfield	15%	68%	14%	1%	2%	626	95%	92%
Lake Forest	8%	70%	17%	2%	3%	525	74%	57%
Libertyville	11%	63%	24%	1%	1%	526	83%	73%
Prairie Crossing[6]	3%	77%	19%	0%	1%	411	75%	74%
Grayslake	10%	70%	20%	0%	0%	682	39%	39%
Round Lake	6%	64%	29%	0%	1%	494	44%	39%
Long Lake	10%	68%	20%	2%	0%	49	89%	89%
Ingleside	18%	64%	18%	0%	0%	124	33%	33%
Fox Lake	5%	73%	19%	0%	2%	449	69%	63%
TOTAL MD-N	**20%**	**60%**	**16%**	**3%**	**2%**	**8,266**	**70%**	**65%**
SYSTEM TOTAL	26%	54%	16%	4%	1%	91,558	70%	63%

[1] Includes carpool drivers
[2] Includes carpool passengers
[3] Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey
[4] Observed use: spaces physically occupied during parking survey
[5] Western Ave. Station serves MD-N, MD-W and NCS Lines
[6] Parking area at this station serves MD-N and NCS Lines

Sources: Metra, Origin-Destination Survey, Fall 2019; Metra Station and Parking Capacity and Use Survey, 2018

The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

trains. Overall, the MD-N has seen a 78% increase in boardings since 1983. Despite considerable population and ridership growth in northwest Lake County along the Fox Lake Subdivision, approximately 66% of weekday non-CBD boardings on the MD-N take place in Cook County (including the Lake Cook Road Station). Overall passenger ridership on the MD-N totaled 6.55 million in 2019.

Just over 8,000 parking spaces serve MD-N riders. According to parking counts conducted in 2019, the effective parking utilization rate on the MD-N as a whole is 70%. Six stations have effective utilization rates above 85%, which indicates a demand for increased parking on the line, since Metra considers lots over 85% occupied to be approaching full capacity.

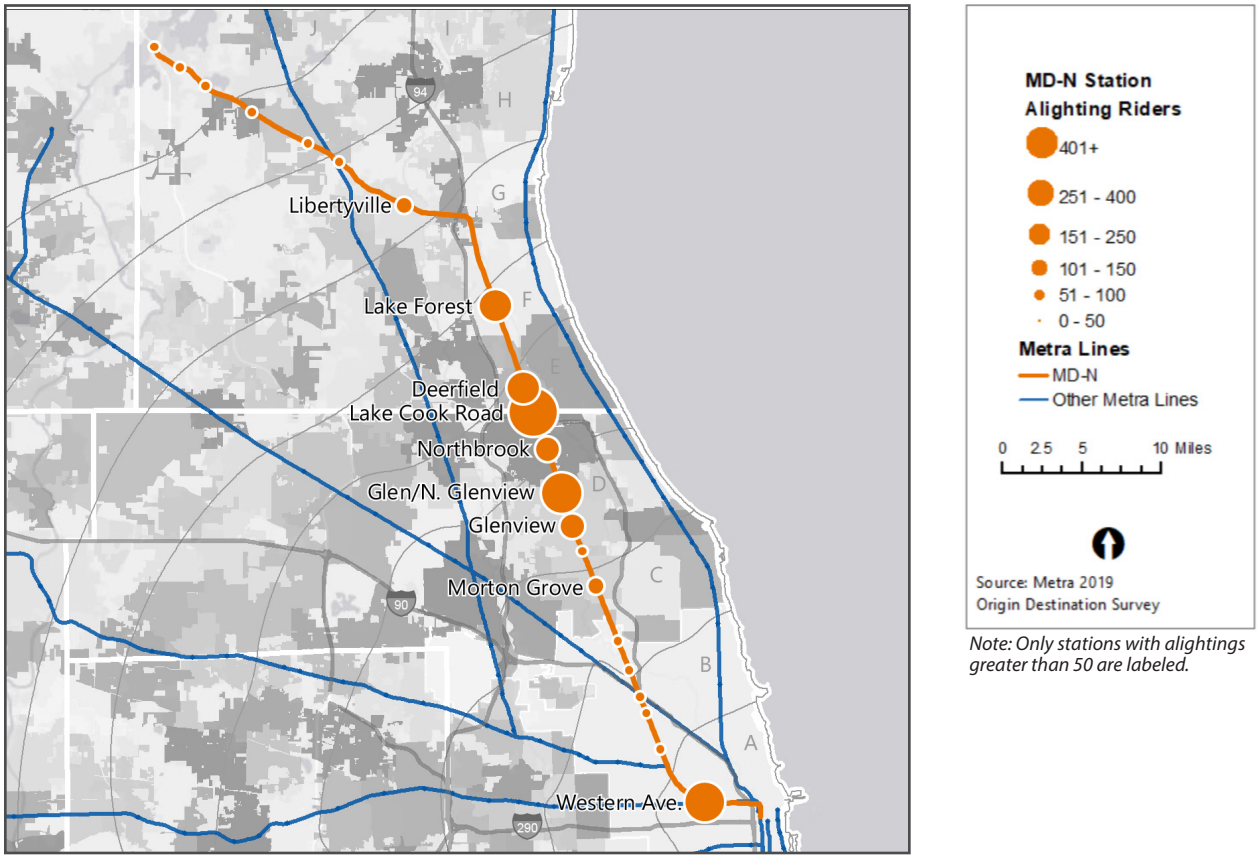
In 2010, the population of the entire MD-N corridor was 668,829. By 2050, the population of the corridor is expected to increase by 13% to 760,191. Stations along the Fox Lake Subdivision are estimated to have the greatest percent increase in population, with projected growth of 29%. With heavy population and household growth along the MD-N corridor, it is likely that the MD-N will continue to see ridership gains and increased service demands in the future, particularly along the Fox Lake Subdivision. Tables 5, 6 and 7 describe the population, household and employment demographics for stations along the MD-N corridor.

Terms Defined

"Peak-Direction Trains" are those that travel in the direction with the most demand from riders. During the "AM Peak," trains travelling toward the Loop are "Peak-Direction" while trains travelling away from the Loop are "Peak-Direction" during the "PM Peak."

"Effective Parking Utilization" is calculated by assuming that all parking pass holders will need a parking space at the same time. This ensures that there is always a space for those who hold a parking pass.

FIGURE 3: NON-DOWNTOWN DESTINATIONS DURING AM PEAK



Note: Only stations with alightings greater than 50 are labeled.

Significant suburban employment expansion is anticipated along the Fox Lake Subdivision (Libertyville to Fox Lake Stations). Here, employment is projected to increase by 31% through 2050, compared with a 9% increase in employment in mainline station marketsheds. However, main line station marketsheds outside of downtown Chicago are still projected to have over five times as many jobs as Fox Lake Subdivision marketsheds by 2050.

REVERSE-COMMUTE AND NON-DOWNTOWN MARKETS

Although traditional suburb-to-CBD commuters are Metra's primary market, Metra has also seen a demand for city-to-suburb reverse-commute options (Metra's primary commuter market is discussed in the Central Business District Market chapter). The shift of employment to suburban locations has left many commuters with limited transit accessibility to jobs. Figure 3 shows AM alightings at non-CBD MD-N stations.

Employment in outer MD-N marketsheds, from Northbrook north, is expected to increase 21% between 2020 and 2050 (see Table 7). Growth in suburban employment centers has been linked to increased reverse commuting, suggesting that this type of trip pattern will continue to increase on the MD-N Line.

Terms Defined

"Reverse Commuting" refers to riders who regularly travel in the opposite direction of most commuters. For Metra riders, this refers to people who are travelling away from the Loop during the AM Peak and toward the Loop during the PM Peak.

"Alighting Riders" are those who get off the train. They are the opposite of a "boarding rider."

MAJOR CAPITAL PROJECTS ALONG THE MD-N

Since 1985, Metra has invested $670 million (in year of expenditure dollars) in improvements to the MD-N Line. Table 1 indicates the amount of investment in different asset categories. Metra has completed improvements at a number of MD-N stations, including the addition of three new infill stations and improvements at a number of existing stations. Over the years, Metra has partnered with Amtrak, owner of CUS, to complete a number of upgrades to the terminal's commuter facilities. For more information on proposed CUS improvements, see the CBD chapter of this report.

As part of implementation of Positive Train Control (PTC), a new signal system was installed along track between Rondout and Fox Lake for the transmission of voice, signal data, corporate data, video, and PTC data. The construction of six new control points has greatly improved efficiency through the remote dispatching of switches. Dispatching and track switching on the entire MD-N Line is now controlled from a centralized traffic control center following the center's completion in late 2018.

The construction of a siding between Rondout and Libertyville was completed in 2017, which will provide increased operational flexibility on a 17-mile section of single track.

MD-N ACCESSIBILITY IMPROVEMENTS

Most MD-N stations now comply with the accessibility requirements of the Americans with Disabilities Act (ADA), and approximately 96% of MD-N weekday boardings took place at these accessible stations. Metra's station

ADA-compliance program started with designating ten of the busiest MD-N stations, including CUS, as "key stations," all of which were made fully accessible by 2007. Since 1985, Metra has completed access improvements at 12 non-downtown MD-N stations, and 17 outlying stations on the line are now fully accessible to disabled riders. In September 2019, Metra completed the renovation of the Healy Station, which was made fully ADA-compliant. Metra will bring the remaining stations into full ADA compliance as they are rehabilitated so that eventually all stations will be accessible.

FIGURE 4: ORIGINS OF RIDERS USING NON-CBD MD-N STATIONS

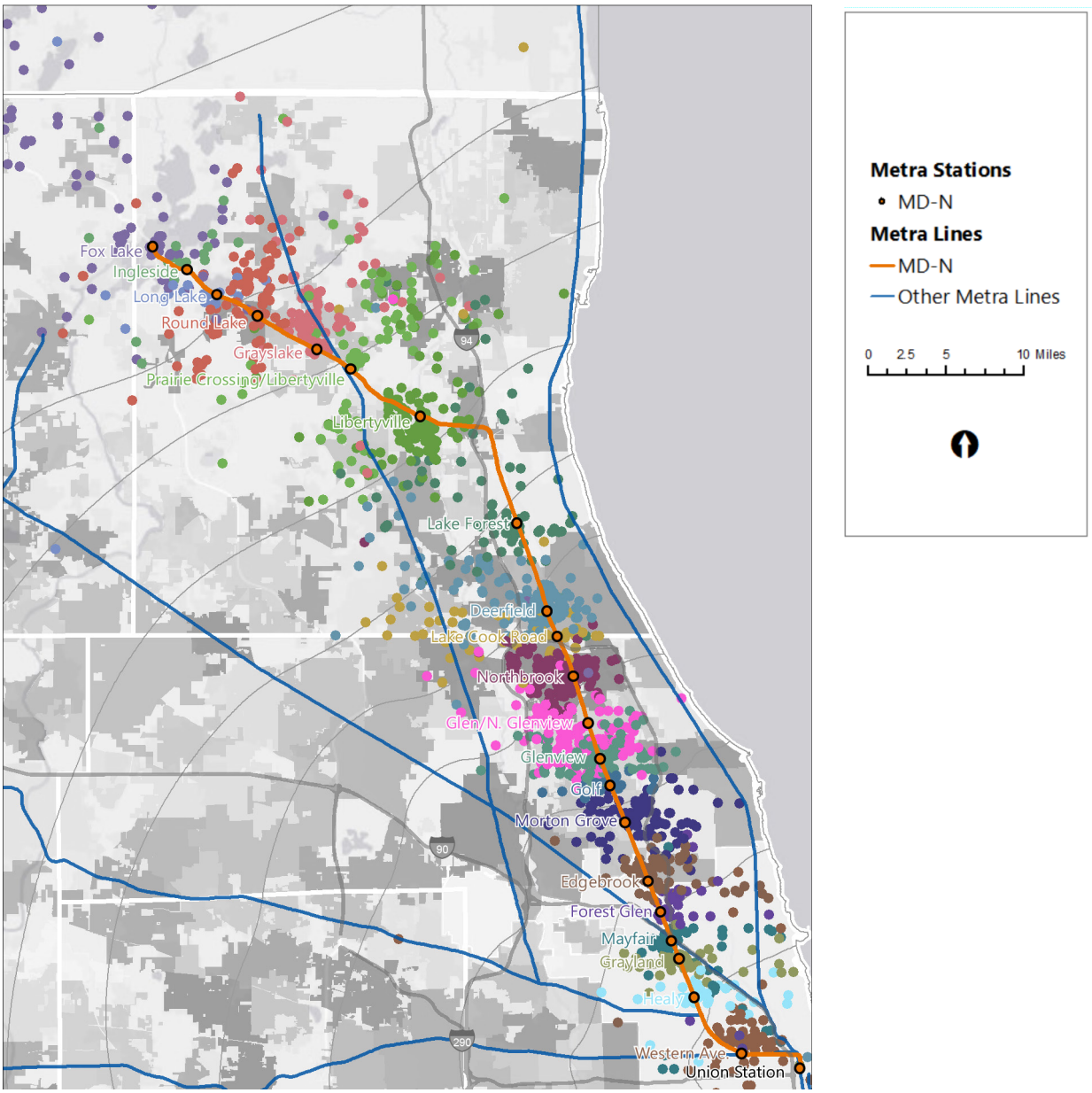


TABLE 5: MD-N CORRIDOR POPULATION

Station	Fare Zone	Area Sq. Mi.	Population in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Western Ave.	A	3.6	60,407	59,736	65,410	-1%	9%
Healy, Grayland, Mayfair	B	9.2	199,644	184,832	190,961	-7%	3%
Forest Glen, Edgebrook, Morton Grv.	C	19.4	114,595	116,199	127,638	1%	10%
Golf, Glenview, Glen/N. Glenview	D	20.5	64,305	72,586	83,240	13%	15%
Northbrook, Lake Cook Rd, Deerfield	E	22.9	59,670	58,352	65,919	-2%	13%
Lake Forest	F	14.6	14,607	12,706	14,954	-13%	18%
Libertyville, Prarie Crossing	H	35.3	50,492	50,664	61,984	0%	22%
Grayslake, Round Lake	I	30.8	44,191	45,637	58,625	3%	28%
Long Lake, Ingleside, Fox Lake	J	83.6	60,918	70,659	91,460	16%	29%
MD-N TOTAL		**239.9**	**668,829**	**671,371**	**760,191**	**0%**	**13%**
REGION TOTAL		3,748.0	8,523,863	8,672,509	10,354,840	2%	19%

TABLE 6: MD-N CORRIDOR HOUSEHOLDS

Station	Fare Zone	Area Sq. Mi.	Households in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Western Ave.	A	3.6	24,034	27,865	29,730	16%	7%
Healy, Grayland, Mayfair	B	9.2	63,137	64,016	65,162	1%	2%
Forest Glen, Edgebrook, Morton Grv.	C	19.4	43,406	44,957	52,736	4%	17%
Golf, Glenview, Glen/N. Glenview	D	20.5	23,727	28,745	35,877	21%	25%
Northbrook, Lake Cook Rd, Deerfield	E	22.9	21,562	23,053	28,297	7%	23%
Lake Forest	F	14.6	4,897	4,792	6,105	-2%	27%
Libertyville, Prarie Crossing	H	35.3	18,431	19,822	25,407	8%	28%
Grayslake, Round Lake	I	30.8	14,937	15,981	21,707	7%	36%
Long Lake, Ingleside, Fox Lake	J	83.6	21,660	27,836	38,100	29%	37%
MD-N TOTAL		**239.9**	**235,791**	**257,067**	**303,121**	**9%**	**18%**
REGION TOTAL		3,748.0	3,100,987	3,341,064	4,140,227	8%	24%

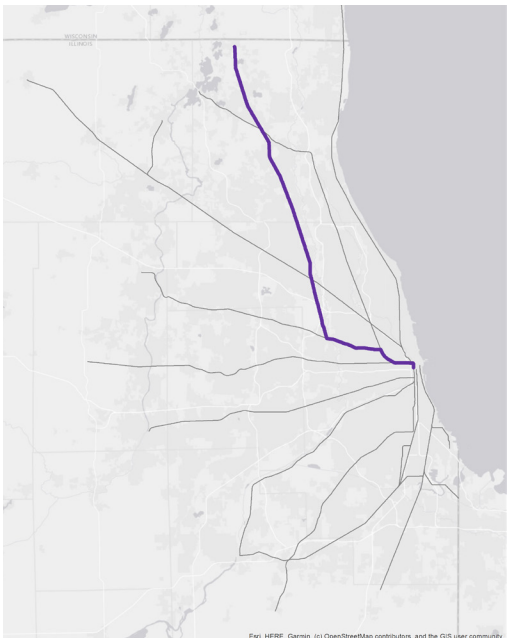
TABLE 7: MD-N CORRIDOR EMPLOYMENT

Station	Fare Zone	Area Sq. Mi.	Employment in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Western Ave.	A	3.6	88,493	108,121	116,366	22%	8%
Healy, Grayland, Mayfair	B	9.2	33,978	31,810	33,981	-6%	7%
Forest Glen, Edgebrook, Morton Grv.	C	19.4	77,452	77,001	83,912	-1%	9%
Golf, Glenview, Glen/N. Glenview	D	20.5	33,792	39,554	45,420	17%	15%
Northbrook, Lake Cook Rd, Deerfield	E	22.9	77,456	49,771	55,310	-36%	11%
Lake Forest	F	14.6	21,720	15,083	17,103	-31%	13%
Libertyville, Prarie Crossing	H	35.3	28,289	24,188	29,470	-14%	22%
Grayslake, Round Lake	I	30.8	12,055	13,157	17,935	9%	36%
Long Lake, Ingleside, Fox Lake	J	83.6	14,644	12,118	19,492	-17%	61%
MD-N TOTAL		**239.9**	**387,879**	**370,803**	**418,989**	**-4%**	**13%**
REGION TOTAL		3,748.0	4,141,355	4,231,961	4,945,892	2%	17%

The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

TABLE 8: MAJOR TRIP GENERATORS ACCESSIBLE ALONG THE MD-N CORRIDOR

Generator Type	Name	Comments	Municipality
Colleges and Universities	Wilbur Wright College	One of the City Colleges of Chicago; 10,200 students	Chicago
	Hebrew Theological College	340 students	Skokie
	College of Lake County - Grayslake campus	Community college; 1 of 3 campuses	Grayslake
Culture and Entertainment	Wrigley Field	Chicago Cubs' historic ballpark; capacity 41,000	Chicago
	Kohl Children's Museum	46,700 sq. ft. children's museum	Glenview
	Marytown	Catholic shrine and retreat center	Libertyville
	Lake County Fairgrounds	Hosts several events throughout the year	Grayslake
Shopping	Golf Mill Shopping Center	Regional shopping center	Niles
	The Glen Town Center	Lifestyle center	Glenview
	Northbrook Court	Super-regional mall	Northbrook
	Deerfield Square	Lifestyle center	Deerfield
	Westfield Hawthorn Mall	Super-regional mall	Vernon Hills
Government	Cook County Juvenile Court	28 courtrooms and juvenile temporary detention center	Chicago
	Cook County District 2 Courthouse	Cook County courthouse and administrative offices	Skokie

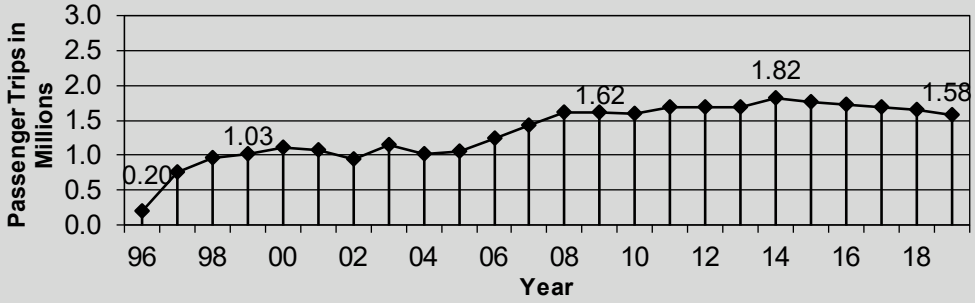


North Central Service

Line at a Glance

- Average Trip Length (2019) : 31.2 miles
- Average Fare Paid (2019) : $5.76
- Number of Stations: 18
- Route Length: Main Line: 52.8 miles
- Number of Weekday Trains (Dec 2019): 20
- On-Time Performance (2019): 94.3%
- 66% of NCS riders drive to their boarding station.
- 1% fewer people live along the NCS than did in 2010.
- 44% more people work along the NCS than did in 2010.

Figure 1: Annual NCS Ridership



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Schedules as of Dec 2019

- 7 trains in the AM Peak
- 4 trains in the Midday
- 6 trains in the PM Peak
- 3 trains in the Evening
- No trains on Saturdays
- No trains on Sundays

- 10th in ridership
- ORD Connection via O'Hare Transfer

- Largest (tied) share of non-English speakers among Metra lines (15%)

Chicago to Antioch

Table 1: Metra Capital Investment History	NCS ($m)	System ($m)
Rolling stock	$49	$2,978
Track and structure	$38	$1,567
Signal, electrical, and communications	$121	$1,137
Facilities and equipment	$19	$685
Stations and parking	$10	$1,120
Acquisitions, extensions, and expansions	$233	$603
Support activities	$19	$431
TOTAL	**$489**	**$8,521**
PERCENTAGE	**5.7%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Table 2: NCS 2018 Weekday Boardings		
Time of Day	**Inbound**	**Outbound**
AM Peak	2,853	152
Midday	264	325
PM Peak	133	2,371
Evening	6	253
TOTAL	**3,256**	**3,101**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

In this section

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

NCS OVERVIEW

Metra's North Central Service (NCS) Line extends north from Chicago Union Station (CUS, or "Union Station") in downtown Chicago to Antioch, near the Wisconsin state line, serving portions of Cook and Lake counties. In addition to CUS, the line serves 17 other stations along its 53-mile route. In 2019, passenger trips on the NCS totaled nearly 1.58 million, ranking 10th among the 11 Metra lines (based on ticket sales).

In August 1996, when Metra initiated the NCS almost from scratch, it was the first new commuter rail line in the Chicago region in 70 years. Service began with 10 trains each weekday, and 10 years later Metra increased the total

number of weekday trains to 22 and added four more intermediate stations. There were 20 daily trains scheduled on the NCS immediately prior to the onset of COVID.

The NCS route includes 40 miles owned by Canadian National (CN) and 12 miles using Metra's own Milwaukee District. Before 1996, the CN portion of the line had never had commuter service, and its very limited intercity passenger operation had ended in 1965. Today, CN and Metra maintain their respective tracks, signals, and rights-of-way, while Metra owns and operates the NCS trains and commuter yards. Daytime NCS train storage and servicing takes place at the Western Avenue Yard, located on both Milwaukee District lines about three miles west of CUS. The outlying NCS Antioch Yard accommodates nighttime storage and maintenance.

The NCS and the Milwaukee District–North and West Lines (MD-N and MD-W) share the Western Avenue Station in Chicago and Metra's three main tracks for the first five miles from CUS to A-5 Junction (where the MD-N and MD-W/NCS separate). Metra's next seven miles between A-5 and B-12 Junction (where the NCS diverges towards Antioch) are shared by MD-W and NCS trains. Metra upgraded the third main track between the two junctions for commuter service in 2006, allowing NCS and MD-W trains to run express through this segment. Canadian Pacific and Wisconsin & Southern also

FIGURE 2: METRA STATIONS ON THE NCS LINE

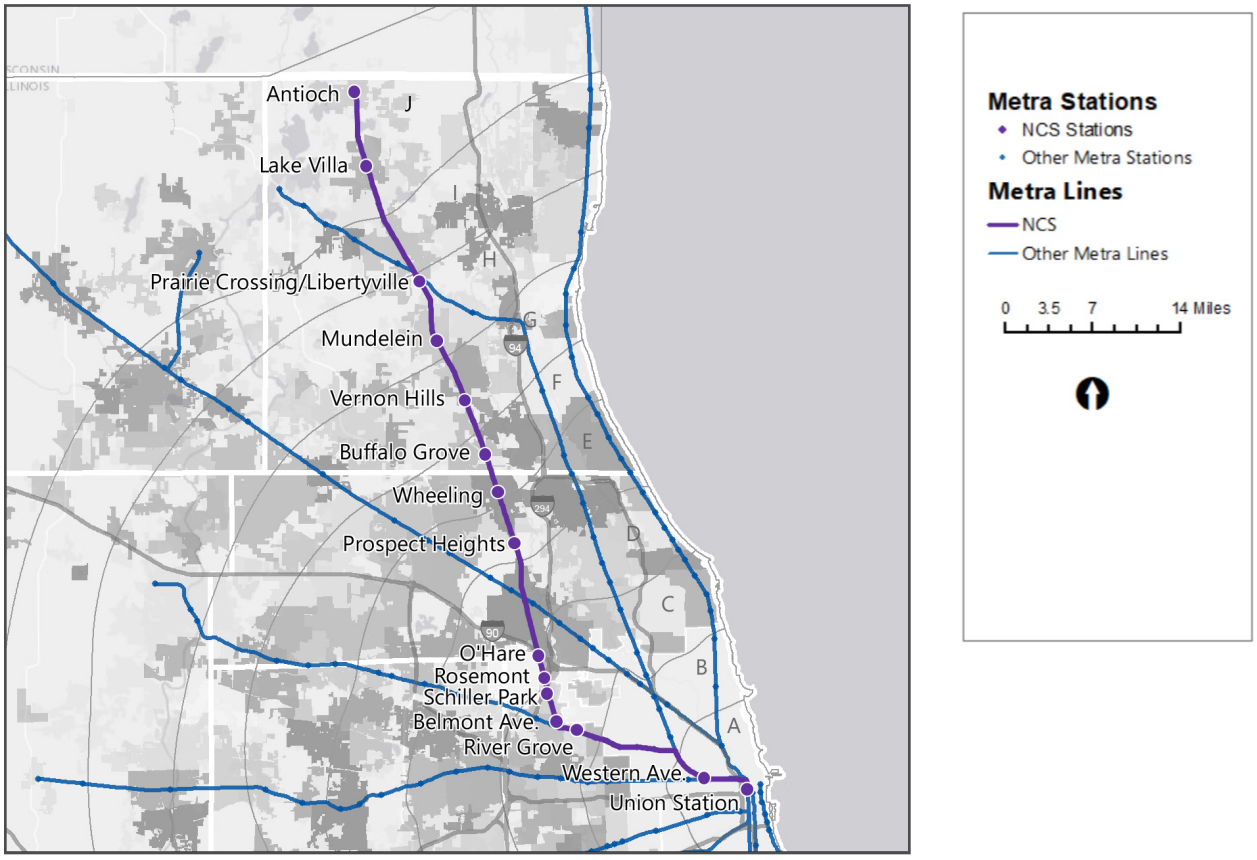


TABLE 3: NCS STATION CHARACTERISTICS

Station	♿[1]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings				Weekday trains serving each station as of Dec 2019
				Platform	Depot	Parking	1983[2]	2006[3]	2016[3]	2018[3]	
Union Station	●	A	0.0	--	--	--	--	2,173	2,772	2,825	20
Western Ave.[4]	●	A	2.9	Metra	Metra	Metra	--	35	53	85	14
River Grove[5]	●	C	11.4	Metra	Metra	Multiple	--	124	174	189	10
Belmont Ave./Franklin Park	●	C	13.0	Metra	Muni	Muni	--	25	32	24	16
Schiller Park	●	C	14.8	Metra	Multiple	Multiple	--	29	36	41	16
Rosemont	●	D	15.6	Metra	Metra	Muni	--	23	35	27	16
O'Hare Transfer	●	D	17.1	Metra	Metra	--	--	106	123	113	19
Prospect Heights	●	E	24.0	Metra	Muni	Muni	--	245	266	304	19
Wheeling	●	F	27.2	Metra	Muni	Muni	--	306	353	348	19
Buffalo Grove	●	F	29.5	Metra	Muni	Muni	--	545	590	695	19
Prairie View	●	G	31.6	Metra	Muni	Muni	--	299	388	415	19
Vernon Hills	●	G	33.0	Metra	Muni	Muni	--	353	370	409	19
Mundelein	●	H	36.9	Metra	Muni	Muni	--	283	277	276	19
Prairie Crossing[6]	●	H	40.7	Metra	Muni	Muni	--	117	102	87	19
Washington St./ Grayslake	●	I	43.9	Metra	Muni	Muni	--	109	110	86	20
Round Lake Beach	●	J	45.9	Metra	Muni	Muni	--	154	115	111	20
Lake Villa	●	J	48.2	Metra	Muni	Muni	--	150	148	130	20
Antioch	●	J	52.8	Metra	Muni	Muni	--	262	184	192	20
TOTAL NCS							**--**	**5,338**	**6,128**	**6,357**	**20**

[1] Accessibility information is displayed using a three dot system. A complete dot means the station is fully accessible. No dot means that the station is inaccessible. A hollow dot means the station is partially accessible. Customers who use wheelchairs at partially accessible stations will be able to access train platforms from the street. However, ramps, ticket windows, buildings and shelters may not fully conform to ADA guidelines.

[2] NCS service began in 1996

[3] Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2006, Spring 2014, and Fall 2018.

[4] Western Ave. Station serves MD-N, MD-W and NCS Lines

[5] River Grove Station serves MD-W and NCS Lines

Note: The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

TABLE 4: 2019 MODE OF ACCESS AND 2018 COMMUTER PARKING AT NCS METRA STATIONS

Station Name	Mode of Access (2019)					Station Parking (2019)		
	Walk/Bike	Drive[1]	Dropped Off[2]	Transit	Other	Capacity	Effective Use[3]	Observed Use[4]
Union Station	42%	5%	9%	28%	16%	0	n/a	n/a
Western Ave.[5]	30%	39%	12%	14%	6%	23	100%	100%
River Grove[6]	31%	54%	14%	1%	0%	178	89%	81%
Belmont Ave./Franklin Park	0%	33%	50%	0%	17%	96	9%	9%
Schiller Park	11%	56%	33%	0%	0%	114	38%	38%
Rosemont	0%	80%	0%	20%	0%	104	20%	20%
O'Hare Transfer	22%	33%	33%	11%	0%	--	--	--
Prospect Heights	7%	69%	19%	0%	5%	336	74%	51%
Wheeling	4%	64%	32%	0%	0%	508	35%	35%
Buffalo Grove	8%	71%	19%	0%	1%	1071	35%	35%
Prairie View	29%	56%	15%	0%	0%	363	92%	76%
Vernon Hills	14%	66%	18%	1%	1%	661	35%	35%
Mundelein	5%	67%	27%	0%	1%	433	39%	39%
Prairie Crossing[7]	4%	73%	22%	0%	0%	258	21%	21%
Washington St./Grayslake	4%	61%	31%	4%	0%	155	20%	20%
Round Lake Beach	3%	63%	29%	1%	4%	380	14%	14%
Lake Villa	5%	71%	23%	1%	0%	235	32%	32%
Antioch	7%	70%	22%	0%	1%	328	36%	36%
TOTAL NCS	**11%**	**66%**	**22%**	**0%**	**1%**	**5,243**	**40%**	**37%**
SYSTEM TOTAL	**26%**	**54%**	**16%**	**4%**	**1%**	**91,558**	**70%**	**63%**

[1] Includes carpool drivers
[2] Includes carpool passengers
[3] Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey
[4] Observed use: spaces physically occupied during parking survey
[5] Western Ave. Station serves MD-N, MD-W and NCS Lines
[6] River Grove Station serves MD-W and NCS Lines
[7] Parking area at Prairie Crossing Station serves MD-N and NCS Lines

Sources: Metra, Origin-Destination Survey, Fall 2019; Metra Station and Parking Capacity and Use Survey, 2018

The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

operate freight trains over these tracks, paying Metra for the trackage rights.

CN owns and maintains the track and operates freight trains over the 40 route miles between B-12 and Antioch that it shares with NCS commuter trains. (CN also owns and operates the track north of Antioch and south of B-12.)

PRESENT AND FUTURE DEMAND

In 2018, more than 6,300 boardings took place each weekday on the NCS, with 82% of boardings occurring on peak-period, peak-direction trains. Figure 4 shows the origins of NCS riders who board at stations outside of Chicago's Central Business District (CBD). Overall passenger ridership on the NCS totaled nearly 1.58 million in 2019.

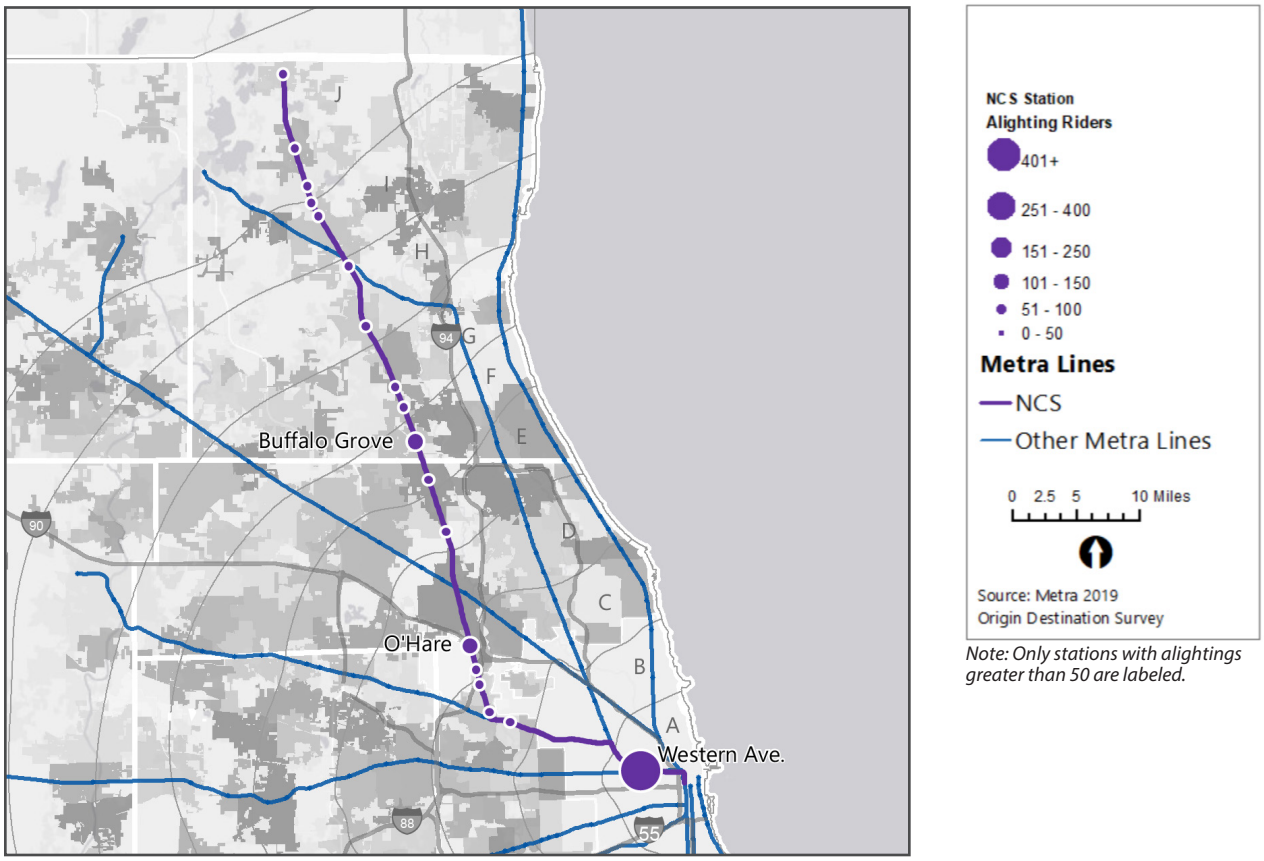
Over 5,000 parking spaces serve the riders of the NCS, as shown in Table 4. According to parking counts conducted in 2019, the effective rate of utilization at all stations on the line averages 40%. Because parking was expanded substantially as part of the 2006 NCS/MD-W upgrade to accommodate anticipated future demand, there is not an immediate need for more commuter parking on the NCS. Metra considers that lots more than 85% occupied are approaching full capacity and in need of expanded

Terms Defined

"Peak-Direction Trains" are those that travel in the direction with the most demand from riders. During the "AM Peak," trains travelling toward the Loop are "Peak-Direction" while trains travelling away from the Loop are "Peak-Direction" during the "PM Peak."

"Effective Parking Utilization" is calculated by assuming that all parking pass holders will need a parking space at the same time. This ensures that there is always a space for those who hold a parking pass.

FIGURE 3: NON-DOWNTOWN DESTINATIONS DURING AM PEAK



Note: Only stations with alightings greater than 50 are labeled.

parking. Western Avenue, River Grove, and Prairie View are the only NCS stations to meet this standard.

Tables 5, 6, and 7 show that NCS station marketsheds experienced mixed population and household growth between 2010 and 2020. The Chicago Metropolitan Agency for Planning (CMAP) forecasts modest population growth by 2050 along the NCS—an overall increase of 17% in the corridor. Employment expansion will be the greatest factor stimulating ridership growth as CMAP projects substantial job growth in northern Lake County.

REVERSE-COMMUTE AND NON-DOWNTOWN MARKETS

Although Metra's primary market involves commuters who follow the traditional suburb-to-CBD trip pattern, in recent years Metra has seen a demand for city-to-suburb reverse-commute options (Metra's primary commuter market is discussed in the Central Business District Market chapter). The shift of employment to suburban locations has left many commuters with limited transit accessibility to jobs. Figure 3 shows AM alightings at non-CBD NCS stations.

Beyond downtown Chicago, a number of employment centers are located near the NCS Line. At Rosemont and O'Hare Transfer Stations in particular, more passengers alight rather than board during the AM peak, reflecting that these stations serve airport travelers and employees, and others who work nearby. The O'Hare Transfer Station is likely to see an increase in activity due to the recent construction of a multi-modal facility adjacent to the station. The new facility consolidated rental cars, public parking, public roadways, shuttle buses, CTA and the Metra station into one access point. The Airport Transit System (ATS) is being extended to the facility, which will speed up the transfer from the O'Hare Transfer Metra Station to the airport. Dense employment areas further north, such as the Lake Cook Road corridor, have potential to attract reverse-commute riders to the NCS, but infrastructure limitations and freight traffic demands have precluded the expansion of this type of service on the line.

MAJOR CAPITAL PROJECTS ALONG THE NCS

Since 1985, Metra has invested $394 million (in year of expenditure dollars) in improvements to the NCS corridor, as shown in Table 1. Since the line's 1996 inauguration, numerous adjustments have been made to the schedule, increasing service and reducing delays. Four additional new stations opened in 2006. That year, the number of weekday trains was doubled, which required that Metra and CN partner to double-track all but eight miles of the 40-mile shared route and upgrade its signals.

Metra and CN have each contributed to a number of bridge repair or replacement projects on the NCS north of B-12. In addition, Metra has made other bridge improvements on the portion of the Milwaukee District that have also benefitted riders on NCS trains.

Terms Defined

"Reverse Commuting" refers to riders who regularly travel in the opposite direction of most commuters. For Metra riders, this refers to people who are travelling away from the Loop during the AM Peak and toward the Loop during the PM Peak.

"Alighting Riders" are those who get off the train. They are the opposite of a "boarding rider."

Over the years, Metra has partnered with Amtrak, the owner of CUS, to complete a number of upgrades to the terminal's commuter facilities. For more information on proposed CUS improvements, see the CBD chapter of this report.

NCS ACCESSIBILITY IMPROVEMENTS

All NCS stations comply with the accessibility requirements of the Americans with Disabilities Act (ADA).

FIGURE 4 ORIGINS OF RIDERS USING NON-CBD NCS STATIONS

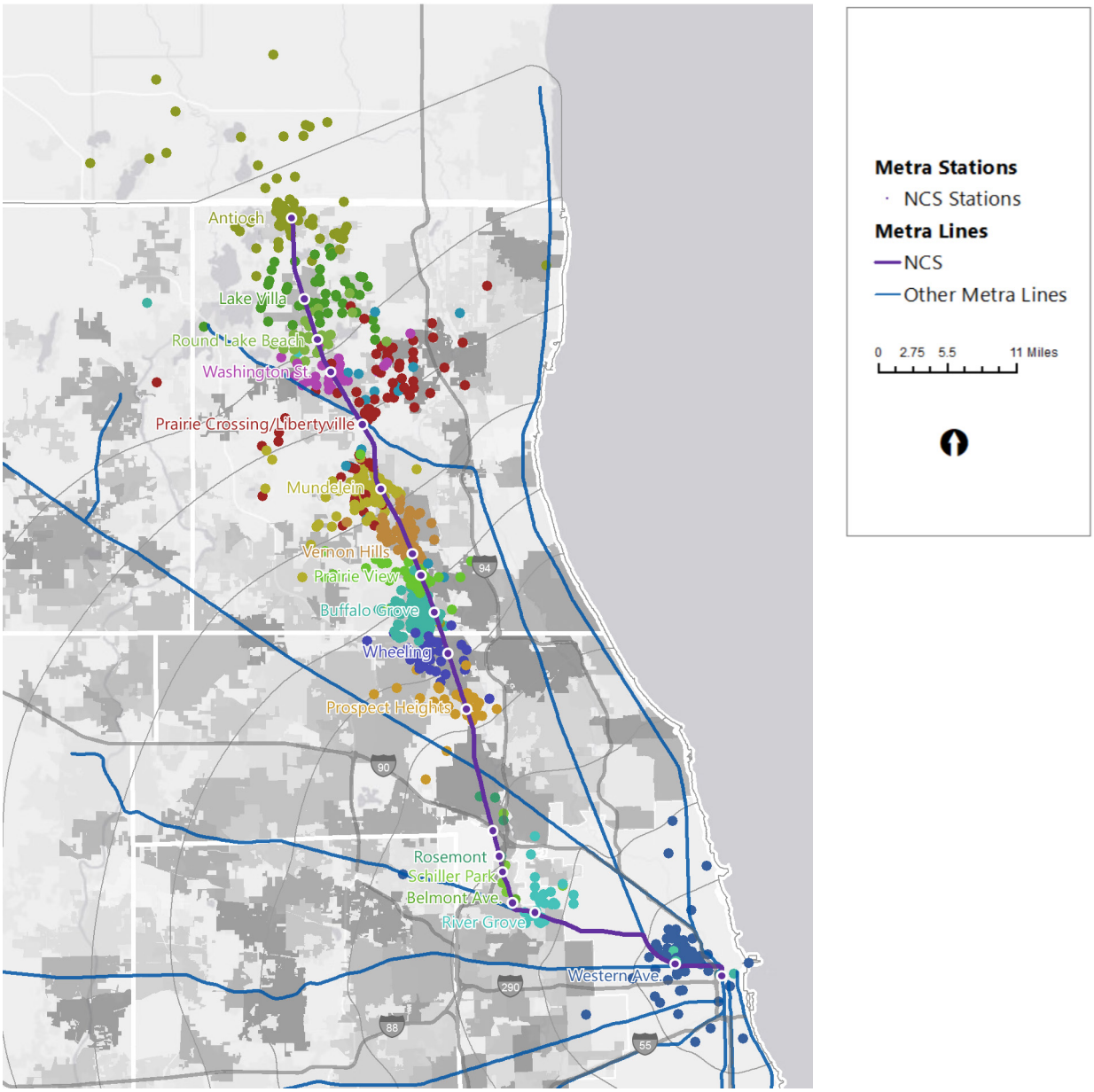


TABLE 5: NCS CORRIDOR POPULATION

Station	Fare Zone	Area Sq. Mi.	Population in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Western Ave.	A	3.6	60,407	59,736	65,410	-1%	9%
River Grove, Belmont Ave./Franklin Park, Schiller Park	C	10.2	18,252	20,355	23,341	12%	15%
Rosemont, O'Hare Transfer	D	12.5	21,052	22,560	24,679	7%	9%
Prospect Heights	E	11.8	34,900	36,791	41,292	5%	12%
Wheeling, Buffalo Grove	F	25.9	90,554	95,067	104,248	5%	10%
Prairie View, Vernon Hills	G	30.1	47,303	48,946	58,135	3%	19%
Mundelein, Prairie Crossing	H	36.5	48,870	53,330	66,880	9%	25%
Washington St./Grayslake	I	14.0	34,731	32,478	39,438	-6%	21%
Round Lake Beach, Lake Villa, Antioch	J	78.5	78,673	77,215	99,736	-2%	29%
NCS TOTAL		**268.9**	**449,765**	**446,478**	**523,159**	**-1%**	**17%**
REGION TOTAL		3,748.0	8,523,863	8,672,509	10,354,840	2%	19%

TABLE 6: NCS CORRIDOR HOUSEHOLDS

Station	Fare Zone	Area Sq. Mi.	Households in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Western Ave.	A	3.6	24,034	27,865	29,730	16%	7%
River Grove, Belmont Ave./Franklin Park, Schiller Park	C	10.2	7,440	8,421	10,151	13%	21%
Rosemont, O'Hare Transfer	D	12.5	8,890	9,355	10,452	5%	12%
Prospect Heights	E	11.8	13,276	14,449	17,055	9%	18%
Wheeling, Buffalo Grove	F	25.9	34,246	38,971	44,331	14%	14%
Prairie View, Vernon Hills	G	30.1	15,994	18,682	23,169	17%	24%
Mundelein, Prairie Crossing	H	36.5	16,169	18,889	25,380	17%	34%
Washington St./Grayslake	I	14.0	11,431	11,449	14,443	0%	26%
Round Lake Beach, Lake Villa, Antioch	J	78.5	26,861	27,859	38,609	4%	39%
NCS TOTAL		**268.9**	**170,279**	**175,940**	**213,320**	**3%**	**21%**
REGION TOTAL		3,748.0	3,100,987	3,341,064	4,140,227	8%	24%

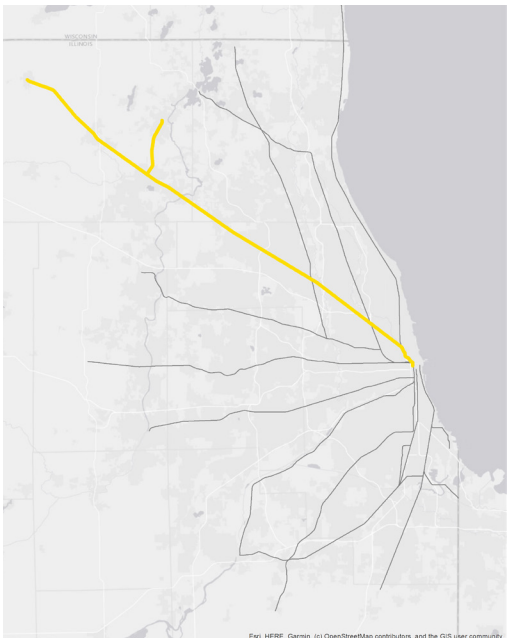
TABLE 7: NCS CORRIDOR EMPLOYMENT

Station	Fare Zone	Area Sq. Mi.	Employment in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Western Ave.	A	3.6	88,493	108,121	116,366	22%	8%
River Grove, Belmont Ave./Franklin Park, Schiller Park	C	10.2	10,472	12,229	13,458	17%	10%
Rosemont, O'Hare Transfer	D	12.5	34,678	100,478	102,767	190%	2%
Prospect Heights	E	11.8	33,233	27,407	30,522	-18%	11%
Wheeling, Buffalo Grove	F	25.9	48,233	58,157	63,480	21%	9%
Prairie View, Vernon Hills	G	30.1	36,998	43,278	48,086	17%	11%
Mundelein, Prairie Crossing	H	36.5	24,997	23,376	29,020	-6%	24%
Washington St./Grayslake	I	14.0	12,962	11,411	14,176	-12%	24%
Round Lake Beach, Lake Villa, Antioch	J	78.5	16,763	15,781	23,268	-6%	47%
NCS TOTAL		**268.9**	**278,727**	**400,238**	**441,143**	**44%**	**10%**
REGION TOTAL		3,748.0	4,141,355	4,231,961	4,945,892	2%	17%

The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

TABLE 8: MAJOR TRIP GENERATORS ACCESSIBLE ALONG THE NCS CORRIDOR

Generator Type	Name	Comments	Municipality
Airports	O'Hare International Airport	Second-busiest airport in U.S.	Chicago
	Chicago Executive Airport	General and business aviation	Wheeling
Colleges and Universities	Triton College	Community college; 11,400 students	River Grove
	College of Lake County - Southlake campus	Community college; 1 of 3 campuses	Vernon Hills
	University of St. Mary of the Lake	250 students	Mundelein
	College of Lake County - Grayslake campus	Community college; 1 of 3 campuses	Grayslake
Culture and Entertainment	Allstate Arena	Sports arena; cap. 17,500	Rosemont
	Rosemont Entertainment District	Fashion Outlets of Chicago/MB Financial Park/Rosemont Theatre/Stephens Conv. Ctr.	Rosemont
	Marytown	Catholic shrine and retreat center	Libertyville
	Lake County Fairgrounds	Hosts events throughout the year	Grayslake
Shopping	Hawthorn Mall	Super-regional mall	Vernon Hills
Government	Cook County Juvenile Court	28 courtrooms; juvenile temporary detention center	Chicago

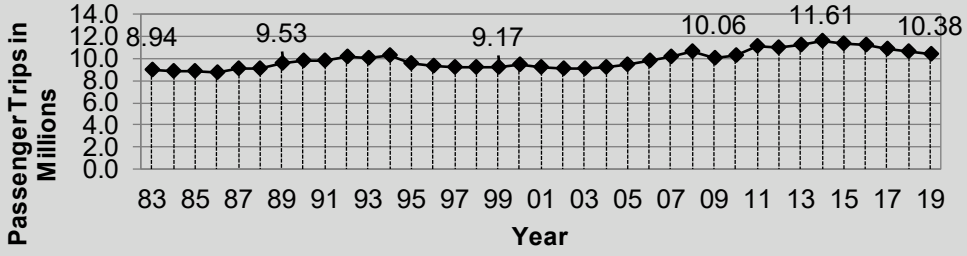


Union Pacific - Northwest Line

Line at a Glance

- Average Trip Length (2019) : 24.7 miles
- Average Fare Paid (2019) : $4.60
- Number of Stations: 23
- Route Length: Main Line: 63.1 miles; McHenry Branch: 7.4 miles
- Number of Weekday Trains (Nov 2019): 65
- On-Time Performance (2019): 93%
- 56% of UP-NW riders drive to their boarding station.
- 6% more people live along the UP-NW than did in 2010.
- 5% more people work along the UP-NW than did in 2010.

Figure 1: Annual UP-NW Ridership



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Schedules as of Dec 2019

- 22 trains in the AM Peak
- 12 trains in the Midday
- 20 trains in the PM Peak
- 11 trains in the Evening
- 34 trains on Saturdays
- 21 trains on Sundays

- 2nd highest ridership line
- 52% of riders board in zones D, E, and F
- 2nd highest number of intermediate riders

- Longest line in the system at 63 miles
- Only line directly serving McHenry County

Chicago to Harvard

Table 1: Metra Capital Investment History	UP-NW ($m)	System ($m)
Rolling stock	$266	$2,978
Track and structure	$169	$1,567
Signal, electrical, and communications	$99	$1,137
Facilities and equipment	$30	$685
Stations and parking	$147	$1,120
Acquisitions, extensions, and expansions	$6	$603
Support activities	$31	$431
TOTAL	**$748**	**$8,521**
PERCENTAGE	**8.7%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Table 2: UP-NW 2018 Weekday Boardings		
Time of Day	**Inbound**	**Outbound**
AM Peak	14,919	873
Midday	2,408	1,491
PM Peak	1,216	14,864
Evening	334	1,505
TOTAL	**18,877**	**18,733**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

UP-NW OVERVIEW

The UP-NW extends northwest from Ogilvie Transportation Center (OTC) in downtown Chicago to Harvard, serving portions of Cook, Lake, and McHenry Counties. It is the longest line in the Metra system, with 22 outlying stations along its 63-mile route. A 7.5-mile, single-track branch extends north from Crystal Lake to the city of McHenry. While the main line offers a full schedule on weekdays and weekends, this branch only receives service during weekday peak periods. In 2019, passenger trips on the UP-NW totaled 10.4 million, the second-highest of any line in the Metra system.

In this section

Because of infrastructure decisions made prior to Metra's creation, UP-NW trains run on the left-hand (or opposite) side of the tracks relative to the Metra system. UP-NW trains operate on two tracks adjacent to the Union Pacific-North Line between OTC and Clybourn Junction (near Armitage and Ashland in Chicago). For the next 29 miles, the UP-NW is triple-tracked from Clybourn to Barrington followed by double-track from Barrington to Harvard (31 miles). The branch line to McHenry is a single-track. Present operations have outbound traffic on one track and inbound traffic on the other track, with the center track in triple-track territory available for express movements in either direction. There is very limited freight traffic on this line. Tables 3 and 4 detail the service, station, and ridership characteristics of the UP-NW.

PRESENT AND FUTURE DEMAND

In 2018, more than 37,000 boardings took place each weekday on the UP-NW, with 79% of boardings occurring on peak-period, peak-direction trains. At UP-NW stations, ridership has increased 16% since 1983 (see Figure 1). However, at the six McHenry County stations built before 2005, boardings increased 61% between 1983 and 2018. Chicago stations have also experienced significant ridership gains, with boardings increasing 96% during the same period. Figure 3 shows the origins of UP-NW riders who board at stations outside the CBD. Overall passenger ridership on the UP-NW totaled

Terms Defined

"Peak-Period Service" refers to trains arriving or departing downtown terminals at times when there is the greatest ridership demand. For Metra, the "AM Peak" starts with the first run of the day and lasts until 9:15am. The "PM Peak" starts at 3:30pm and lasts until 6:45pm.

"Reverse Commuting" refers to riders who regularly travel in the opposite direction of most commuters. For Metra riders, this refers to people who are travelling away from the Loop during the AM Peak and toward the Loop during the PM Peak.

FIGURE 2: METRA STATIONS ON THE UP-NW LINE

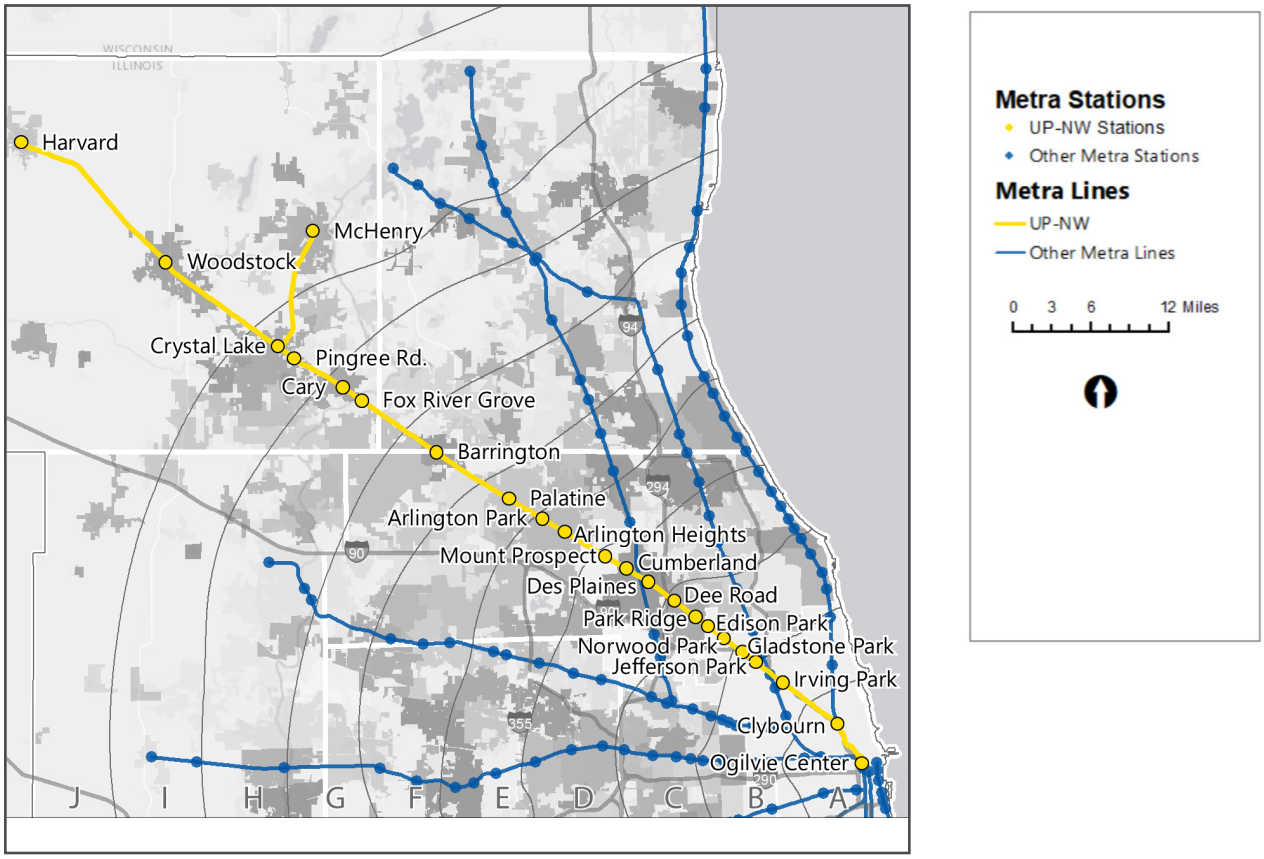

TABLE 3: UP-NW STATION CHARACTERISTICS

Station	♿[1]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings				Weekday trains serving each station (Dec 2019)
				Platform	Depot	Parking	1983	2006	2016	2018	
Ogilvie Trans. Center	●	A	0.0	Multiple	Multiple	n/a	13,737	14,886	16,395	16,969	65
Clybourn		A	2.9	UPRR	UPRR	Muni	272	769	857	839	62
Irving Park	●	B	7.0	UPRR	UPRR	Muni	175	495	443	439	44
Jefferson Park	●	B	9.1	UPRR	UPRR	Multiple	441	786	656	510	45
Gladstone Park		B	10.1	UPRR	UPRR	Muni	81	103	195	180	15
Norwood Park	●	C	11.4	UPRR	Multiple	Muni	218	289	359	365	41
Edison Park	●	C	12.6	UPRR	Multiple	Multiple	383	536	694	752	42
Park Ridge	●	C	13.5	UPRR	N/A	Muni	908	897	1,043	1,168	48
Dee Rd.	●	C	15.0	UPRR	Metra	Multiple	397	446	515	594	44
Des Plaines	●	D	17.1	UPRR	Multiple	Multiple	1,145	1,085	1,142	1,209	53
Cumberland		D	18.6	UPRR	UPRR	Muni	685	393	455	442	44
Mount Prospect	●	D	20.0	UPRR	Muni	Muni	2,146	1,590	1,816	1,879	49
Arlington Heights	●	E	22.8	UPRR	Multiple	Muni	2,764	2,317	2,578	2,506	52
Arlington Park	●	E	24.4	UPRR	Muni	Private	1,430	1,614	1,697	1,738	54
Palatine	●	F	26.4	UPRR	Metra	Muni	1,632	2,105	2,378	2482	51
Barrington	●	G	31.9	UPRR	Multiple	Muni	1,564	1,724	1,738	1,725	60
Fox River Grove	○	H	37.3	UPRR	UPRR	Multiple	209	422	451	462	46
Cary	●	H	38.6	UPRR	UPRR	Multiple	457	988	941	883	47
Pingree Rd.[2]	●	I	41.7	UPRR	Metra	Metra	--	581	751	707	45
Crystal Lake	●	I	43.2	UPRR	UPRR	Muni	907	1,370	1,199	1,138	47
Woodstock	●	J	51.6	UPRR	UPRR	Muni	166	456	317	273	20
Harvard	●	J	63.1	UPRR	Multiple	Multiple	84	274	221	265	20
McHenry	○	J	50.6	UPRR	Multiple	Multiple	101	101	96	85	6
TOTAL UP-NW							**29,909**	**34,227**	**36,937**	**37,610**	**65**

[1] Accessibility information is displayed using a three dot system. A complete dot means the station is fully accessible. No dot means that the station is inaccessible. A hollow dot means the station is partially accessible. Customers who use wheelchairs at partially accessible stations will be able to access train platforms from the street. However, ramps, ticket windows, buildings and shelters may not fully conform to ADA guidelines.

[2] Station opened in 2005

Sources: Metra 1983 Boarding/Alighting Counts. Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2006, Spring 2014, and \ Fall 2018. Metra, Origin-Destination Survey, Fall 2019

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TABLE 4: 2019 MODE OF ACCESS AND 2018 COMMUTER PARKING AT UP-NW METRA STATIONS

Station Name	Mode of Access (2019)					Station Parking (2019)		
	Walk/Bike	Drive[2]	Dropped Off[3]	Transit	Other	Capacity	Effective Use[4]	Observed Use[5]
Ogilvie Trans. Center[1]	47%	4%	8%	30%	11%	0	n/a	n/a
Clybourn[6]	49%	11%	7%	21%	12%	29	79%	79%
Irving Park	57%	9%	15%	16%	3%	100	81%	81%
Jefferson Park	34%	29%	4%	31%	1%	137	96%	96%
Gladstone Park	68%	29%	3%	0%	0%	19	74%	74%
Norwood Park	38%	40%	20%	2%	0%	100	51%	51%
Edison Park	53%	39%	7%	0%	1%	271	81%	81%
Park Ridge	41%	42%	16%	0%	1%	523	79%	75%
Dee Rd.	32%	50%	15%	2%	1%	173	100%	100%
Des Plaines	55%	31%	12%	2%	0%	320	82%	74%
Cumberland	25%	55%	19%	1%	0%	265	77%	77%
Mount Prospect	27%	51%	19%	2%	1%	664	98%	92%
Arlington Heights	26%	51%	21%	0%	1%	1,966	94%	72%
Arlington Park	6%	74%	19%	0%	1%	1,053	72%	72%
Palatine	15%	67%	17%	0%	1%	1429	75%	62%
Barrington	13%	70%	17%	0%	1%	938	67%	59%
Fox River Grove	11%	75%	14%	0%	0%	330	52%	52%
Cary	11%	71%	18%	0%	0%	493	53%	46%
Pingree Rd.	7%	81%	11%	0%	0%	723	38%	38%
Crystal Lake	6%	75%	18%	0%	1%	1,116	46%	46%
Woodstock	16%	64%	19%	1%	0%	460	31%	31%
Harvard	13%	60%	26%	0%	2%	287	38%	38%
McHenry	1%	79%	19%	0%	0%	114	38%	38%
TOTAL UP-NW[7]	**24%**	**56%**	**16%**	**2%**	**1%**	**11,510**	**69%**	**62%**
SYSTEM TOTAL	**26%**	**54%**	**16%**	**4%**	**1%**			

[1] Includes riders boarding on all Metra lines departing from station
[2] Includes carpool drivers
[3] Includes carpool passengers
[4] Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey
[5] Observed use: spaces physically occupied during parking survey
[6] Parking area at this station serves UP-N and UP-NW Lines
[7] Line total does not include downtown terminal

Sources: Metra, Origin-Destination Survey, Fall 2019; Metra Station and Parking Capacity and Use Survey, 2019

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10.38 million in 2019.

Approximately 11,200 parking spaces serve the riders of the UP-NW. According to parking counts conducted in 2018, many of the existing parking lots serving the UP-NW Line are at or near capacity. At eight stations, effective parking utilization exceeds 85%, indicating a demand for increased parking, since Metra considers lots over 85% occupied to be approaching full capacity. Due to residential growth in the UP-NW corridor, the demand for parking is expected to grow. Expanded parking is vital to Metra's success in distant suburbs, as 70% of Metra riders who board at UP-NW stations more than 25 miles from downtown Chicago drive to the station (compared to the systemwide average of 54%).

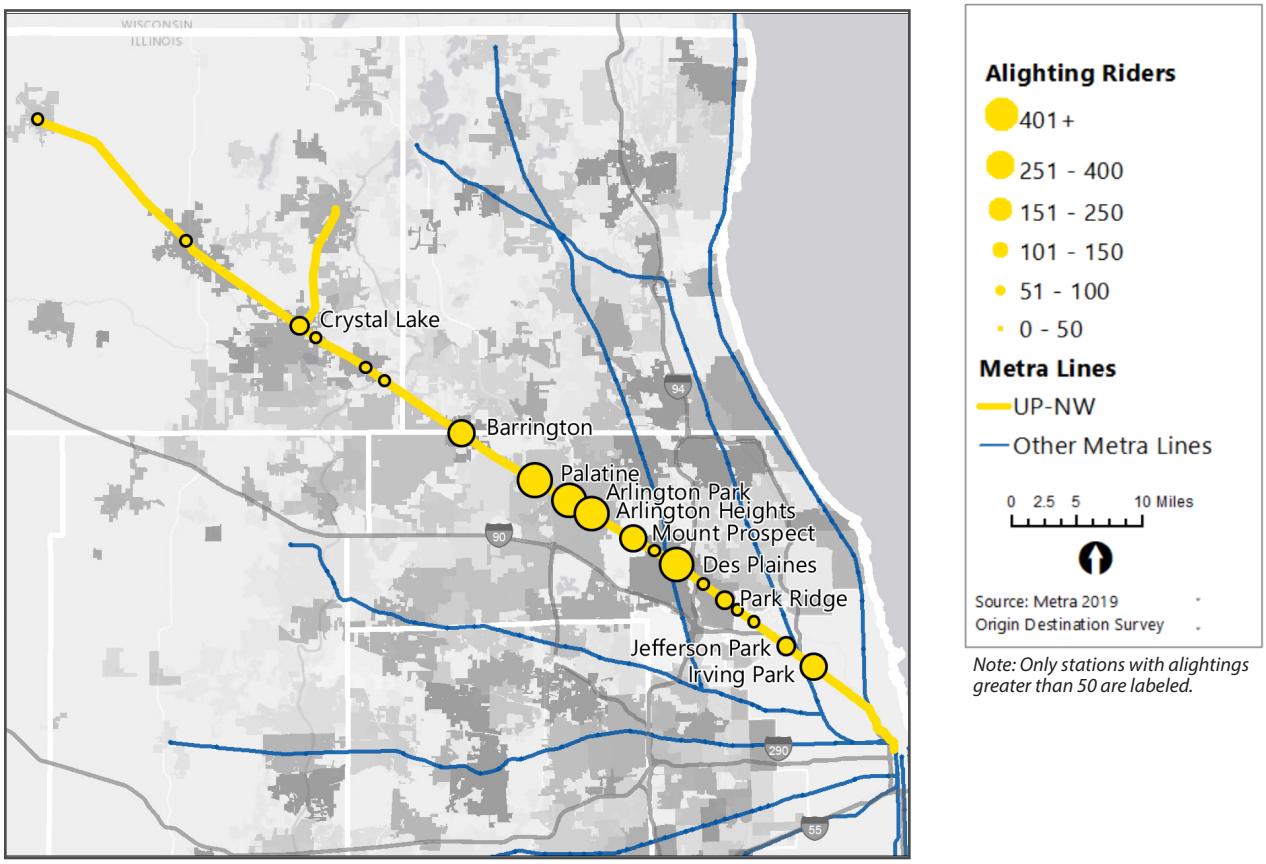
A number of indicators suggest that demand for commuter rail service will continue to rise in the UP-NW corridor, as shown in Tables 5, 6, and 7. The corridor has grown in population and households in recent decades, and demographic forecasts anticipate continued growth. The Chicago Metropolitan Agency for Planning (CMAP) forecasts that the UP-NW corridor will attract over 210,000 new residents between 2020 and 2050, an 17% increase. The projected population growth is greatest near the outer edge of the corridor in eastern McHenry County. For instance, population in the McHenry, Woodstock, and Harvard station marketsheds is expected to

Terms Defined

"Peak-Direction Trains" are those that travel in the direction with the most demand from riders. During the "AM Peak," trains travelling toward the Loop are "Peak-Direction" while trains travelling away from the Loop are "Peak-Direction" during the "PM Peak."

"Effective Parking Utilization" is calculated by assuming that all parking pass holders will need a parking space at the same time. This ensures that there is always a space for those who hold a parking pass.

FIGURE 3: NON-DOWNTOWN DESTINATIONS DURING AM PEAK



Note: Only stations with alightings greater than 50 are labeled.

increase 65% by 2050. Though 76,000 jobs were lost in the UP-NW corridor between 2000 and 2010, a period that coincided with a major economic downturn, almost 36,000 new jobs have been created in the decade since. Estimates indicate that an additional 90,000 jobs will be added by 2050, a 12% increase.

REVERSE-COMMUTE AND NON-DOWNTOWN MARKETS

Although Metra's primary market involves commuters who follow the traditional suburb-to-CBD trip pattern, in recent years Metra has seen a demand for city-to-suburb reverse-commute options (Metra's primary commuter market is discussed in the Central Business District Market chapter). The shift of employment to suburban locations has left many commuters with limited transit accessibility to jobs. Figure 3 shows AM alightings at non-CBD UP-NW stations.

A number of substantial employment centers are located near the UP-NW Line. Des Plaines, Mount Prospect, Arlington Heights, Arlington Park, Palatine and Barrington all had more than 100 alighting riders during the AM Peak, making this stretch of the UP-NW one of the busiest for outlying AM alightings in the entire Metra system. At the Des Plaines and Arlington Park stations, bus routes that are part of the Shuttle Bug service connect Metra riders with employers at nearby corporate campuses.

CMAP forecasts job growth in every UP-NW marketshed between now and 2050. Certain areas on the route are projected to experience phenomenal job growth. For instance, employment is expected to rise substantially in Zones I and J between 2020 and 2050. In addition, since the UP-NW is Metra's longest line, it has greater potential for growth of ridership to locations outside of downtown Chicago than other Metra lines. While few riders will choose to travel by train rather than automobile for a short suburb-to-suburb commute, they are more likely to do so for a longer, non-CBD commute. See Table 8 for a list of major trip generators accessible from the UP-NW corridor, including large employers.

Terms Defined

"Mode of Access" refers to the way that riders travel to a station prior to boarding their train (e.g. on foot, by car, as a member of a carpool). See Table 4 for more detailed information.

"Alighting Riders" are those who get off the train. They are the opposite of a "boarding rider."

MAJOR CAPITAL PROJECTS ALONG THE UP-NW

Since 1985, Metra has invested $748 million (in year of expenditure dollars) in improvements to the UP-NW corridor. Table 1 indicates the amount of investment in different asset categories. Metra has completed improvements at a number of UP-NW stations since 1985. In the last 20 years, numerous adjustments have been made to the UP-NW's schedule, increasing speed and service, reducing delay and crowding during peaks, accommodating reverse commuters, and improving service reliability.

UP-NW ACCESSIBILITY IMPROVEMENTS

Most UP-NW stations now comply with the accessibility requirements of the Americans with Disabilities Act (ADA), and approximately 94% of UP-NW weekday boardings take place at fully accessible stations. Metra's station compliance program started with designating ten of the busiest UP-NW

stations, including OTC in downtown Chicago, as "key stations", all of which were made fully accessible by 2007. Since 1985, Metra has completed access improvements at a number of non-downtown UP-NW stations, and 17 outlying stations on the line are fully accessible to disabled riders. Metra will bring the remaining stations into full ADA compliance as they are rehabilitated, so that eventually all will be accessible.

FIGURE 4 ORIGINS OF RIDERS USING NON-CBD UP-NW STATIONS

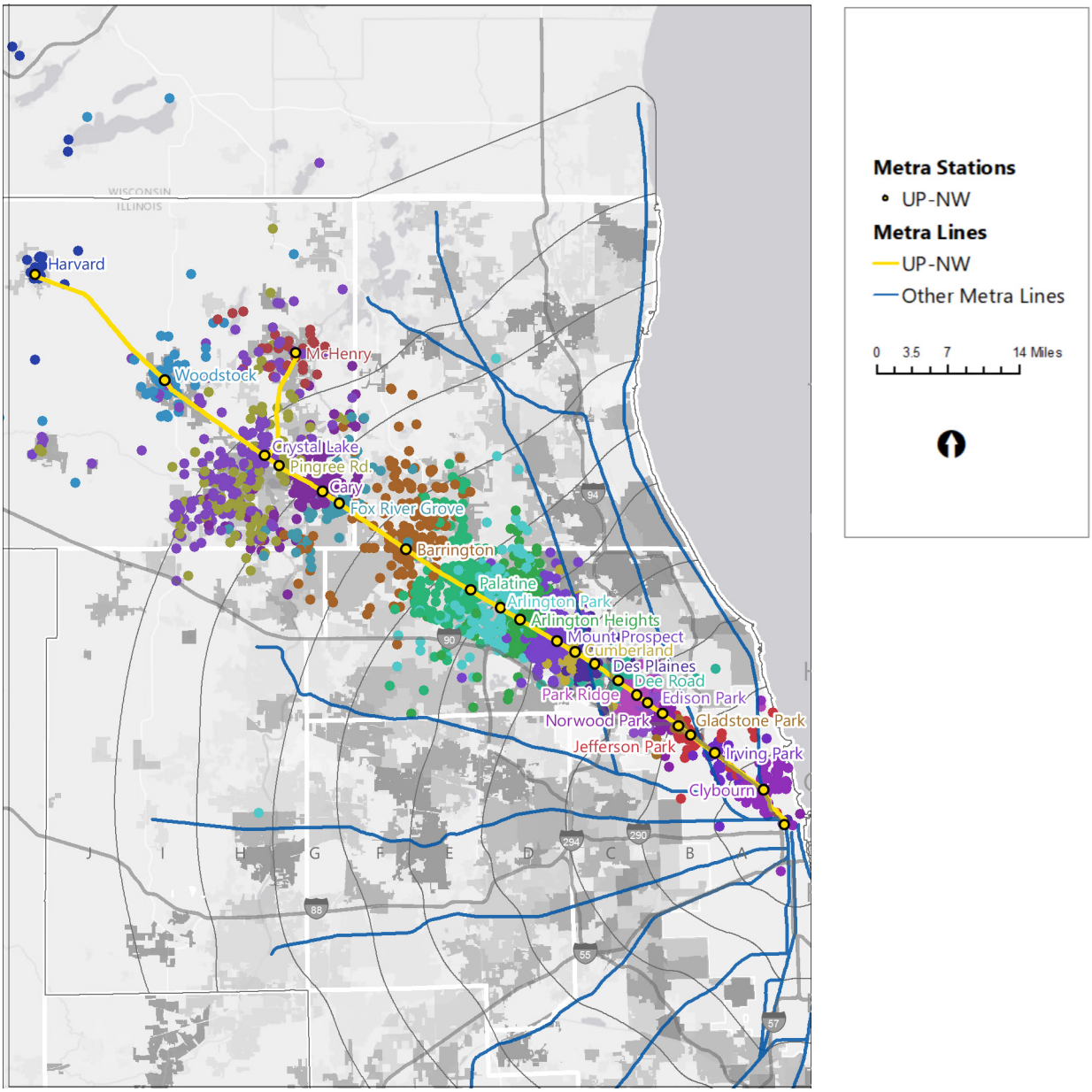


TABLE 5: UP-N CORRIDOR POPULATION

Station	Fare Zone	Area Sq. Mi.	Population in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Ogilvie Trans. Center, Clybourn	A	12.1	225,536	258,735	266,025	15%	3%
Irving Park, Jefferson Park, Gladstone Park	B	9.7	152,115	158,122	165,488	4%	5%
Norwood Park, Edison Park, Park Ridge, Dee Rd.	C	17.4	108,083	113,660	127,071	5%	12%
Des Plaines, Cumberland, Mount Prospect	D	15.5	67,048	74,185	83,048	11%	12%
Arlington Heights, Arlington Park	E	37.8	139,587	149,794	167,889	7%	12%
Palatine	F	31.8	94,592	97,594	107,032	3%	10%
Barrington	G	56.8	59,233	61,881	70,486	4%	14%
Fox River Grove, Cary	H	68.2	106,442	101,272	117,026	-5%	16%
Pingree Rd., Crystal Lake	I	85.1	126,161	128,360	165,485	2%	29%
McHenry, Woodstock, Harvard	J	452.0	126,424	129,742	214,378	3%	65%
UP-NW TOTAL		**786.2**	**1,205,221**	**1,273,345**	**1,483,928**	**6%**	**17%**
REGION TOTAL		3,748.0	8,523,863	8,672,509	10,354,840	2%	19%

TABLE 6: UP-N CORRIDOR HOUSEHOLDS

Station	Fare Zone	Area Sq. Mi.	Households in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Ogilvie Trans. Center, Clybourn	A	12.1	120,330	141,017	137,988	17%	-2%
Irving Park, Jefferson Park, Gladstone Park	B	9.7	54,708	59,939	63,130	10%	5%
Norwood Park, Edison Park, Park Ridge, Dee Rd.	C	17.4	43,004	46,337	55,197	8%	19%
Des Plaines, Cumberland, Mount Prospect	D	15.5	26,419	30,632	35,776	16%	17%
Arlington Heights, Arlington Park	E	37.8	55,567	61,995	72,335	12%	17%
Palatine	F	31.8	35,673	38,489	42,983	8%	12%
Barrington	G	56.8	19,718	22,583	27,077	15%	20%
Fox River Grove, Cary	H	68.2	35,556	36,640	44,074	3%	20%
Pingree Rd., Crystal Lake	I	85.1	42,382	46,004	63,189	9%	37%
McHenry, Woodstock, Harvard	J	452.0	45,236	50,249	91,109	11%	81%
UP-NW TOTAL		**786.2**	**478,593**	**533,885**	**632,858**	**12%**	**19%**
REGION TOTAL		3,748.0	3,100,987	3,341,064	4,140,227	8%	24%

TABLE 7: UP-N CORRIDOR EMPLOYMENT

Station	Fare Zone	Area Sq. Mi.	Employment in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Ogilvie Trans. Center, Clybourn	A	12.1	189,748	274,098	280,712	44%	2%
Irving Park, Jefferson Park, Gladstone Park	B	9.7	39,961	37,331	40,698	-7%	9%
Norwood Park, Edison Park, Park Ridge, Dee Rd.	C	17.4	62,947	47,762	52,834	-24%	11%
Des Plaines, Cumberland, Mount Prospect	D	15.5	40,344	36,758	42,912	-9%	17%
Arlington Heights, Arlington Park	E	37.8	151,668	133,969	147,818	-12%	10%
Palatine	F	31.8	49,946	62,243	68,647	25%	10%
Barrington	G	56.8	30,856	28,716	32,433	-7%	13%
Fox River Grove, Cary	H	68.2	26,621	24,513	30,408	-8%	24%
Pingree Rd., Crystal Lake	I	85.1	45,574	40,573	54,662	-11%	35%
McHenry, Woodstock, Harvard	J	452.0	56,744	44,238	69,518	-22%	57%
UP-NW TOTAL		**786.2**	**694,409**	**730,201**	**820,642**	**5%**	**12%**
REGION TOTAL		3,748.0	4,141,355	4,231,961	4,945,892	2%	17%

The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

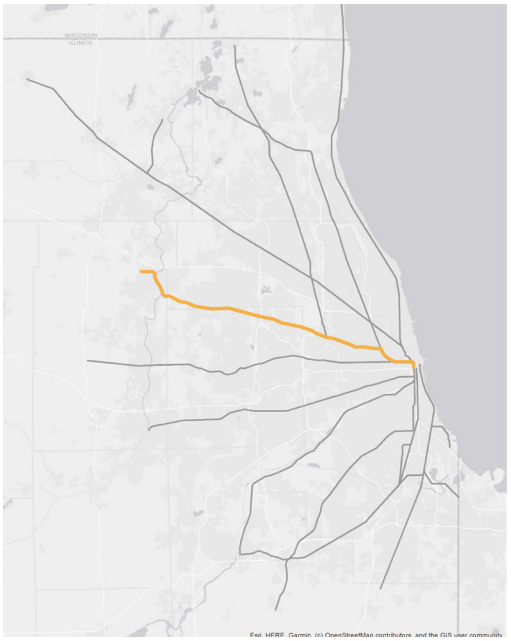
PROPOSED IMPROVEMENTS

Despite the significant economic and population growth expected to take place within the UP-NW corridor, the line's capacity is currently constrained on several fronts, including rail capacity, rolling stock capacity, and commuter parking capacity. Operations on the line are affected by the existing track configuration and the lack of a signal system on the McHenry Branch, the aged signal system on other portions of the corridor, and a lack of capacity at the existing outlying yards to support expansion. These limitations prevent further incremental improvements in the system needed to support future demand increases beyond those substantial investments in the UP-NW Line that have been already made by Metra. In order to address these issues, Metra proposed a series of upgrades to the UP-NW Line.

Metra had previously proposed a core capacity upgrade project of the entire UP-NW Line, including a 1.6-mile extension of the McHenry Branch from its existing terminus at McHenry to Johnsburg, the addition of three new stations, the construction of two new coach yards—at Woodstock and Johnsburg, rebuilding the existing Harvard Yard, and rolling stock, signal improvements and track infrastructure improvements. This combination of improvements would allow for expanded service and faster service throughout the line. While Metra is not currently pursuing the full implementation of this entire project, we will continue to look for opportunities to implement elements of this project in the coming years as funding becomes available.

TABLE 8: MAJOR TRIP GENERATORS ACCESSIBLE ALONG THE UP-NW CORRIDOR

Generator Type	Name	Comments	Municipality
Airports	O'Hare International Airport	Second-busiest airport in U.S.	Chicago
Colleges and Universities	DePaul Univ. O'Hare Campus	Branch campus serving adult/continuing education	Chicago
	Northeastern Illinois University	9,500 students	Chicago
	Oakton Community College	9,400 students	Des Plaines
	Columbia College	Branch campus of Mo.-based liberal arts college	Crystal Lake
	McHenry County College	6,400 students	Crystal Lake
Culture and Entertainment	Wrigley Field	Chicago Cubs' historic ballpark; cap. 41,000	Chicago
	Allstate Arena	Concert/sports venue; cap. 18,500	Rosemont
	Arlington Park Racecourse	Mile oval horse track; cap. 50,000	Arlington Heights
Shopping	Golf Mill Shopping Center	Regional mall	Niles
	Randhurst Village	Lifestyle center	Mount Prospect
	Woodfield Mall/Streets of Woodfield	Woodfield Mall: over 300 stores; 27M visitors/year	Schaumburg

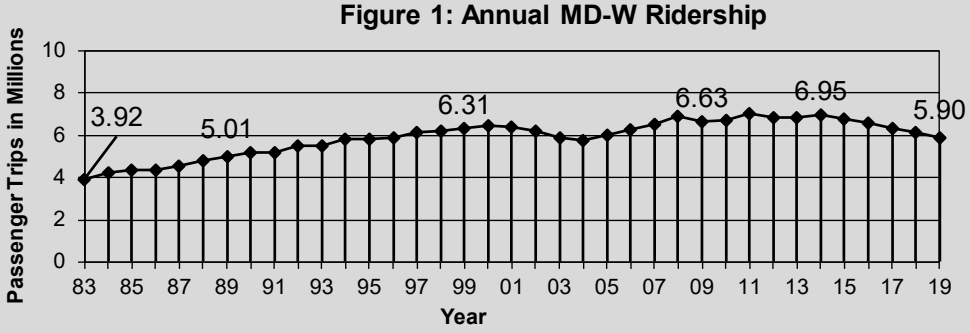


Milwaukee District - West

Line at a Glance

- Average Trip Length (2019) : 24.2 miles
- Average Fare Paid (2019) : $5.14
- Number of Stations: 22
- Route Length: 39.8 miles
- Number of Weekday Trains (Dec 2019): 58
- On-Time Performance (2019): 95.2%
- 68% of MD-W riders drive to their boarding station.
- 4% more people live along the MD-W than did in 2010.
- 2% more people work along the MD-W than did in 2010.

Figure 1: Annual MD-W Ridership



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Schedules as of Dec 2019

- 19 trains in the AM Peak
- 12 trains in the Midday
- 17 trains in the PM Peak
- 10 trains in the Evening
- 24 trains on Saturdays
- 18 trains on Sundays

- 8th highest ridership
- Schaumburg, Roselle, and Hanover Park are all among the top 30 highest-ridership, outlying stations

- Largest (tied) share of non-English speakers among Metra lines (15%)

Chicago to **Elgin**

Table 1: Metra Capital Investment History	MD-W ($m)	System ($m)
Rolling stock	$227	$2,978
Track and structure	$146	$1,567
Signal, electrical, and communications	$145	$1,137
Facilities and equipment	$92	$685
Stations and parking	$67	$1,120
Acquisitions, extensions, and expansions	$56	$603
Support activities	$43	$431
TOTAL	**$776**	**$8,521**
PERCENTAGE	**9.1%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Table 2: MD-W 2018 Weekday Boardings		
Time of Day	**Inbound**	**Outbound**
AM Peak	8,592	351
Midday	1,177	964
PM Peak	507	8,357
Evening	157	729
TOTAL	**10,433**	**10,401**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

In this section

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

MD-W OVERVIEW

Metra's Milwaukee District-West (MD-W) Line extends west from Chicago Union Station (CUS or "Union Station") to the city of Elgin. The line serves portions of Cook, DuPage, and Kane Counties with 21 outlying stations along its 40-mile route (see Figure 1). In 2019, 5.9 million trips were taken on the MD-W, the eighth-highest number of Metra's 11 lines.

Both the MD-N and MD-W are operated and maintained by Metra employees. Trains on both lines are dispatched from Minneapolis by Canadian Pacific (CP), which operates freight service over Metra-owned Milwaukee District track. CP owns the track west of the Big Timber Road Station in Elgin.

Several other operators provide freight service over portions of MD-W track.

Both Milwaukee District lines as well as Metra's North Central Service (NCS) share the Western Avenue Station in Chicago and Metra's three main tracks for the five miles between CUS and A-5 Junction (where the MD-N splits from the MD-W/NCS). The next seven miles of triple main line track between A-5 and B-12 Junction in Franklin Park (where the NCS diverges toward Antioch) are shared by MD-W and NCS trains. Metra upgraded the third main track between the two junctions for commuter service in 2006, allowing NCS and MD-W trains to run express through this segment. The MD-W is double-tracked from B-12 to Big Timber Road.

Daytime storage and servicing of all Milwaukee District trains, as well as trains serving the NCS and Heritage Corridor, take place at the Western Avenue Yard, located approximately three miles west of CUS. Nighttime storage and maintenance of trainsets serving the MD-W Line take place at the Elgin Yard, just south of the station in downtown Elgin.

PRESENT AND FUTURE DEMAND

In 2018, 20,800 boardings took place each weekday on the MD-W, with 80% of boardings occurring on peak-period, peak-direction trains. On the MD-W, ridership has increased 50% since 1983 (see Figure 1), with the most

FIGURE 2: METRA STATIONS ON THE MD-W LINE

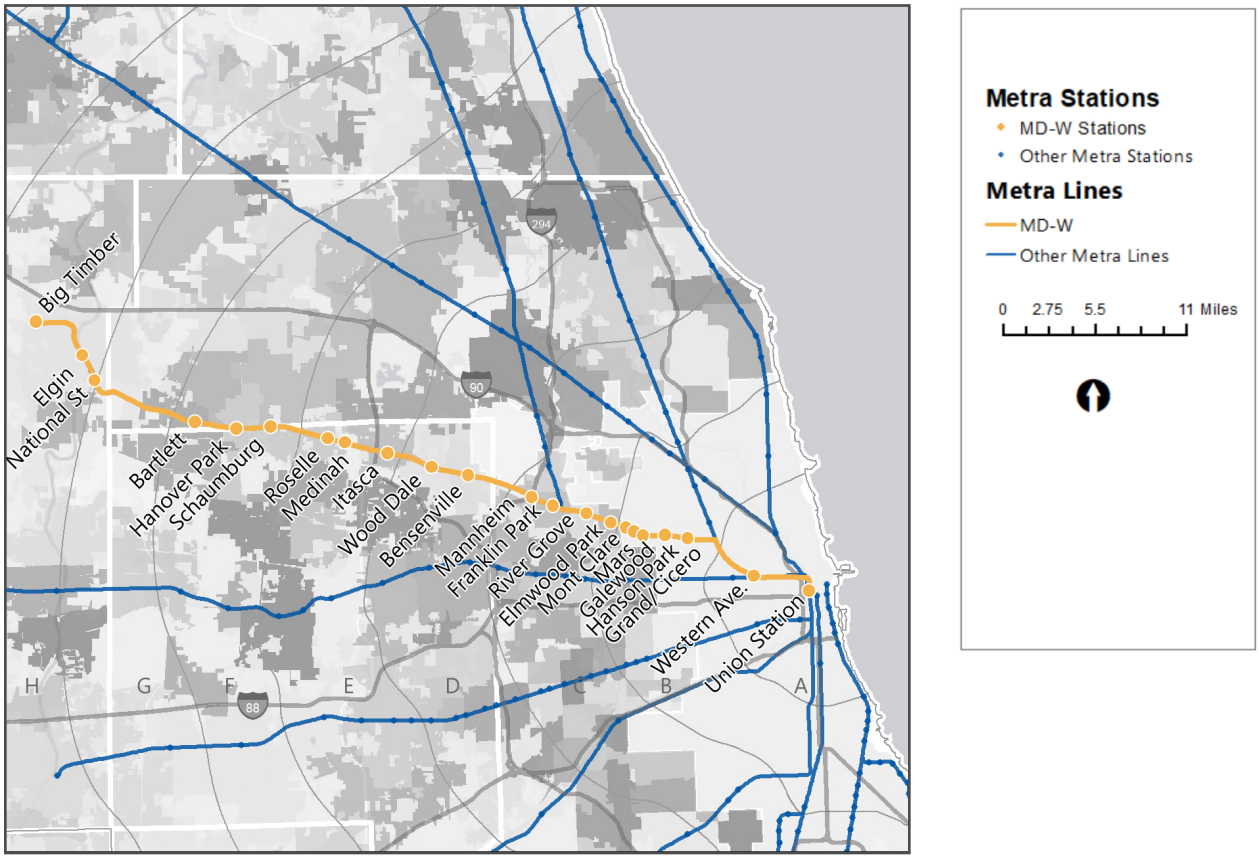

TABLE 3: MD-W STATION CHARACTERISTICS

Station	[1]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings				Weekday trains serving each station as of Dec 2019
				Platform	Depot	Parking	1983[2]	2006[2]	2016[2]	2018[2]	
Union Station	●	A	0.0	--	--	--	6,548	10,144	10,310	9,766	58
Western Ave.[3]	●	A	2.9	Metra	Metra	Metra	158	372	350	323	57
Grand/Cicero[4]	●	B	6.5	Metra	Metra	--	--	--	96	80	25
Hanson Park	●	B	7.7	Metra	Muni	Muni	54	54	60	58	16
Galewood	●	B	8.6	Metra	Metra	Multiple	202	265	279	246	43
Mars	●	B	9.1	Metra	Metra	Multiple	75	110	142	144	16
Mont Clare	●	B	9.5	Metra	Metra	Metra	314	361	335	303	44
Elmwood Park	●	C	10.2	Metra	Metra	Muni	466	392	405	388	44
River Grove[5]	●	C	11.4	Metra	Metra	Multiple	222	174	142	144	43
Franklin Park	●	C	13.2	Metra	Metra	Multiple	446	461	458	392	55
Mannheim		C	14.0	Metra	Metra	Metra	49	37	31	35	12
Bensenville	●	D	17.2	Metra	Metra	Multiple	439	450	357	414	46
Wood Dale	●	D	19.1	Metra	Multiple	Multiple	497	639	624	596	48
Itasca	●	E	21.1	Metra	Metra	Multiple	444	546	601	555	46
Medinah	●	E	23.0	Metra	Metra	Multiple	194	501	573	439	46
Roselle	●	E	23.9	Metra	Multiple	Multiple	1,455	1,500	1,455	1,448	50
Schaumburg	●	F	26.5	Metra	Multiple	Multiple	480	1,698	1,727	1,583	49
Hanover Park	●	F	28.4	Metra	Multiple	Multiple	738	1,482	1,486	1,238	48
Bartlett	●	F	30.1	Metra	Multiple	Multiple	669	1,064	1,071	988	49
National St.	●	H	36.0	Metra	Metra	Multiple	132	742	642	584	49
Elgin	●	H	36.6	Metra	Metra	Metra	390	476	436	411	49
Big Timber Rd.[6]	●	H	39.8	Metra	Metra	Multiple	--	803	789	699	42
TOTAL MD-W							**14,184**	**22,271**	**22,369**	**22,852**	**58**

[1] Accessibility information is displayed using a three dot system. A complete dot means the station is fully accessible. No dot means that the station is inaccessible. A hollow dot means the station is partially accessible. Customers who use wheelchairs at partially accessible stations will be able to access train platforms from the street. However, ramps, ticket windows, buildings and shelters may not fully conform to ADA guidelines.

[2] Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2006, Spring 2014, and Fall 2018.

[3] Parking area at this station serves MD-N, MD-W and NCS Lines

[4] Grand/Cicero Station opened in December 2006, replacing Hermosa and Cragin Stations, which closed the same month

[5] Parking area at this station serves MD-W and NCS Lines

[6] Station opened in 1986

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TABLE 4: 2019 MODE OF ACCESS AND COMMUTER PARKING AT MD-W METRA STATIONS

Station Name	Mode of Access (2019)					Station Parking (2019)		
	Walk/Bike	Drive[1]	Dropped Off[2]	Transit	Other	Capacity	Effective Use[3]	Observed Use[4]
Union Station	30%	39%	12%	14%	6%	0	--	--
Western Ave.[5]	30%	39%	12%	14%	6%	21	100%	100%
Grand/Cicero	48%	22%	26%	4%	0%	0	-	-
Hanson Park	24%	67%	9%	0%	0%	39	85%	85%
Galewood	29%	55%	14%	1%	1%	97	66%	66%
Mars	41%	49%	9%	1%	0%	63	67%	67%
Mont Clare	34%	54%	10%	2%	1%	193	51%	51%
Elmwood Park	41%	41%	16%	2%	1%	116	95%	95%
River Grove[6]	31%	54%	14%	1%	0%	170	81%	89%
Franklin Park	18%	68%	14%	0%	0%	223	81%	81%
Mannheim	100%	0%	0%	0%	0%	30	0%	0%
Bensenville	39%	46%	12%	2%	1%	167	68%	90%
Wood Dale	8%	76%	12%	0%	4%	425	83%	85%
Itasca	16%	69%	10%	4%	1%	360	71%	84%
Medinah	3%	84%	12%	0%	1%	399	72%	74%
Roselle	9%	72%	18%	1%	1%	977	88%	99%
Schaumburg	6%	77%	16%	1%	1%	1,572	67%	68%
Hanover Park	5%	74%	19%	0%	1%	1,358	61%	83%
Bartlett	11%	66%	22%	0%	1%	720	77%	89%
National St.	3%	82%	13%	1%	1%	425	94%	94%
Elgin	13%	61%	20%	4%	2%	149	94%	94%
Big Timber Rd.	3%	80%	14%	2%	1%	722	61%	61%
TOTAL MD-W	**14%**	**68%**	**15%**	**2%**	**1%**	**8,226**	**73%**	**80%**
SYSTEM TOTAL	26%	54%	16%	4%	1%	91,558	70%	63%

[1] Includes carpool drivers
[2] Includes carpool passengers
[3] Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey
[4] Observed use: spaces physically occupied during parking survey
[5] Western Ave. Station serves MD-N, MD-W and NCS Lines
[6] River Grove Station serves MD-W and NCS Lines

Sources: Metra, Origin-Destination Survey, Fall 2019; Metra Station and Parking Capacity and Use Survey, 2018

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significant ridership gains occurring at stations near the western end of the line. Since 1983, boardings have increased 72% at stations from Wood Dale westward (excluding the Big Timber Road Station, which opened in 1986). Ridership in this segment accounts for 67% of boardings at non-downtown MD-W stations.

Figure 4 shows the origins of MD-W riders who board at stations outside of the Central Business District (CBD). Overall passenger ridership on the MD-W totaled 5.9 million in 2019.

Demographic forecasts suggest that demand for commuter rail service on the MD-W will continue to rise (see Tables 5, 6 and 7). Though most of the corridor experienced relatively little to modest population growth between 2010 and 2020, the Chicago Metropolitan Agency for Planning (CMAP) forecasts that the MD-W corridor will attract 175,000 new residents between 2020 and 2050, an 18% increase. Over 85,000 jobs are projected to be added, another 18% rise.

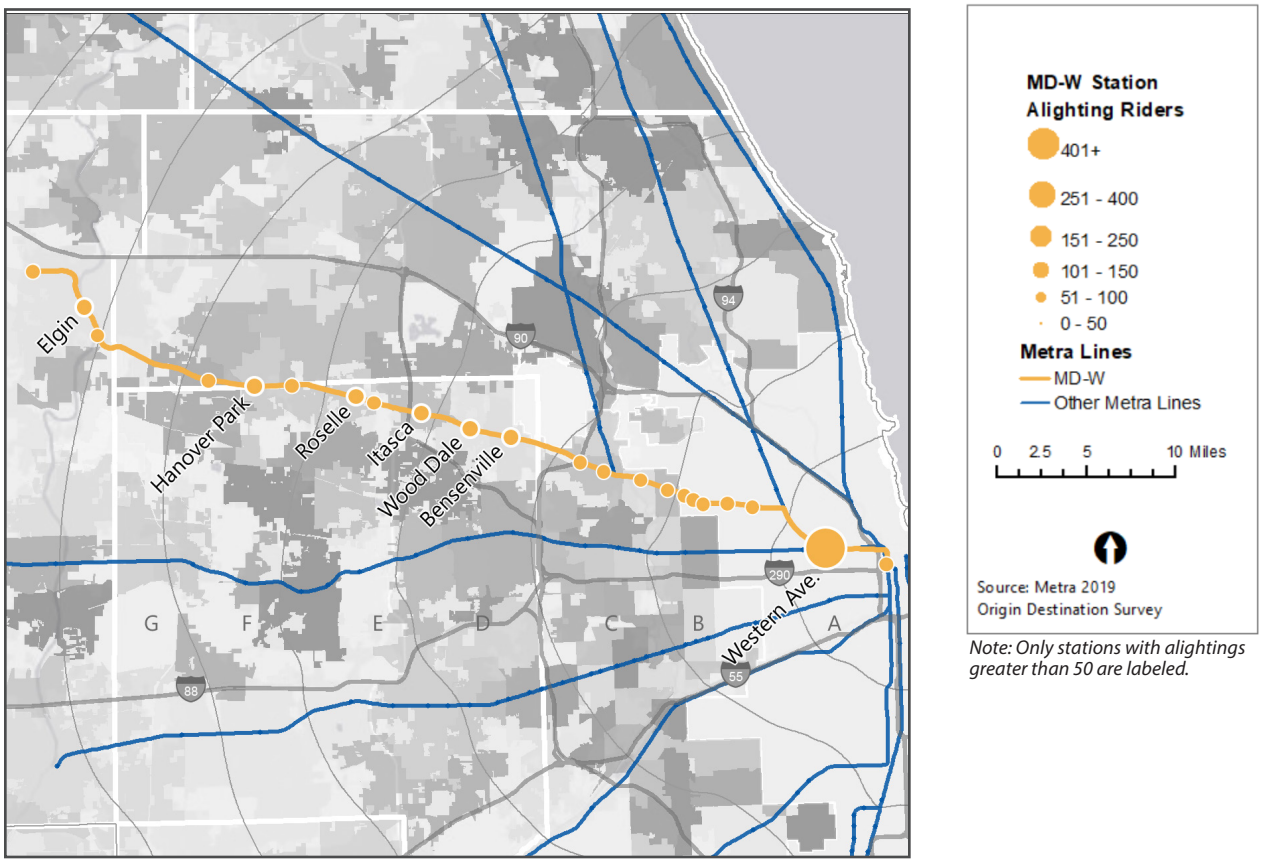
Projected population growth is especially significant at the outer end of the corridor in eastern Kane County. Population in the Elgin station marketsheds (National Street, Elgin, and Big Timber Road) is forecasted to increase 39% from 2020 to 2050. Employment growth in the Elgin area, as well as most

Terms Defined

"Peak-Direction Trains" are those that travel in the direction with the most demand from riders. During the "AM Peak," trains travelling toward the Loop are "Peak-Direction" while trains travelling away from the Loop are "Peak-Direction" during the "PM Peak."

"Effective Parking Utilization" is calculated by assuming that all parking pass holders will need a parking space at the same time. This ensures that there is always a space for those who hold a parking pass.

FIGURE 3: NON-DOWNTOWN DESTINATIONS DURING AM PEAK



Note: Only stations with alightings greater than 50 are labeled.

marketsheds in the corridor, is expected to be in line with the regional baseline.

Currently, about 8,500 parking spaces serve the riders of the MD-W, as shown in Table 4. According to parking counts conducted in 2019, the effective utilization rate at all stations on the line is 78%. When utilization of station parking areas exceeds 85%, Metra considers that they are approaching full capacity. Five MD-W stations exceed this threshold, indicating a demand for increased parking at these stations. Due to residential growth in the MD-W corridor, the demand for parking is expected to grow.

REVERSE COMMUTE AND NON-DOWNTOWN MARKETS

Although Metra's primary market involves commuters who follow the traditional suburb-to-CBD trip pattern, in recent years Metra has seen a demand for city-to-suburb reverse-commute options (Metra's primary commuter market is discussed in the Central Business District Market chapter). The shift of employment to suburban locations has left many commuters with limited transit accessibility to jobs. Figure 2 shows AM alightings at non-CBD MD-W stations.

According to Metra's 2018 Boarding and Alighting Count, five O'Hare-area stations (Franklin Park, Mannheim, Bensenville, Wood Dale, and Itasca) account for a plurality of MD-W, morning, peak-period, alightings outside central Chicago. Elgin Station is a significant outlying destination during the morning peak as riders travel to Elgin municipal offices, the Grand Victoria Casino, and other significant employers.

As noted above, employment growth is projected in MD-W station marketsheds where 85,000 jobs are expected to be added between 2020 and 2050 (see Table 7). Since employment growth in an area contributes to increased ridership at nearby Metra stations, this projection is an indicator of potential ridership growth on the MD-W Line.

MAJOR CAPITAL PROJECTS ALONG THE MD-W

Since 1985, Metra has invested $719 million (in year of expenditure dollars) in improvements to the MD-W corridor. Table 1 indicates the amount of investment in different asset categories. Metra has completed improvements at a number of MD-W stations and bridges. Over the years, Metra has partnered with Amtrak, which owns CUS, to complete a number of upgrades to the terminal's commuter facilities. For more information on proposed CUS improvements, see the CBD chapter of this report.

The amounts shown in Table 2 reflect the cost of a number of improvements made in conjunction with the NCS upgrade project, completed in 2006. These improvements included track and signal upgrades, yard expansion, and construction of new station buildings and platforms at five MD-W stations to accommodate new triple-track commuter operation: Hanson Park, Galewood,

Terms Defined

"Reverse Commuting" refers to riders who regularly travel in the opposite direction of most commuters. For Metra riders, this refers to people who are travelling away from the Loop during the AM Peak and toward the Loop during the PM Peak.

"Alighting Riders" are those who get off the train. They are the opposite of a "boarding rider."

Mars, Mont Clare, and Elmwood Park. A new station was built at Grand and Cicero Avenues in Chicago, replacing two adjacent stations. Consolidation has improved operational efficiency, and the new location is more accessible for Chicago Transit Authority bus users and pedestrians.

Much of the signal equipment on the MD-W dates from the 1950s, and replacement of this aging equipment is an ongoing effort with major track, signal, and interlocking upgrades taking place over the last 15 years.

FIGURE 4: ORIGINS OF RIDERS USING NON-CBD MD-W STATIONS

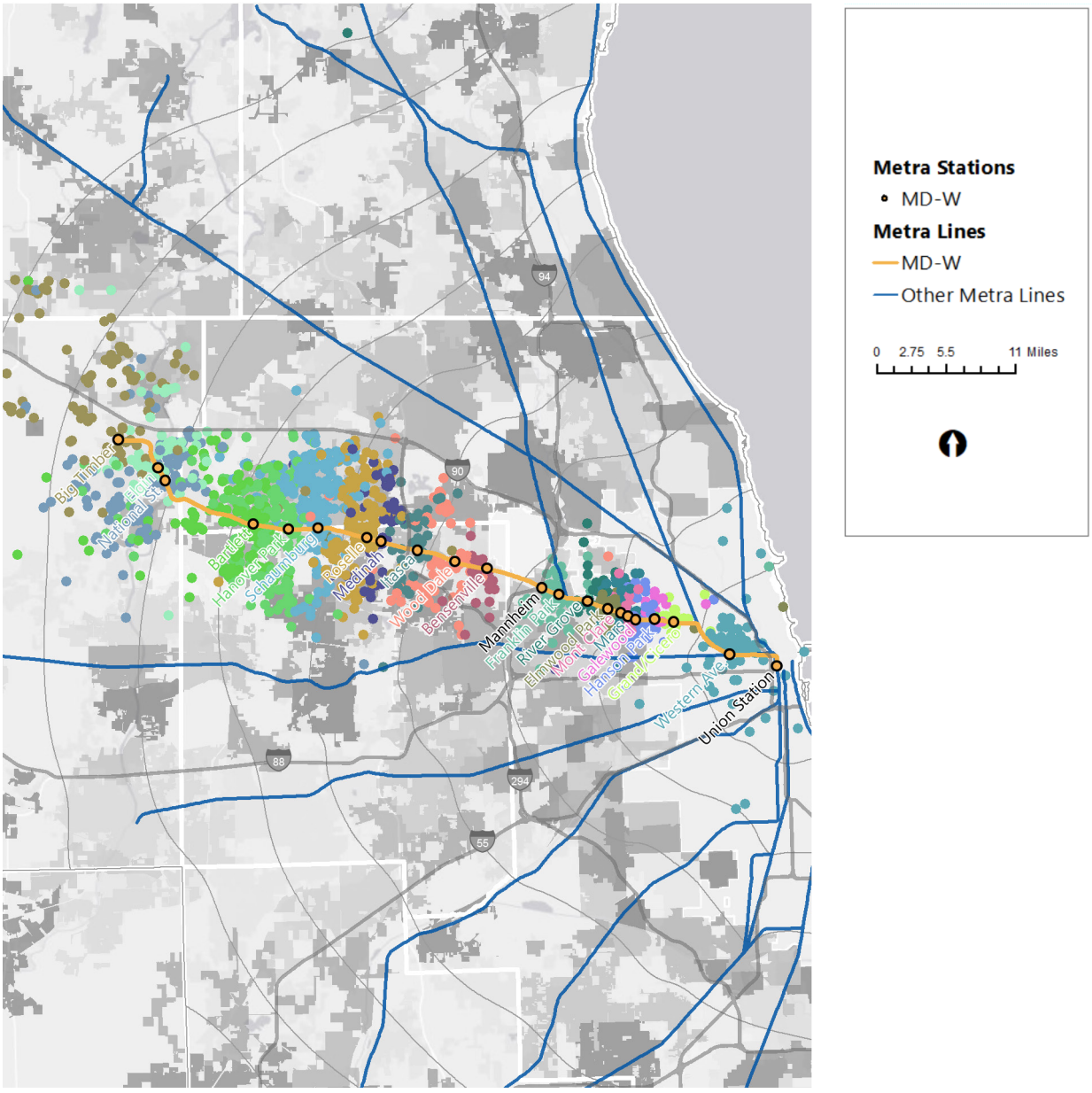


TABLE 5: MD-W CORRIDOR POPULATION

Station	Fare Zone	Area Sq. Mi.	Population in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Western Ave.	A	3.6	60,407	59,736	65,410	-1%	9%
Grand/Cicero, Hanson Park, Galewood, Mars, Mont Clare	B	11.8	186,211	184,776	200,253	-1%	8%
Elmwood Park, River Grove, Franklin Park, Mannheim	C	15.7	97,271	101,564	112,160	4%	10%
Bensenville, Wood Dale	D	21.6	49,831	49,203	56,115	-1%	14%
Itasca, Medinah, Roselle	E	39.9	123,433	130,154	145,696	5%	12%
Schaumburg, Hanover Park, Bartlett	F	68.1	208,773	218,443	243,563	5%	11%
National St., Elgin, Big Timber Rd.	H	198.6	226,942	247,541	343,428	9%	39%
MD-W TOTAL		**359.3**	**952,868**	**991,417**	**1,166,625**	**4%**	**18%**
REGION TOTAL		3,748.0	8,523,863	8,672,509	10,354,840	2%	19%

TABLE 6: MD-W CORRIDOR HOUSEHOLDS

Station	Fare Zone	Area Sq. Mi.	Households in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Western Ave.	A	3.6	24,034	27,865	29,730	16%	7%
Grand/Cicero, Hanson Park, Galewood, Mars, Mont Clare	B	11.8	55,244	57,641	64,266	4%	11%
Elmwood Park, River Grove, Franklin Park, Mannheim	C	15.7	35,574	37,437	43,004	5%	15%
Bensenville, Wood Dale	D	21.6	17,115	17,574	20,944	3%	19%
Itasca, Medinah, Roselle	E	39.9	46,903	52,443	60,483	12%	15%
Schaumburg, Hanover Park, Bartlett	F	68.1	70,809	77,721	88,578	10%	14%
National St., Elgin, Big Timber Rd.	H	198.6	77,406	87,849	132,605	13%	51%
MD-W TOTAL		**359.3**	**327,085**	**358,530**	**439,610**	**10%**	**23%**
REGION TOTAL		3,748.0	3,100,987	3,341,064	4,140,227	8%	24%

TABLE 7: MD-W CORRIDOR EMPLOYMENT

Station	Fare Zone	Area Sq. Mi.	Employment in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Western Ave.	A	3.6	88,493	108,121	116,366	22%	8%
Grand/Cicero, Hanson Park, Galewood, Mars, Mont Clare	B	11.8	25,208	29,032	33,624	15%	16%
Elmwood Park, River Grove, Franklin Park, Mannheim	C	15.7	37,956	39,052	45,139	3%	16%
Bensenville, Wood Dale	D	21.6	91,199	63,444	73,784	-30%	16%
Itasca, Medinah, Roselle	E	39.9	79,059	75,449	84,225	-5%	12%
Schaumburg, Hanover Park, Bartlett	F	68.1	61,649	68,608	80,070	11%	17%
National St., Elgin, Big Timber Rd.	H	198.6	93,517	102,211	138,223	9%	35%
MD-W TOTAL		**359.3**	**477,081**	**485,917**	**571,431**	**2%**	**18%**
REGION TOTAL		3,748.0	4,141,355	4,231,961	4,945,892	2%	17%

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In addition to the completion of the new Z-100 Bridge over the Fox River in 2020, Metra rehabilitated the Z-112 bridge at Tyler Creek in Elgin in 2017. Fiber optic cable was installed for the transmission of voice, signal data, corporate data, video and Positive Train Control (PTC) data.

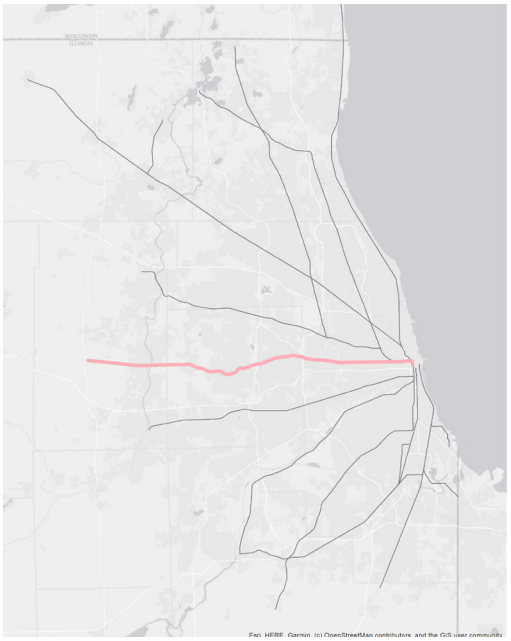
Numerous adjustments have been made to the MD-W's schedule over the years, to reduce congestion, improve on-time performance, accommodate reverse commuters, improve bus connections, and add service to meet demand. Two years after the schedule change, boardings at MD-W stations west of Franklin Park had increased 14%.

MD-W ACCESSIBILITY IMPROVEMENTS

All but one MD-W station—Mannheim—complies with the accessibility requirements of the Americans with Disabilities Act (ADA), and over 99% of MD-W boardings take place at ADA-accessible stations. Metra's station ADA-compliance program started with designating six of the busiest MD-W stations, including CUS in downtown Chicago, as "key stations", all of which were made fully accessible by 2002. Metra will bring Mannheim into full ADA compliance when it is rehabilitated, so that eventually all MD-W stations will be accessible.

TABLE 8: MAJOR TRIP GENERATORS ACCESSIBLE ALONG THE MD-W CORRIDOR

Generator Type	Name	Comments	Municipality
Airports	O'Hare International Airport	Second-busiest airport in U.S.	Chicago
Colleges and Universities	Triton College	Community college; 11,400 students	River Grove
	Elgin Community College	9,900 students	Elgin
	Judson University	1,300 students	Elgin
Culture and Entertainment	Medinah Country Club	Past host of 5 major PGA Championships	Medinah
	Schaumburg Boomers Stadium	Cap. 7,400	Schaumburg
	Grand Victoria Casino	Riverboat casino	Elgin
Shopping	Woodfield Mall/Streets of Woodfield	Woodfield Mall: over 300 stores; 27M visitors/year	Schaumburg

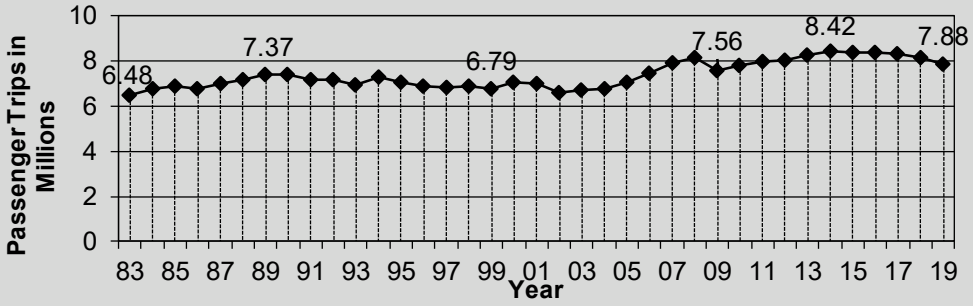


Union Pacific - West Line

Line at a Glance

- Average Trip Length (2019): 22.2 miles
- Average Fare Paid (2019): $5.05
- Number of Stations: 18
- Route Length: 43.6 miles
- Number of Weekday Trains (Dec 2019): 59
- On-Time Performance (2019): 92.3%
- 54% of UP-W riders drive to their boarding station.
- 6% more people live along the UP-W than did in 2010.
- 7% more people work along the UP-W than did in 2010.

Annual UP-W Ridership



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Schedules as of Dec 2019

- 20 trains in the AM Peak
- 10 trains in the Midday
- 16 trains in the PM Peak
- 13 trains in the Evening
- 20 trains on Saturdays
- 18 trains on Sundays

- 4th highest ridership line
- Elmhurst and Glen Ellyn are the 4th and 9th busiest outlying stations in the system, respectively

- 3rd highest rider income in the system
- Connects to CTA Green Line at Oak Park

Chicago to **Elburn**

Table 1: Metra Capital Investment History	UP-W ($m)	System ($m)
Rolling stock	$229	$2,978
Track and structure	$97	$1,567
Signal, electrical, and communications	$100	$1,137
Facilities and equipment	$19	$685
Stations and parking	$147	$1,120
Acquisitions, extensions, and expansions	$119	$603
Support activities	$24	$431
TOTAL	**$735**	**$8,521**
PERCENTAGE	**8.6%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Table 2: UP-W 2018 Weekday Boardings		
Time of Day	**Inbound**	**Outbound**
AM Peak	11,957	486
Midday	1,289	1,004
PM Peak	712	10,985
Evening	355	1,247
TOTAL	**14,313**	**13,722**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

In this section

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

UP-W OVERVIEW

Metra's Union Pacific-West (UP-W) Line extends west from Ogilvie Transportation Center (OTC) in downtown Chicago to the village of Elburn. The line serves portions of Cook, DuPage, and Kane Counties with 18 outlying stations along its 44-mile route (see Figure 1). Like the Union Pacific–North and Union Pacific–Northwest Lines, the UP-W is owned by Union Pacific Railroad (UP) and operated by its employees under a purchase of service agreement with Metra. The three lines are dispatched by UP from Omaha, Nebraska. Metra owns the passenger coaches and locomotives. Daytime storage and servicing of Union Pacific Metra trains takes place at the California Avenue Yard, located on the UP-W Line about three miles west of OTC. This location also functions as a heavy repair facility for bi-level coaches.

Today, the UP-W Line is the main freight line into Chicago for Union Pacific Railroad, which operates as many as 70 freight trains per day on the line. Despite carrying heavy freight traffic, the UP-W supports a full schedule of commuter service, consisting of 59 passenger trains each weekday. Table 3 details the service, station, and ridership characteristics of the UP-W.

PRESENT AND FUTURE DEMAND

In 2018, just over 28,000 boardings took place each weekday on the UP-W, with 82% of boardings occurring on peak-period, peak-direction trains. On the UP-W, ridership has increased 21% since 1983. Ridership gains are most significant at stations near the eastern and western ends of the line, while ridership has only grown at three of the 10 stations between Maywood and Wheaton.

At the three westernmost stations built before 2005 (Winfield, West Chicago, and Geneva) boardings increased 78% between 1983 and 2018, which reflects the population and employment growth that has taken place in this area. Ridership tripled in the same time period at the Oak Park and River Forest Stations, an example of the significant ridership growth that has been experienced at many of Metra's stations close to the CBD. Overall passenger ridership on the UP-W totaled 7.88 million trips in 2019.

Currently, approximately 8,200 parking spaces serve UP-W riders. According

Terms Defined

"Peak-Period Service" refers to trains arriving or departing downtown terminals at times when there is the greatest ridership demand. For Metra, the "AM Peak" starts with the first run of the day and lasts until 9:15am. The "PM Peak" starts at 3:30pm and lasts until 6:45pm.

"Reverse Commuting" refers to riders who regularly travel in the opposite direction of most commuters. For Metra riders, this refers to people who are travelling away from the Loop during the AM Peak and toward the Loop during the PM Peak.

FIGURE 2: METRA STATIONS ON THE UP-W LINE

TABLE 3: UP-W STATION CHARACTERISTICS

Station	♿[1]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings				Weekday trains serving each station as of Dec 2019
				Platform	Depot	Parking	1983	2006	2016	2018	
Ogilvie Trans. Center	●	A	0.0	Multiple	Multiple	n/a	13,737	11,743	16,395	13,119	59
Kedzie		A	3.6	UPRR	UPRR	n/a	42	22	52	41	22
Oak Park	●	B	8.5	UPRR	Multiple	Muni	344	1,025	905	991	50
River Forest		B	9.7	UPRR	Multiple	Muni	127	367	438	448	45
Maywood	○	C	10.5	UPRR	Multiple	Muni	87	97	82	87	27
Melrose Park	○	C	11.3	UPRR	UPRR	Muni	101	100	87	86	30
Bellwood	○	C	12.6	UPRR	UPRR	Multiple	248	215	148	145	38
Berkeley	●	C	14.3	UPRR	UPRR	Multiple	201	176	140	145	38
Elmhurst	●	D	15.7	UPRR	UPRR	Multiple	1,521	1,833	2,344	2,540	55
Villa Park	●	D	17.8	UPRR	Multiple	Multiple	1,289	835	828	870	44
Lombard	●	D	19.9	UPRR	Multiple	Muni	1,418	1,281	1,343	1,502	46
Glen Ellyn	●	E	22.4	UPRR	Muni	Muni	1,971	1,537	1,734	1,929	49
College Ave.	●	E	23.8	UPRR	Multiple	Muni	838	952	918	1,059	46
Wheaton	●	E	25.0	UPRR	Multiple	Muni	1,770	1,661	1,577	1,618	49
Winfield	●	F	27.5	UPRR	Multiple	Muni	341	503	507	496	45
West Chicago	●	F	29.8	UPRR	Multiple	Multiple	371	588	527	586	49
Geneva	●	H	35.3	UPRR	Multiple	Multiple	872	1,562	1,708	1,742	48
La Fox[2]	●	I	40.9	UPRR	UPRR	Multiple	-	261	276	295	44
Elburn[2]	●	I	43.6	UPRR	Multiple	Multiple	-	255	307	336	43
TOTAL UP-W							**22,310**	**25,013**	**27,372**	**28,035**	**59**

[1] Accessibility information is displayed using a three dot system. A complete dot means the station is fully accessible. No dot means that the station is inaccessible. A hollow dot means the station is partially accessible. Customers who use wheelchairs at partially accessible stations will be able to access train platforms from the street. However, ramps, ticket windows, buildings and shelters may not fully conform to ADA guidelines.

[2] Stations opened in 2006.

Sources: Metra 1983 Boarding/Alighting Counts. Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2006, Spring 2014, and Fall 2018. Metra, Origin-Destination Survey, Fall 2019

Note: The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

TABLE 4: 2019 MODE OF ACCESS AND 2018 COMMUTER PARKING AT UP-W METRA STATIONS

Station Name	Mode of Access (2019)					Station Parking (2018)		
	Walk/Bike	Drive[1]	Dropped Off[2]	Transit	Other	Capacity	Effective Use[3]	Observed Use[4]
Ogilvie Trans. Center	47%	4%	8%	30%	11%	0	n/a	n/a
Kedzie	57%	0%	21%	21%	0%	0	n/a	n/a
Oak Park	68%	14%	11%	5%	1%	192	79%	51%
River Forest	54%	36%	10%	0%	0%	191	90%	66%
Maywood	24%	72%	3%	0%	0%	85	36%	36%
Melrose Park	16%	63%	18%	3%	0%	80	93%	73%
Bellwood	15%	69%	15%	0%	0%	194	49%	49%
Berkeley	16%	66%	19%	0%	0%	124	70%	70%
Elmhurst	25%	54%	19%	1%	1%	1,409	93%	91%
Villa Park	22%	62%	16%	0%	1%	492	99%	94%
Lombard	23%	51%	22%	3%	2%	570	97%	89%
Glen Ellyn	31%	43%	24%	1%	1%	682	99%	90%
College Ave.	25%	57%	18%	0%	0%	592	100%	85%
Wheaton	26%	52%	18%	3%	1%	756	80%	77%
Winfield	17%	59%	23%	0%	1%	282	93%	92%
West Chicago	9%	73%	17%	1%	1%	468	77%	64%
Geneva	5%	76%	17%	1%	1%	1,239	96%	84%
La Fox	2%	81%	17%	0%	0%	300	74%	74%
Elburn	4%	75%	17%	2%	3%	592	36%	36%
TOTAL UP-W	**25%**	**54%**	**18%**	**1%**	**1%**	**8,248**	**86%**	**79%**
SYSTEM TOTAL	26%	54%	16%	4%	1%			

[1] Includes carpool drivers

[2] Includes carpool passengers

[3] Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey

[4] Observed use: spaces physically occupied during parking survey

[5] Parking area at this station serves UP-N and UP-NW Lines

Sources: Metra, Origin-Destination Survey, Fall 2019; Metra Station and Parking Capacity and Use Survey, 2018

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to parking counts conducted in 2018, the average rate of utilization at all stations on the line is 86%. At nine stations, effective parking utilization exceeds 85%, the threshold used by Metra to determine if a station is in need of additional parking.

A number of indicators suggest that demand for commuter rail service will continue to rise in the UP-W corridor, as shown in Tables 5, 6, and 7. The corridor has been growing rapidly in recent decades, and demographic forecasts anticipate continued growth in population and employment. The Chicago Metropolitan Agency for Planning (CMAP) forecasts that the UP-W corridor will attract nearly 160,000 new residents between 2020 and 2050, a 19% increase. Population growth is expected to be most significant near the outer end of the UP-W corridor in eastern Kane County. Population in Geneva's station marketshed is expected to increase almost 24% from 2020 to 2050 and population in the La Fox and Elburn marketsheds is expected to increase 93% during the same period (see Table 5).

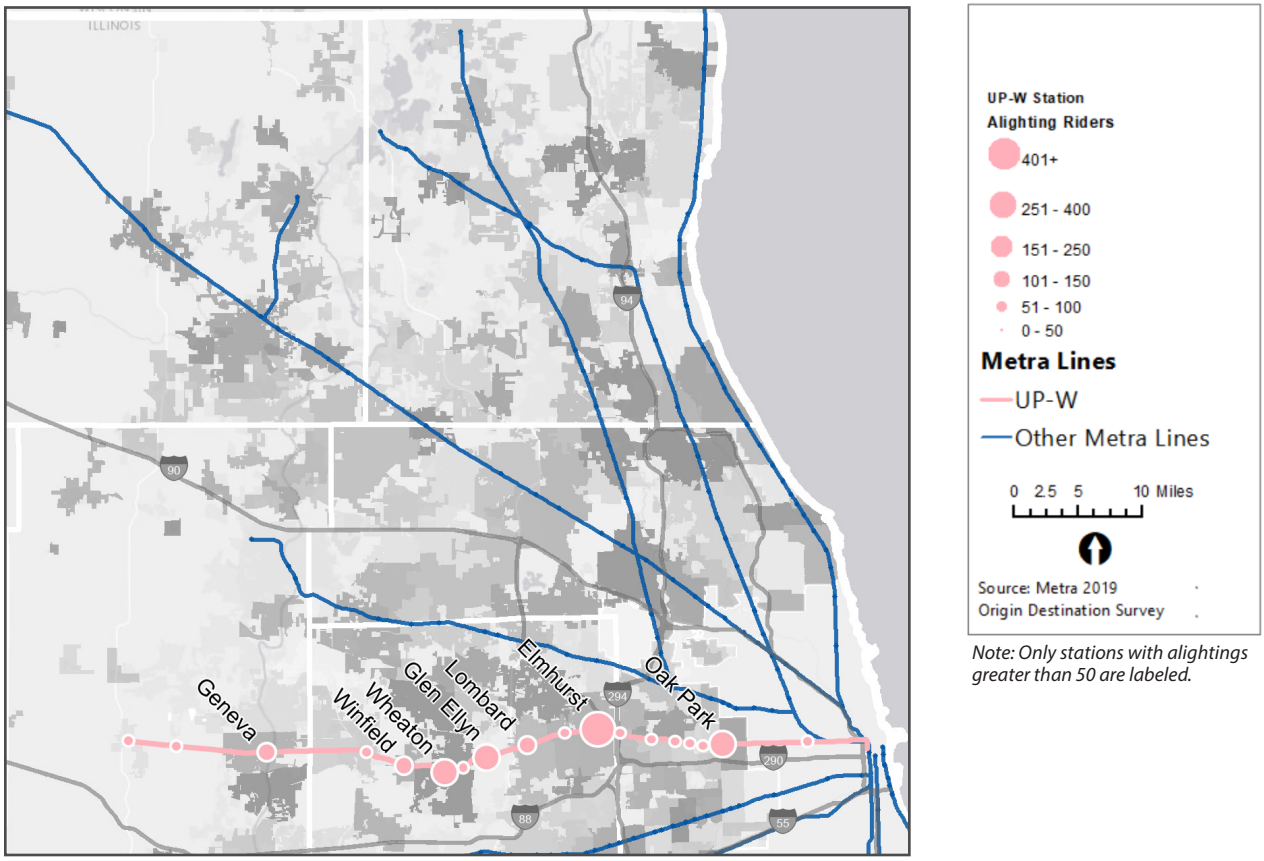
Similarly, the greatest gains in suburban employment on the UP-W corridor, in terms of percentage and absolute numbers, are expected to occur in the marketsheds from Geneva west. CMAP forecasts a 97% increase in employment in the La Fox and Elburn marketsheds.

Terms Defined

"Peak-Direction Trains" are those that travel in the direction with the most demand from riders. During the "AM Peak," trains travelling toward the Loop are "Peak-Direction" while trains travelling away from the Loop are "Peak-Direction" during the "PM Peak."

"Effective Parking Utilization" is calculated by assuming that all parking pass holders will need a parking space at the same time. This ensures that there is always a space for those who hold a parking pass.

FIGURE 3: NON-DOWNTOWN DESTINATIONS DURING AM PEAK



Note: Only stations with alightings greater than 50 are labeled.

REVERSE-COMMUTE AND NON-DOWNTOWN MARKETS

Although Metra's primary market involves commuters who follow the traditional suburb-to-CBD trip pattern, in recent years Metra has seen a demand for city-to-suburb reverse-commute options (Metra's primary commuter market is discussed in the Central Business District Market chapter). The shift of employment to suburban locations has left many commuters with limited transit accessibility to jobs. Figure 3 shows AM alightings at non-CBD UP-W stations.

Factors that increase reverse-commute trip patterns are the growth of employment in the suburbs as well as the growth of population and households in the city and inner ring suburbs. Significant population and household growth is expected near the CBD and in western UP-W marketsheds, as shown in Tables 5 and 6. In terms of employment, CMAP projects the greatest employment growth to occur in UP-W marketsheds along the western end of the UP-W Line (see Table 7). This forecast suggests that some residents living in between may need to commute to job centers elsewhere in the UP-W corridor.

Boardings on UP-W AM peak-period outbound trains decreased by 14 percent between 2006 and 2016, whereas between 2006 and 2014, this market had been increasing by the same amount . The downward trend in reverse commute between 2014 and 2016 will likely switch back to a positive trend with projected employment growth in suburbs along the UP-W. See Table 6 for a list of major trip generators accessible from the UP-W corridor, including large employers.

MAJOR CAPITAL PROJECTS ALONG THE UP-W

Since 1985, Metra has invested nearly $735 million (in year of expenditure dollars) in improvements to the UP-W corridor. Table 1 indicates the amount of investment in different asset categories. This amount includes the extension of the line from Geneva to Elburn, which was completed in 2006. The $135 million project relieved automobile and train congestion at Geneva and allowed Metra to better serve growing Kane County travel markets.

In 2009, Metra and UP formed a public-private partnership (PPP) to construct a number of capital improvements including the installation of Another Train Warning System (ATWS) . These improvements allow commuter and freight traffic to safely operate past a station when a commuter train is stopped there.

In 2014, crews completed projects to improve the connection between UP and Indiana Harbor Belt tracks near UP's Proviso freight yard in Melrose Park and to extend third main line track adjacent to the yard. These projects included the construction of new Berkeley and Bellwood stations and the addition of pedestrian underpasses at each station. The work was part of the Chicago Region Environmental and Transportation Efficiency (CREATE) Program, a set of 70 projects designed to reduce and remove passenger and freight train congestion in the Chicago area.

Terms Defined

"Mode of Access" refers to the way that riders travel to a station prior to boarding their train (e.g. on foot, by car, as a member of a carpool). See Table 4 for more detailed information.

"Alighting Riders" are those who get off the train. They are the opposite of a "boarding rider."

ATWS uses audible and visual alerts to warn pedestrians at crossings near stations that a second train—in addition to the one stopped at the station—is approaching or present.

In 2014, UP and Metra shared the cost to add crossovers at Lombard and Wheaton. The new crossovers allow commuter trains to bypass slower-moving freight trains, and minimize delays during track repairs.

UP-W ACCESSIBILITY IMPROVEMENTS

Most UP-W stations now comply with the accessibility requirements of the Americans with Disabilities Act (ADA), and approximately 98% of UP-W weekday boardings take place at these accessible stations. Metra's station compliance program started with designating seven of the busiest UP-W stations, including OTC in downtown Chicago, as "key stations", all of which

FIGURE 4 ORIGINS OF RIDERS USING NON-CBD UP-W STATIONS

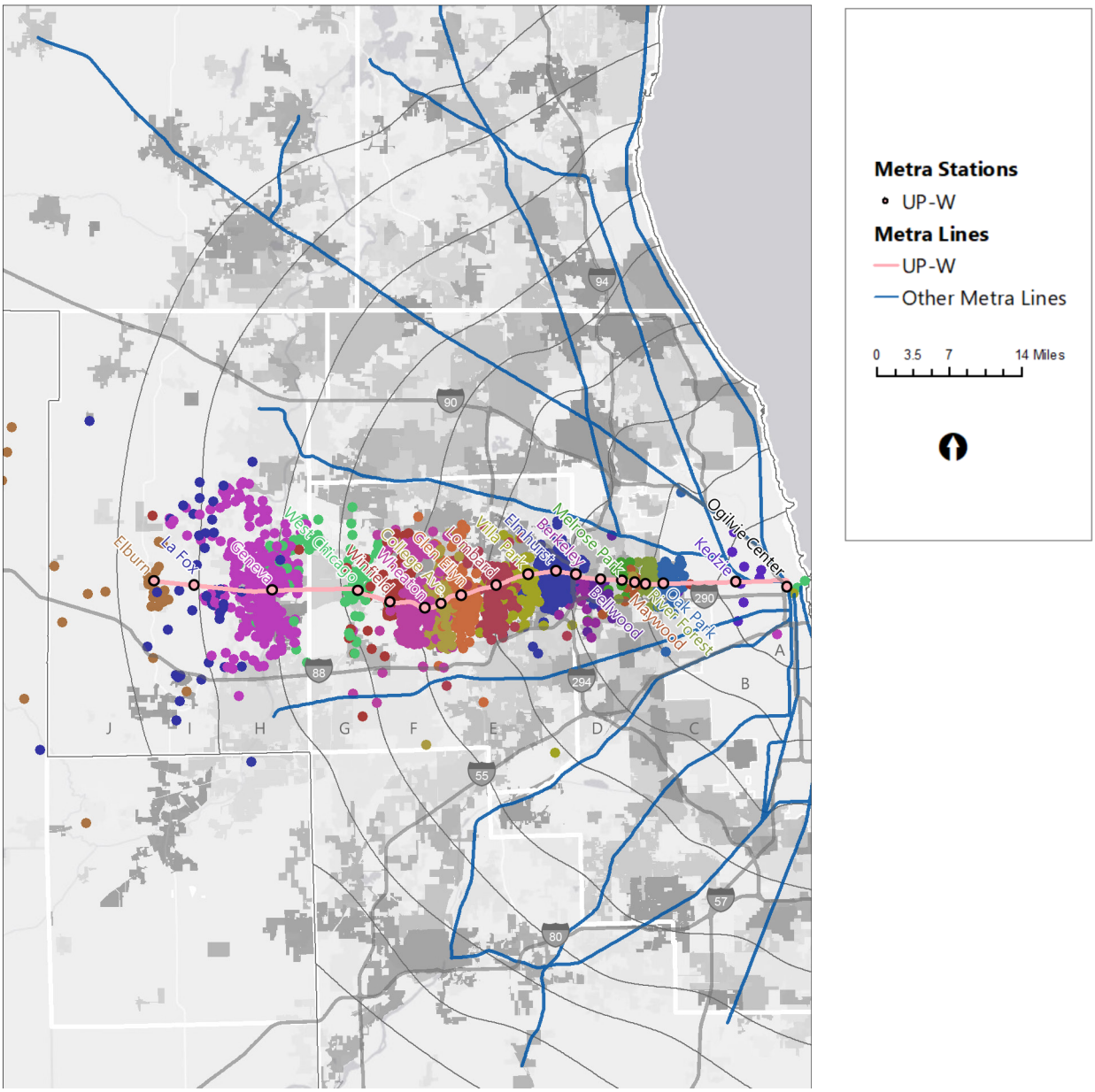


TABLE 5: UP-W CORRIDOR POPULATION

Station	Fare Zone	Area Sq. Mi.	Population in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Ogilvie Transportation Center, Kedzie	A	8.6	107,904	127,396	150,884	18%	18%
Oak Park, River Forest	B	10.8	101,884	105,121	112,834	3%	7%
Maywood, Melrose Park, Bellwood, Berkeley	C	21.1	108,594	117,296	132,634	8%	13%
Elmhurst, Villa Park, Lombard	D	33.5	126,151	130,711	147,388	4%	13%
Glen Ellyn, College Ave., Wheaton	E	30.9	123,183	128,013	141,702	4%	11%
Winfield, West Chicago	F	47.1	85,124	85,531	99,717	0%	17%
Geneva	H	51.7	96,244	94,640	117,222	-2%	24%
La Fox, Elburn	I	216.0	40,503	48,530	93,839	20%	93%
UP-W TOTAL		**418.9**	**789,587**	**837,238**	**996,220**	**6%**	**19%**
REGION TOTAL		3,748.0	8,523,863	8,672,509	10,354,840	2%	19%

TABLE 6: UP-W CORRIDOR HOUSEHOLDS

Station	Fare Zone	Area Sq. Mi.	Households in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Ogilvie Transportation Center, Kedzie	A	8.6	39,059	58,353	67,068	49%	15%
Oak Park, River Forest	B	10.8	41,364	45,484	49,283	10%	8%
Maywood, Melrose Park, Bellwood, Berkeley	C	21.1	35,455	39,768	48,110	12%	21%
Elmhurst, Villa Park, Lombard	D	33.5	47,473	51,457	60,777	8%	18%
Glen Ellyn, College Ave., Wheaton	E	30.9	44,898	48,779	55,908	9%	15%
Winfield, West Chicago	F	47.1	27,123	29,181	35,382	8%	21%
Geneva	H	51.7	34,868	36,998	48,387	6%	31%
La Fox, Elburn	I	216.0	13,477	16,804	37,848	25%	125%
UP-W TOTAL		**418.9**	**283,717**	**326,824**	**402,763**	**15%**	**23%**
REGION TOTAL		3,748.0	3,100,987	3,341,064	4,140,227	8%	24%

TABLE 7: UP-W CORRIDOR EMPLOYMENT

Station	Fare Zone	Area Sq. Mi.	Employment in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Ogilvie Transportation Center, Kedzie	A	8.6	132,154	189,471	198,481	43%	5%
Oak Park, River Forest	B	10.8	41,870	46,687	50,491	12%	8%
Maywood, Melrose Park, Bellwood, Berkeley	C	21.1	65,373	50,421	57,591	-23%	14%
Elmhurst, Villa Park, Lombard	D	33.5	109,529	108,235	118,999	-1%	10%
Glen Ellyn, College Ave., Wheaton	E	30.9	75,677	61,139	69,634	-19%	14%
Winfield, West Chicago	F	47.1	31,609	37,336	44,068	18%	18%
Geneva	H	51.7	65,782	64,979	75,903	-1%	17%
La Fox, Elburn	I	216.0	11,742	13,083	25,790	11%	97%
UP-W TOTAL		**418.9**	**533,736**	**571,351**	**640,957**	**7%**	**12%**
REGION TOTAL		3,748.0	4,141,355	4,231,961	4,945,892	2%	17%

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were made fully accessible by 2007. Since 1985, Metra has completed access improvements at a number of non-downtown UP-W stations, and 14 outlying stations on the line are fully accessible to riders with disabilities. Metra will bring the remaining stations into full ADA compliance as they are rehabilitated, so that eventually all will be accessible.

PROPOSED IMPROVEMENTS

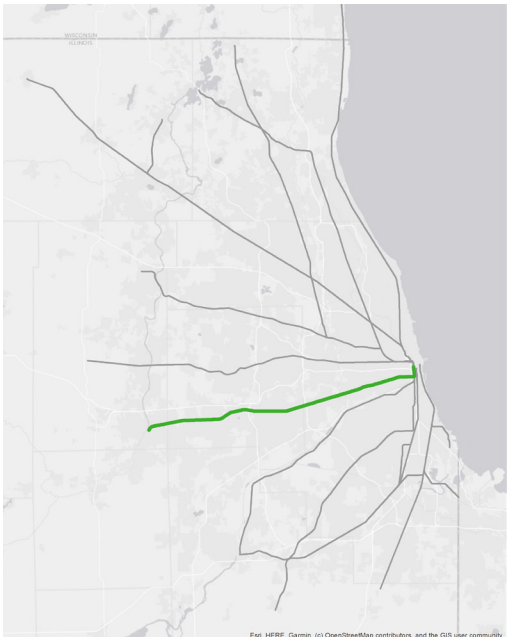
Two complementary projects are proposed for the UP-W Line in order to improve reliability of passenger and freight operations.

Metra and UP have each committed $45 million for the construction of two segments of new third main line track on the UP-W, from River Forest to Melrose Park, and from West Chicago to Geneva. This work is the final piece of the Metra/UP PPP, and will create continuous triple track from Chicago to Elburn and alleviate conflicts between freight and Metra trains. Construction on the River Forest-to-Melrose Park segment began in spring 2018 and will conclude in 2020. Construction for the West Chicago-to-Geneva segment is expected to start in Fall 2020 and continue through 2022.

A second set of improvements are required to work in conjunction with the PPP upgrades to facilitate service expansion on the UP-W. These improvements include grade separating the A-2 crossing and upgrading the signal system from A-2 to River Forest. Adding station parking, lengthening platforms, and purchasing additional rolling stock would allow Metra to accommodate the increased ridership attracted by the service improvements.

TABLE 8: MAJOR TRIP GENERATORS ACCESSIBLE ALONG THE UP-W CORRIDOR

Generator Type	Name	Comments	Municipality
Colleges and Universities	Concordia University	5,600 students	River Forest
	Dominican University	3,500 students	River Forest
	Elmhurst College	3,400 students	Elmhurst
	National University of Health Sciences	700 students	Lombard
	College of DuPage	Community College; 31,000 students	Glen Ellyn
	IIT - Rice Campus	Satellite campus of IIT	Wheaton
	Wheaton College	2,900 students	Wheaton
Culture and Entertainment	Frank Lloyd Wright Preservation Trust	World's largest collection of Wright structures; Hemingway's birthplace and museum	Oak Park
	DuPage County Fairgrounds	Hosts events throughout the year	Wheaton
	Kane County Fairgrounds	Hosts events throughout the year	Geneva

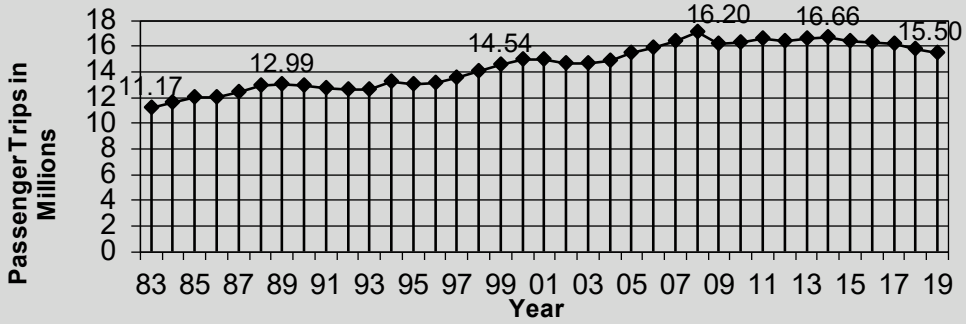


BNSF Line

Line at a Glance

- Average Trip Length (2019): 23.3 miles
- Average Fare Paid (2019): $5.10
- Number of Stations: 26
- Route Length: 37.5 miles
- Number of Weekday Trains (Dec 2019): 97
- On-Time Performance (2019): 95.0%
- 55% of BNSF riders drive to their boarding station.
- 4% more people live along the BNSF than did in 2010.
- 9% more people work along the BNSF than did in 2010.

Figure 1: Annual BNSF Ridership



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Schedules as of Dec 2019

- 41 trains in the AM Peak
- 11 trains in the Midday
- 31 trains in the PM Peak
- 14 trains in the Evening
- 30 trains on Saturdays
- 20 trains on Sundays

- Highest ridership line
- 64% of riders board at the six westernmost stations
- Route 59 and Naperville are the first and second busiest outlying stations

- Most robust express service in the system
- 3rd highest income ridership among lines

Chicago to Aurora

Table 1: Metra Capital Investment History	BNSF ($m)	System ($m)
Rolling stock	$471	$2,978
Track and structure	$152	$1,567
Signal, electrical, and communications	$121	$1,137
Facilities and equipment	$67	$685
Stations and parking	$74	$1,120
Acquisitions, extensions, and expansions	$8	$603
Support activities	$36	$431
TOTAL	**$929**	**$8,521**
PERCENTAGE	**10.9%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Table 2: BNSF 2018 Weekday Boardings		
Time of Day	**Inbound**	**Outbound**
AM Peak	24,783	776
Midday	1,525	2,918
PM Peak	1,017	21,192
Evening	487	2,233
TOTAL	**27,812**	**29,119**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

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The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

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In this section

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- Metra's Mission Statement

BNSF OVERVIEW

Metra's BNSF (BNSF) Line extends west from Chicago Union Station (CUS, or "Union Station") to the Aurora Transportation Center, serving portions of Cook, DuPage, and Kane Counties. In addition to CUS, the BNSF Line provides service to 25 stations along its nearly 38-mile route. In 2019, passenger trips on the BNSF totaled 15.5 million, the highest ridership of any line in the Metra system.

The BNSF Line has the region's most efficient track and signal infrastructure, with three tracks throughout its length, high-speed track crossovers every four miles, and the ability to operate in either direction on any track. As a

result, BNSF commuter service operates frequent, high-speed peak-period express trains with a zone-type schedule between most stations and downtown Chicago. This infrastructure also provides the ability to efficiently recycle trains for additional peak-period trips, thus making very effective use of its trains and personnel. The high-density commuter operation shares the tracks with a high-volume freight service and eight daily Amtrak trains. Although subsidized by Metra since 1984, the line is owned by BNSF and is operated by its own employees under a purchase of service agreement with Metra. Naperville Station, LaGrange Road Station, and CUS are also served by Amtrak. Metra owns the passenger coaches and locomotives serving the BNSF.

The BNSF Line serves the rapidly growing communities within the Illinois Technology and Research Corridor along I-88 in southern DuPage County. Rapid residential, commercial, and industrial development in the corridor, particularly in the Naperville-Aurora area, has transformed Route 59 and Naperville into Metra's top two outlying stations in terms of total weekday boardings. In the past 25 years, almost all ridership growth at outlying BNSF stations has occurred from Downers Grove to Aurora.

FIGURE 2: METRA STATIONS ON THE BNSF LINE

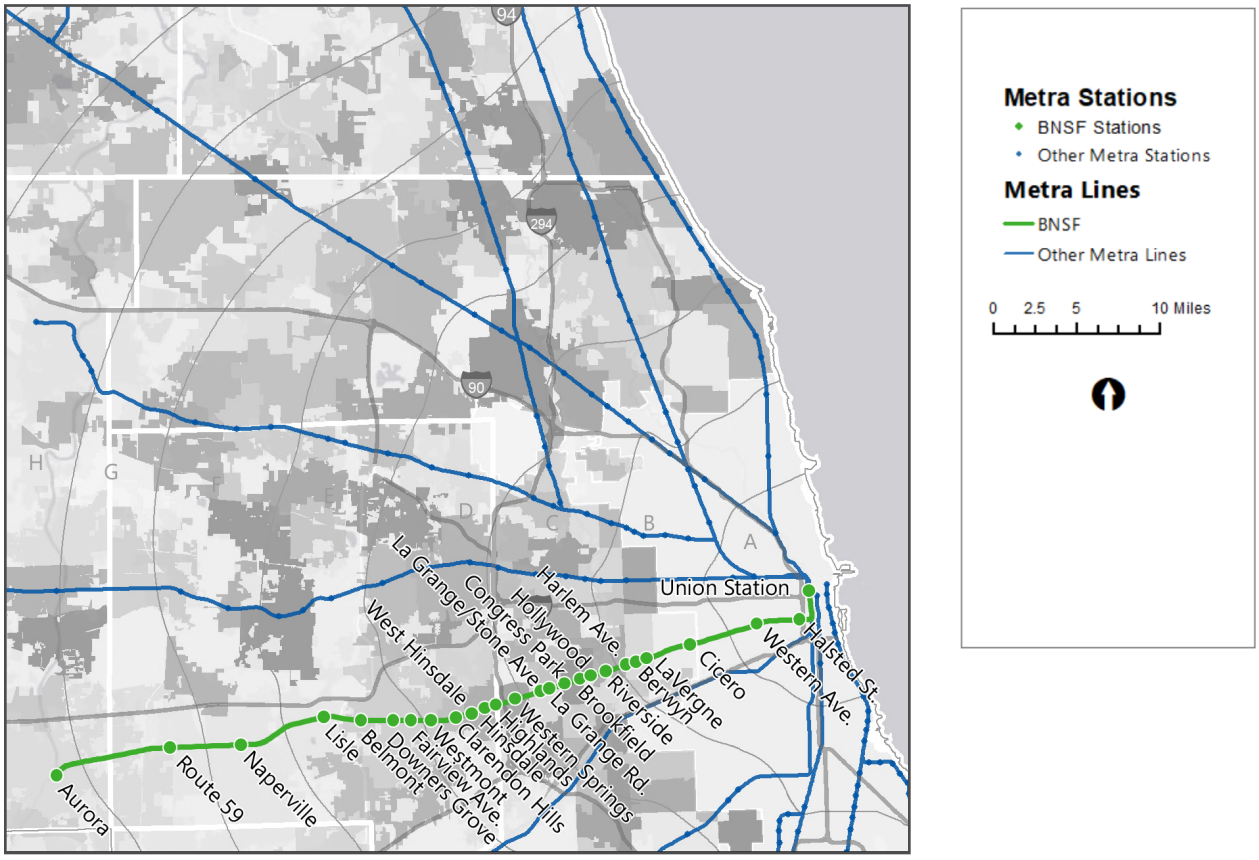

TABLE 3: BNSF STATION CHARACTERISTICS

Station	♿[1]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings				Weekday trains as of Dec 2019
				Platform	Depot	Parking	1983[2]	2006[2]	2016[2]	2018[2]	
Union Station	●	A	0.0	--	--	--	18,545	26,547	26,615	26,305	97
Halsted St.		A	1.8	BNSF	Multiple	--	36	70	120	115	18
Western Ave.		A	3.8	BNSF	Multiple	--	116	110	69	57	26
Cicero		B	7.0	BNSF	Multiple	Multiple	276	246	185	136	39
LaVergne	●	B	9.1	BNSF	Multiple	Multiple	235	159	187	174	13
Berwyn	●	B	9.6	BNSF	Multiple	Multiple	852	718	632	669	43
Harlem Ave.	●	B	10.1	BNSF	Multiple	Multiple	680	530	421	451	37
Riverside	○	C	11.1	BNSF	Multiple	Multiple	531	416	499	493	43
Hollywood (Zoo Stop)	●	C	11.8	BNSF	Multiple	Multiple	152	133	120	120	24
Brookfield	○	C	12.3	BNSF	Multiple	Muni	708	604	572	546	43
Congress Park		C	13.1	BNSF	Multiple	Multiple	129	176	290	368	15
LaGrange Rd.	●	C	13.8	BNSF	Multiple	Muni	1,496	1,352	1,340	1,452	51
LaGrange/Stone Ave.	○	C	14.2	BNSF	Multiple	Muni	1,017	988	1,046	946	39
Western Springs	●	D	15.5	BNSF	Multiple	Muni	1,022	1,093	1,133	1,134	50
Highlands		D	16.4	BNSF	Multiple	Muni	210	176	203	202	19
Hinsdale	●	D	16.9	BNSF	Multiple	Muni	1,155	1,065	1,160	1,155	55
West Hinsdale	○	D	17.8	BNSF	Metra	Muni	338	323	376	306	18
Clarendon Hills	○	D	18.3	BNSF	Multiple	Multiple	1,078	799	806	799	51
Westmont	●	D	19.5	BNSF	Muni	Muni	1,305	1,168	1,058	1,083	54
Fairview Ave.	●	E	20.4	BNSF	Muni	Muni	598	403	458	415	51
Downers Grove/Main St.	●	E	21.2	BNSF	Muni	Muni	1,830	2,328	2,376	2,492	60
Belmont	●	E	22.6	BNSF	Multiple	Multiple	1,204	1,414	1,472	1,408	52
Lisle	●	E	24.5	BNSF	Muni	Muni	2,330	2,472	1,789	1,895	55
Naperville	●	F	28.5	BNSF	BNSF	Muni	2,571	4,112	4,107	4,015	58
Route 59[3]	●	G	31.6	BNSF	Multiple	Multiple	--	5,793	5,781	6,339	57
Aurora	●	H	37.5	BNSF	Multiple	Multiple	834	2,180	1,936	1,856	61
TOTAL BNSF							**39,248**	**55,439**	**54,751**	**54,931**	**97**

[1] Accessibility information is displayed using a three dot system. A complete dot means the station is fully accessible. No dot means that the station is inaccessible. A hollow dot means the station is partially accessible. Customers who use wheelchairs at partially accessible stations will be able to access train platforms from the street. However, ramps, ticket windows, buildings and shelters may not fully conform to ADA guidelines.

[2] Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2006, Spring 2014, and Fall 2018.

[3] Station opened in 1989

Note: The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

TABLE 4: 2019 MODE OF ACCESS AND COMMUTER PARKING AT BNSF METRA STATIONS

Station Name	Mode of Access (2019)					Station Parking (2019)		
	Walk/Bike	Drive[1]	Dropped Off[2]	Transit	Other	Capacity	Effective Use[3]	Observed Use[4]
Union Station	30%	39%	12%	14%	6%	0	--	--
Halsted St.	50%	0%	0%	25%	25%	0	--	--
Western Ave.	67%	8%	0%	25%	0%	0	--	--
Cicero	12%	44%	8%	36%	0%	322	19%	19%
LaVergne	42%	39%	17%	0%	3%	169	37%	37%
Berwyn	43%	45%	10%	1%	2%	540	84%	80%
Harlem Ave.	64%	24%	11%	1%	0%	146	81%	35%
Riverside	53%	24%	22%	0%	1%	250	92%	67%
Hollywood (Zoo Stop)	90%	10%	0%	0%	0%	52	100%	35%
Brookfield	46%	34%	20%	0%	1%	209	83%	65%
Congress Park	51%	38%	10%	0%	1%	107	34%	26%
LaGrange Rd.	44%	32%	21%	2%	1%	412	71%	60%
LaGrange/Stone Ave.	49%	34%	18%	0%	0%	514	77%	70%
Western Springs	43%	34%	21%	1%	1%	357	99%	85%
Highlands	46%	45%	8%	1%	0%	86	95%	86%
Hinsdale	32%	37%	28%	1%	2%	336	97%	93%
West Hinsdale	48%	41%	10%	0%	1%	157	95%	39%
Clarendon Hills	42%	36%	18%	4%	1%	339	93%	84%
Westmont	19%	49%	20%	10%	1%	524	97%	72%
Fairview Ave.	40%	49%	11%	0%	0%	288	90%	66%
Downers Grove	26%	49%	18%	6%	1%	893	97%	83%
Belmont	9%	73%	15%	3%	1%	896	90%	86%
Lisle	14%	56%	19%	9%	2%	835	99%	71%
Naperville	13%	53%	21%	12%	2%	1,691	88%	72%
Route 59	7%	78%	12%	3%	1%	4,491	93%	83%
Aurora	4%	75%	17%	3%	2%	1,662	81%	68%
TOTAL BNSF	**23%**	**55%**	**17%**	**5%**	**1%**	**15,276**	**86%**	**73%**
SYSTEM TOTAL	26%	54%	16%	4%	1%	91,558	70%	63%

[1] Includes carpool drivers

[2] Includes carpool passengers

[3] Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey

[4] Observed use: spaces physically occupied during parking survey

Sources: Metra, Origin-Destination Survey, Fall 2019; Metra Station and Parking Capacity and Use Survey, 2018

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PRESENT AND FUTURE DEMAND

The two highest, outlying, weekday-ridership stations, and four of the top ten, are located on the BNSF Line. Close to 55,000 boardings took place each weekday on BNSF trains in 2018. Ridership on the line has increased 39% since 1983. Almost all ridership growth on the BNSF Line during this time occurred at the six outermost stations (Downers Grove to Aurora). Riders at these stations—which accounted for 64% of all weekday BNSF boardings outside the Central Business District (CBD)—are served by a number of express trains that travel non-stop between CUS and Downers Grove. Figure 3 shows the origins of BNSF riders who board at non-CBD stations. Overall passenger ridership on the BNSF Line totaled 15.5 million in 2019.

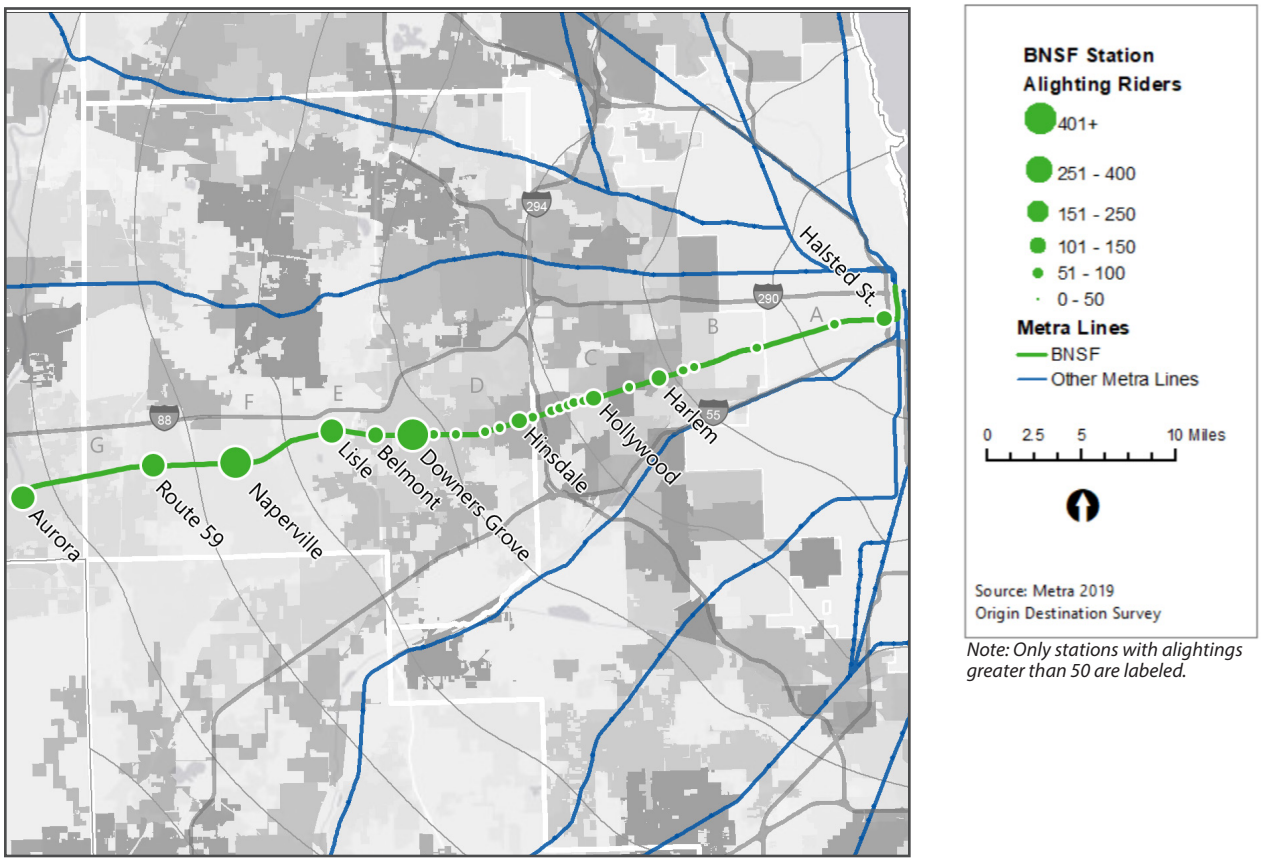
The parking utilization rate at BNSF stations is the highest of all Metra lines, with 86% effective occupancy of the more than 15,000 total parking spaces counted in 2019. Metra considers station parking areas over 85% occupied to be approaching full capacity and in need of expansion, and 14 of the 23 BNSF stations with parking facilities meet this standard. Three stations have an effective utilization rate greater than 99%. Demand for parking at BNSF stations is expected to increase due to anticipated residential growth, and a lack of available commuter parking along the line could threaten further ridership growth.

Terms Defined

"Peak-Direction Trains" are those that travel in the direction with the most demand from riders. During the "AM Peak," trains travelling toward the Loop are "Peak-Direction" while trains travelling away from the Loop are "Peak-Direction" during the "PM Peak."

"Effective Parking Utilization" is calculated by assuming that all parking pass holders will need a parking space at the same time. This ensures that there is always a space for those who hold a parking pass.

FIGURE 3: NON-DOWNTOWN DESTINATIONS DURING AM PEAK



Note: Only stations with alightings greater than 50 are labeled.

A number of indicators suggest that demand for commuter rail service will continue to rise in the BNSF corridor. The corridor has been growing in recent decades, and demographic forecasts anticipate continued growth as shown in Tables 5, 6, and 7, particularly in the area from Downers Grove to Aurora. It is essential that Metra and other public transportation services work to meet the demand related to continued population and employment growth along this corridor to prevent worsening roadway congestion.

REVERSE-COMMUTE AND NON-DOWNTOWN MARKETS

Although Metra's primary market involves commuters who follow the traditional suburb-to-CBD trip pattern, in recent years Metra has seen a demand for city-to-suburb reverse-commute options (Metra's primary commuter market is discussed in the Central Business District Market chapter).

Close to two-thirds of AM peak alightings at non-CBD BNSF stations take place at the six stations at the western end of the line, from Downers Grove to Aurora. The three reverse-commute express trains serving these stations, nearby job growth, and Pace service connecting Metra stations to local employers, likely account for this phenomenon. Three additional reverse-commute trains run express to Hinsdale, helping attract another 12% of AM non-CBD alightings to this station. Figure 3 shows AM alightings at non-CBD BNSF stations.

Demographic factors that indicate future potential for increased reverse commuting are projected growth of population and households in the city and inner ring suburbs, as well as projected growth of employment in the suburbs. Significant population and household growth is expected near the CBD, as shown in Tables 5 and 6. Meanwhile, Table 7 shows that employment along the entire BNSF corridor is expected to grow 15% between 2020 and 2050.

MAJOR CAPITAL PROJECTS ALONG THE BNSF

Since 1985, Metra has invested $929 million (in year of expenditure dollars) in improvements to the BNSF corridor, as shown in Table 1. Metra has completed improvements at a number of BNSF stations since 1985. Grade separation of the BNSF tracks from Belmont Avenue in Downers Grove was completed in 2012, improving traffic flow and increasing safety at this busy crossing. This project also included platform improvements and the addition of a pedestrian underpass at the Belmont Station. A major renovation of Cicero Station, including new shelters and platforms and a new Americans with Disabilities Act (ADA)-compliant access ramp, was completed in 2014. Replacement of switches and heaters as well as several bridge repair or replacement projects have also been completed on the BNSF.

Over the years, Metra has partnered with Amtrak, owner of CUS, to complete a number of upgrades to the terminal's commuter facilities. For more

Terms Defined

"Reverse Commuting" refers to riders who regularly travel in the opposite direction of most commuters. For Metra riders, this refers to people who are travelling away from the Loop during the AM Peak and toward the Loop during the PM Peak.

"Alighting Riders" are those who get off the train. They are the opposite of a "boarding rider."

information on proposed CUS improvements, see the CBD chapter of this report.

Environmental Analysis and Preliminary Engineering efforts are currently underway on an extension of the BNSF Line west from Aurora to Kendall County through Montgomery, Oswego, and Yorkville, and potentially to Plano and Sandwich. The project is proposed and sponsored by local stakeholders, and the current work is funded by a previous congressional earmark. The proposal would extend Metra service outside of the Regional Transportation Authority (RTA) six-county area, so to bring it to fruition, both capital funding

FIGURE 4: ORIGINS OF RIDERS USING NON-CBD BNSF STATIONS

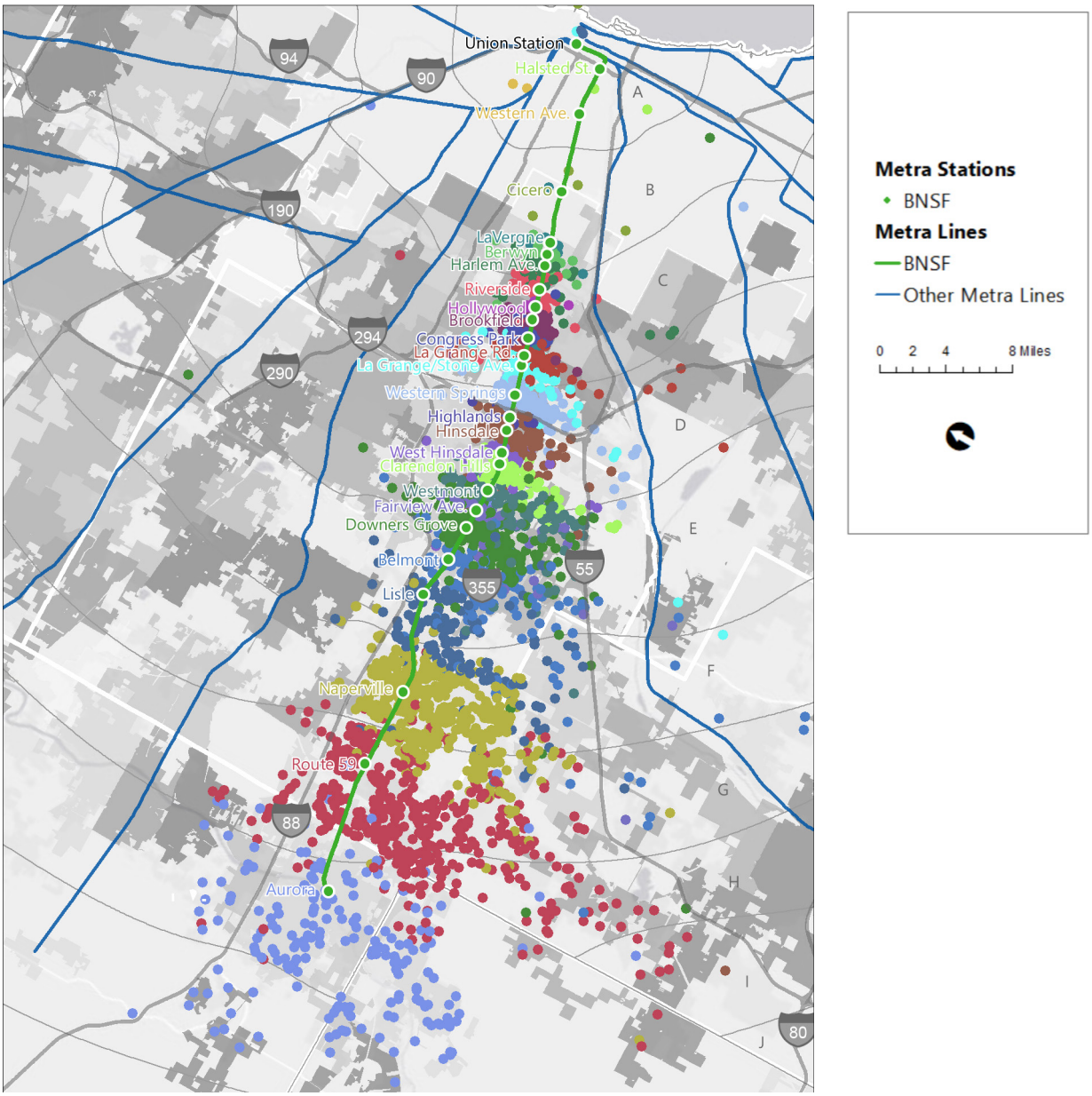


TABLE 5: BNSF CORRIDOR POPULATION

Station	Fare Zone	Area Sq. Mi.	Population in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Halsted St., Western Ave.	A	12.2	176,765	164,637	193,654	-7%	18%
Cicero, LaVergne, Berwyn, Harlem Ave.	B	24.2	242,689	254,291	292,778	5%	15%
Riverside, Hollywood (Zoo Stop), Brookfield, Congress Park, LaGrange Rd., Stone Ave./LaGrange	C	18.8	78,129	83,448	95,077	7%	14%
Western Springs, Highlands, Hinsdale, West Hinsdale, Clarendon Hills, Westmont	D	33.2	97,548	106,480	118,910	9%	12%
Fairview Ave., Main St./Downers Grove, Belmont, Lisle	E	44.0	139,944	138,205	152,658	-1%	10%
Naperville	F	39.1	119,715	113,138	124,199	-5%	10%
Route 59	G	45.4	98,768	119,826	139,727	21%	17%
Aurora	H	80.9	195,477	214,206	285,377	10%	33%
BNSF TOTAL		**297.8**	**1,149,035**	**1,194,231**	**1,402,380**	**4%**	**17%**
REGION TOTAL		3,748.0	8,523,863	8,672,509	10,354,840	2%	19%

TABLE 6: BNSF CORRIDOR HOUSEHOLDS

Station	Fare Zone	Area Sq. Mi.	Households in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Halsted St., Western Ave.	A	12.2	52,915	56,122	67,118	6%	20%
Cicero, LaVergne, Berwyn, Harlem Ave.	B	24.2	71,886	76,823	91,110	7%	19%
Riverside, Hollywood (Zoo Stop), Brookfield, Congress Park, LaGrange Rd., Stone Ave./LaGrange	C	18.8	31,229	34,300	40,983	10%	19%
Western Springs, Highlands, Hinsdale, West Hinsdale, Clarendon Hills, Westmont	D	33.2	38,066	43,229	51,150	14%	18%
Fairview Ave., Main St./Downers Grove, Belmont, Lisle	E	44.0	54,245	57,844	65,948	7%	14%
Naperville	F	39.1	40,707	41,469	46,862	2%	13%
Route 59	G	45.4	34,712	44,152	52,082	27%	18%
Aurora	H	80.9	63,872	70,682	100,078	11%	42%
BNSF TOTAL		**297.8**	**387,632**	**424,621**	**515,331**	**10%**	**21%**
REGION TOTAL		3,748.0	3,100,987	3,341,064	4,140,227	8%	24%

TABLE 7: BNSF CORRIDOR EMPLOYMENT

Station	Fare Zone	Area Sq. Mi.	Employment in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station, Halsted St., Western Ave.	A	12.2	130,586	165,946	183,384	27%	11%
Cicero, LaVergne, Berwyn, Harlem Ave.	B	24.2	70,884	72,228	86,442	2%	20%
Riverside, Hollywood (Zoo Stop), Brookfield, Congress Park, LaGrange Rd., Stone Ave./LaGrange	C	18.8	42,751	43,678	50,377	2%	15%
Western Springs, Highlands, Hinsdale, West Hinsdale, Clarendon Hills, Westmont	D	33.2	80,235	80,613	87,236	0%	8%
Fairview Ave., Main St./Downers Grove, Belmont, Lisle	E	44.0	93,101	90,414	99,349	-3%	10%
Naperville	F	39.1	52,999	63,686	69,141	20%	9%
Route 59	G	45.4	46,745	56,688	66,423	21%	17%
Aurora	H	80.9	64,286	60,959	84,986	-5%	39%
BNSF TOTAL		**297.8**	**581,587**	**634,212**	**727,338**	**9%**	**15%**
REGION TOTAL		3,748.0	4,141,355	4,231,961	4,945,892	2%	17%

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to build the project and a new stable funding source for operating and maintenance expenses would need to be secured.

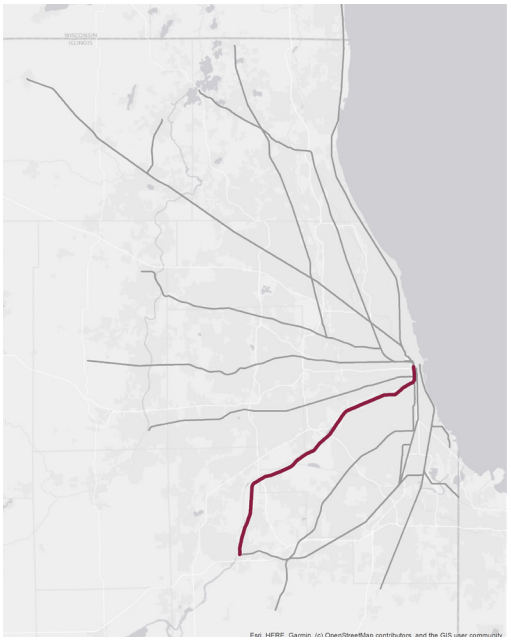
BNSF ACCESSIBILITY IMPROVEMENTS

Most BNSF stations now comply with ADA accessibility requirements, and approximately 94% of BNSF weekday boardings take place at these accessible stations. Metra's station compliance program started with designating seven of the busiest BNSF stations, including CUS in downtown Chicago, as "key stations", all of which were made fully accessible by 2004. Since 1985, Metra has completed access improvements at numerous non-downtown BNSF stations, and 15 outlying stations on the line are now fully accessible to disabled riders. Metra will bring the remaining stations into full ADA compliance as they are rehabilitated, so that eventually all will be accessible.

TABLE 8: MAJOR TRIP GENERATORS ACCESSIBLE ALONG THE BNSF CORRIDOR

Generator Type	Name	Comments	Municipality
Colleges and Universities	University of Illinois at Chicago	24,000 students	Chicago
	Morton College	5,000 students	Cicero
	Midwestern University	1,900 students	Downers Grove
	Illinois Benedictine University	5,300 students	Lisle
	North Central College	2,600 students	Naperville
	Aurora University	4,000 students	Aurora
Culture and Entertainment	Brookfield Zoo	200-acre zoo with 450 animal species	Brookfield
	DuPage Children's Museum	Children's museum; 300,000 visitors annually	Naperville
	Naper Settlement	19th-century living history museum	Naperville
	Hollywood Casino Aurora	Riverboat casino	Aurora
	Paramount Theater	Performing arts venue	Aurora
	RiverEdge Park	Outdoor concert venue	Aurora
Shopping	Chicago Premium Outlets	Over 150 stores	Aurora
	Fox Valley Mall	Super-regional mall	Aurora
Government	Cook County Criminal Courts	Hosts felony trials	Chicago
	Cook County Juvenile Court	Courtrooms and juvenile temporary detention center	Chicago

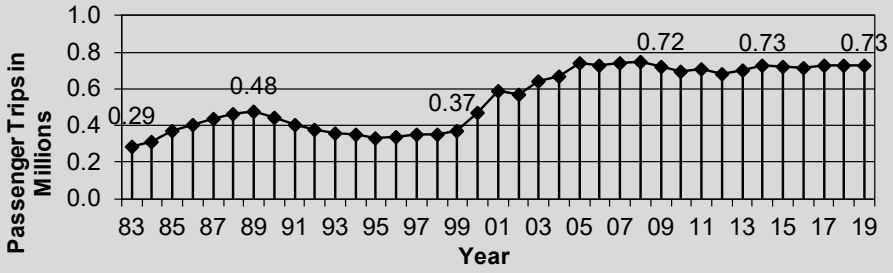
Heritage Corridor



Line at a Glance

- Average Trip Length (2019) : 27.3 miles
- Average Fare Paid (2019) : $5.27
- Number of Stations: 7
- Route Length: 37.2 miles
- Number of Weekday Trains (Dec 2019): 7
- On-Time Performance (2019): 87.9%
- 77% of HC riders drive to their boarding station.
- 2% fewer people live along the HC than did in 2010.
- 14% more people work along the HC than did in 2010.

Figure 1: Annual HC Ridership



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Schedules as of Dec 2019

- 3 trains in the AM Peak
- 1 train in the Midday
- 3 trains in the PM Peak
- 0 trains in the Evening
- 0 trains on Saturdays
- 0 trains on Sundays

- Lowest ridership and least serviced line
- New Romeoville Station Opened in 2018

- Pace I-55 Bus-On-Shoulder routes complement HC Service

Chicago to Joliet

Table 1: Metra Capital Investment History	HC ($m)	System ($m)
Rolling stock	$30	$2,978
Track and structure	$8	$1,567
Signal, electrical, and communications	$26	$1,137
Facilities and equipment	$12	$685
Stations and parking	$11	$1,120
Acquisitions, extensions, and expansions	$1	$603
Support activities	$14	$431
TOTAL	**$102**	**$8,521**
PERCENTAGE	**1.2%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Table 2: 2018 HC Weekday Boardings		
Time of Day	**Inbound**	**Outbound**
AM Peak	1,414	--
Midday	--	89
PM Peak	--	1,246
Evening	--	--
TOTAL	**1,414**	**1,335**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

In this section

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

HC OVERVIEW

Metra's Heritage Corridor (HC) Line extends southwest from Chicago Union Station (CUS, or "Union Station") in downtown Chicago to Joliet. The line serves portions of Cook and Will Counties with service to five intermediate stations along its 37-mile route. The HC is Metra's smallest line in terms of train service, number of stations, and ridership.

Metra operates HC trains on track owned by Canadian National (CN), Amtrak, and Union Pacific (UP). CN, UP, and BNSF freight trains, as well as 10 daily Amtrak trains use the same route as the HC. Amtrak's Lincoln Service stops at both the Joliet and Summit Metra stations. Joliet is also the terminal station

for Metra's Rock Island Line, and the only suburban transfer station serving multiple Metra lines and Amtrak routes.

Intense freight activity in the eastern portion of the route makes HC trains particularly vulnerable to delays. The HC crosses four major at-grade interlockings (in Chicago: Brighton Park with CSX and Norfolk Southern, Corwith with BNSF, LeMoyne with the Belt Railway of Chicago; in Summit/ Bedford Park: Argo with the Indiana Harbor Belt and CSX), and encounters heavy traffic near two rail yards. These conflicts have constrained commuter service on the HC to seven trains per weekday, with six of these serving peak-period, peak-direction commuters. Grade separation of the four crossings would eliminate conflicts with freight traffic at these locations.

The Milwaukee District's Western Avenue Yard provides midday servicing of HC trains, which are stored overnight at the Joliet Yard, a half mile east of Joliet Station. The Joliet Yard is shared with the Rock Island Line.

PRESENT AND FUTURE DEMAND

In 2018, almost 2,750 boardings took place each weekday on the HC, an increase of 199% since 1983. A number of indicators suggest that demand for commuter rail service will continue to rise in the HC corridor. The corridor has been growing rapidly in recent decades, and demographic forecasts

FIGURE 2: METRA STATIONS ON THE HC LINE

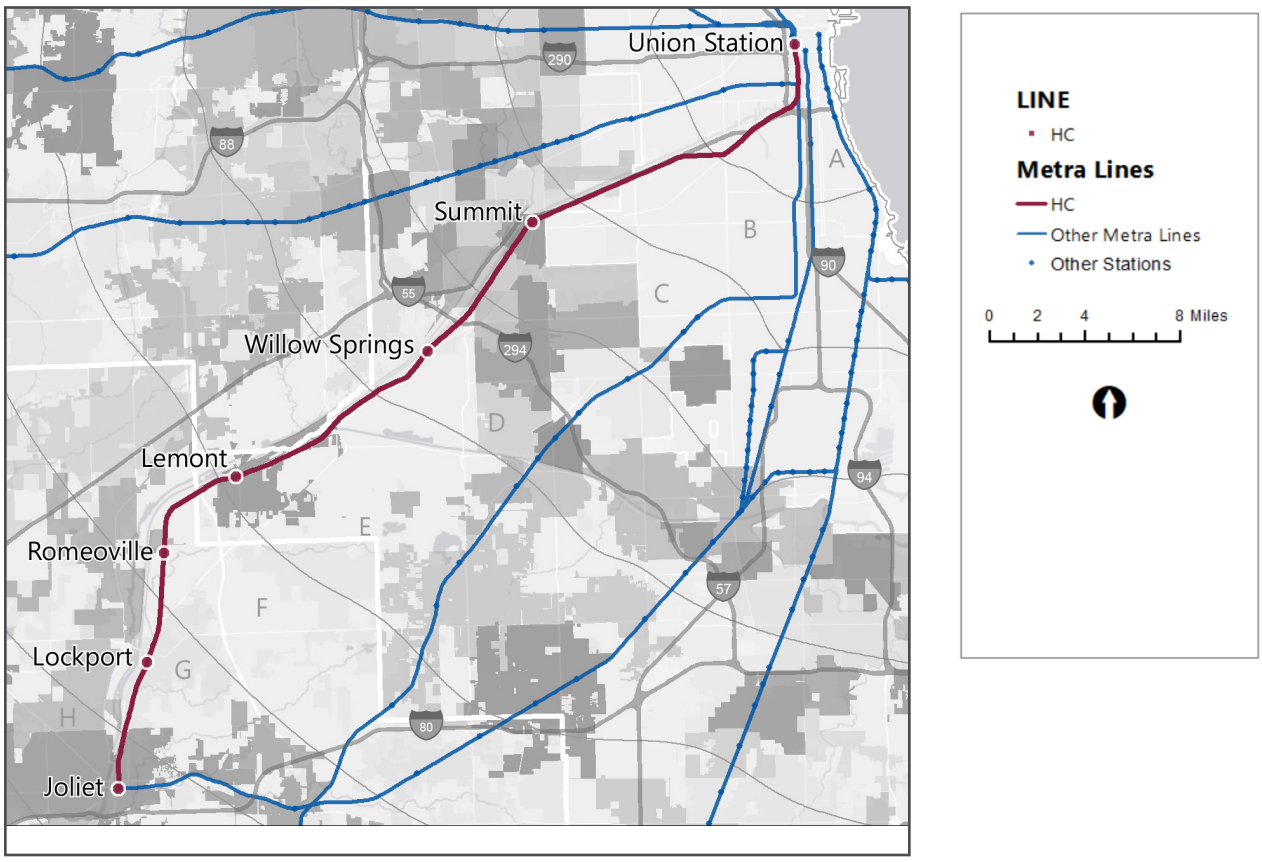


TABLE 3: HC STATION CHARACTERISTICS

Station	♿[1]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings				Weekday trains as of Dec 2019
				Platform	Depot	Parking	1983[2]	2006[2]	2016[2]	2018[2]	
Union Station	●	A	0.0	--	--	--	499	1,421	1,222	1,333	7
Summit	●	C	11.9	Multiple	Metra	Multiple	44	64	100	101	7
Willow Springs	●	D	17.5	Multiple	Metra	Multiple	84	97	115	148	7
Lemont	●	E	25.3	Multiple	Multiple	Multiple	130	381	489	455	7
Romeoville[3]	●	F	29.2	Metra	Muni	Muni	--	--	--	148	7
Lockport	●	G	32.9	Multiple	Multiple	Multiple	55	552	412	344	7
Joliet	●	H	37.3	Multiple	Multiple	Multiple	106	391	209	220	7
TOTAL HC							**918**	**2,910**	**2,547**	**2,749**	**7**

TABLE 4: 2019 MODE OF ACCESS AND COMMUTER PARKING AT HC METRA STATIONS

Station Name	Mode of Access (2019)					Station Parking (2019)		
	Walk/Bike	Drive[4]	Dropped Off[5]	Transit	Other	Capacity	Effective Use[6]	Observed Use[7]
Union Station[8]	30%	39%	12%	14%	6%	0	--	--
Summit	24%	68%	8%	0%	0%	128	54%	54%
Willow Springs	19%	68%	13%	0%	0%	65	90%	90%
Lemont	9%	75%	16%	0%	0%	341	89%	80%
Romeoville	1%	84%	14%	0%	1%	173	77%	71%
Lockport	5%	76%	19%	0%	0%	402	60%	57%
Joliet[9]	1%	87%	10%	2%	1%	939	62%	62%
TOTAL HC[10]	**8%**	**77%**	**15%**	**0%**	**0%**	**2,048**	**66%**	**63%**
SYSTEM TOTAL	26%	54%	16%	4%	1%	91,558	70%	63%

[1] Accessibility information is displayed using a three dot system. A complete dot means the station is fully accessible. No dot means that the station is inaccessible. A hollow dot means the station is partially accessible. Customers who use wheelchairs at partially accessible stations will be able to access train platforms from the street. However, ramps, ticket windows, buildings and shelters may not fully conform to ADA guidelines.
[2] Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2006, Spring 2014, and Fall 2018.
[3] Station opened in February 2018.
[4] Includes carpool drivers
[5] Includes carpool passengers
[6] Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey
[7] Observed use: spaces physically occupied during parking survey
[8] Includes riders from all lines at stations
[9] Parking also serves RI trains.
[10] Does not include Union Station MOA

Sources: Metra, Origin-Destination Survey, Fall 2019; Metra Station and Parking Capacity and Use Survey, 2018

Note: The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

anticipate continued growth in population and employment. The Chicago Metropolitan Agency for Planning (CMAP) forecasts that all HC station marketsheds will increase in population, households, and employment, as shown in Tables 5, 6, and 7. The HC corridor is projected to attract 170,000 new residents between 2020 and 2050, a 30% increase. Projected population growth is especially significant near the southwest portion of the HC in Will County. Over 85,000 jobs are projected to be added in the corridor by 2050, a 28% rise.

With improved service frequencies, as well as midday and reverse-commute trains, the HC would be better able to serve the transportation needs of the growing market in the corridor. An upgraded HC would also be able to attract riders living near the HC who currently drive to more distant stations on the BNSF, SouthWest Service, or Rock Island lines in order to take advantage of improved service levels. Increasing the utility of the HC would reduce travel times for these riders and reduce congestion on adjacent Metra lines.

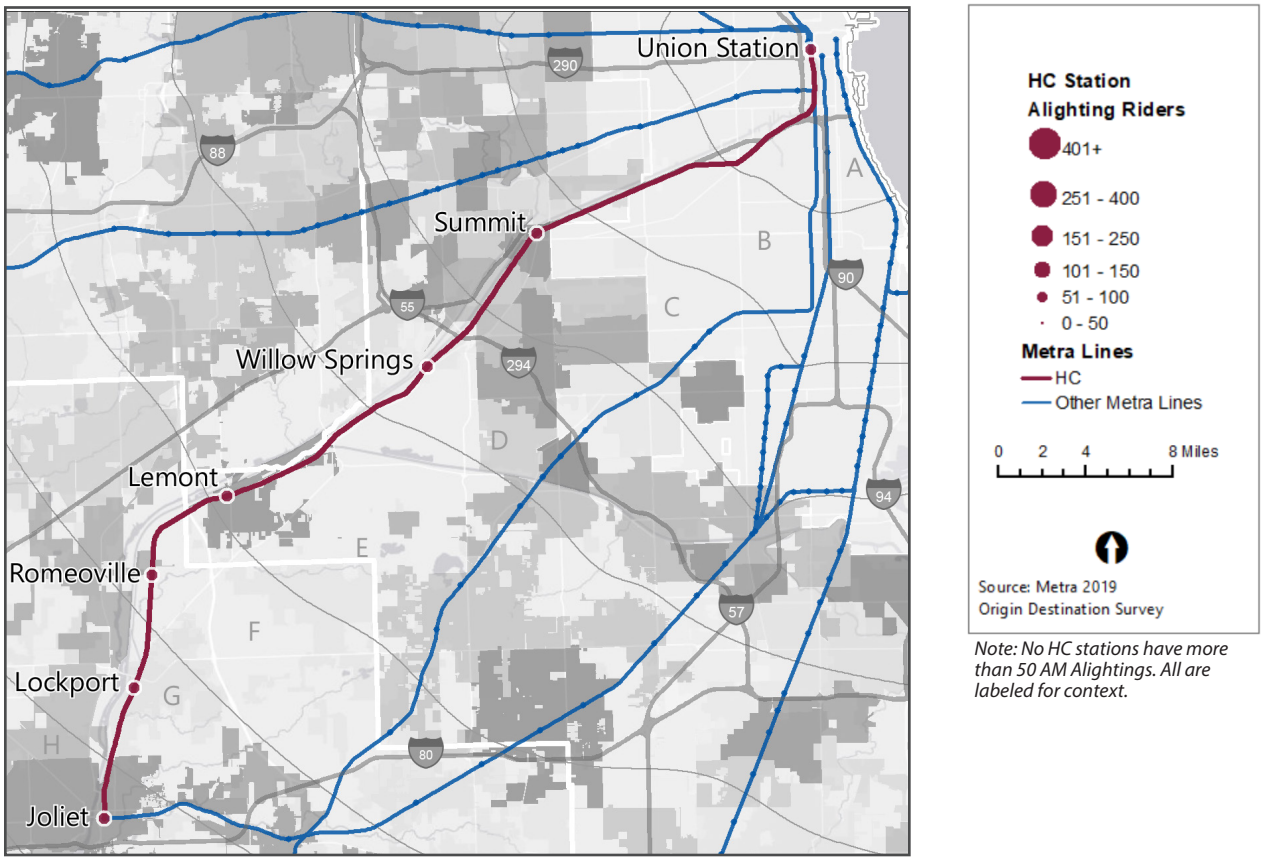
Currently, 2,000 parking spaces serve the riders of the HC. According to parking counts conducted in 2019, the average rate of effective utilization at all stations on the line is 66%. Parking utilization at the Lemont and Willow Springs stations is above 85%, which indicates high parking demand.

Terms Defined

"Peak-Direction Trains" are those that travel in the direction with the most demand from riders. During the "AM Peak," trains travelling toward the Loop are "Peak-Direction" while trains travelling away from the Loop are "Peak-Direction" during the "PM Peak."

"Effective Parking Utilization" is calculated by assuming that all parking pass holders will need a parking space at the same time. This ensures that there is always a space for those who hold a parking pass.

FIGURE 3: NON-DOWNTOWN DESTINATIONS DURING AM PEAK



Note: No HC stations have more than 50 AM Alightings. All are labeled for context.

REVERSE-COMMUTE AND NON-DOWNTOWN MARKETS

Although Metra's primary market involves commuters who follow the traditional suburb-to-CBD trip pattern, on many lines Metra has seen a demand for city-to-suburb reverse-commute options (Metra's primary commuter market is discussed in the Central Business District Market chapter). However, due to the limited schedule of the HC, reverse-commute trips are not possible and the number of riders alighting at suburban stations in the morning is extremely small.

Factors that increase reverse-commute trip patterns are the growth of employment in the suburbs as well as growth of population in the city and inner ring suburbs (see Tables 5, 6, and 7). Employment growth in the suburbs along the line is projected to be strong during this period. These opportunities are likely to draw commuters from beyond the immediate downtown Chicago station area. Employment along the entire HC is expected to increase 28% between 2020 and 2050, with the most substantial growth projected in station marketsheds near the southern end of the HC. The data suggests that with connecting bus service and a more robust train schedule, the HC may be able to attract commuters traveling from the city and inner suburbs to employment centers in outlying suburbs. However, due to the HC's current, limited schedule, a signifianct reverse-commute market is unlikely

Terms Defined

"Reverse Commuting" refers to riders who regularly travel in the opposite direction of most commuters. For Metra riders, this refers to people who are travelling away from the Loop during the AM Peak and toward the Loop during the PM Peak.

"Alighting Riders" are those who get off the train. They are the opposite of a "boarding rider."

MAJOR CAPITAL PROJECTS ALONG THE HC

Since 1985, Metra has invested $89 million (in year of expenditure dollars) in improvements to the HC corridor. Table 1 indicates the amount of investment in different asset categories. This amount includes costs of a track and signal upgrade project completed in 2002, new warming houses at Summit and Willow Springs, and restoration of the historic depots at Lemont and Lockport (the oldest depots in the Metra system). American Recovery and Reinvestment Act (ARRA) grants funded platform improvements at Lockport and Joliet Stations.

Due to capacity constraints on the HC, Metra has had limited opportunities to adjust the service schedule on the line. In April 1999, the number of trains was increased from four to six, which led to a 31% increase in boardings between 1999 and 2002. A seventh daily train, departing Chicago in mid-afternoon, was added in 2016.

In 2018, a new station opened near 135th Street and New Avenue in Romeoville. This new station was funded by the federal Congestion Mitigation and Air Quality Improvement (CMAQ) Program and a grant awarded to the village of Romeoville from the Illinois Transportation Enhancement Program (ITEP).

Also in 2018, a new multimodal transportation center opened in Joliet, to accommodate Metra, Amtrak, Pace, intercity and shuttle buses, bicycles,

taxis, and intercity passenger rail (existing Amtrak service, as well as planned high-speed rail service between Chicago and St. Louis) and streamline transfers between the services. A new bus station is planned to be added to the transportation center, and will be built once funding is available. The HC platform portion of the project now allows passengers to approach the platform through two new pedestrian tunnels, instead of crossing freight tracks to board the train. The tunnels have both stairs and an elevator for ADA access to the platform. Major funding for the transportation center was provided by the state with additional funding from Joliet and BNSF.

FIGURE 4: ORIGINS OF RIDERS USING NON-CBD HC STATIONS

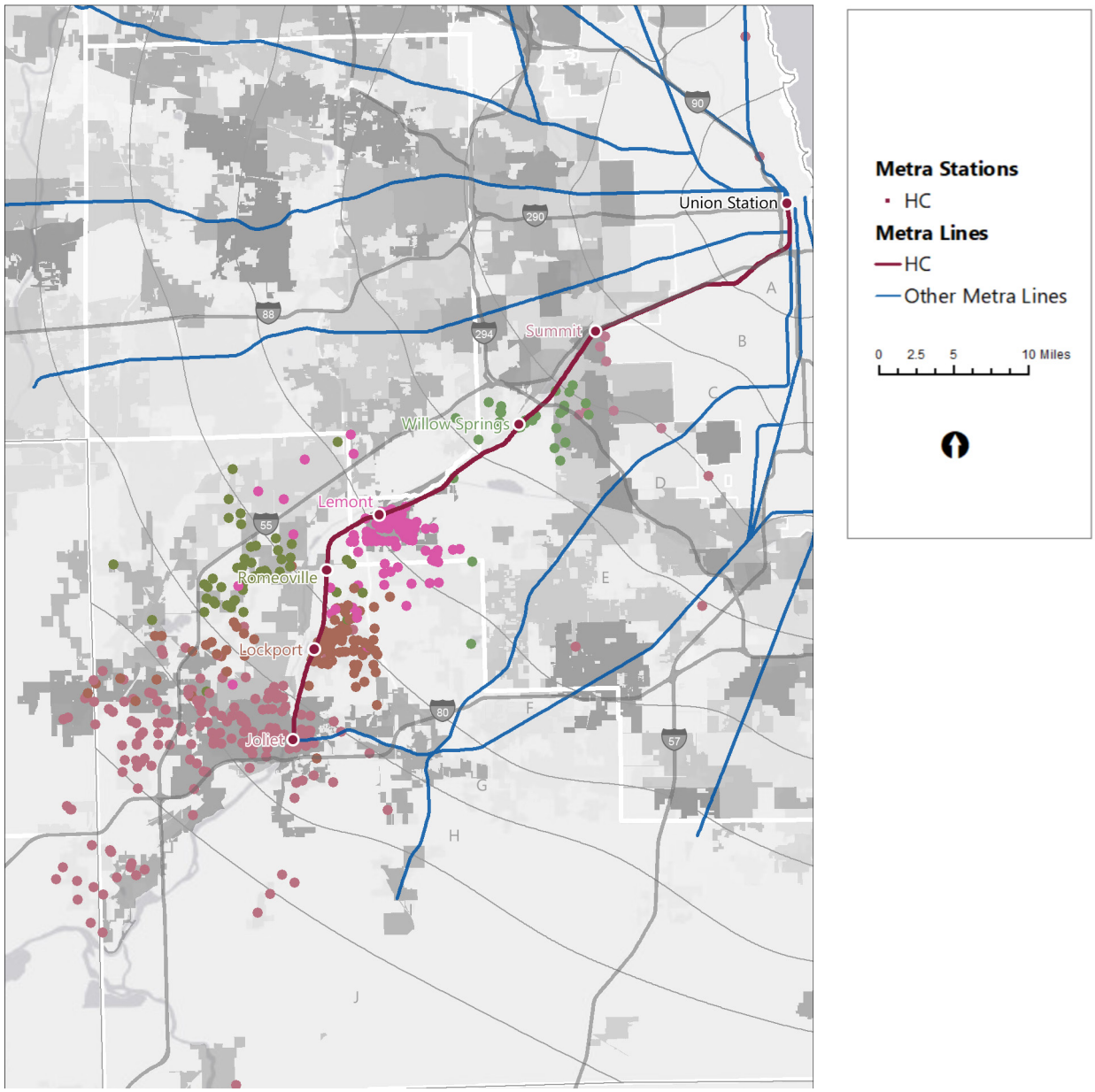


TABLE 5: HC CORRIDOR POPULATION

Station	Fare Zone	Area Sq. Mi.	Population in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station	A	0.3	2,895	4,834	4,851	67%	0%
Summit	C	18.4	69,374	71,254	79,733	3%	12%
Willow Springs	D	32.1	48,030	48,637	56,895	1%	17%
Lemont	E	43.7	72,363	69,581	83,158	-4%	20%
Romeoville	F	50.5	85,929	84,514	117,893	-2%	39%
Lockport	G	51.8	77,048	85,923	118,830	12%	38%
Joliet	H	120.3	222,749	202,200	276,118	-9%	37%
HC TOTAL		**317.0**	**578,388**	**566,943**	**737,478**	**-2%**	**30%**
REGION TOTAL		3,748.0	8,523,863	8,672,509	10,354,840	2%	19%

TABLE 6: HC CORRIDOR HOUSEHOLDS

Station	Fare Zone	Area Sq. Mi.	Households in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station	A	0.3	1,859	2,872	2,642	54%	-8%
Summit	C	18.4	25,930	26,272	30,732	1%	17%
Willow Springs	D	32.1	18,042	19,446	23,815	8%	22%
Lemont	E	43.7	23,539	24,671	31,050	5%	26%
Romeoville	F	50.5	29,017	27,953	41,911	-4%	50%
Lockport	G	51.8	27,136	30,571	45,035	13%	47%
Joliet	H	120.3	78,417	72,710	106,521	-7%	47%
HC TOTAL		**317.0**	**203,940**	**204,495**	**281,706**	**0%**	**38%**
REGION TOTAL		3,748.0	3,100,987	3,341,064	4,140,227	8%	24%

TABLE 7: HC CORRIDOR EMPLOYMENT

Station	Fare Zone	Area Sq. Mi.	Employment in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station	A	0.3	67,495	82,500	89,365	22%	8%
Summit	C	18.4	24,272	27,357	36,216	13%	32%
Willow Springs	D	32.1	21,934	28,803	34,656	31%	20%
Lemont	E	43.7	23,932	31,765	39,332	33%	24%
Romeoville	F	50.5	36,209	47,627	63,982	32%	34%
Lockport	G	51.8	23,598	24,159	34,586	2%	43%
Joliet	H	120.3	70,126	63,078	92,999	-10%	47%
HC TOTAL		**317.0**	**267,566**	**305,289**	**391,136**	**14%**	**28%**
REGION TOTAL		3,748.0	4,141,355	4,231,961	4,945,892	2%	17%

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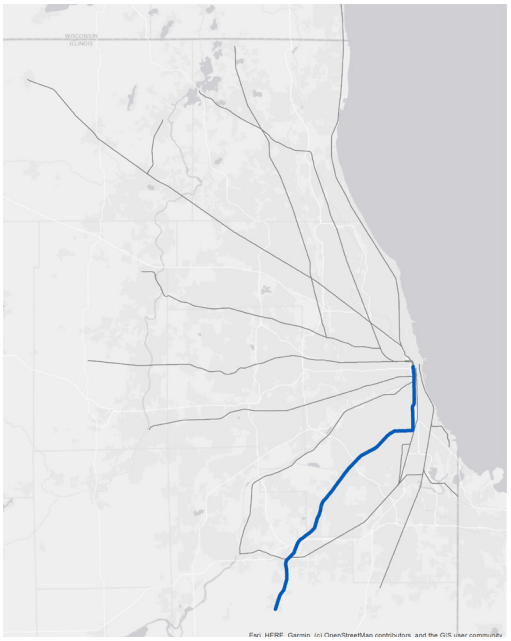
Metra has evaluated separating the HC's four major at-grade crossings as long-term improvements, due to the cost, complexity and service disruptions involved with these projects. Several improvements have been completed in this corridor as part of the CREATE Program in order to improve operations without construction of more costly flyovers. The improvements included the installation of a modern remote-controlled signal system and replacement of the crossing diamonds at Brighton Park. Engineering and environmental study are underway at several other CREATE projects in this corridor.

HC ACCESSIBILITY IMPROVEMENTS

Since 1985, Metra has completed access improvements at all of the non-downtown HC stations. As part of the ARRA-funded work mentioned above, HC platforms at Joliet were made accessible to disabled riders in 2011, and all HC stations, including the new Romeoville station, are compliant with the accessibility requirements of the Americans with Disabilities Act (ADA).

TABLE 8: MAJOR TRIP GENERATORS ACCESSIBLE ALONG THE HC CORRIDOR

Generator Type	Name	Comments	Municipality
Colleges and Universities	Joliet Junior College	15,000 students	Joliet
	University of St. Francis	1,700 students	Joliet
Culture and Entertainment	Chicagoland Speedway/Route 66 Raceway	NASCAR racetrack; cap. 55,000	Joliet
	Harrah's Joliet Hotel & Casino	Riverboat casino & hotel; 200 rooms	Joliet
	Rialto Square Theatre	Performing arts venue; cap. 2,000	Joliet
	Silver Cross Field	Home of the Joliet Slammers minor-league baseball team; cap. 6,000	Joliet
Government	Argonne National Laboratory	Science and engineering research center; 3,200 employees, plus scholars and students	Argonne
	Stateville Correctional Center		Joliet
	City of Joliet	City adminstrative offices	Joliet
	Will County Government/ Courthouse	County adminstrative offices and courthouse	Joliet

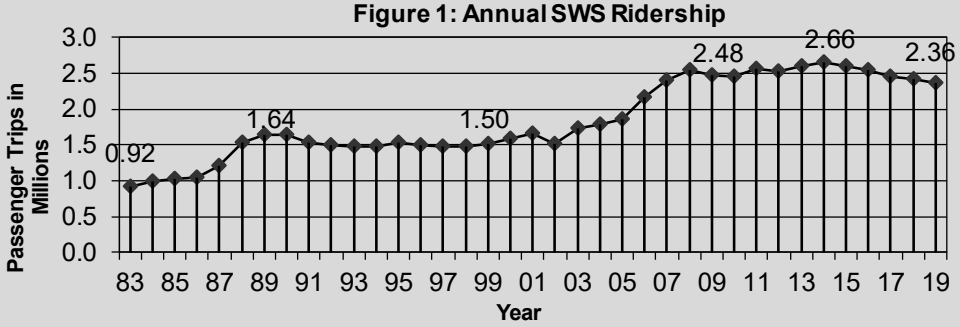


SouthWest Service Line

Line at a Glance

- Average Trip Length (2019) : 18.8 miles
- Average Fare Paid (2019) : $4.74
- Number of Stations: 12
- Route Length: 40.8 miles
- Number of Weekday Trains (Dec 2019): 30
- On-Time Performance (2019): 94%
- 68% of SWS riders drive to their boarding station.
- 4% more people live along the SWS than did in 2010.
- 17% more people work along the SWS than did in 2010.

Figure 1: Annual SWS Ridership



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Schedules as of Dec 2019

- 9 trains in the AM Peak
- 6 trains in the Midday
- 8 trains in the PM Peak
- 7 trains in the Evening
- 6 trains on Saturdays
- 0 trains on Sundays

- 9th lowest ridership line
- Oak Lawn is the 31st busiest outlying station
- Ridership is limited by limited service

- 2nd highest share of female riders in the system

Chicago to Manhattan

Table 1: Metra Capital Investment History	SWS ($m)	System ($m)
Rolling stock	$93	$2,978
Track and structure	$35	$1,567
Signal, electrical, and communications	$42	$1,137
Facilities and equipment	$23	$685
Stations and parking	$33	$1,120
Acquisitions, extensions, and expansions	$152	$603
Support activities	$19	$431
TOTAL	**$397**	**$8,521**
PERCENTAGE	**4.6%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Table 2: SWS 2018 Weekday Boardings		
Time of Day	**Inbound**	**Outbound**
AM Peak	3,983	30
Midday	362	361
PM Peak	97	3,502
Evening	16	467
TOTAL	**4,458**	**4,360**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

In this section

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

SWS OVERVIEW

Metra's SouthWest Service (SWS) Line extends 40.8 miles southwest from Chicago Union Station (CUS, or "Union Station") in downtown Chicago to Manhattan, in Will County. It serves 11 intermediate stations in southwest Cook County and north-central Will County (see Figure 2). The service is operated by Metra personnel under a trackage lease agreement with Norfolk Southern (NS), which owns and dispatches the railroad south of 74th Street in Chicago. In 2019, passenger trips on the SWS totaled 2.3 million, ranking ninth among the 11 Metra lines.

Two segments of single track limit the operation of more trains on the SWS: a two-mile segment following the Forest Hill interlocking and a 17-mile segment between the 143rd Street and Manhattan stations.

PRESENT AND FUTURE DEMAND

In 2018, over 8,800 boardings took place each weekday on the SWS, with 84% of boardings occurring on peak-period, peak-direction trains. On the SWS, ridership has more than doubled since 1983 (see Figure 1). Significant ridership gains have occurred at nearly every station along the line.

A number of indicators suggest that demand for commuter rail service will continue to rise in the SWS corridor. The burgeoning southwest suburbs, and in particular, suburbs in Will County, have seen phenomenal growth in population and employment. As shown in Tables 3, 4, and 5, the Chicago Metropolitan Agency for Planning (CMAP) 2050 forecasts illustrate this continued trend. All outlying SWS station marketsheds are forecast to see increases in population, households and employment, with a 22% increase in population expected between 2020 to 2050. In the southernmost SWS marketsheds, from Laraway Road to Manhattan, CMAP projects a greater than 75% increase in population.

Figure 3 shows the origins of SWS riders boarding at stations outside of downtown Chicago. Overall passenger ridership on the SWS totaled 2.36 million in 2019.

Approximately 5,500 parking spaces serve the riders of the SWS. According to Metra's 2018 parking counts, the line's effective parking rate is 52%.

FIGURE 2: METRA STATIONS ON THE SWS LINE

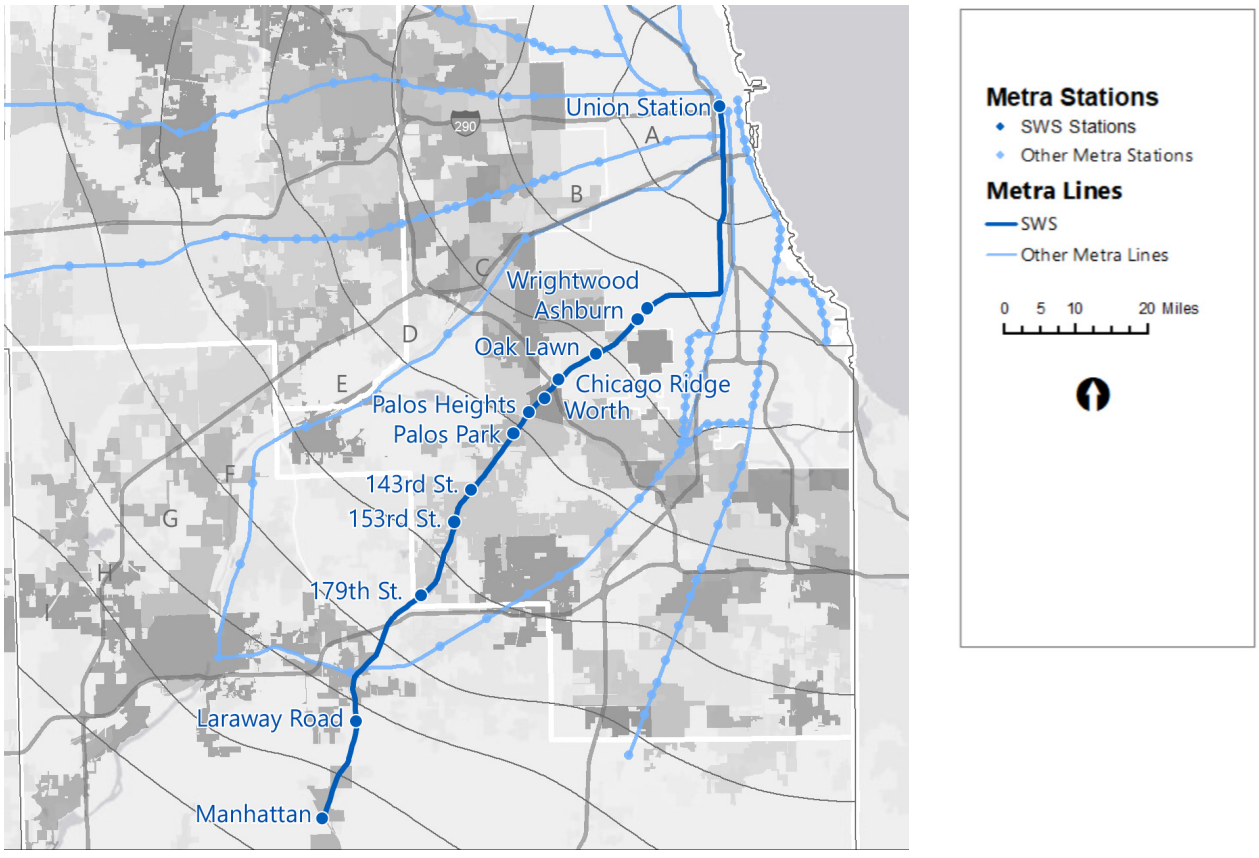


TABLE 3: SWS STATION CHARACTERISTICS

Station	[1]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings				Weekday trains serving each station as of Dec 2019
				Platform	Depot	Parking	1983	2006	2016	2018	
Union Station	●	A	0.0	Metra	Metra	n/a	1,437	4,327	4,503	4,327	30
Wrightwood	●	C	11.9	Multiple	Metra	Metra	130	296	226	261	29
Ashburn	●	C	12.6	Multiple	Metra	Multiple	244	321	218	229	29
Oak Lawn	●	D	15.2	Metra	Muni	Muni	443	1,157	1,329	1,186	30
Chicago Ridge	●	D	16.8	Metra	Multiple	Multiple	227	406	339	372	30
Worth	●	D	18.2	Metra	Multiple	Multiple	204	445	419	406	30
Palos Heights[2]	●	D	19.2	NS	Multiple	Multiple	--	281	238	232	30
Palos Park	●	E	20.3	NS	Multiple	Multiple	63	387	432	424	30
143rd St./Orland Park	●	E	23.6	Metra	Multiple	Multiple	135	234	548	591	30
153rd St./Orland Park[3]	●	E	25.2	Metra	Muni	Muni	--	715	604	544	30
179th St./Orland Park[4]	●	F	28.9	Metra	Metra	Metra	--	209	201	208	28
Laraway Road[5]	●	H	35.8	Metra	Multiple	Multiple	--	11	24	19	4
Manhattan[5]	●	I	40.8	Metra	Multiple	Multiple	--	22	22	19	4
TOTAL SWS							**2,883**	**8,811**	**9,103**	**8,818**	**30**

TABLE 4: 2019 MODE OF ACCESS AND 2018 COMMUTER PARKING AT SWS METRA STATIONS

Station Name	Mode of Access (2019)					Station Parking (2018)		
	Walk/Bike	Drive[6]	Dropped Off[7]	Transit	Other	Capacity	Effective Use[8]	Observed Use[9]
Union Station[10]	42%	5%	9%	28%	16%	0	n/a	n/a
Wrightwood	13%	68%	14%	3%	1%	180	73%	73%
Ashburn	32%	53%	15%	0%	0%	142	49%	49%
Oak Lawn	17%	68%	14%	0%	1%	773	100%	96%
Chicago Ridge	31%	45%	23%	0%	1%	439	49%	28%
Worth	11%	77%	11%	0%	1%	467	52%	52%
Palos Heights	3%	83%	14%	0%	0%	500	32%	32%
Palos Park	7%	74%	18%	0%	0%	350	81%	81%
143rd St./Orland Park	16%	67%	16%	0%	1%	417	69%	69%
153rd St./Orland Park	5%	79%	15%	0%	1%	1364	41%	41%
179th St./Orland Park	17%	56%	26%	0%	1%	319	34%	34%
Laraway Road	0%	67%	33%	0%	0%	299	5%	5%
Manhattan	8%	69%	23%	0%	0%	248	4%	4%
TOTAL SWS[11]	**15%**	**68%**	**16%**	**0%**	**1%**	**5,498**	**52%**	**50%**
SYSTEM TOTAL	**26%**	**54%**	**16%**	**4%**	**1%**			

[1] Accessibility information is displayed using a three dot system. A complete dot means the station is fully accessible. No dot means that the station is inaccessible. A hollow dot means the station is partially accessible. Customers who use wheelchairs at partially accessible stations will be able to access train platforms from the street. However, ramps, ticket windows, buildings and shelters may not fully conform to ADA guidelines.

[2] Station opened in 2004

[3] Station opened in 1990

[4] Station opened in 1995

[5] Stations opened in 2006

[6] Includes carpool drivers

[7] Includes carpool passengers

[8] Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey

[9] Observed use: spaces physically occupied during parking survey

[10] Includes riders boarding on all Metra lines departing from station

[11] Line total does not include downtown terminal

Sources: Metra 1983 Boarding/Alighting Counts. Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2006, Spring 2014, and Fall 2018. Metra, Origin-Destination Survey, Fall 2019; Metra Station and Parking Capacity and Use Survey, 2018

Note: The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

REVERSE-COMMUTE AND NON-DOWNTOWN MARKETS

Although Metra's primary market involves commuters who follow the traditional suburb-to-CBD trip pattern, many lines Metra have seen some demand for city-to-suburb reverse-commute options (Metra's primary commuter market is discussed in the Central Business District chapter). However, the SWS is dominated by traditional suburb-to-CBD commuters and has not experienced the volume of reverse-commute ridership that has been seen on some Metra lines. According to Metra's 2018 Boarding and Alighting Count, less than 1% of AM peak boardings on the SWS are in the reverse (outbound) direction, far below the system average of 5.8%. Very few AM alightings take place at non-CBD, SWS stations, as shown in Figure 3.

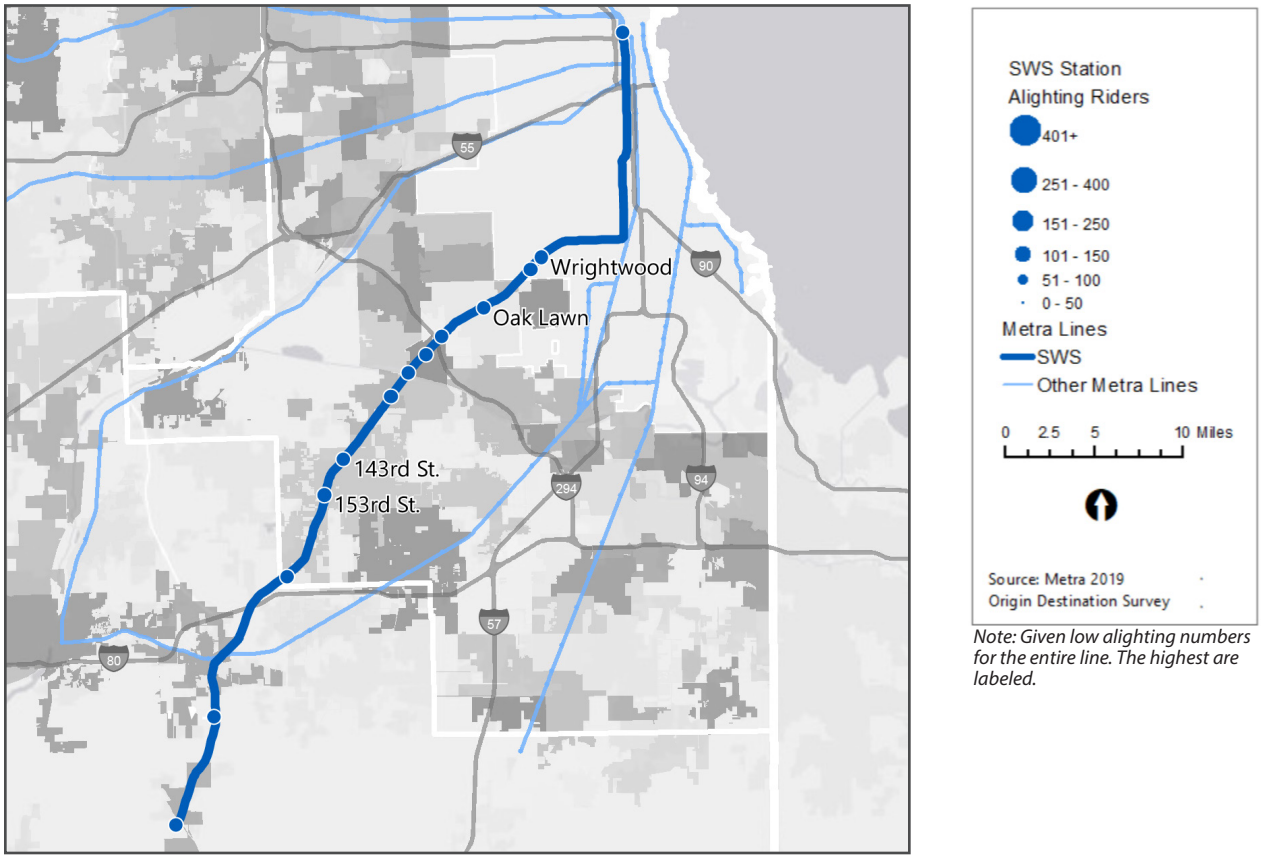
Factors that increase reverse-commute trip patterns are the growth of population in the city and inner suburbs as well as the growth of employment in the suburbs (see Tables 3, 4, and 5). These trends may change as employment growth in the suburbs along the SWS is projected to be strong during this bewteen now and 2050. These opportunities may draw commuters from beyond the immediate downtown Chicago station area as well. Employment along the entire SWS is expected to increase an additional 21% by 2050 after increasing 17% between 2010 and 2020. The most substantial growth was and will be concentrated near the southern end of the corridor.

Terms Defined

"Reverse-commuters" are those who travel in the opposite direction of the majority of riders in a particular service period."

"Alighting Riders" are those who get off the train. They are the opposite of a "boarding rider."

FIGURE 3: NON-DOWNTOWN DESTINATIONS DURING AM PEAK



Note: Given low alighting numbers for the entire line. The highest are labeled.

MAJOR CAPITAL PROJECTS ALONG THE SWS

Since 1985, Metra has invested $397 million (in year of expenditure dollars) in improvements to the SWS corridor. Table 1 indicates the amount of investment in different asset categories. This amount includes the 1990 and 1995 extensions, as well as the 2006 line upgrade and extension to Manhattan. Over the years, Metra has partnered with Amtrak, owner of CUS, to complete a number of upgrades to the terminal's commuter facilities. For more information on proposed CUS improvements, see the CBD chapter of this report.

The 2006 upgrade project, which cost a total of $198 million, was funded in large part with a New Starts grant from the Federal Transit Administration. The project included extension of the route to Manhattan with an intermediate station at Laraway Road/New Lenox, doubling of service to 30 trains per day, a new coach yard in Manhattan to supplement the existing yard at 179th Street in Orland Park, installation of a second track between Palos Park and 143rd Street in Orland Park, and other track and signal improvements. The project also included the extension of station platforms with significant improvements at several stations, major parking expansion, and two new trainsets. As part of the project, the 143rd Street, 153rd Street, Ashburn, Oak Lawn, and Palos Park stations were rehabilitated and expanded to accommodate the ridership growth projected to follow the doubling in service.

All SWS stations comply with the accessibility requirements of the Americans with Disabilities Act (ADA). Metra's station compliance program started with designating four of the busiest SWS stations, including CUS in downtown Chicago, as "key stations", all of which were made fully accessible by 2001.

PROPOSED IMPROVEMENTS

The 75th Street Corridor Improvement Project (CIP) is the largest project in the Chicago Region Environmental and Transportation Efficiency (CREATE) Program, a package of 70 projects designed to improve the efficiency of passenger and freight rail operations in the region. Using a combination of bridges and embankment, a new track segment would be built. In conjunction with the installation of two rail-rail grade separations, conflicts between Metra and freight traffic will be reduced, improving reliability for both types of rail service. The CREATE Program estimates that when the project is completed in 2025, it will eliminate 32,000 annual passenger hours of delay from rail travel in the region.

Metra, along with its CREATE Program partners, have prioritized the 75th St. CIP project, which is the largest in the CREATE Program In 2018, the project received a $132 million federal grant, but additional funding will be required to complete the project, which is projected to cost nearly $1 billion.

Metra is exploring a reroute of SWS trains to RI tracks, which would allow SWS trains to access the LaSalle Street Station rather than CUS, relieving congestion and releasing capacity for expanded intercity rail service. The project would significantly reduce travel times for SWS riders, but additional funding will be need to accomplish this reroute..

FIGURE 4 ORIGINS OF RIDERS USING NON-CBD SWS STATIONS

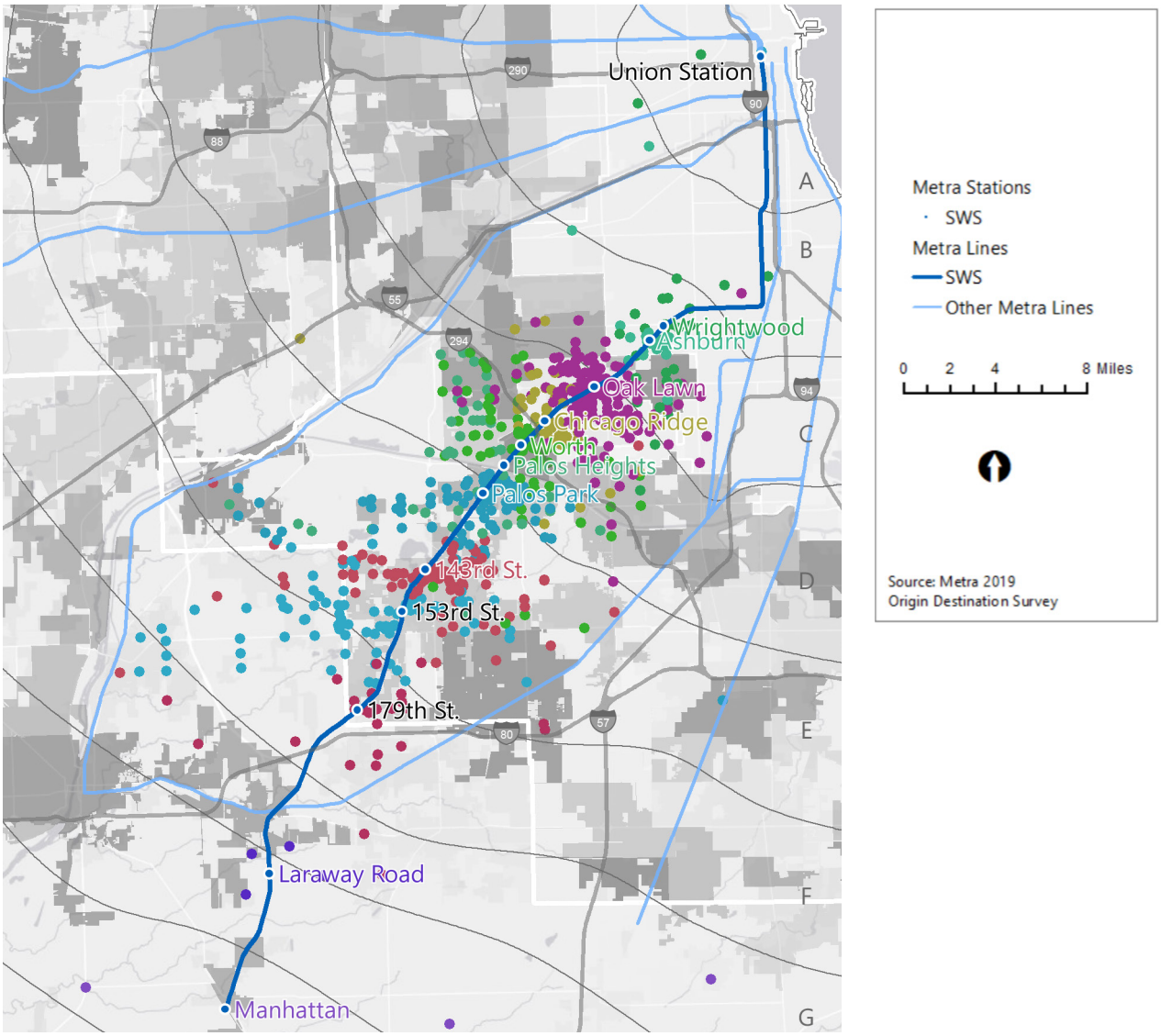


TABLE 5: SWS CORRIDOR POPULATION

Station	Fare Zone	Area Sq. Mi.	Population in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station	A	0.3	2,895	4,834	4,851	67%	0%
Wrightwood, Ashburn	C	20.3	223,409	231,939	259,964	4%	12%
Oak Lawn, Chicago Ridge, Worth, Palos Hts	D	33.2	153,971	170,060	195,181	10%	15%
Palos Park, 143rd St., 153rd St.	E	47.6	82,697	81,505	96,552	-1%	18%
179th St.	F	19.4	22,772	23,713	33,671	4%	42%
Laraway Road	H	31.2	19,807	17,654	31,028	-11%	76%
Manhattan	I	276.2	37,831	36,012	66,702	-5%	85%
SWS TOTAL		**428.2**	**543,382**	**565,717**	**687,949**	**4%**	**22%**
REGION TOTAL		3,748.0	8,523,863	8,672,509	10,354,840	2%	19%

TABLE 6: SWS CORRIDOR HOUSEHOLDS

Station	Fare Zone	Area Sq. Mi.	Households in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station	A	0.3	1,859	2,872	2,642	54%	-8%
Wrightwood, Ashburn	C	20.3	65,439	67,013	77,960	2%	16%
Oak Lawn, Chicago Ridge, Worth, Palos Hts	D	33.2	59,589	67,184	81,464	13%	21%
Palos Park, 143rd St., 153rd St.	E	47.6	29,078	31,712	40,259	9%	27%
179th St.	F	19.4	7,629	8,929	13,710	17%	54%
Laraway Road	H	31.2	6,365	6,055	11,968	-5%	98%
Manhattan	I	276.2	13,444	14,068	29,276	5%	108%
SWS TOTAL		**428.2**	**183,403**	**197,833**	**257,279**	**8%**	**30%**
REGION TOTAL		3,748.0	3,100,987	3,341,064	4,140,227	8%	24%

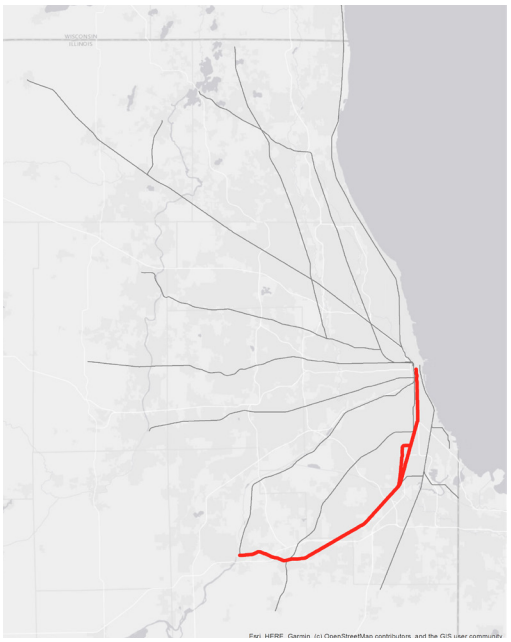
TABLE 7: SWS CORRIDOR EMPLOYMENT

Station	Fare Zone	Area Sq. Mi.	Employment in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Union Station	A	0.3	67,495	82,500	89,365	22%	8%
Wrightwood, Ashburn	C	20.3	39,141	45,211	55,084	16%	22%
Oak Lawn, Chicago Ridge, Worth, Palos Hts	D	33.2	57,787	69,998	83,277	21%	19%
Palos Park, 143rd St., 153rd St.	E	47.6	35,554	33,833	40,032	-5%	18%
179th St.	F	19.4	3,765	5,714	8,720	52%	53%
Laraway Road	H	31.2	2,899	3,106	6,991	7%	125%
Manhattan	I	276.2	7,406	11,087	20,874	50%	88%
SWS TOTAL		**428.2**	**214,047**	**251,449**	**304,343**	**17%**	**21%**
REGION TOTAL		3,748.0	4,141,355	4,231,961	4,945,892	2%	17%

The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

TABLE 8: MAJOR TRIP GENERATORS ACCESSIBLE ALONG THE UP-W CORRIDOR

Generator Type	Name	Comments	Municipality
Airports	Midway Airport	Commercial aviation; second-busiest airport in Illinois	Chicago
Colleges and Universities	Moraine Valley Community College	15,000 students	Palos Hills
	Robert Morris University	One of seven Illinois campuses	Orland Park
Culture and Entertainment	Children's Museum in Oak Lawn	Children's museum	Oak Lawn
	SeatGeek Stadium	Hosts Chicago Red Stars soccer games & other events	Bridgeview
Shopping	Ford City Mall	Super-regional mall	Chicago
	Chicago Ridge Mall	Super-regional mall	Chicago Ridge
	Orland Square Mall	Super-regional mall	Orland Park

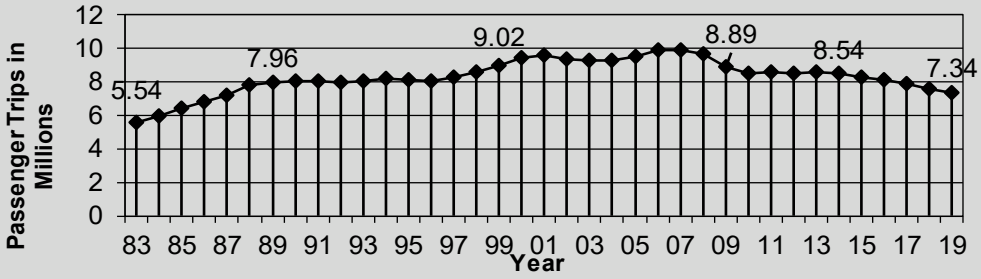


Rock Island Line

Line at a Glance

- Average Trip Length (2019) : 21.2 miles
- Average Fare Paid (2019) : $4.74
- Number of Stations: 26
- Route Length: Mainline: 40.0 miles; Beverly Branch: 6.6 miles
- Number of Weekday Trains (Dec 2019): 68
- On-Time Performance (2019): 92.0%
- 65% of RI riders drive to their boarding station.
- 4% fewer people live along the RI than did in 2010.
- 22% fewer people work along the RI than did in 2010.

Figure 1: Annual RI Ridership



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Schedules as of Dec 2019

- 23 trains in the AM Peak
- 14 trains in the Midday
- 23 trains in the PM Peak
- 8 trains in the Evening
- 33 trains on Saturdays
- 28 trains on Sundays

- 5th highest ridership line
- 80th Avenue is the 8th busiest outlying station in the system
- Beverly Branch carries 4k/ weekday

- Most tenured riders with ~50% having ridden Metra for 10+ years
- 3rd most female line

Chicago to Joliet

Table 1: Metra Capital Investment History	RI ($m)	System ($m)
Rolling stock	$300	$2,978
Track and structure	$447	$1,567
Signal, electrical, and communications	$108	$1,137
Facilities and equipment	$155	$685
Stations and parking	$182	$1,120
Acquisitions, extensions, and expansions	$2	$603
Support activities	$62	$431
TOTAL	**$1,256**	**$8,521**
PERCENTAGE	**14.7%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Table 2: RI 2018 Weekday Boardings		
Time of Day	**Inbound**	**Outbound**
AM Peak	11,943	182
Midday	955	1,374
PM Peak	304	10,885
Evening	97	605
TOTAL	**13,299**	**13,046**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

RI OVERVIEW

Metra's Rock Island (RI) Line extends 40 miles southwest from Chicago's LaSalle Street Station to Joliet. The RI Line provides service to 24 intermediate stations between LaSalle Street Station and Joliet with service to the south side of Chicago, southern Cook County, and Will County. The RI Beverly Branch serves portions of the south side of Chicago and the city of Blue Island west of the main line. In 2019, passenger trips on the RI Line totaled 7.34 million, ranking fifth among the 11 Metra lines.

Both the RI and Metra's Heritage Corridor Line originate at Joliet Station, which is also a stop for Amtrak's Texas Eagle and Lincoln Service. Joliet is the only suburban transfer station serving multiple Metra lines and Amtrak routes. Since the RI is part of the high-speed rail corridor from Chicago to St. Louis as proposed in the Final Environmental Impact Statement in 2012,

In this section

passenger traffic on the RI is expected to increase in the future. The Chicago Rail Link, CSX, and Iowa Interstate Railroad operate freight service over portions of the RI.

PRESENT AND FUTURE DEMAND

Due to substantial increases in population along the RI corridor, demand for commuter rail service is expected to grow. Figure 4 shows the origins of RI riders outside the Central Business District (CBD).

According to Metra's 2018 Metra Boarding and Alighting Count, the RI had over 26,000 boardings on 68 trains serving 24 stations between Joliet and Chicago, with 86% of boardings on peak-period, peak-direction trains. Overall, the RI has seen a 32% increase in boardings since 1983 (see Figure 1). Ridership has grown most significantly at stations nearest downtown Chicago (Gresham, 538%; Brainerd, 115%) as well as in the burgeoning suburbs of Will County (New Lenox, 247%; Joliet, 302%). Ridership at Beverly Branch stations has remained near even or diminished slightly while ridership on the RI mainline directly east of the Beverly Branch has seen some increase in ridership. These trends suggest there may be some shifts in ridership towards the mainline, which provides express service on the south side of Chicago. The largest increases in ridership on the southwest end of the RI have occurred at Robbins, 80th Avenue, New Lenox, and Joliet. Overall passenger ridership on the RI totaled 7.34 million in 2018

Terms Defined

"Peak-Period Service" refers to trains arriving or departing downtown terminals at times when there is the greatest ridership demand. For Metra, the "AM Peak" starts with the first run of the day and lasts until 9:15am. The "PM Peak" starts at 3:30pm and lasts until 6:45pm.

FIGURE 2: METRA STATIONS ON THE RI LINE

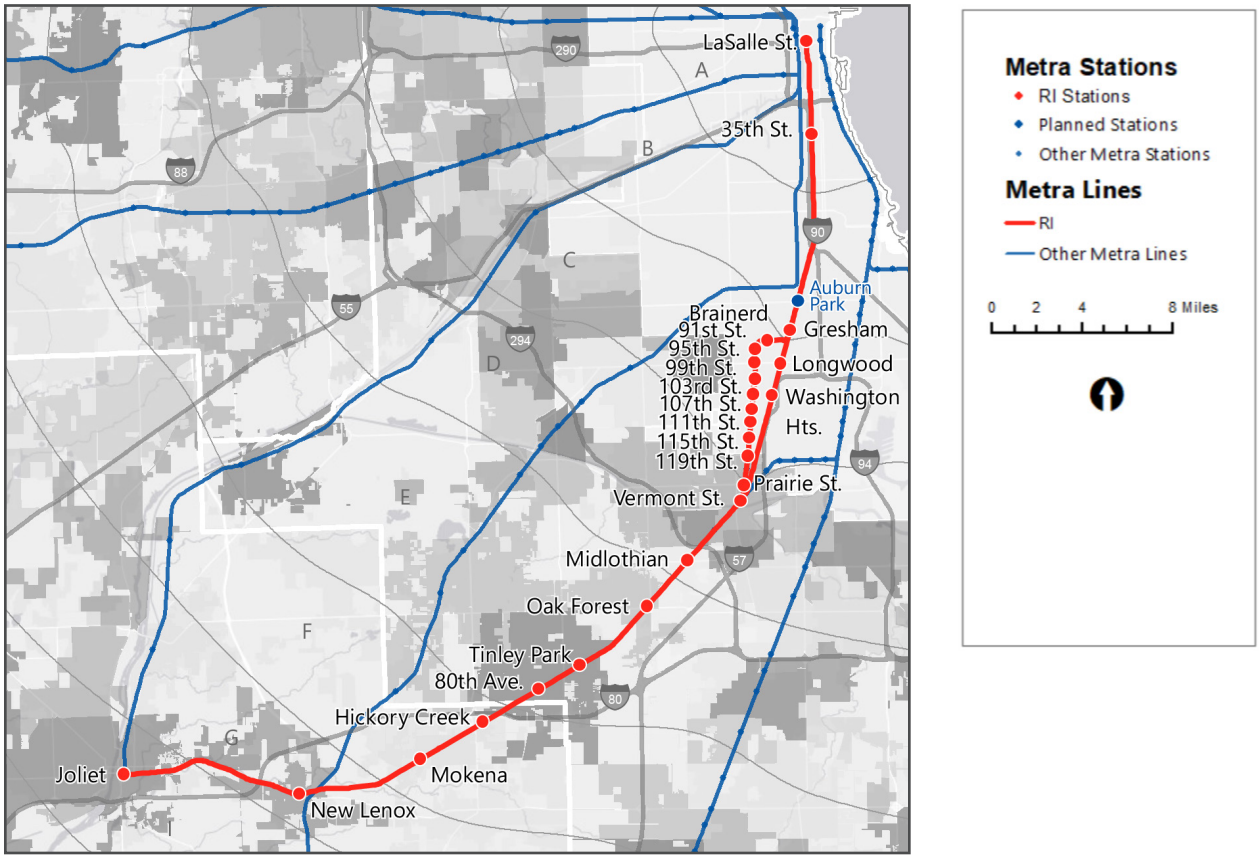

TABLE 3: RI STATION CHARACTERISTICS

Station	[1]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings[2]				Weekday trains serving each station as of Dec 2019
				Platform	Depot	Parking	1983	2006	2016	2018	
LaSalle St.	●	A	0.0	Multiple	Metra	Metra	10,286	17026	12,656	12,606	68
35th St./"Lou" Jones[3]	●	A	3.2	Metra	Metra	N/A	--	--	227	245	54
Gresham		B	9.8	Metra	Metra	Multiple	49	537	318	313	45
95th St./Longwood	○	C	10.9	Metra	Metra	Multiple	27	147	60	64	11
103rd St./Washington Hts.	●	C	12.0	Metra	Metra	Multiple	80	219	107	101	12
Brainerd	●	C	10.6	Metra	Metra	Multiple	123	448	303	265	41
91st St./Beverly	○	C	11.3	Metra	Metra	Multiple	478	437	364	368	41
95th St./Beverly	○	C	11.7	Metra	Metra	Muni	722	604	423	443	41
99th St./Beverly	●	C	12.3	Metra	Metra	Multiple	614	679	725	645	41
103rd St./Beverly	●	C	12.8	Metra	Metra	Metra	1,085	931	759	734	41
107th St./Beverly	○	C	13.3	Metra	Metra	Metra	435	617	451	395	41
111th St./Morgan Park	●	C	13.8	Metra	Metra	Multiple	766	820	587	548	41
115th St./Morgan Park	○	C	14.3	Metra	Metra	Multiple	215	279	170	136	41
119th St.	○	C	14.8	Metra	Metra	Multiple	424	326	279	269	41
123rd St.		D	15.2	Metra	Metra	N/A	65	96	45	53	41
Prairie St.		D	15.8	Metra	Metra	Metra	79	44	20	30	41
Vermont St.	●	D	15.7	Metra	Multiple	Multiple	679	1148	688	595	65
Robbins	●	D	17.2	Metra	Multiple	Multiple	27	152	89	65	36
Midlothian	●	D	18.4	Metra	Multiple	Multiple	864	1230	1,015	938	44
Oak Forest	●	E	20.4	Metra	Multiple	Multiple	1,019	1487	1,136	1,091	45
Tinley Park	●	E	23.5	Metra	Muni	Multiple	910	1232	1,060	917	45
80th Ave./Tinley Park	○	E	25.1	Metra	Multiple	Muni	632	2459	2,050	2,064	46
Hickory Creek[4]	●	F	27.0	Metra	Multiple	Muni	--	1236	999	10,79	45
Mokena	●	F	29.6	Metra	Metra	Muni	382	634	604	559	45
New Lenox	●	G	34.0	Metra	Metra	Multiple	301	1348	1,115	1,046	44
Joliet	●	H	40.0	Multiple	Multiple	Multiple	193	958	768	776	45
TOTAL RI							**20,455**	**35,094**	**27,018**	**26,345**	**68**

[1] Accessibility information is displayed using a three dot system. A complete dot means the station is fully accessible. No dot means that the station is inaccessible. A hollow dot means the station is partially accessible. Customers who use wheelchairs at partially accessible stations will be able to access train platforms from the street. However, ramps, ticket windows, buildings and shelters may not fully conform to ADA guidelines.

[2] Metra 1983 Boarding/Alighting Counts. Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2006, Spring 2014, and Fall 2018.

[3] Station opened in 2011

[4] Station opened in 1993

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TABLE 4: 2019 MODE OF ACCESS AND 2018 COMMUTER PARKING AT RI METRA STATIONS

Station Name	Mode of Access (2019)					Station Parking (2019)		
	Walk/Bike	Drive[1]	Dropped Off[2]	Transit	Other	Capacity	Effective Use[3]	Observed Use[4]
LaSalle St.	40%	6%	4%	34%	16%	0	n/a	n/a
35th St./"Lou" Jones	25%	19%	19%	31%	6%	0	n/a	n/a
Gresham	15%	71%	9%	6%	0%	290	39%	39%
95th St./Longwood	40%	40%	10%	5%	5%	94	66%	66%
103rd St./Washington Hts.	23%	63%	10%	3%	0%	274	13%	13%
Brainerd	21%	63%	15%	1%	0%	271	45%	45%
91st St./Beverly	43%	44%	14%	0%	0%	192	70%	70%
95th St./Beverly	40%	36%	19%	5%	0%	197	100%	47%
99th St./Beverly	39%	40%	20%	0%	1%	104	88%	88%
103rd St./Beverly	39%	46%	11%	4%	0%	273	96%	96%
107th St./Beverly	41%	47%	12%	0%	0%	335	48%	48%
111th St./Morgan Park	28%	51%	16%	5%	1%	412	72%	41%
115th St./Morgan Park	31%	51%	17%	0%	1%	108	38%	38%
119th St.	19%	64%	16%	1%	0%	247	51%	51%
123rd St.	82%	0%	14%	5%	0%	0	n/a	n/a
Prairie St.	100%	0%	0%	0%	0%	7	29%	29%
Vermont St.	15%	66%	15%	1%	2%	817	35%	35%
Robbins	24%	43%	29%	0%	5%	156	6%	6%
Midlothian	12%	71%	16%	0%	1%	669	77%	71%
Oak Forest	7%	74%	18%	0%	0%	996	63%	63%
Tinley Park	15%	67%	16%	1%	0%	800	87%	57%
80th Ave./Tinley Park	6%	80%	14%	0%	0%	2158	71%	71%
Hickory Creek	4%	85%	11%	0%	0%	1127	67%	67%
Mokena	9%	72%	19%	0%	0%	550	73%	63%
New Lenox	3%	84%	12%	0%	0%	1032	78%	78%
Joliet	6%	69%	19%	4%	2%	939	62%	62%
TOTAL RI	**17%**	**65%**	**15%**	**2%**	**1%**	**12,048**	**64%**	**59%**
SYSTEM TOTAL	**26%**	**54%**	**16%**	**4%**	**1%**	**91,558**	**70%**	**63%**

[1] Includes carpool drivers

[2] Includes carpool passengers

[3] Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey

[4] Observed use: spaces physically occupied during parking survey

Sources: Metra, Origin-Destination Survey, Fall 2019; Metra Station and Parking Capacity and Use Survey, 2018

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Approximately 12,000 parking spaces serve riders on the RI. According to parking counts conducted in 2019, the effective utilization rate on the RI is 64%. When utilization of station parking areas exceeds 85%, Metra considers that they are approaching full capacity. Four RI stations exceed this threshold, indicating a demand for increased parking at these stations.

The ridership outlook on the RI is forecast to improve somewhat over the next 30 years. Population, household, and employment growth has been mixed throughout the corridor for the last 10 years according to forecasts from the Chicago Metropolitan Agency for Planning (CMAP) with the south suburbs, and suburbs in Will County in particular, having seen the greatest share of growth in terms. Despite the headwinds of the past decade, CMAP sees growth returning to the RI corridor as forecasts for all three categories exceed the regional baseline through 2050. Tables 5, 6 and 7 describe the demographics in the RI corridor.

REVERSE-COMMUTE AND NON-DOWNTOWN MARKETS

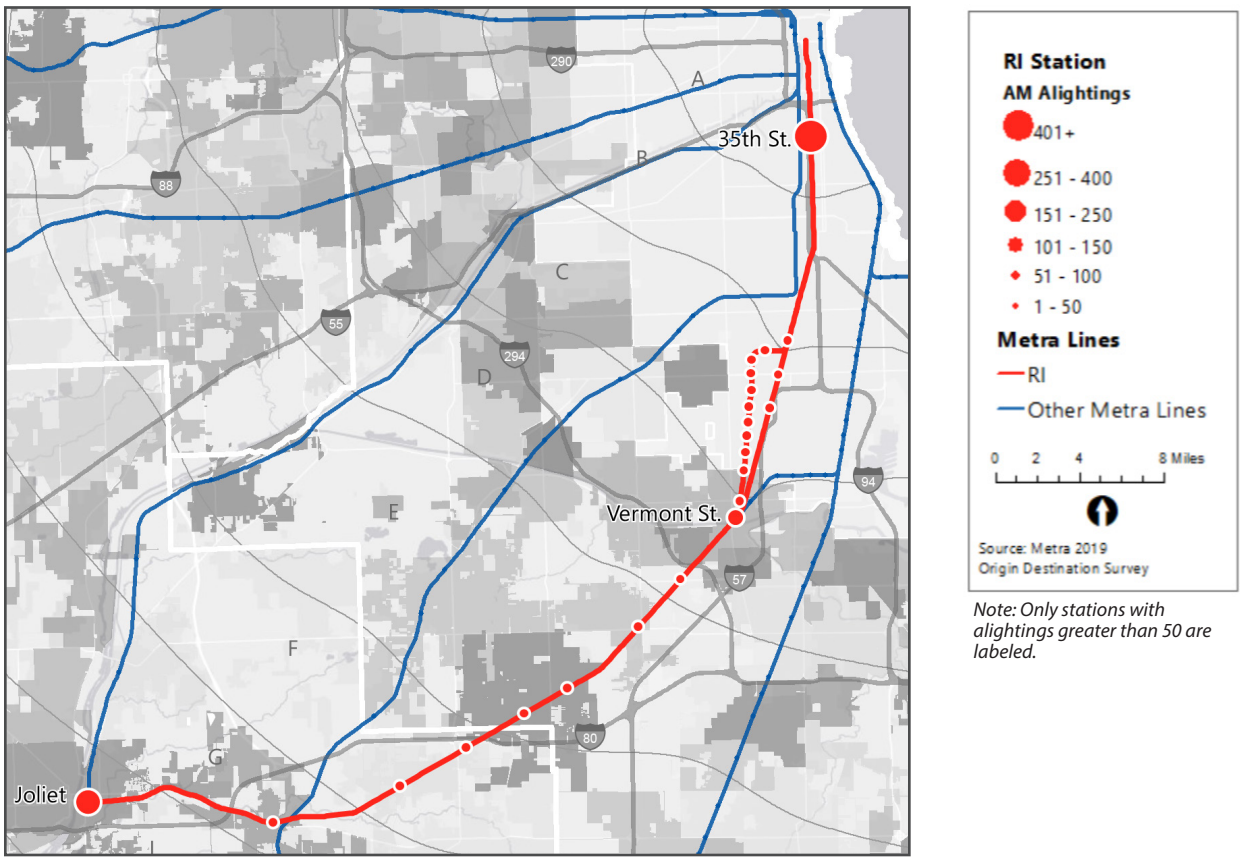
Although Metra's primary market involves commuters who follow the traditional suburb-to-CBD trip pattern, in recent years Metra has seen a demand for city-to-suburb reverse-commute options (Metra's primary commuter market is discussed in the Central Business District chapter). This market is not as significant for the RI, which still retains the traditional

Terms Defined

"Peak-Direction Trains" are those that travel in the direction with the most demand from riders. During the "AM Peak," trains travelling toward the Loop are "Peak-Direction" while trains travelling away from the Loop are "Peak-Direction" during the "PM Peak."

"Effective Parking Utilization" is calculated by assuming that all parking pass holders will need a parking space at the same time. This ensures that there is always a space for those who hold a parking pass.

FIGURE 3: NON-DOWNTOWN DESTINATIONS DURING AM PEAK



Note: Only stations with alightings greater than 50 are labeled.

TABLE 5: RI CORRIDOR POPULATION

Station	Fare Zone	Area Sq. Mi.	Population in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
LaSalle St., 35th St./"Lou" Jones	A	11.6	142,690	133,087	167,779	-7%	26%
Gresham	B	5.8	73,256	60,921	75,464	-17%	24%
Brainerd, 91st, 95th, 95th/Longwood, 99th, 103rd, 103rd/Washington Hts.,107th, 111th, 115th, 119th	C	15.2	130,552	125,560	141,677	-4%	13%
123rd, Prairie St.,Vermont St., Robbins, Midlothian	D	20.8	67,410	70,955	87,773	5%	24%
Oak Forest, Tinley Park, 80th Ave.	E	37.7	96,574	99,384	117,841	3%	19%
Hickory Creek, Mokena	F	36.8	57,458	63,435	92,238	10%	45%
New Lenox	G	20.7	22,196	25,644	42,222	16%	65%
Joliet	H	120.3	222,749	202,200	276,118	-9%	37%
RI TOTAL		**268.9**	**812,885**	**781,186**	**1,001,112**	**-4%**	**28%**
REGION TOTAL		3,748.0	8,523,863	8,672,509	10,354,840	2%	19%

TABLE 6: RI CORRIDOR HOUSEHOLDS

Station	Fare Zone	Area Sq. Mi.	Households in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
LaSalle St., 35th St./"Lou" Jones	A	11.6	48,919	51,725	67,421	6%	30%
Gresham	B	5.8	23,673	21,725	28,856	-8%	33%
Brainerd, 91st, 95th, 95th/Longwood, 99th, 103rd, 103rd/Washington Hts.,107th, 111th, 115th, 119th	C	15.2	45,478	47,683	57,328	5%	20%
123rd, Prairie St.,Vermont St., Robbins, Midlothian	D	20.8	25,008	26,373	34,803	5%	32%
Oak Forest, Tinley Park, 80th Ave.	E	37.7	34,594	38,436	47,673	11%	24%
Hickory Creek, Mokena	F	36.8	18,300	22,459	35,306	23%	57%
New Lenox	G	20.7	7,334	9,042	16,318	23%	80%
Joliet	H	120.3	78,417	72,710	106,521	-7%	47%
RI TOTAL		**268.9**	**281,723**	**290,153**	**394,226**	**3%**	**36%**
REGION TOTAL		3,748.0	3,100,987	3,341,064	4,140,227	8%	24%

TABLE 7: RI CORRIDOR EMPLOYMENT

Station	Fare Zone	Area Sq. Mi.	Employment in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
LaSalle St., 35th St./"Lou" Jones	A	11.6	173,858	118,810	128,596	-32%	8%
Gresham	B	5.8	4,569	6,180	10,061	35%	63%
Brainerd, 91st, 95th, 95th/Longwood, 99th, 103rd, 103rd/Washington Hts.,107th, 111th, 115th, 119th	C	15.2	23,087	18,119	23,869	-22%	32%
123rd, Prairie St.,Vermont St., Robbins, Midlothian	D	20.8	25,463	25,601	32,653	1%	28%
Oak Forest, Tinley Park, 80th Ave.	E	37.7	41,599	32,149	40,321	-23%	25%
Hickory Creek, Mokena	F	36.8	28,840	24,566	33,090	-15%	35%
New Lenox	G	20.7	12,573	7,784	14,703	-38%	89%
Joliet	H	120.3	70,126	63,078	92,999	-10%	47%
RI TOTAL		**268.9**	**380,115**	**296,287**	**376,292**	**-22%**	**27%**
REGION TOTAL		3,748.0	4,141,355	4,231,961	4,945,892	2%	17%

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suburb-to-CBD trip pattern. According to Metra's 2018 Boarding and Alighting Count, only 1.5% of AM peak-period boardings on the RI are in the reverse (outbound) direction. However, the 35th/"Lou Jones" Station, which opened in 2011, is one of only 15 outlying stations in Metra's system where alightings exceed boardings during the AM peak. The station experiences significant traffic from riders traveling to nearby destinations such as the Illinois Institute of Technology or Guaranteed Rate Field, or those transferring to or from the CTA Red Line station one block away. Figure 3 shows AM alightings at non-CBD RI stations.

Factors that increase reverse-commute trip patterns are the growth of employment in the suburbs as well as the growth of population in the city and inner ring suburbs (Tables 5, 6, and 7). Projected employment growth is greatest in far southwest Cook County and Will County communities. Joliet, at the end of the RI Line, is Illinois' fourth-largest city and was one of the fastest growing cities in the state between 2000 and 2010. Areas near the New Lenox, Hickory Creek and Mokena Stations, just east of Joliet, also expect significant gains in employment and population. Meanwhile, population growth of 26% is forecast for the marketshed zone closest to downtown Chicago (Fare Zone A).

MAJOR CAPITAL PROJECTS ALONG THE RI

In 2011, a new station, formally named the 35th Street/"Lou" Jones Station, opened at 35th and Federal in Chicago. This station serves U.S. Guaranteed Rate Field, the Illinois Institute of Technology, and the Bronzeville neighborhood. Additionally, the 35th Street Station serves as a multi-modal access point: it provides transit connections to the CTA Red Line station at 35th Street (one-half block west), Green Line station at 35th Street (two blocks east), and bus service along 35th Street. An American Recovery and Reinvestment Act (ARRA) grant contributed funding for construction of the station.

A rail-rail grade separation known as the Englewood Flyover opened for service in 2014. Each weekday, 76 revenue and non-revenue RI trains and approximately 60 freight and Amtrak trains pass through the Englewood interlocking near 63rd and State Streets in Chicago, and this project eliminated conflicts at the crossing by elevating the RI over track owned by Norfolk Southern. The project received $133 million in ARRA high-speed rail grant funds, and was part of the Chicago Region Environmental and Transportation Efficiency Program (CREATE), a package of projects designed to improve the efficiency of passenger and freight rail operations in the region.

Over the next few years, the 47th Street Yard will undergo significant renovation to increase capacity for railcar and locomotive rehabilitation. The yard will also receive replacement ties, crosswalks and platforms. The investment will allow Metra to increase railcar rehabilitations from 40 to 60 per year. Planned bridge projects include rehabilitation of the bridge at Vincennes Avenue on the mainline and replacement of Morgan Street on the

Terms Defined

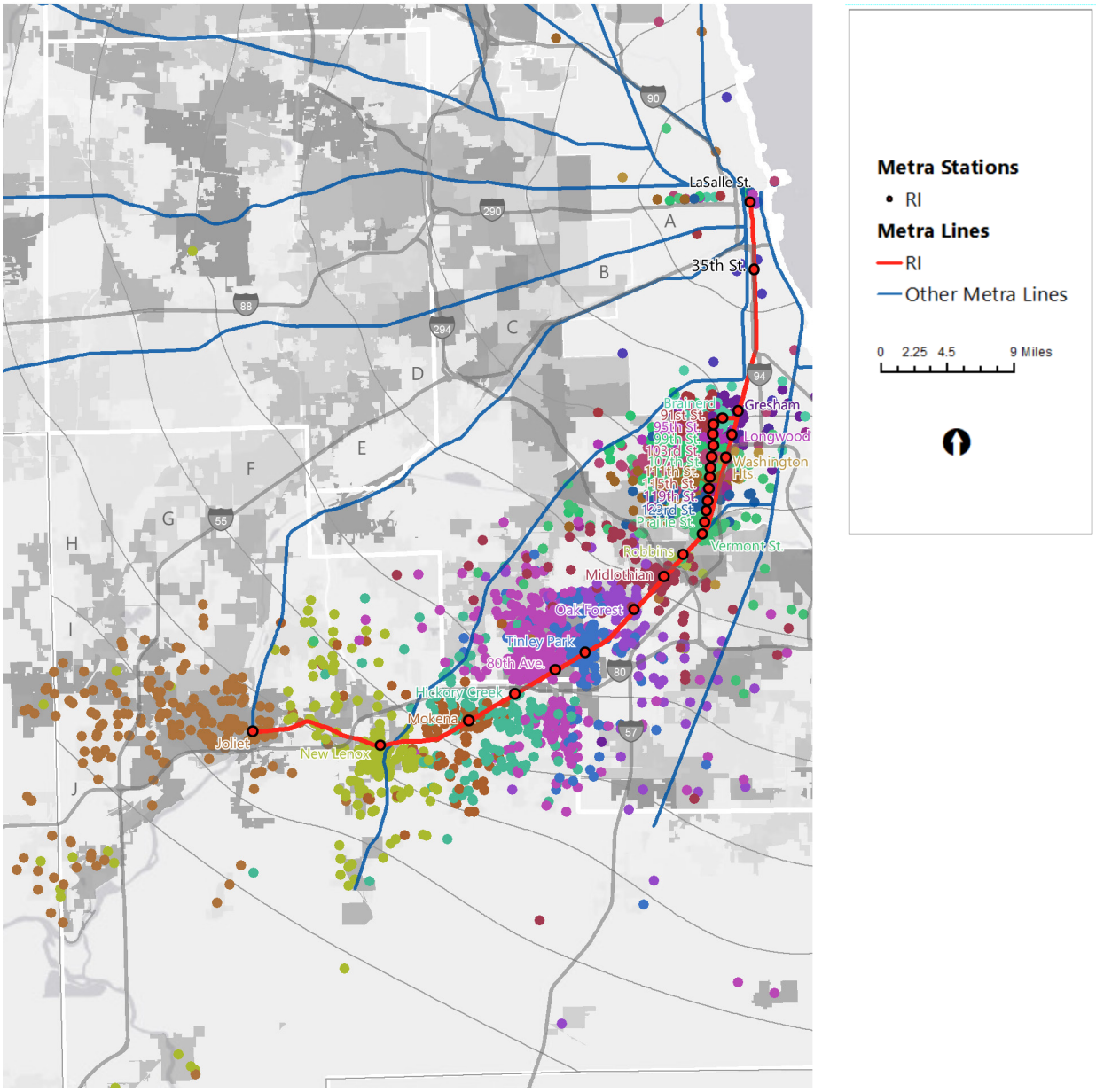
"Reverse Commuting" refers to riders who regularly travel in the opposite direction of most commuters. For Metra riders, this refers to people who are travelling away from the Loop during the AM Peak and toward the Loop during the PM Peak.

"Alighting Riders" are those who get off the train. They are the opposite of a "boarding rider."

Beverly Branch, along with the replacement of the third track bridges at 43rd and Root Street.

In 2018, a new multimodal transportation center opened in Joliet, to accommodate Metra, Amtrak, Pace, intercity and shuttle buses, bicycles, taxis, and intercity passenger rail (existing Amtrak service, as well as planned high-speed rail service between Chicago and St. Louis) and streamline transfers between the services. A new bus station is planned to be added to the transportation center, and will be built once funding is available. The former depot, built in 1912, has been closed to passengers and will be converted to other uses. Major funding for the transportation center was provided by the state of Illinois, with additional funding from the city of Joliet and BNSF.

FIGURE 4 ORIGINS OF RIDERS USING NON-CBD RI STATIONS



RI ACCESSIBILITY IMPROVEMENTS

Most RI stations now comply with the accessibility requirements of the Americans with Disabilities Act (ADA), and approximately 98.5% of RI boardings take place at stations that are at least partially accessible. Metra's station compliance program started with designating eight of the busiest RI stations, including LaSalle Street Station in downtown Chicago, as "key stations," all of which were made fully accessible by 2007. Since 1985, Metra has completed access improvements at a number of non-downtown RI stations, and 16 outlying stations on the line are fully accessible to riders with disabilities. Metra will bring the remaining stations into full ADA compliance as they are rehabilitated so that eventually all will be accessible.

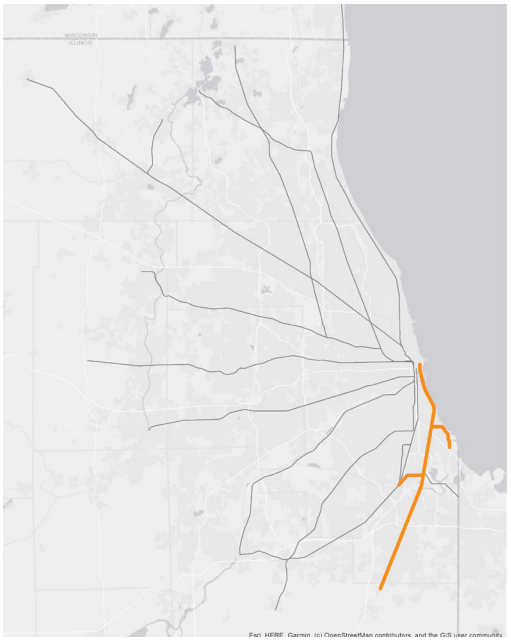
PROPOSED IMPROVEMENTS

An Auburn Park Metra Station has been planned for many years. Originally scheduled for funding from two State of Illinois bond programs since 2009, that funding was held up in the State's budget woes before eventually being cut in 2017. Funding for the station was restored in recent budgets, and the state has released $20 million for Auburn Park, which will be located just south of 79th Street. The station's unique location will require the completion of a bridge lift to create adequate clearance between the Metra tracks and the freight right of way below. Metra held a ceremonial groundbreaking for the combined project in September 2019. Once the design and construction of bridge lift is complete, work is slated to begin on the station.

TABLE 8: MAJOR TRIP GENERATORS ACCESSIBLE ALONG THE RI CORRIDOR

Generator Type	Name	Comments	Municipality
Colleges and Universities	Illinois College of Optometry	650 students	Chicago
	Illinois Institute of Technology	7,700 students	Chicago
	St. Xavier University	3,900 students	Chicago
	South Suburban College - Oak Forest Center	Branch of 2-year college	Oak Forest
	DeVry University/Chamberlain College of Nursing	1,500 students	Tinley Park
	Moraine Valley Community College	Southwest Education Center auxiliary campus	Tinley Park
	Joliet Junior College	22,000 students	Joliet
	University of St. Francis	1,300 students	Joliet
Culture and Entertainment	Guaranteed Rate Field	Chicago White Sox ballpark; cap. 41,000	Chicago
	Chicagoland Speedway/Route 66 Raceway	NASCAR racetrack; cap. 75,000	Joliet

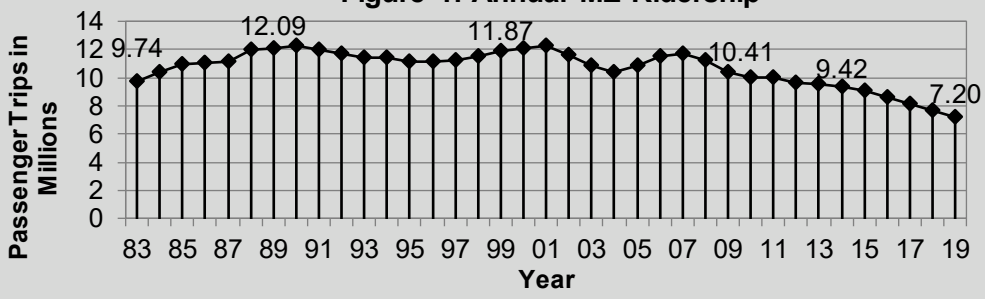
Metra Electric Line



Line at a Glance

› Average Trip Length (2019) : 19.3 miles
› Mainline: 20.1mi; South Chicago: 11.2 mi; Blue Island: 16.4 mi
› Average Fare Paid (2019) : $4.58
› Number of Stations: (ML: 32) (SC: 8) (BI: 7) (All: 47)
› Route Length: (ML: 31.5) (SC: 4.7) (BI: 4.4) (All: 40.6)
› Number of Weekday Trains (Dec 2019): (ML: 84) (SC: 44) (BI: 25) (All: 153)
› On-Time Performance (2019): 98.0%
› 65% of ME riders drive to their boarding station.
› Population levels have been flat along the ME since 2010.
› 3% more people work along the ME than did in 2010.

Figure 1: Annual ME Ridership



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Scheduled as of Dec 2019
- 50 trains in the AM Peak
- 38 trains in the Midday
- 44 trains in the PM Peak
- 23 trains in the Evening
- 80 trains on Saturdays
- 40 trains on Sundays

- 6th highest ridership line
- Busiest outlying station on the ME is Homewood
- Together, the ME branches carry 1.5k riders/weekday

- Most female ridership in the system (70%)
- Highest minority ridership in the system (70%)
- 46% have ridden for 10+ years

Chicago to University Park

Table 1: Metra Capital Investment History	ME ($m)	System ($m)
Rolling stock	$892	$2,978
Track and structure	$113	$1,567
Signal, electrical, and communications	$228	$1,137
Facilities and equipment	$151	$685
Stations and parking	$234	$1,120
Acquisitions, extensions, and expansions	$17	$603
Support activities	$100	$431
TOTAL	**$1,735**	**$8,521**
PERCENTAGE	**20.3%**	**100.0%**

Notes: 1) Excludes South Shore, preventative maintenance, new lines, and pending grants. 2) Prior expenses not adjusted for inflation. 3) Data subject to budget revisions, audit adjustments, etc. 4) Project costs without specific locations have been allocated to entire lines where appropriate

Table 2: ME 2018 Weekday Boardings		
Time of Day	**Inbound**	**Outbound**
AM Peak	10,791	560
Midday	1,951	1,868
PM Peak	916	9,934
Evening	312	1,095
TOTAL	**13,970**	**13,457**

Source: 2018 Weekday Station Boardings and Alightings by Time-of-Day and Direction

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of Metra's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. While Metra's pre-COVID services may not be replicated in the same manner going forward, the transportation services Metra continues to provide are essential to the vitality of the Chicago region.

There are certain elements of Metra's situational and operational environment that are unlikely to change in the short or medium term. These are: the location and capacity of each rail line, the location and physical characteristics of each station, the general characteristics of the communities around each station, Metra's history in each community, and Metra's mission to provide safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois. On the other hand, there are operational and situational factors that are likely to be quite different. These may be: the number of riders, the time and duration of peak travel demand, the public's perception of the relative safety of various transportation modes, the way riders access and depart from stations, and the location preferences of people and businesses.

The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment. Even so, understanding Metra's past performance, pre-COVID service levels, and established community baselines is vital to making informed decisions about the reality that is taking shape. Through this process Metra will continue to achieve Metra's mission, realizing its vision, and pursuing its strategic goals.

In this section

As part of a regional transportation network, Metra provides safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

- Metra's Mission Statement

ME OVERVIEW

The Metra Electric (ME) Line extends nearly 32 miles south from Millennium Station in downtown Chicago to Chicago's south side and southern suburbs in Cook and Will Counties (see Figure 1), terminating in University Park. A 4.7-mile double-track branch leaves the mainline at 67th Street in Chicago, extending east and south to serve the South Shore and South Chicago neighborhoods, terminating at the 93rd Street Station. For much of its length, the South Chicago Branch runs in a street median, and the branch is the only

segment of Metra's system to terminate within the city of Chicago. Another 4.4-mile single-track branch extends west from 121st St to Blue Island.

Both the Blue Island and South Chicago Branches are served by through trains to Millennium Station, which run during morning, midday, and afternoon peak periods. On a handful of inbound trains, passengers on the Blue Island Branch have the option to transfer to mainline express trains at the Kensington/115th Street Station to reach downtown faster. Train schedules are coordinated to facilitate these transfers. The 59th Street and 55th-56th-57th Street Stations in Hyde Park are other frequent transfer points for main line riders who choose to transfer between express and local trains. At the Blue Island Station, riders can transfer to or from the Rock Island Line via the adjacent Vermont Street Station.

From Millennium Station to 115th Street, ME tracks are shared with South Shore Line commuter trains operated by the Northern Indiana Commuter Transportation District (NICTD). South Shore trains stop at six ME stations in this portion of the route; however, to avoid competition with ME service, passengers may not board inbound South Shore trains from 63rd Street to Millennium Station, and outbound South Shore passengers may not disembark at these stations. South of 115th Street, the South Shore Line

Terms Defined

"Peak-Period Service" refers to trains arriving or departing downtown terminals at times when there is the greatest ridership demand. For Metra, the "AM Peak" starts with the first run of the day and lasts until 9:15am. The "PM Peak" starts at 3:30pm and lasts until 6:45pm.

FIGURE 2: STATIONS ON THE ME LINE

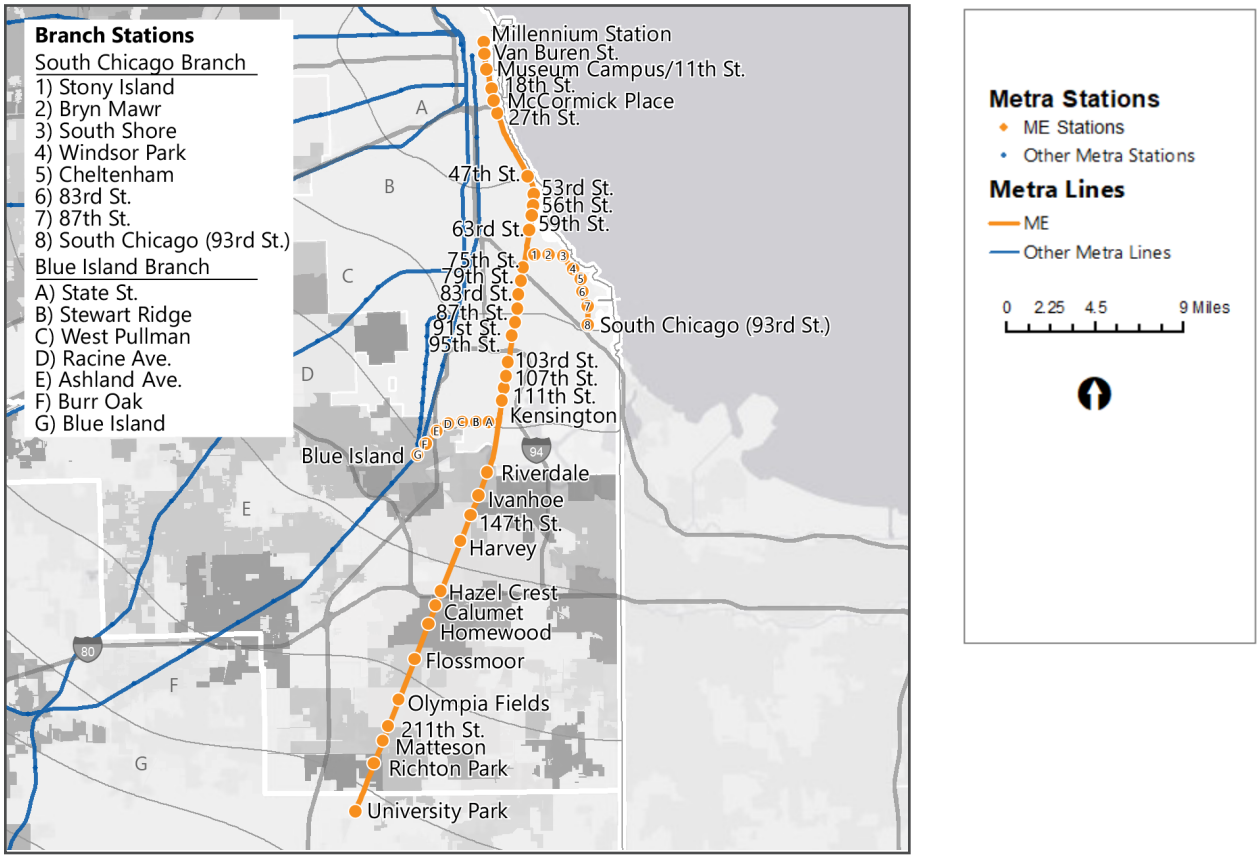


TABLE 3: ME STATION CHARACTERISTICS (continued on next page)

Station	♿[1]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings[2]				Weekday trains serving each station as of Dec 2019
				Platform	Depot	Parking	1983	2006	2016	2018	
Mainline											
Millennium Station	●	A	0.0	Metra	Metra	N/A	12,112	13,152	9,798	9,292	153
Van Buren St.	●	A	0.8	Metra	Metra	N/A	5,151	4,671	3,141	2,734	153
Museum Campus/11th	●	A	1.4	Metra	Metra	N/A	365	443	484	370	152
18th St.		A	2.2	Metra	Metra	N/A	19	29	42	23	59
McCormick Place	●	A	2.7	Metra	MPEA[2]	N/A	171	137	108	124	85
27th St.		A	3.2	Metra	Metra	N/A	77	105	30	12	66
47th St./Kenwood		B	5.9	Metra	Metra	N/A	18	113	82	94	74
51st/53rd Hyde Park	●	B	6.5	Metra	Metra	N/A	427	571	642	671	119
55th-56th-57th St.	●	B	7.0	Metra	Metra	Muni	533	1,591	1,542	1,133	139
59th/Univ. of Chicago		B	7.4	Metra	Metra	Muni	513	517	674	812	126
63rd St.		B	7.9	Metra	Metra	N/A	109	261	299	167	91
75th/Grand Crossing		B	9.3	Metra	Metra	N/A	61	52	28	14	46
79th St./Chatham		B	10.0	Metra	Metra	Muni	70	119	59	50	47
83rd St./Avalon Park		C	10.4	Metra	Metra	N/A	46	103	40	56	46
87th St./Woodruff		C	10.9	Metra	Metra	Muni	41	64	41	56	46
91st St./Chesterfield		C	11.4	Metra	Metra	N/A	30	66	27	23	46
95th/Chicago St. Univ.		C	12.0	Metra	Metra	N/A	17	49	26	24	47
103rd St./Rosemoor		C	13.0	Metra	Metra	Muni	17	70	37	36	46
107th St.		C	13.5	Metra	Metra	N/A	18	34	19	27	46
111th St./Pullman		C	14.0	Metra	Metra	N/A	46	27	24	31	49
Kensington/115th St.	●	C	14.5	Metra	Metra	Multiple	840	1,577	1,120	1,136	100
Riverdale		D	17.3	Metra	Metra	Multiple	747	397	180	146	54
Ivanhoe	●	D	18.2	Metra	Metra	Multiple	1,529	945	628	520	54
147th St./Sibley Blvd.		D	19.0	Metra	Metra	Metra	990	1,255	984	829	54
Harvey	●	D	20.0	Metra	Metra	Multiple	1,229	937	542	471	56
Hazel Crest		E	22.3	Metra	Multiple	Multiple	610	518	412	261	54
Calumet	●	E	22.8	Metra	Multiple	Multiple	764	1,363	989	1,077	55
Homewood	●	E	23.5	Metra	Metra	CSSMTD[3]	1,602	1,456	1,308	1,171	54
Flossmoor	●	E	24.9	Metra	Metra	Muni	1,273	1,002	824	859	55
Olympia Fields		F	26.6	Metra	Metra	Multiple	265	473	643	679	54
211th St./Lincoln Hwy.	●	F	27.6	Metra	Metra	Multiple	796	1,149	727	527	54
Matteson		F	28.2	Metra	Metra	Muni	1,080	879	507	591	54
Richton Park	●	F	29.3	Metra	Muni	Multiple	1,140	1,625	1,179	1,059	54
University Park	●	G	31.5	Metra	Metra	CSSMTD[3]	411	1,243	907	808	54
Mainline Subtotal							***33,117***	***36,993***	***28,093***	***25,883***	***84***

Notes and sources on next page.

TABLE 3: ME STATION CHARACTERISTICS (continued)

Station	[1]	Fare Zone	Mile Post	Responsibility and Maintenance			Boardings				Weekday trains serving each station as of Dec 2019
				Platform	Depot	Parking	1983	2006	2016	2018	
South Chicago Branch											
Stony Island	●	B	9.1	Metra	Metra	N/A	175	197	109	99	44
Bryn Mawr	●	B	9.7	Metra	Metra	N/A	153	184	112	73	44
South Shore	●	B	10.3	Metra	Metra	Muni	349	278	182	121	44
Windsor Park	●	B	10.9	Metra	Metra	Muni	266	192	95	68	44
Cheltenham/79th St.	●	B	11.5	Metra	Metra	Muni	232	114	55	47	44
83rd St.	●	B	12.0	Metra	Metra	Multiple	417	217	103	74	44
87th St.	●	B	12.5	Metra	Metra	Muni	211	189	90	106	44
93rd/South Chicago	●	B	13.2	Metra	Metra	Multiple	635	974	619	472	44
SC Branch Subtotal							***2,438***	***2,345***	***1,365***	***1,060***	***44***
Blue Island Branch											
State St.		C	15.6	Metra	Metra	N/A	51	85	30	41	27
Stewart Ridge		C	16.0	Metra	Metra	N/A	48	61	36	19	27
West Pullman		C	16.7	Metra	Metra	Metra	57	24	22	13	27
Racine Ave.		C	17.0	Metra	Metra	Metra	41	53	31	28	27
Ashland Ave.		C	17.9	Metra	Metra	Muni	166	165	111	97	27
Burr Oak		D	18.4	Metra	Metra	Muni	350	156	117	89	27
Blue Island	●	D	18.9	Metra	Metra	Multiple	393	324	181	197	27
BI Branch Subtotal							***1,106***	***868***	***528***	***484***	***27***
TOTAL ME							**36,661**	**40,206**	**29,986**	**27,427**	**155**

[1] Accessibility information is displayed using a three dot system. A complete dot means the station is fully accessible. No dot means that the station is inaccessible. A hollow dot means the station is partially accessible. Customers who use wheelchairs at partially accessible stations will be able to access train platforms from the street. However, ramps, ticket windows, buildings and shelters may not fully conform to ADA guidelines.

[2] Metropolitan Pier and Exposition Authority

[3] Chicago South Suburban Mass Transit District

Sources: Metra 1983 Boarding/Alighting Counts. Metra, "Commuter Rail System Station Boarding/Alighting Counts," Fall 2006, Spring 2014, and Fall 2018.

Note: The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

diverges from the ME onto its own tracks, traveling to Chicago's Hegewisch neighborhood and through northern Indiana, terminating in South Bend.

The ME uniquely serves two downtown stations: Millennium Station, located between Randolph Street and South Water Street, and Van Buren Street Station, less than a mile to the south. Among riders utilizing the two stations, approximately three-quarters use Millennium Station, with the remainder using Van Buren Street. The ME has the highest number of stations of any line in the Metra system, and is served by the greatest number of trains. In 2019, passenger trips on the ME totaled 7.2 million, ranking sixth among all Metra lines.

Table 3 details the service, station, and ridership characteristics of the ME.

Some unique features distinguish the ME from Metra's ten other lines:

1. ME trainsets consist of bi-level electric self-propelled coaches, called electric-multiple units (EMUs), that draw power from a dedicated overhead catenary wire system. Because of this, ME trains accelerate faster and run more quietly than the diesel locomotives and unpowered coaches used elsewhere in Metra's system.
2. The ME mainline is grade-separated from intersecting streets and highways and its tracks are segregated from freight and Amtrak service on adjacent track. This increases safety and reduces delays.
3. All stations are built with high-level platforms. This means that passengers do not climb steps from the platform to board train cars, which reduces station dwell time.
4. Most stations are unstaffed and tickets are purchased from vending machines or onboard trains.

PRESENT AND FUTURE DEMAND

In 2018, just under 28,000 boardings took place on a typical weekday on the ME, with nearly 76% of boardings occurring on peak-period, peak-direction trains. ME ridership has decreased 26% since 1983 (see Figure 1). Among outlying stations within the city of Chicago, the three Hyde Park Stations (51st/53rd Street, 55th-56th-57th Street, and 59th Street), stand out as popular origin and destination stations due to nearby residential development and institutional uses. Kensington/115th provides a sub-regional draw because of express trains servicing the station. 93rd Street sees a significant number of alightings as the endpoint of the South Chicago Branch, which serves a portion of Chicago isolated from Chicago Transit Authority rail alternatives and has ample commuter parking available to serve a larger area. While many areas along the ME have struggled to maintain the levels of ridership experienced in previous decades, ME riders still represent a significant portion of Metra's customer base. Overall passenger ridership on the ME Line totaled 7.2 million in 2019, dropping to the sixth-highest of Metra's 11 lines, down from third-highest in 2014. Figure 3 shows the origins of ME riders using stations outside the Central Business District (CBD).

Of all Metra lines, the ME has the greatest number of stations located within the city of Chicago; many of these stations have no identified commuter parking (see Table 4). Still, nearly 11,000 parking spaces serve the riders of the ME. According to parking counts conducted in 2019, the average effective rate of utilization at all stations on the line is 56%. At seven stations, effective occupancy exceeds 85%, Metra's threshold to determine if a station is in need of additional parking.

Due to anticipated residential growth in the ME corridor, the demand for commuter parking—and Metra service in general—is expected to grow. Tables 5, 6, and 7 show that although population and employment has

Terms Defined

"Peak-Direction Trains" are those that travel in the direction with the most demand from riders. During the "AM Peak," trains travelling toward the Loop are "Peak-Direction" while trains travelling away from the Loop are "Peak-Direction" during the "PM Peak."

"Effective Parking Utilization" is calculated by assuming that all parking pass holders will need a parking space at the same time. This ensures that there is always a space for those who hold a parking pass.

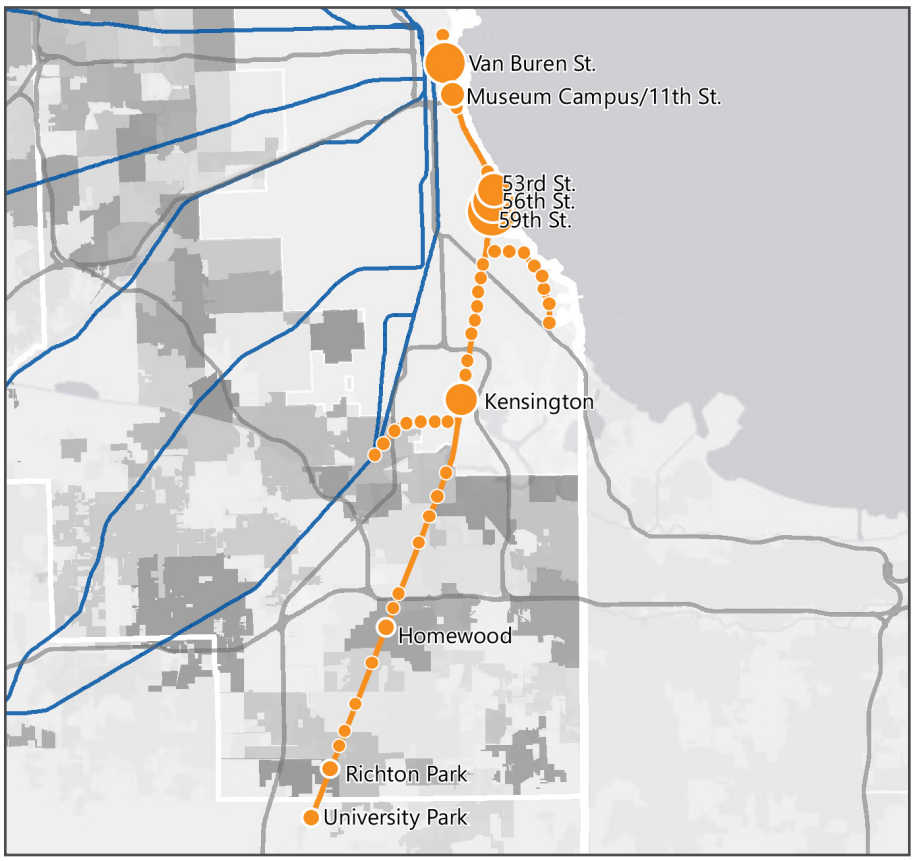
declined in much of the corridor in recent years, demographic forecasts anticipate growth above the regional baseline along the line by 2050. The Chicago Metropolitan Agency for Planning (CMAP) forecasts that the ME corridor will attract nearly 240,000 new residents between 2020 and 2050, a 26% increase.

Population and household growth in the ME marketshed zone closest to the CBD (Fare Zone A), which was rapid between 2000 and 2010, is expected to taper off. Employment is expected to increase substantially from the far south side of Chicago to University Park. However, CMAP forecasts that, by 2050, the number of jobs in the ME marketshed zone closest to the CBD will be close to the number in all other ME marketsheds combined. Population and household growth is expected to be strongest in the marketsheds near the southern end of the ME, from Olympia Fields to University Park.

REVERSE-COMMUTE AND NON-DOWNTOWN MARKETS

Although Metra's primary market involves commuters who follow the traditional suburb-to-CBD trip pattern, in recent years Metra has seen a demand for city-to-suburb reverse-commute options (Metra's primary commuter market is discussed in the Central Business District Market chapter). The shift of employment to suburban locations has left many

FIGURE 3: NON-DOWNTOWN DESTINATIONS DURING AM PEAK



Note: Only stations with alightings greater than 50 are labeled.

TABLE 4: 2019 MODE OF ACCESS AND 2019 COMMUTER PARKING AT ME STATIONS

Station Name	Mode of Access (2019)					Station Parking (2019)		
	Walk/Bike	Drive[1]	Dropped Off[2]	Transit	Other	Capacity	Effective Use[3]	Observed Use[4]
Mainline								
Millennium Station	62%	4%	2%	30%	4%	-	-	-
Van Buren St.	62%	7%	0%	24%	7%	-	-	-
Museum Campus/11th	80%	0%	8%	12%	0%	-	-	-
18th St.	100%	0%	0%	0%	0%	-	-	-
McCormick Place	63%	25%	0%	0%	13%	-	-	-
27th St.[5]	-	-	-	-	-	-	-	-
47th St./Kenwood	90%	10%	0%	0%	0%	-	-	-
51st/53rd Hyde Park	88%	8%	1%	1%	2%	-	-	-
55th-56th-57th St.	78%	15%	2%	5%	1%	53	85%	85%
59th/Univ. of Chicago	46%	39%	5%	10%	0%	132	55%	55%
63rd St.	45%	55%	0%	0%	0%	-	-	-
75th/Grand Crossing	0%	33%	0%	33%	33%	-	-	-
79th St./Chatham	56%	28%	11%	6%	0%	7	71%	71%
83rd St./Avalon Park	38%	33%	29%	0%	0%	-	-	-
87th St./Woodruff	30%	65%	5%	0%	0%	15	67%	67%
91st St./Chesterfield	57%	14%	29%	0%	0%	-	-	-
95th/Chicago St. Univ.	43%	14%	29%	14%	0%	-	-	-
103rd St./Rosemoor	83%	8%	8%	0%	0%	18	44%	44%
107th St.	56%	38%	6%	0%	0%	-	-	-
111th St./Pullman	56%	11%	22%	11%	0%	-	-	-
Kensington/115th St.	11%	68%	12%	8%	1%	447	83%	83%
Riverdale	29%	57%	12%	0%	2%	240	24%	24%
Ivanhoe	19%	61%	18%	0%	1%	482	86%	43%
147th St./Sibley Blvd.	2%	76%	18%	3%	1%	1,145	40%	40%
Harvey	4%	75%	16%	6%	0%	982	24%	24%
Hazel Crest	9%	72%	14%	1%	4%	145	82%	38%
Calumet	3%	82%	13%	0%	2%	1,201	78%	65%
Homewood	19%	51%	28%	1%	1%	529	97%	85%
Flossmoor	32%	41%	25%	1%	2%	282	100%	85%
Olympia Fields	3%	81%	15%	0%	1%	514	94%	94%
211th St./Lincoln Hwy.	5%	68%	21%	3%	3%	718	36%	36%
Matteson	12%	76%	11%	0%	1%	769	42%	42%
Richton Park	14%	65%	18%	1%	3%	1,061	68%	50%
University Park	3%	85%	9%	2%	1%	1,110	54%	50%
Mainline Subtotal	***20%***	***61%***	***15%***	***2%***	***1%***	***9,850***	***59%***	***51%***

Station Name	Mode of Access (2019)					Station Parking (2019)		
	Walk/Bike	Drive[1]	Dropped Off[2]	Transit	Other	Capacity	Effective Use[3]	Observed Use[4]
South Chicago Branch								
Stony Island	59%	31%	7%	3%	0%	-	-	-
Bryn Mawr	81%	13%	6%	0%	0%	-	-	-
South Shore	80%	14%	5%	2%	0%	12	75%	75%
Windsor Park	86%	7%	7%	0%	0%	27	19%	19%
Cheltenham/79th St.	71%	7%	14%	7%	0%	72	13%	13%
83rd St.	67%	24%	5%	5%	0%	33	85%	24%
87th St.	41%	45%	3%	3%	7%	40	70%	70%
93rd/South Chicago	11%	65%	22%	2%	0%	690	16%	16%
SC Branch Subtotal	***41%***	***42%***	***13%***	***2%***	***1%***	***874***	***22%***	***19%***
Blue Island Branch								
State St.	70%	20%	0%	10%	0%	-	-	-
Stewart Ridge	56%	11%	33%	0%	0%	-	-	-
West Pullman	60%	0%	40%	0%	0%	-	-	-
Racine Ave.	17%	75%	8%	0%	0%	29	45%	45%
Ashland Ave.	44%	38%	17%	0%	0%	78	42%	42%
Burr Oak	28%	54%	16%	2%	0%	63	84%	84%
Blue Island	19%	63%	12%	6%	0%	36	86%	86%
BI Branch Subtotal	***32%***	***50%***	***15%***	***4%***	***0%***	***206***	***63%***	***63%***
TOTAL ME	**22%**	**59%**	**15%**	**2%**	**1%**	**10,930**	**56%**	**49%**
SYSTEM TOTAL	**26%**	**54%**	**16%**	**4%**	**1%**	**91,558**	**70%**	**63%**

[1] Includes carpool drivers

[2] Includes carpool passengers

[3] Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey

[4] Observed use: spaces physically occupied during parking survey

[5] There were no survey respondents for the 27th Street Station.

Sources: Metra, Origin-Destination Survey, Fall 2019; Metra Station and Parking Capacity and Use Survey, 2018

The data included in this document predates the onset of COVID-19, which has greatly impacted Metra's riders and operations. This information is presented to inform the public about Metra's historic and recent operational environment but may not be illustrative of Metra's current or future operations. For the latest information, visit Metra's Operations and Ridership Data webpage at metrarail.com.

commuters with limited transit accessibility to jobs. Figure 3 shows AM alightings at non-CBD ME stations.

The three Hyde Park stations (51st/53rd Street, 55th-56th-57th Street, and 59th Street) account for almost 10% of all ME boardings, as riders travel to and from the University of Chicago and other destinations in the area. Approximately a third of these riders boarded at stations closer to the CBD, and traveled in the reverse-commute (outbound) direction. At 59th Street, a greater number of passengers using the station during the morning peak alight rather than board.

Metra's McCormick Place Station, located inside the convention center, is another ME station with non-traditional ridership, that is generated by major conventions staged at the center. To promote Metra as an alternative to

shuttle buses and taxis for travel to downtown Chicago, select conventions contract with Metra to allow their attendees to ride between downtown and McCormick Place with the event manager billed for service. Because of this unique arrangement, boarding counts and other data for this station can vary widely, depending on the day.

Factors that increase reverse-commute trip patterns are the growth of employment in the suburbs as well as the growth of population in the city and inner ring suburbs (see Tables 5, 6, and 7). Only modest population growth in ME marketshed zone closest to the CBD is expected by 2050, despite robust growth between 2010 and 2020. Residents of the CBD marketsheds have convenient access to employment opportunities in downtown Chicago, but the substantial number of jobs expected to be added further south along the ME are likely to attract CBD residents, as well as others living along the ME corridor, and potentially increase reverse-commute trips.

MAJOR CAPITAL PROJECTS ALONG THE ME

Since 1985, Metra has invested $1.7 billion (in year of expenditure dollars) in improvements to the ME corridor. In addition to the track, signal, and other components found on Metra's diesel lines, operation of the ME depends on extensive electrical infrastructure, which accounts for the line's increased capital needs. Indeed, the overhead catenary and other elements of the ME's power supply have been likened to a "second railroad" requiring ongoing investment.

Table 1 indicates the amount of investment in different asset categories. The amounts shown reflect the cost of replacing interlockings at 67th Street, Kensington, and the Millennium Station terminal, upgrading customer and operations communications systems, and replacing the entire ME railcar fleet.

The 2016 rehabilitation of the 111th/Pullman Station included replacement of the warming houses, which were painted to thematically represent the historic Pullman district and celebrate the Pullman National Monument designation by the National Park Service. In 2017, Metra replaced the crossing at Stony Island Ave and the South Chicago Branch, rehabilitated the 63rd and 64th Street bridges, upgraded the signal system at the 11th Place interlocking in service of Positive Train Control (PTC), and replaced six switches at the Richton Park Yard. Fiber optic cable will be installed for conducting voice and signal data. Another noteworthy improvement is the increase in electrical power through installation of new substations, which will allow the new EMUs to accelerate faster and increase maximum operating speed.

In the last 20 years, numerous adjustments have been made to the ME's schedule, increasing midday service on the main line, reducing crowding during peaks, adding through-trains to Millennium Station from the branch

Terms Defined

"Reverse Commuting" refers to riders who regularly travel in the opposite direction of most commuters. For Metra riders, this refers to people who are travelling away from the Loop during the AM Peak and toward the Loop during the PM Peak.

"Alighting Riders" are those who get off the train. They are the opposite of a "boarding rider."

lines, improving transfer opportunities, and improving efficiency. In an effort to reverse ridership decline on the line and better serve demand, Metra revised the ME schedule in the fall of 2017 to improve midday, weekday service to Hyde Park with inbound and outbound train arrivals every 20 minutes. In addition, midday service frequency to mainline stops from 75th to 111th Streets improved to every one hour (instead of every two). The changes to the schedule also addressed other gaps in service and simplified the schedule and stop patterns.

FIGURE 4 ORIGINS OF RIDERS USING NON-CBD ME STATIONS

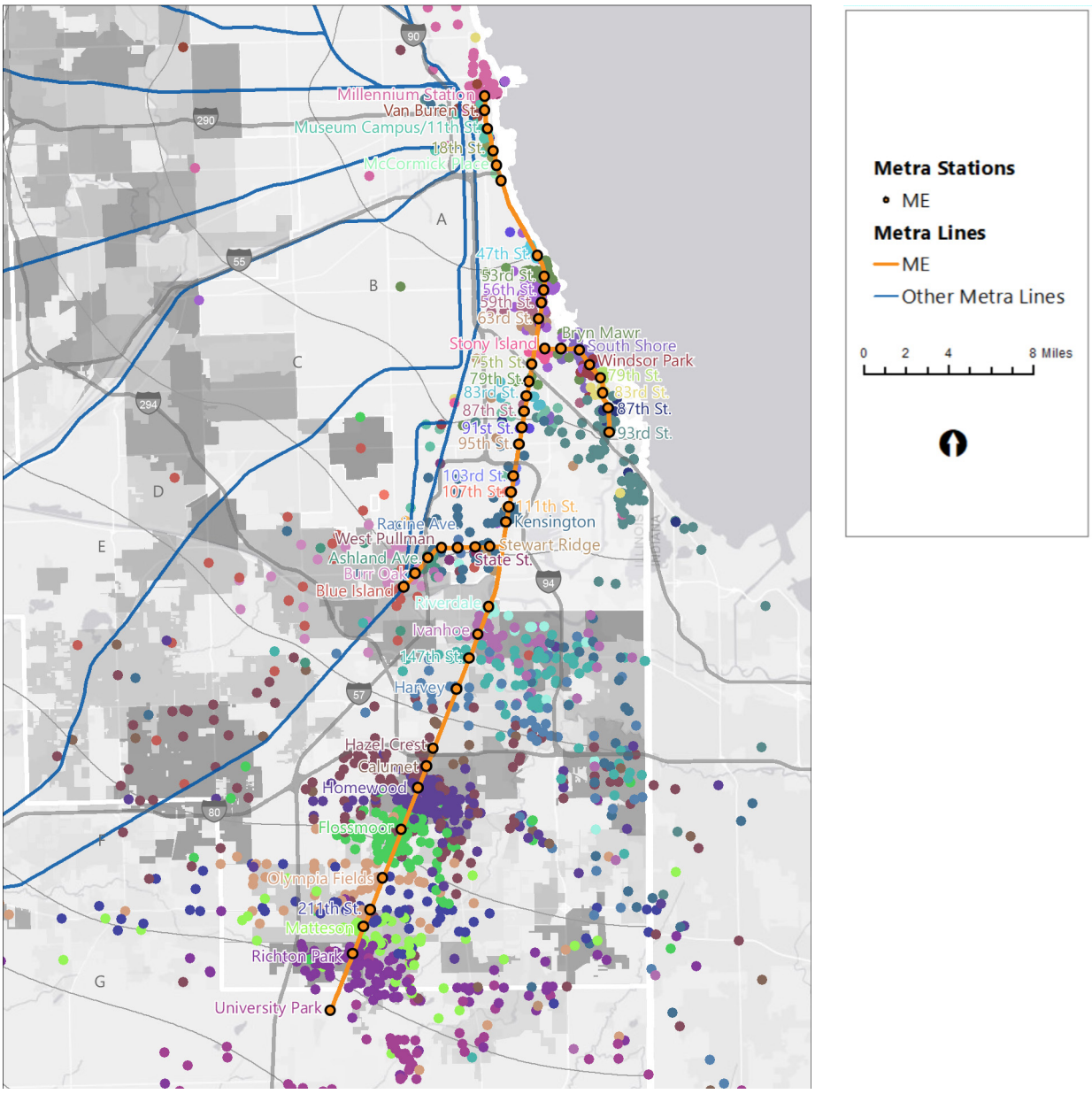


TABLE 5: ME CORRIDOR POPULATION

Station	Fare Zone	Area Sq. Mi.	Population in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Mainline							
Millennium Station, Van Buren St., Museum Campus/11th, 18th St., McCormick Place, 27th St.	A	6	105,619	143,268	149,553	36%	4%
47th/Kenwood, 51st/53rd Hyde Park, 55th-56th-57th, 59th/Univ. of Chicago, 63rd St., 75th/Grand Crossing, 79th/ Chatham	B	16	200,703	182,264	222,875	-9%	22%
83rd/Avalon Park, 87th/Woodruff, 91st/Chesterfield, 95th/Chicago St. Univ., 103rd/Rosemoor, 107th St., 111th/ Pullman, Kensington/115th	C	13	62,683	54,260	67,763	-13%	25%
Riverdale, Ivanhoe, 147th St./Sibley Blvd., Harvey	D	24	98,990	96,227	124,075	-3%	29%
Hazel Crest, Calumet, Homewood, Flossmoor	E	48	99,880	108,799	139,152	9%	28%
Olympia Fields, 211th St./Lincoln Hwy., Matteson, Richton Park	F	59	110,752	121,483	152,732	10%	26%
University Park	G	179	50,521	47,448	102,082	-6%	115%
Mainline Subtotal		***347***	***729,148***	***753,749***	***958,232***	***3%***	***27%***
South Chicago Branch							
Stony Island, Bryn Mawr, South Shore, Windsor Park, Cheltenham/79th, 83rd St., 87th St., 93rd/South Chicago	B	14	138,847	119,238	143,528	-14%	20%
Blue Island Branch							
State St., Stewart Ridge, West Pullman, Racine Ave., Ashland Ave.,	C	6	41,835	38,492	48,045	-8%	25%
Burr Oak, Blue Island	D	1	6,055	6,304	7,243	4%	15%
BI Branch Subtotal		***7***	***47,890***	***44,796***	***55,288***	***-6%***	***23%***
ME TOTAL		**368**	**915,885**	**917,783**	**1,157,048**	**0%**	**26%**
REGION TOTAL		3,748	8,523,863	8,672,509	10,354,840	2%	19%

ME ACCESSIBILITY IMPROVEMENTS

Approximately 85% of ME boardings take place at stations that are in compliance with the accessibility requirements of the Americans with Disabilities Act (ADA). Metra's station compliance program started with designating nine of the busiest ME stations, including Millennium Station in downtown Chicago, as "key stations," all of which were made fully accessible by 2007. Since 1985, Metra has completed access improvements at a number of non-downtown ME stations, and 21 non-downtown stations on the line are fully accessible to disabled riders. In 2020, Metra completed the renovation of the Hazel Crest Station, including the addition of an elevator on the north end of the station, which will make the station fully ADA-compliant. Construction was completed in August 2020. Modest improvements to station access were recently completed for the Homewood station. In partnership with Amtrak, the Homewood Station will receive a larger overhaul for greater accessibility and convenience. The project is currently under construction with anticipated completion in 2022.

TABLE 6: ME CORRIDOR HOUSEHOLDS

Station	Fare Zone	Area Sq. Mi.	Households in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Mainline							
Millennium Station, Van Buren St., Museum Campus/11th, 18th St., McCormick Place, 27th St.	A	6	67,271	89,718	91,655	33%	2%
47th/Kenwood, 51st/53rd Hyde Park, 55th-56th-57th, 59th/Univ. of Chicago, 63rd St., 75th/Grand Crossing, 79th/ Chatham	B	16	83,590	82,378	103,240	-1%	25%
83rd/Avalon Park, 87th/Woodruff, 91st/Chesterfield, 95th/Chicago St. Univ., 103rd/Rosemoor, 107th St., 111th/ Pullman, Kensington/115th	C	13	20,726	20,640	28,204	0%	37%
Riverdale, Ivanhoe, 147th St./Sibley Blvd., Harvey	D	24	32,127	33,698	47,077	5%	40%
Hazel Crest, Calumet, Homewood, Flossmoor	E	48	35,314	40,822	55,896	16%	37%
Olympia Fields, 211th St./Lincoln Hwy., Matteson, Richton Park	F	59	40,192	46,250	62,368	15%	35%
University Park	G	179	18,117	18,598	45,848	3%	147%
Mainline Subtotal		***347***	***297,337***	***332,104***	***434,288***	***12%***	***31%***
South Chicago Branch							
Stony Island, Bryn Mawr, South Shore, Windsor Park, Cheltenham/79th, 83rd St., 87th St., 93rd/South Chicago	B	14	49,564	47,354	59,459	-4%	26%
Blue Island Branch							
State St., Stewart Ridge, West Pullman, Racine Ave., Ashland Ave.,	C	6	12,676	13,180	17,873	4%	36%
Burr Oak, Blue Island	D	1	2,144	2,350	2,833	10%	21%
BI Branch Subtotal		***7***	***14,820***	***15,530***	***20,706***	***5%***	***33%***
ME TOTAL		**368**	**361,721**	**394,988**	**514,453**	**9%**	**30%**
REGION TOTAL		3,748	3,100,987	3,341,064	4,140,227	8%	24%

Metra will bring the remaining stations into full ADA compliance as they are rehabilitated, so that eventually all will be accessible. It should be noted that although the high-level platforms and grade-separated right-of-way on the ME facilitate speed and reliability, these features complicate track maintenance and station improvement projects, resulting in higher costs.

PROPOSED IMPROVEMENTS

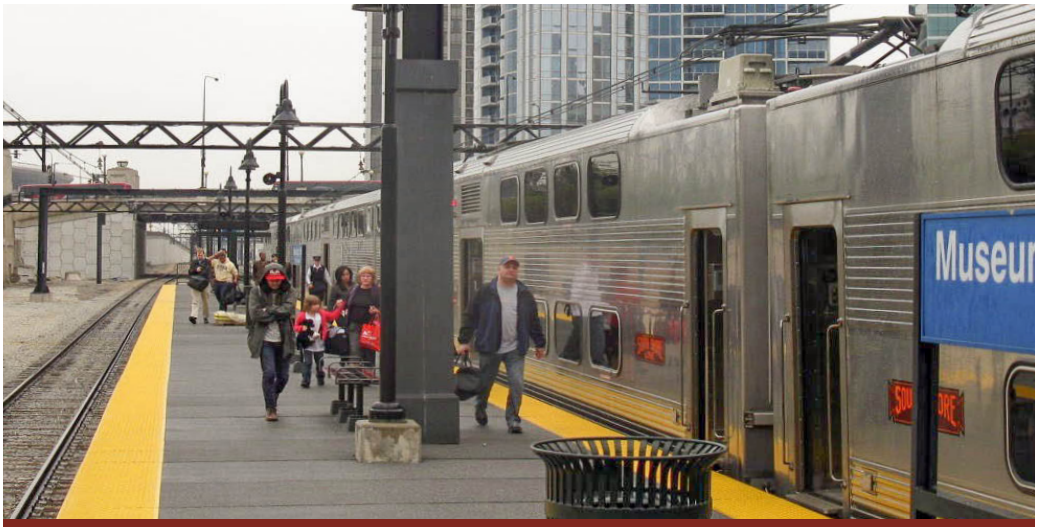
Metra is reconstructing the 59th St. Station to include ADA Access and the reopening of an entrance to the station at 60th St. This project is in collaboration with the University of Chicago, and will also serve as a gateway for visitors to the planned Obama Presidential Center just south of the 60th Street entrance. In addition, Metra received funding through Rebuild Illinois for design and construction of a set of five stations on the Metra Electric Main Line on the South Side of the Chicago. These stations include 79th, 87th, 95th/CSU, 103rd, and 111th/Pullman. This "5-pack" of stations is being designed as part of a single contract to achieve efficiencies of scale due to the similarities in these stations. Construction will include new ADA access as well as other updated amenities for each of the stations.

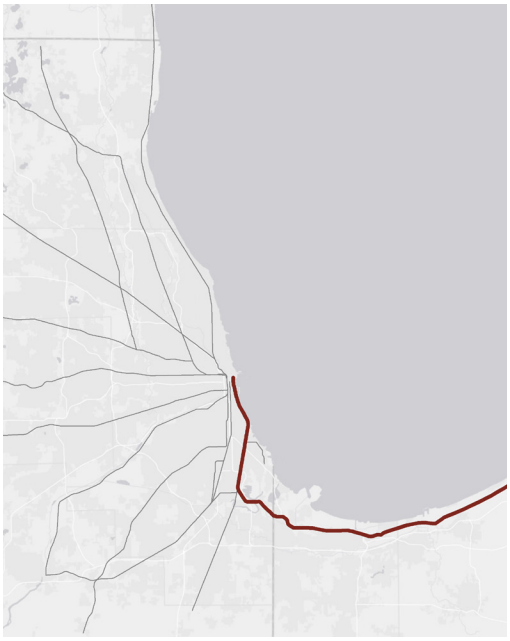
TABLE 7: ME CORRIDOR EMPLOYMENT

Station	Fare Zone	Area Sq. Mi.	Employment in Zone			Percent Change	
			2010	2020	2050	2010 vs 2020	2020 vs 2050
Main Line							
Millennium Station, Van Buren St., Museum Campus/11th, 18th St., McCormick Place, 27th St.	A	6	355,871	371,710	379,668	4%	2%
47th/Kenwood, 51st/53rd Hyde Park, 55th-56th-57th, 59th/Univ. of Chicago, 63rd St., 75th/Grand Crossing, 79th/ Chatham	B	16	47,261	47,784	59,171	1%	24%
83rd/Avalon Park, 87th/Woodruff, 91st/Chesterfield, 95th/Chicago St. Univ., 103rd/Rosemoor, 107th St., 111th/ Pullman, Kensington/115th	C	13	9,398	12,079	17,449	29%	44%
Riverdale, Ivanhoe, 147th St./Sibley Blvd., Harvey	D	24	28,308	25,051	34,712	-12%	39%
Hazel Crest, Calumet, Homewood, Flossmoor	E	48	33,276	35,865	46,868	8%	31%
Olympia Fields, 211th St./Lincoln Hwy., Matteson, Richton Park	F	59	34,909	31,357	43,772	-10%	40%
University Park	G	179	14,387	12,846	40,757	-11%	217%
Main Line Subtotal		***347***	***523,410***	***536,692***	***622,397***	***3%***	***16%***
South Chicago Branch							
Stony Island, Bryn Mawr, South Shore, Windsor Park, Cheltenham/79th, 83rd St., 87th St., 93rd/South Chicago	B	14	8,988	11,645	19,513	30%	68%
Blue Island Branch							
State St., Stewart Ridge, West Pullman, Racine Ave., Ashland Ave.,	C	6	2,165	2,848	5,036	32%	77%
Burr Oak, Blue Island	D	1	3,513	2,512	2,935	-28%	17%
BI Branch Subtotal		***7***	***5,678***	***5,360***	***7,971***	***-6%***	***49%***
ME TOTAL		**368**	**538,076**	**553,697**	**649,881**	**3%**	**17%**
REGION TOTAL		3,748	4,141,355	4,231,961	4,945,892	2%	17%

TABLE 8: MAJOR TRIP GENERATORS ACCESSIBLE ALONG THE ME CORRIDOR

Generator Type	Name	Comments	Municipality
Colleges and Universities	University of Chicago	15,800 students; museums	Chicago
	Chicago State University	3,600 students	Chicago
	Olive-Harvey College	A Chicago City College; 3,000 students	Chicago
	Governors State University	5,800 students	University Park
Culture and Entertainment	Museum Campus	2016 visitors - Shedd Aquarium: 1.93M, Field Museum: 1.65M, Adler Planetarium: 578K	Chicago
	Soldier Field	Hosts Chicago Bears football games and other events	Chicago
	McCormick Place	Convention facility; 2.4M visitors (2015)	Chicago
	DuSable Museum of African-American History	Located in Washington Park; 115K visitors (2016)	Chicago
	Museum of Science & Industry	1.5M visitors (2016)	Chicago
	Obama Presidential Center	Planned site, located in Jackson Park	Chicago
	Bronzeville Children's Museum	Only African-American children's museum in US	Chicago
	Big Marsh Park	278-acre bike park and nature preserve	Chicago
	Pullman Porter Museum	Honors African-American contributions in labor history	Chicago
	Pullman National Monument	Designated 2015; new visitor's center and other improvements planned	Chicago



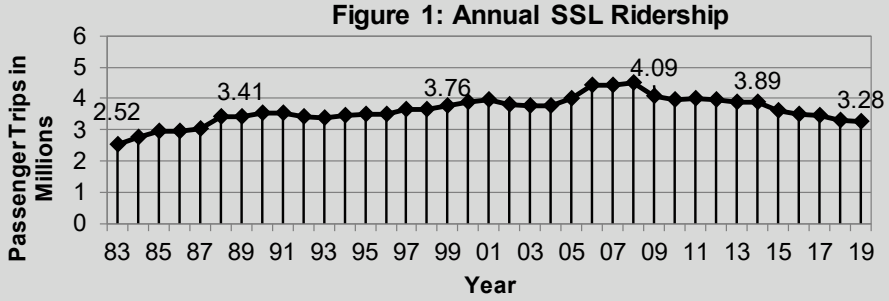


South Shore Line

Line at a Glance

› Average Trip Length (2019) : 32.6 miles
› Average Fare Paid (2019) : $6.70
› Number of Stations: 19
› Route Length: 89.9 miles
› Number of Weekday Trains (Dec 2019): 43
› On-Time Performance (2019): 90.7% (rush-hour); 80.4% (all)

Figure 1: Annual SSL Ridership



The data included in this document predates the onset of COVID-19, which has greatly impacted NICTD's riders and operations. This information is presented to inform the public about NICTD's historic and recent operational environment but may not be illustrative of NICTD's current or future operations. For the latest information about South Shore Trains, visit NICTD's website at: mysouthshoreline.com

In this section

Table 2: SSL 2019 Boardings

Time of Day	Passengers
Weekday	10,964
Peak	*8,020*
Off-Peak	*2,942*
Weekend	4,438
Total Weekday	**21,926**

Source: 2019 Monthly Ridership and 2019 Year-End Performance Report

SSL INTRODUCTION

Commuter rail service on the South Shore Line (SSL) between downtown Chicago and South Bend, Indiana is operated by the Northern Indiana Commuter Transportation District (NICTD). The SSL serves 19 stations along its 90-mile route, including six stations on the 14.5-mile segment shared with the ME. To avoid competition with Metra service, passengers may not board inbound SSL trains from 63rd Street to Millennium Station, and outbound SSL passengers may not disembark at these stations. Metra sets the fare structure for passengers traveling between Hegewisch and other stations in Chicago.

ON COVID-19 AND HOW TO USE THIS DOCUMENT

The information presented in this chapter is representative of NICTD's operations prior to the onset of COVID-19, which upended almost every aspect of daily life. The challenges posed by the pandemic were significant and likely will result in the emergence of a very different operational environment than previously existed. Even so, understanding Metra and NICTD's past performance, pre-COVID service levels, and established community baselines, is vital to making informed decisions about the emergent reality that is taking shape.

SSL OVERVIEW

Like the Metra Electric (ME) Line, the SSL is powered by an overhead catenary wire system, and the two services operate on ME track from Millennium Station to Kensington Interlocking at 115th Street in Chicago. The SSL then diverges onto its own tracks, extending across northern Indiana to the line's eastern terminal at South Bend International Airport. In 2019, passenger trips on the SSL totaled 3.28 million.

Since the station is located within the Regional Transportation Authority's (RTA) service area, Metra funded construction of new station buildings and a parking lot at Hegewisch in 1992, and retains ownership of these facilities. Meanwhile, NICTD owns the land and other parking lots at the station, and is responsible for platform maintenance. NICTD's administrative offices are located in Chesterton, Indiana, with the SSLs dispatching office and main rail yard in Michigan City, Indiana.

MAJOR CAPITAL PROJECTS ALONG THE SSL

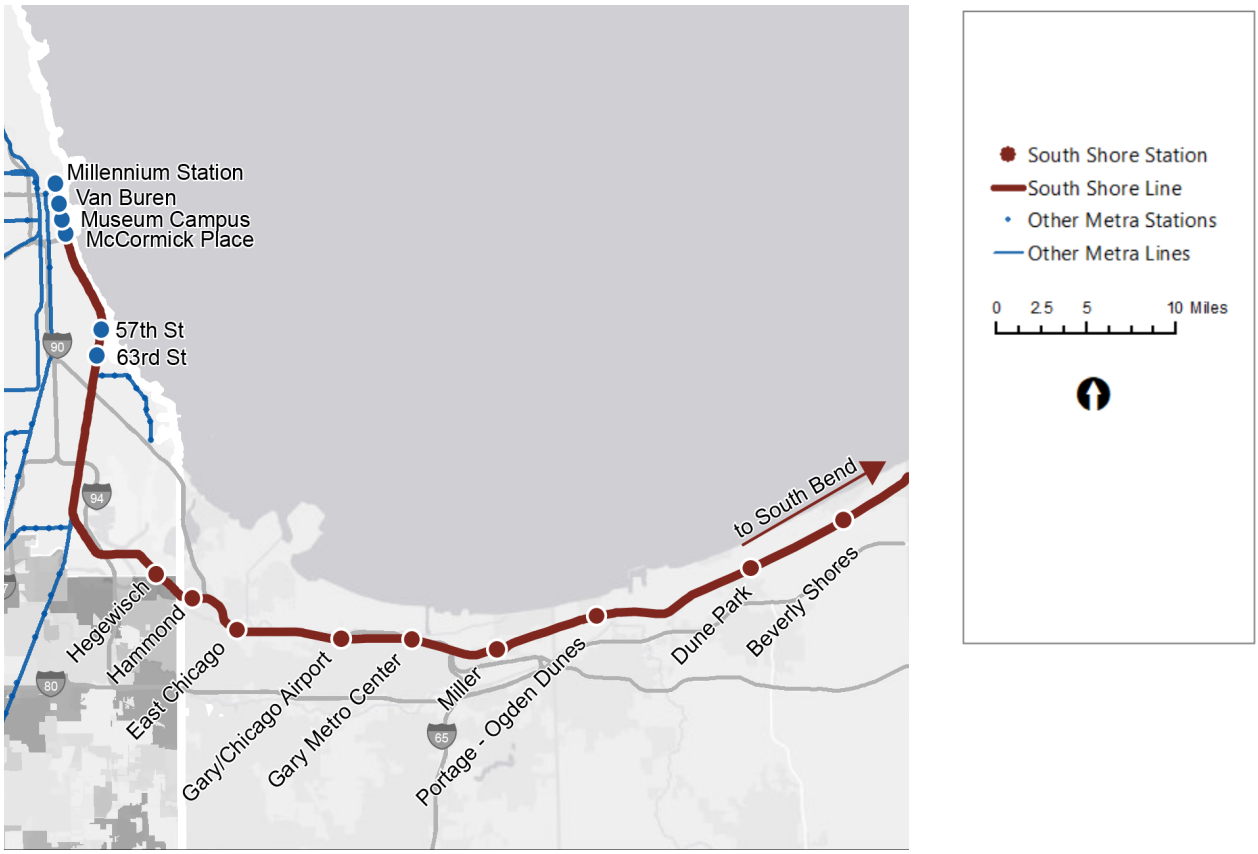
Since its creation, NICTD has invested hundreds of millions of dollars in maintaining and upgrading the SSL. Among NICTD's first activities was the acquisition of new rolling stock in the early 1980s, which allowed the line's oldest vehicles—dating from the 1920s—to be retired. The RTA contributed funding towards the purchase, and eight single-level cars used on the SSL are still owned by Metra, though they are operated, stored, and maintained by NICTD. Other rolling stock purchases have been made in the following years. The SSL fleet consists of 72 electric self-propelled coaches and 10 unpowered trailer cars that are placed between cab cars in a trainset. Most SSL cars are single-level; however, the most recent railcar purchase added 14 bi-level gallery cars—similar to the newer ME cars—that entered service in 2009. NICTD is currently reviewing bids to add an additional 26 railcars to its fleet.

By the end of 2020 NICTD anticipates to be operating passenger service implementing the latest safety technology known as positive train control (PTC). PTC is the result of a federal mandate implemented back in 2015. Since then NICTD has been working with contractors and partnering railroads to develop, install, and test the new technology. Ultimately this new system is an overlay to the existing system that monitors train locations

and speeds to reduce the possibility of accidents. While the project will be fully operational by December 2020, this system will require continuous monitoring and updating. This project would not be possible without the partnering relationship with Metra for the system interoperability mechanisms.

For years now NICTD has been pursuing two new starts projects to be funded through the Federal Transit Administration. On October 28, 2020 the first of these two projects received a full funding grant agreement for the design and construction of the West Lake Corridor. This expansion project will add an eight mile route that will run from Dyer, Indiana, north and meet up with the existing SSL in Hammond, Indiana. As part of this project four new stations will be constructed. NICTD is also pursuing a Double Track NWI project. This project proposes adding a second track through a 25-mile stretch that is currently single-track territory. A portion of this existing track in Michigan City, Indiana, includes track that currently is embedded in the middle of the roadway shared with traffic. Many improvements are planned within this project, including station upgrades, the addition of elevated platforms, and reducing curves in the track to improve travel times. At this time NICTD anticipates receiving a full funding grant agreement in early 2021.

FIGURE 2: STATIONS ON THE SOUTH SHORE LINE



The SSL is also working through engineering currently for a jointly funded project with Metra for work within the shared segment of the ME line in the vicinity of Millennium and Van Buren Stations. This project would ultimately provide an additional through track in that vicinity as well as an additional boarding platform at Millennium Station and another island platform at the Van Buren St. Station. This work would allow for a better flow of trains throughout that area, reducing train wait times as well as opening up the potential for additional through train traffic for any future potential additions to service.

NICTD is also working with the city of South Bend, Indiana, to identify potential station relocations. This anticipated project would include a track realignment that would accommodate a proposed runway expansion at the South Bend International Airport. The potential track realignments could offer a reduction in travel time for South Bend passengers.

TABLE 3: SSL STATION CHARACTERISTICS

Station	♿[1]	Fare Zone	Mile Post	Boardings		
				1983[2]	2015[3]	2019[3]
Millennium[4]	●	1	0.0	3,180	4,072	4,227
Van Buren[4]	●	1	0.8	715	1,431	977
Museum Campus[4]	●	1	1.4	45	119	166
McCormick Place[5]	●	1	2.7	171	0[5]	0[5]
57th St[4]	●	2	7.0	143	234	271
63rd St[4]		2	7.9	30	3	3
Hegewisch	●	3	19.0	38	1,029	862
Hammond	●	4	20.9	1,042	1,157	1,345
East Chicago	●	4	23.4	-	1,698	1,493
Chicago Airport/Clark Rd		5	28.0	-	129	80
Gary Metro	●	5	30.9	-	412	426
Miller		5	34.7	-	463	339
Portage/Ogden Dunes	●	6	38.9	-	234	237
Dune Park	●	6	46.0	-	520	474
Beverly Shores		7	50.4	-	33	47
Michigan City/11th St		8	55.8	-	83	102
Carroll Ave	●	8	57.5	-	241	172
Hudson Lake		10	74.6	-	5	1
South Bend Airport	●	11	90.1	-	186	227
TOTAL SSL				**5,364**	**12,049**	**11,449**

[1] South Shore Line Schedule, effective 9/2020
[2] Metra, 1983 Boarding/Alighting Counts; Indiana SS stations not counted in 1983.
[3] NICTD, 2015 South Shore Passenger Count; NICTD, 2019 South Shore Passenger Count
[4] Station shared with Metra service; inbound SS trains stop to discharge passengers only and outbound SS trains stop to pick up passengers only.
[5] SS does not serve McCormick Place on weekdays, when 2015 and 2019 South Shore counts were conducted.

APPENDIX

TABLE A1: METRA OPERATING AND SERVICE CHARACTERISTICS

Carrier/Line		Revenue Trains (2019)			Train Miles	Car Miles	Average Scheduled Speeds			On-Time Performance	
		Weekday	Sat	Sun/Hol	Jul18-Jun19	Jul18-Jun19	Weekday Peak	Weekday Off-Peak	Weekend/ Holiday	2016 Average	Jan-Jun19 Average
BNSF Line		97	30	20	950,574	7,150,989	33.9	30.0	28.0	92.2%	94.0%
Union Pacific	North	70	26	18	754,615	4,266,173	30.5	28.3	30.1	96.6%	94.6%
	Northwest	65	34	21	941,239	6,333,671	33.9	32.7	33.8	94.9%	93.2%
	West	59	20	18	696,840	4,681,642	31.9	30.8	30.6	91.5%	90.3%
Total		**194**	**80**	**57**	**2,392,693**	**15,281,486**				**94.5%**	**92.8%**
Electric District	Main Line	84	40	20	710,257	4,093,553	22.0	22.0	23.6	98.0%	97.2%
	Blue Island	27	8	0	129,333	434,867	31.8	28.4	27.5	97.6%	97.4%
	South Chicago	44	32	20	195,493	780,837	19.8	20.2	21.4	98.5%	98.2%
Total		**155**	**80**	**40**	**1,035,083**	**5,309,258**				**98.1%**	**97.6%**
Heritage Corridor		7	0	0	75,122	326,375	33.6	33.8	--	89.4%	85.9%
Milwaukee District	North	63	20	18	755,861	4,710,162	32.2	30.4	30.9	92.7%	91.6%
	West	58	24	18	657,748	4,483,081	29.5	29.3	29.0	95.7%	94.8%
Total		**121**	**44**	**36**	**1,413,608**	**9,193,243**				**94.2%**	**93.2%**
North Central Service		20	0	0	266,820	1,399,554	32.8	34.0	--	92.9%	93.6%
SouthWest Service		30	6	0	241,889	1,802,435	27.0	27.0	28.8	92.7%	92.8%
Rock Island District		68	33	28	711,772	5,244,454	29.1	28.9	29.5	94.8%	92.1%
System Totals/ Averages*		**692**	**273**	**181**	**7,087,562**	**45,707,794**	**31.1**	**29.3**	**29.5**	**94.8%**	**94.0%**

** South Shore (NICTD) is not included*

TABLE A2: METRA PHYSICAL DESCRIPTION (2017)

				Number of Stations			Accessible Stations		Rolling Stock					
Carrier/Line		Location of Outlying Terminal	Downtown Terminal	Illinois	Out of State	Total	Partial	Full	Loco-motives	Trailer Cars	Cab Cars	Electric Propelled	Track Miles	Route Miles
BNSF Railway		Aurora, IL (Kane Co.)	Chicago Union Station	25	0	25	5	17	39	174	39	0	144.0	37.5
Union Pacific	North Line	Kenosha, WI (Kenosha Co.)	Ogilvie Transportation Ctr.	24	1	25	1	20					107.5	51.6
	Northwest Line	Harvard, IL (McHenry Co.)	Ogilvie Transportation Ctr.	21	0	21	0	18					161.1	63.1
	McHenry Branch	McHenry, IL (McHenry Co.)	Ogilvie Transportation Ctr.	1	0	1	0	1					8.0	7.4
	West Line	Elburn, IL (Kane Co.)	Ogilvie Transportation Ctr.	18	0	18	2	14					144.2	43.6
Total				**64**	**1**	**65**	**3**	**53**	**53**	**264**	**64**	**0**	**418.2**	**162.3**
Electric Line	Main Line	University Park, IL (Will Co.)	Millennium Station	32	0	32	0	13					86.0	31.5
	Blue Island Branch	Blue Island, IL (Cook Co.)	Millennium Station	7	0	7	0	1					5.0	4.4
	S. Chicago Branch	Chicago, IL (Cook Co.)	Millennium Station	8	0	8	0	8					11.3	4.7
Total				**47**	**0**	**47**	**0**	**22**	**0**	**0**	**0**	**186**	**102.3**	**40.6**
Heritage Corridor**		Joliet, IL (Will Co.)	Chicago Union Station	6	0	6	0	6	**	**	**	**	78.0	37.2
Milwaukee District***	North Line	Fox Lake, IL (Lake Co.)	Chicago Union Station	20	0	20	0	17					97.0	49.5
	West Line	Elgin, IL (Kane Co.)	Chicago Union Station	21	0	21	0	20					102.8	39.8
Total* **				**41**	**0**	**41**	**0**	**37**	**58**	**147**	**56**	**0**	**186.4**	**83.9**
North Central Service***		Antioch, IL (Lake Co.)	Chicago Union Station	15	0	15	0	15	***	***	***	***	85.6	52.8
SouthWest Service**		Manhattan, IL (Will Co.)	Chicago Union Station	12	0	12	0	12	**	**	**	**	59.3	40.8
Rock Island Line**	Main Line	Joliet, IL (Will Co.)	LaSalle Street Station	14	0	14	1	12					83.8	40.0
	Beverly Branch	Blue Island, IL (Cook Co.)	LaSalle Street Station	12	0	12	4	6					13.3	6.6
Total**				**26**	**0**	**26**	**5**	**18**	**18**	**82**	**28**	**0**	**96.9**	**46.6**
Downtown Stations				5	0	5	0	5						
System Totals*				**241**	**1**	**242**	**13**	**185**	**168**	**667**	**187**	**186**	**1,154.9**	**487.5**

** South Shore (NICTD) is not included*
*** Rolling stock is allocated by District, not line. HC, SWS, RI are combined.*
**** Rolling stock is allocated by District, not line. NCS and MD are combined.*

TABLE A3: METRA COMMUTER RAIL STATIONS BY FARE ZONE (2019)

ZONE (mile post)	BNSF		ELECTRIC MAIN LINE		ELECTRIC BLUE ISLAND		ELECTRIC S. CHICAGO		HERITAGE		MILWAUKEE NORTH		MILWAUKEE WEST	
A (0.0-5.0)	Union Station	0.0	Millennium	0.0					Union Station	0.0	Union Station	0.0	Union Station	0.0
	Halsted St	1.8	Van Buren	0.8							Western Ave	2.9	Western Ave	2.9
	Western Ave	3.8	Museum Campus/11th St	1.4										
			18th St	2.2										
			McCormick Pl.	2.7										
			27th St	3.2										
B (5.1-10.0)	Cicero	7.0	47th St	5.9			Stony Island	9.1			Healy	6.4	Grand/Cicero	6.5
	LaVergne	9.1	53rd St	6.5			Bryn Mawr	9.7			Grayland	8.2	Hanson Park	7.7
	Berwyn	9.6	56th St	7.0			South Shore	10.3			Mayfair	9.0	Galewood	8.6
	Harlem Ave	10.1	59th St	7.4			Windsor Park	10.9					Mars	9.1
			63rd St	7.9			79th St	11.5					Mont Clare	9.5
			75th St	9.3			83rd St	12.0						
			79th St	10.0			87th St	12.5						
			83rd St	10.4			93rd St	13.2						
			87th St	10.9										
C (10.1-15.0)	Riverside	11.1	91st St	11.4	State St	15.6			Summit	11.9	Forest Glen	10.2	Elmwood Park	10.2
	Hollywood	11.8	95th St	12.0	Stewart Ridge	16.0					Edgebrook	11.6	River Grove	11.4
	Brookfield	12.3	103rd St	13.0	W. Pullman	16.7					Morton Grove	14.3	Franklin Park	13.2
	Congress Park	13.1	107th St	13.5	Racine Ave	17.0							Mannheim	14.0
	LaGrange Rd	13.8	111th St	14.0	Ashland Ave	17.9								
	Stone Ave	14.2	Kensington	14.5										
D (15.1-20.0)	Western Springs	15.5	Riverdale	17.3	Burr Oak	18.4			Willow Springs	17.5	Golf	16.2	Bensenville	17.2
	Highlands	16.4	Ivanhoe	18.2	Blue Island	18.9					Glenview	17.4	Wood Dale	19.1
	Hinsdale	16.9	147th St	19.0							Glen/N.Glenview	18.8		
	W. Hinsdale	17.8	Harvey	20.0										
	Clarendon Hills	18.3												
	Westmont	19.5												
E (20.1-25.0)	Fairview Ave	20.4	Hazel Crest	22.3					Lemont	25.3	Northbrook	21.1	Itasca	21.1
	Main St	21.2	Calumet	22.8							Lake Cook Road	23.0	Medinah	23.0
	Belmont	22.6	Homewood	23.5							Deerfield	24.2	Roselle	23.9
	Lisle	24.5	Flossmoor	24.9										
F (25.1-30.0)	Naperville	28.5	Olympia Fields	26.6					Romeoville	29.2	Lake Forest	28.4	Schaumburg	26.5
			211th St	27.6									Hanover Park	28.4
			Matteson	28.2									Bartlett	30.1
			Richton Park	29.3										
G (30.1-35.0)	Route 59	31.6	University Park	31.5					Lockport	32.9				
H (35.1-40.0)	Aurora	37.5							Joliet	37.2	Libertyville	35.5	National St	36.0
											Prairie Crossing/ Libertyville	39.2	Elgin	36.6
													Big Timber	39.8
I (40.1-45.0)											Grayslake	41.0		
											Round Lake	44.0		
J (45.1-65.0)											Long Lake	46.0		
											Ingleside	47.8		
											Fox Lake	49.5		

NORTH CENTRAL SERVICE		ROCK ISLAND MAIN		ROCK ISLAND BRANCH		SOUTHWEST SERVICE		UNION PACIFIC NORTH		UNION PACIFIC NORTHWEST		UNION PACIFIC WEST	
Union Station	0.0	LaSalle St.	0.0			Union Station	0.0	Ogilvie	0.0	Ogilvie	0.0	Ogilvie	0.0
Western Ave	2.9	35th St./"Lou" Jones	3.1					Clybourn	2.9	Clybourn	2.9	Kedzie	3.6
		Gresham	9.8					Ravenswood	6.5	Irving Park	7.0	Oak Park	8.5
								Rogers Park	9.4	Jefferson Park	9.1	River Forest	9.7
										Gladstone Park	10.1		
River Grove	11.4	95th St	10.9	Brainerd	10.6	Wrightwood	11.2	Main St	11.0	Norwood Park	11.4	Maywood	10.5
Belmont Ave	13.0	Washington Hts	12.0	91st St	11.3	Ashburn	12.6	Davis St	12.0	Edison Park	12.6	Melrose Park	11.3
Schiller Park	14.8			95th St	11.7			Central St	13.3	Park Ridge	13.5	Bellwood	12.6
				99th St	12.3			Wilmette	14.4	Dee Road	15.0	Berkeley	14.3
				103rd St	12.8								
				107th St	13.3								
				111th St	13.8								
				115th St	14.3								
				119th St	14.8								
Rosemont	15.6	Vermont St	15.7	123rd St	15.2	Oak Lawn	15.2	Kenilworth	15.2	Des Plaines	17.1	Elmhurst	15.7
O'Hare Transfer	17.1	Robbins	17.2	Prairie St	15.8	Chicago Ridge	16.8	Indian Hill	15.8	Cumberland	18.6	Villa Park	17.8
		Midlothian	18.4	Vermont St	16.5	Worth	18.2	Winnetka	16.6	Mt Prospect	20.0	Lombard	19.9
						Palos Heights	18.7	Hubbard Woods	17.7				
								Glencoe	19.2				
Prospect Heights	24.0	Oak Forest	20.4			Palos Park	20.3	Braeside	20.5	Arlington Hts.	22.8	Glen Ellyn	22.4
		Tinley Park	23.5			143rd St	23.6	Ravinia	21.5	Arlington Park	24.4	College Ave	23.8
		80th Ave	25.1			153rd St	25.2	Highland Park	23.0			Wheaton	25.0
								Highwood	24.5				
Wheeling	27.2	Hickory Creek	27.5			179th St	28.9	Fort Sheridan	25.7	Palatine	26.8	Winfield	27.5
Buffalo Grove	29.5	Mokena	29.6					Lake Forest	28.3			West Chicago	29.8
Prairie View	31.6	New Lenox	34.0					Lake Bluff	30.2	Barrington	31.9		
Vernon Hills	33.0							Great Lakes	32.2				
								North Chicago	33.7				
Mundelein	36.9	Joliet	40.0			Laraway Road	35.8	Waukegan	35.9	Fox River Grove	37.3	Geneva	35.5
Prairie Crossing/ Libertyville	40.7									Cary	38.6		
Washington St	43.9					Manhattan	40.8	Zion	42.1	Pingree Road	41.7	La Fox	40.9
								Winthrop Harbor	44.5	Crystal Lake	43.2	Elburn	43.6
Round Lk Beach	45.9							Kenosha	51.5	McHenry	50.6		
Lake Villa	48.2									Woodstock	51.6		
Antioch	52.8									Harvard	63.1		