



**Fare Policies**

Effective November 13, 2024

Northeast Illinois Regional Commuter Railroad Corporation d/b/a Metra  
Commuter Rail Division of the Regional Transportation Authority  
547 West Jackson Blvd., Chicago, IL 60661

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## INTRODUCTION

This document is a compilation of Metra’s current fare products, prices, and policies. These have been reviewed for accuracy by the appropriate groups within Metra. It is intended to be a resource to riders and the agency as a whole.

## FARE POLICY PRINCIPLES

- Consider regular fare adjustments that ensure a balanced budget, sustain service, keep pace with inflation, and avoid significant, infrequent fare increases.
- Allow no diversion of capital-eligible funds to the operating budget.
- Acknowledge the total value of providing services to the region’s economy while recognizing that fares must cover a percentage of operating costs, as set by the RTA, and support Metra’s capital program.
- Understand the short-term and long-term impacts of fare changes on ridership and revenue as well as the time and resources needed to implement them.
- Improve fare collection by simplifying the overall process and transportation costs.
- Offer a fare structure and policies that are easy to use and understand by offering fare structure and products that are regionally equitable and appeal to current and prospective customers.
- Evaluate impacts of cooperative opportunities on fare structure, products, pricing and policies of our local transit partners and evaluate national peer programs that have stimulated ridership.

## RECENT NOTABLE CHANGES

The following fare policy changes are reflected in this document. Changes are effective November 13, 2024, except as noted.

- **U-Pass + Metra**: One-year pilot program available to University of Illinois at Chicago students to add Metra option to existing CTA U-Pass to allow unrestricted travel on Metra and CTA for a reduced fare; launched August 2024.
- **Regional Day Pass**: Pilot program for a new day pass that will allow unrestricted single-day travel on Metra, CTA, and Pace; an implementation date has not been set as of November 2024.
- **Monthly Pass (Zoned Ticket Types)**: Restore text for Monthly Pass that was previously omitted (no change in policy).
- **Other Free and Reduced Fare Programs**: Revise description of Metra employee eligibility for the Regional Ride ID to no longer exclude part-time employees or interns.
- **Lost Ticket/Refund Policy**: Update refund policy to reflect elimination of all ticket agents.

## TICKET TYPES

### Zoned Ticket Types

Current fares for zoned tickets (One-Way, Day Pass, Day Pass 5-Pack, and Monthly Pass) are shown in Table 1 (full fares), Table 2 (reduced fares) and Table 3 (full and reduced One-Way Group fares). Fare

zones by station are shown in Table 5. Zoned ticket types are good on all Metra rail lines, unless otherwise specified.

### ***One-Way Ticket***

Valid for one continuous trip<sup>1</sup> within the specified fare zones. One-Way Tickets are available with both full (adult) and reduced fares. One-Way Tickets sold on board by a conductor are subject to a \$5 surcharge if boarding at a station where tickets are sold. One-Way Tickets purchased through the Ventra app must be used within 14 days including the day of purchase. One-Way Tickets purchased from vending machines or on board from train personnel are valid only for that trip, expiring three hours after purchase. One-Way Tickets are not refundable.

### ***Day Pass***

Valid for unlimited travel on a single service day and priced at twice the cost of a One-Way Ticket. Day Passes are for the exclusive use of the purchaser and may not be shared or transferred. Passengers must travel in the zones selected and displayed on their pass; purchase of a One-Way Ticket is required for travel beyond the zones selected. The Day Pass is available for purchase through the Ventra App and from vending machines. Day Passes purchased through the Ventra app must be used within fourteen days and are not refundable. Once activated, the pass is valid for the remainder of the same service day, up until 3 a.m. of the following calendar day. Day Passes purchased from vending machines are valid for the remainder of the service day, up until 3 a.m. of the following calendar day.

### ***Day Pass 5-Pack***

Priced with a discount compared to buying five Day Passes individually (refer to Table 1 and Table 2 for specific pricing), the Day Pass 5-Pack does not need to be used on consecutive days but can be used on any five days within 90 days from the date of purchase. The Day Pass 5-Pack can be shared by up to five riders traveling together. The Day Pass-5 Pack is only available via the Ventra App and is not refundable.

### ***Monthly Pass***

Valid for unlimited travel within the specified fare zones for the specified calendar month, up to noon on the first business day of the following month. Monthly Passes are available with both full and reduced fares. Monthly Passes are for the exclusive use of the purchaser and may not be shared or transferred. Monthly Passes are valid for unlimited weekend travel systemwide, allowing Monthly Pass holders to travel beyond the fare zones indicated on their passes at no additional cost on any Saturday, Sunday or the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas, or any other day the Weekend Pass is valid.

Monthly Passes are refunded on a percentage basis depending on the date returned (for paper passes) or last activation (for Ventra app passes), with 100 percent refunded on or before Day 1 of the month for which the ticket is valid and 85 percent refunded on Day 2. The percentage of the refund then drops by 5 percentage points each day thereafter (80 percent on Day 3, 75 percent on Day 4, etc.) until Day 18, when the percentage refunded is 5 percent. No refund is permitted after Day 18. Monthly Pass refunds are also assessed \$5 handling fee per transaction if returned after the start of the valid month.

### ***Group Travel***

Discounted travel is available for groups of 25 to 135 paying riders travelling together. Discounted group travel is limited to weekdays from 9 a.m. to 3 p.m. and after 7 p.m., and all day on Saturdays, Sundays, and the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving

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<sup>1</sup> Travel on one or more trains in a single direction, which may include stopovers and transfers between trains at non-downtown Chicago stations only.

and Christmas. Group travel may be restricted during other expected peak travel times. Groups travelling together are not guaranteed their own rail car.

Discounted group travel must be arranged through Metra at least 21 days prior to the planned travel date, and payment in full must be provided to Metra, by check only, at least 14 days prior to travel. Metra will issue a Group Travel Boarding Pass upon completion of payment processing by the Revenue Accounting Department. The Boarding Pass must be presented to crew members upon boarding as proof of fare payment.

## **Fare Zones and Zoned Ticket Price Calculations**

### ***Fare Zones***

Fares for One-Way, Day Pass, Day Pass 5-Pack, Monthly Pass, and Group tickets are based on the fare zones of departure and arrival stations for a given trip. Each Metra station is assigned to a fare zone, where the downtown stations are assigned to Zone 1 and outlying stations are assigned to Zones 2 through 4 based on a combination of distance from downtown, service patterns and ridership characteristics of each line.

### ***Fare Calculations and Rounding***

Reduced One-Way fares and fares for all other zoned tickets (Day Pass, Day Pass 5-Pack, Monthly Pass, and Group fares) are based on the full or reduced One-Way fare for each fare zone.

Current calculations by ticket type:

- Day Pass: Fare is twice the cost of a One-Way Ticket within the zones selected.
- Day Pass 5-Pack: Fare is priced at 9.5 times the cost of a One-Way Ticket within the zones selected.
- Monthly Pass: Fare is priced at 20 times the cost of a One-Way Ticket within the zones selected.
- Reduced One-Way: Fare is 0.5 times the price of a full-fare One-Way Ticket within the zones selected, rounded down to the next lowest \$0.25.<sup>2</sup>
- Reduced Day Pass: Fare is the lower of 2.0 times the price of a Reduced One-Way Ticket or 0.5 times the cost of a full fare Day Pass within the zones selected, rounded down to the next lowest \$0.25.<sup>2</sup>
- Reduced Day Pass 5-Pack: Fare is the lower of 10.0 times the price of a Reduced One-Way Ticket or 0.5 times the cost of a full fare Day Pass 5-Pack within the zones selected, rounded down to the next lowest \$0.25.<sup>2</sup>
- Reduced Monthly Pass: Fare is 0.5 times the cost of a full fare Monthly Pass within the zones selected, rounded down to the next lowest \$0.25.<sup>2</sup>
- Adult Group One-Way: Fare is 0.5 times the price of a full-fare One-Way Ticket within the zones selected, rounded to the nearest \$0.01.
- Reduced Group One-Way: Fare is 0.5 times the price of a Reduced One-Way Ticket within the zones selected, rounded to the nearest \$0.01.

## **Other Ticket Types**

### ***Weekend Pass***

Valid for unlimited travel on all Metra lines on both Saturday and Sunday. Weekend Passes are sold at one price (see Table 4) and are not available at a reduced fare. Weekend Passes are for the exclusive use of

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<sup>2</sup> Reduced One-Way fares are rounded down to ensure compliance with federal law limiting off-peak fares for seniors and disabled persons to no more the one-half of peak hour fares.

the purchaser and may not be shared or transferred. The pass is available for purchase only through the Ventra App. Weekend Passes must be used within 14 days of the date of purchase, and once activated, expire at 3 a.m. on the first calendar day following the weekend of use. Weekend Passes are not refundable.

#### ***Saturday, Sunday, or Holiday Day Pass***

Valid for unlimited travel on all Metra lines on either Saturday, Sunday, or any holiday designated by the CEO/Executive Director or designee. Passes are sold at one price (see Table 4) and are not available at a reduced fare. Saturday/Sunday Day Passes are for the exclusive use of the purchaser and may not be shared or transferred. The pass is available for purchase through the Ventra App, some stations, or on board the train from a conductor.

Passes purchased through the Ventra App must be used within 14 days, including the day of purchase. Passes purchased from vending machines or onboard personnel are valid only for the day purchased. Once activated or punched, passes expire at 3 a.m. on the next calendar day. Passes are not refundable.

#### ***RTA Ride-Free Permit***

Valid for unlimited travel to or from any Metra station, and on all fixed-route Chicago Transit Authority (CTA) and Pace<sup>3</sup> service. RTA Ride-Free permits are available only for qualifying low-income seniors and disabled persons enrolled in the Illinois Benefit Access program, which has maximum household income requirements. Only the RTA can issue the Ride-Free permits.

#### ***Metra Regional Connect Pass***

Available only for Metra Monthly Pass holders, the Regional Connect Pass allows connecting travel on CTA and Pace. Pass is valid anytime on CTA buses and trains and on fixed-route Pace buses, including Pace On Demand and Pulse express service. The Regional Connect Pass is valid on Pace premium routes with payment of a pass transfer fare. For those purchasing tickets through a pre-tax provider, the Monthly Pass and the Regional Connect Pass will be issued as separate paper passes each month. For Monthly Passes sold through the Ventra App, Regional Connect Passes will only be issued to a registered Ventra card associated with the Ventra account used to purchase the Metra mobile Monthly Pass. Regional Connect Passes are valid for 30 consecutive days from first use; Regional Connect Passes issued on a paper Ventra Ticket may be used as a flash pass on the last day of a 31-day month, if needed, provided the paper pass has a current month sticker. Regional Connect Passes are not available to purchase through Metra's ticket vending machines.

The fare for the Regional Connect Pass is set under an agreement between Metra, CTA and Pace and is not refundable.

#### ***Special Event Tickets and Passes***

Metra may issue special event tickets and passes for various high-demand events such as professional sports championship rallies, marathons, civic or music festivals, etc., to encourage ridership and help curb unintentional fare evasion due to unusually high system ridership. Pricing and valid periods of special event tickets are tailored to each event and can vary from single-ride tickets to multiple-day passes. Special event tickets may be available systemwide or limited to specific rail lines or stations. The CEO/Executive Director, or designee, is authorized to set the price and terms of special event tickets without prior approval of the Metra Board of Directors. Special Event tickets and passes are not refundable.

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<sup>3</sup> Suburban Bus Division of the Regional Transportation Authority.

### *Marketing Tickets/Charter Trains*

The Metra Marketing Department may work with certain event planners, particularly the McCormick Place Convention Center, to develop specialized tickets or passes that are provided to attendees of certain conventions. Metra may also provide charter trains to serve major conventions. The CEO/Executive Director, or designee, is authorized to set pricing of special marketing passes and charter train service without prior approval of the Metra Board of Directors.

## **REDUCED AND FREE FARE PROGRAMS**

Fares for all reduced fare programs are shown in Table 2. Proof of reduced fare eligibility is required and may be requested by train crews. Reduced fare ticket holders who do not provide proof of eligibility to train crews on request will be required to purchase a full fare One-Way Ticket on board and are subject to a \$5 surcharge if boarding at a station where tickets are sold.

### **Senior Citizen/Disabled Persons**

#### *Senior Citizen/Disabled Persons*

Senior citizens 65 or older, customers with disabilities and Medicare cardholders who have an RTA-issued Reduced Fare Permit are eligible for reduced One-Way, Day Pass, Day Pass 5-Pack, or Monthly fares.<sup>4</sup>

#### *Low-Income Seniors and Disabled Persons*

An RTA Ride-Free Permit is required for free travel on Metra. Low-income seniors and disabled persons must be enrolled in the Illinois Department on Aging Benefit Access Program and reside in Illinois to be eligible for an RTA Ride-Free Permit. Those enrolled in the Benefit Access Program must then contact the RTA to apply for a Ride-Free Permit.

### **Children/Youth**

#### *Young Children*

Up to three children under seven years of age may ride free at all times when accompanied by a fare-paying adult. Each additional young child, regardless of age, requires a reduced fare. Any applicable adult ticket may be used as the adult fare.<sup>5</sup> Under no circumstance will children under seven years of age be permitted to travel alone.

#### *Children ages 7 to 11*

Children ages 7 to 11 are eligible for reduced One-Way fares.

#### *K – 12 Student Fares*

Full-time students enrolled in a grade school or high school can purchase a reduced fare One-Way Ticket, Day Pass, Day Pass 5-Pack or Monthly Pass. College students are not included. Student fares are in effect at all times. When purchasing a ticket, students must present a valid letter of certification from their school (on school stationery) or present a valid school I.D. (both are valid through the end of the calendar

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<sup>4</sup> Transit agencies receiving federal funding are required by law {49 USC 5307(d)(1)(D)} to provide transportation during non-peak hours for elderly and handicapped individuals, or an individual presenting a Medicare card, charged at a rate not to exceed 50 percent of the peak hour fare. Transit agencies may require seniors and disabled persons to obtain a special identification card issued by the transit agency as proof of eligibility for reduced fares.

<sup>5</sup> Not available for Metra, CTA or Pace employees riding free with a Regional Ride ID employee pass or a CTA or Pace employee ID.



year) bearing the student's name, school name and authorized signature. The student identification card, electronic school I.D. or letter of certification must be displayed along with the ticket to the conductor. Failure to do so will result in full fare payment. Student tickets are not transferable.

Home-schooled students must present a signed and notarized letter with the name and address of the person providing the home schooling as teacher/principal at the top.

At the discretion of the CEO/Executive Director, or designee, onboard cash sales of reduced fare student tickets by conductors may be suspended during certain high ridership events, such as Lollapalooza, St. Patrick's Day Parade, etc. Reduced fare student tickets sold through other sales channels will remain valid at all times.

### ***Family Fares Program***

On weekends and select holidays, up to three children age 11 and under ride free with each fare-paying adult. Any applicable adult ticket, including the Weekend Pass and RTA Ride Free Pass, may be used as the adult fare.<sup>5</sup>

At the discretion of the CEO/Executive Director, or his or her designee, the Family Fare program may be extended to weekdays, typically from Memorial Day through Labor Day.

## **Other Free and Reduced Fare Programs**

### ***Military Personnel***

Active duty military personnel of all branches (Marines, Air Force, Army, Navy and Coast Guard) who present proper military identification are eligible for reduced-fare One-Way Ticket, Day Pass, Day Pass 5-Pack, or Monthly Pass.

### ***Police Officers and Firefighters in Uniform***

As required under Illinois law, police officers from any municipality served by Metra and firefighters from the Chicago Fire Department may ride free with the following restrictions: police officers and firefighters must be in full uniform and free rides for firefighters are limited to within the city of Chicago.

### ***Current and Retired Railroad Employees***

Certain current and retired railroad employees may ride free with an employee or retiree pass. Employee and retiree passes are only issued to the following groups: Chicago, Burlington & Quincy retirees with a hire date before January 14, 1966; retired Union Pacific employees receive 10 free passes; current or retired Illinois Central or Metra Electric employees with a seniority date prior to April 1, 1971, or with a seniority date prior to January 1, 1985, if 100 percent of work was in a commuter rail-related position; Rock Island employees with a seniority date prior to December 31, 1971; and Milwaukee Road employees with a seniority date prior to March 1, 1972. Employee and retiree passes are only valid on the district for which they are issued.

### ***Metra Board Members***

Current members of the Metra Board of Directors may ride free with their Metra-issued ID card that indicates their position as a Metra Board member.

### ***Current Metra, CTA and Pace Employees (Regional Ride ID)***

Current Metra employees and interns may request a Regional Ride ID that allows unlimited free transportation on all Metra, CTA, and Pace scheduled service. The Regional Ride ID is not available for Metra retirees or inactive employees and interns. For free rides on Metra, the eligible employee should display their Regional Ride ID to a conductor. The Regional Rail ID can be used for free rides on CTA or

Pace by tapping the Ventra card reader on turnstiles at CTA rail stations or on CTA or Pace bus fareboxes. Once issued, Regional Ride ID cards are valid for five years for eligible employees and interns.

Under a reciprocal agreement with CTA and Pace, their employees may ride Metra for free by displaying their photo employee IDs to conductors.

Metra employees may not use the Regional Ride ID as the base fare for the Family Fares Program or for weekday free rides for young children (an adult paid fare is required). Metra employees and interns may not allow others to use a Regional Ride ID to ride the transit system and/or gain access to Metra, CTA, or Pace property. Violators are subject to prosecution, revocation of riding privileges and, for employees, disciplinary action up to and including termination.

## **FARE AND SERVICE POLICIES**

### **Lost Ticket/Refund Policy**

#### *Lost/Stolen Tickets*

No refund or replacement ticket will be issued for lost, destroyed or stolen tickets. Metra is not responsible for lost articles, errors in timetables, or for inconvenience or damage resulting from missed stops; delayed, cancelled or missed trains; failure to make connections; or shortages of equipment. All customers must have a ticket in their possession at the time of travel. Customers without a ticket must purchase a One-Way Ticket from onboard personnel (cash only and subject to \$5 surcharge if boarding at a station where tickets are sold) or purchase and activate a mobile ticket through the Ventra App.

#### *Refunds*

Only Monthly Passes are eligible for refunds; no other ticket types can be refunded or exchanged. Monthly Passes are refunded on a percentage basis depending on the date returned (for paper passes) or last activation (for Ventra app passes), with 100 percent refunded on or before Day 1 of the month for which the ticket is valid and 85 percent refunded on Day 2. The percentage of the refund then drops by 5 percentage points each day thereafter (80 percent on Day 3, 75 percent on Day 4, etc.) until Day 18, when the percentage refunded is 5 percent. No refund is permitted after Day 18. Monthly Pass refunds are also assessed \$5 handling fee per transaction if returned after the start of the valid month.

Refund request and processing procedures for Monthly Passes are based on how the pass was purchased and whether it is a paper or Ventra pass.

#### **Monthly Pass Purchases via Vending Machine**

Customers who purchased a paper Monthly Pass from a vending machine can request a refund by mailing their pass and a completed refund form, available on the Metra website,<sup>6</sup> by the close of business on the 18<sup>th</sup> day of the month on the pass to the below address.

Metra Revenue Accounting Department  
Attn: Refunds  
547 W. Jackson Blvd.  
Chicago, IL 60661

For purchases that were made with a credit card, including a pre-tax transit benefits debit card, a credit will be applied to the customer's credit or debit card about 5 to 7 business days after the Revenue

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<sup>6</sup> [http://metra.com/sites/default/files/inline-files/application\\_for\\_ticket\\_refund.pdf](http://metra.com/sites/default/files/inline-files/application_for_ticket_refund.pdf)

Accounting Department receives the form. For purchases that were made with cash, a check in the refund amount will be mailed to the customer. Check refunds can take up to 14 days.

#### **Monthly Pass Purchases via the Ventra app**

Customers who purchased a Monthly Pass via the Ventra mobile app will receive a refund to their original method of payment. Refund requests should be emailed to [refunds@metrarr.com](mailto:refunds@metrarr.com) and include the username and email associated with requestor's Ventra account and/or the order number. The refund will be based on the above formula and the last day of activation. This also applies to Ventra purchases made with a pre-tax transit benefits debit card.

#### **Monthly Pass Purchases Involving Pre-Tax Transit Benefits**

If you have a debit card from your Pre-Tax Transit Benefits provider and use it to purchase a Monthly Pass in the Ventra app or a paper Monthly Pass from a vending machine, follow the guidance for those purchasing channels above.

For paper passes received at your home via USPS or distributed from your employer, send those tickets back to your employer/benefit provider to obtain a refund to your pre-tax benefits account.

For customers who use more than one payment method to buy a pass – a split payment – refunds will be split in the same manner following the procedures for each payment above.

### **Other Fare and Service Policies**

#### ***Ticket Validation***

Riders must present a valid ticket that covers the fare zones of their intended trip to onboard personnel or law enforcement on request or be prepared to purchase a ticket with cash or through the Ventra App. One-Way Tickets purchased at ticket vending machines expire after three hours. Day Passes purchased at ticket vending machines are valid until 3 a.m. the day after purchase. Riders using the Ventra App for fare payment should activate their ticket upon boarding. Mobile One-Way Tickets will remain active for a set amount of time, depending on trip length (passes will remain active for the duration of the pass valid period). Mobile Day Pass tickets, once activated, will remain active until 3 a.m. the next day. Conductors may ask riders to tap an active mobile ticket to verify ticket validity. It is the responsibility of the rider to ensure that their mobile phone remains adequately charged and otherwise in working order to display the mobile ticket as requested. Riders unable to display their mobile ticket on request may be asked to purchase a cash ticket on board. Riders using reduced fare mobile tickets who are unable to provide onboard personnel with proof of eligibility may also be asked to purchase a full-fare ticket.

In the event of a service disruption, expired One-Way tickets will remain available for display to conductors for three hours; it is at the discretion of the conductor to accept a recently expired Ventra mobile ticket as valid fare payment.

#### ***Onboard Surcharge***

One-Way Tickets purchased on board from conductors are subject to a \$5 surcharge if tickets are sold at the rider's boarding station. The onboard surcharge does not apply to Saturday, Sunday or Holiday Passes, or special event passes sold on board, or to tickets purchased on board via the Ventra App. The onboard surcharge also does not apply if the vending machine at the boarding station is not functioning or does not accept cash. A \$1 surcharge will be added to onboard transactions involving \$50 bills and larger.

### ***Stopovers and Transfers***

Metra allows stopovers and transfers for riders using One-Way tickets without additional charge, under the following conditions:

- Riders must notify onboard personnel of planned stopovers or transfers prior to ticket validation;
- Transfers between trains are permitted only for a continuous journey, which may include a change in the direction of travel if transferring between two branches of a single rail line (trips between ME mainline and Blue Island Branch, for example);
- Stopovers are limited to a continuous journey, with no change in rail line or direction of travel;
- Transfers between any two trains at one or more downtown Chicago terminal stations (Millennium, LaSalle St., Union Station and Ogilvie Transportation Center) would not be considered part of a continuous trip and require a separate fare;
- For riders using One-Way tickets on the Ventra App, each continuous journey, including stopovers and transfers, must be completed within the time limits of the mobile ticket.

These restrictions do not apply to riders using Day, Monthly, Weekend or other passes, as these tickets allow unlimited travel within specified time and zone limits.

### ***Bicycles and E-Scooters***

There is no additional charge to bring an allowable bicycle on a train. In the event that cyclists or e-scooter users cannot reach their final destination via Metra, reimbursement will be based on the fare product used for that trip. Customers can view Metra's policy for bringing bicycles on trains on Metra's website <https://metra.com/bikes>.

### ***Pets***

There is no additional charge to bring an allowable pet in enclosed carrier on a train. In the event that passengers with pets are required to get off the train before their destination, train crews will attempt to accommodate these passengers on a later train. If these passengers cannot reach their final destination via Metra, reimbursement will be based on the fare product used for that trip. Metra reserves the right to remove passengers with pets that are noisy or disturb other customers. Customers can view Metra's policy for bringing pets on trains on Metra's website <https://metra.com/Pets>.

### ***Service Disruptions***

On a case-by-case basis at the discretion of the CEO/Executive Director or designee, Metra may agree to accept CTA, Pace, NICTD or Amtrak fare media for service on one or more specified Metra rail lines to accommodate riders affected by service disruptions on these other service providers.

### ***Failure to Pay Fare***

If a passenger fails to provide a ticket for travel and is unable to purchase a paper or mobile ticket, onboard personnel may issue an onboard fare collection envelope as a one-time courtesy to the passenger, with instructions for sending payment to Metra. Riders who receive an onboard fare collection envelope for failure to pay a fare must remit the applicable one-way fare for the transportation provided, plus a \$5 service charge or present a valid Monthly Pass to a Metra team member to avoid the fare payment envelope. Passengers who fail to send in the required fare payment may be subject to additional claims action. Onboard personnel may contact the Metra Police Department if a passenger repeatedly fails to pay or if a passenger distributes, displays, or sells counterfeit or stolen media.

### ***Passenger Code of Conduct Policy***

Effective February 1, 2024, Metra established a Passenger Code of Conduct policy to promote safety, facilitate the proper use of transit facilities, and ensure the payment of fares. The policy lists behaviors which are prohibited at Metra facilities or on board Metra trains. The Passenger Code of Conduct grants

Metra the authority to seize fare media, expel from Metra facilities, and/or suspend use of Metra facilities for certain period for any violators of these behaviors. If warranted, disorderly or abusive passengers may also be subject to arrest and/or criminal charges. Customers can view the Metra Passenger Code of Conduct policy on Metra’s website <https://metra.com/CodeofConduct>.

## **PILOT FARE PROGRAMS**

The Metra Board can approve fare pilot programs to explore if they will have a positive impact on ridership. Pilot programs will be evaluated to determine their effectiveness in achieving ridership goals. Depending on the outcome of these evaluations, changes under these pilot programs may be made permanent, revised or rescinded.

### **Metra Access Pass Reduced Fare Pilot Program**

Under an intergovernmental agreement between Metra, Cook County, and the Regional Transportation Authority (RTA), Illinois Supplemental Nutrition Program (SNAP) participants and members of their households who reside in the six-county RTA service area are eligible to receive the new Metra Access Pass reduced fare permit. Riders with the Metra Access Pass may purchase reduced-fare tickets for use on all Metra rail lines.<sup>7</sup>

The Metra Access Pass pilot program begins on February 1, 2024, and is scheduled to continue for 18 months. Riders using the Metra Access Pass must present the pass to onboard personnel along with a valid reduced-fare ticket. Riders who fail to produce a Metra Access Pass when requested must purchase a full-fare ticket for their trip.

### **U-Pass + Metra**

Metra, in partnership with the University of Illinois Chicago (UIC), launched the new U-Pass + Metra one-year pilot program in August 2024. The existing CTA U-Pass program has long allowed students at participating colleges and universities to ride CTA at a reduced rate. The new U-Pass + Metra pilot program allows UIC students to ride both CTA and Metra for a reduced fare over the course of a semester. Students who opt for the U-Pass + Metra option will be able to utilize Metra services through the Ventra app only.

Metra will track participation and use characteristics for the new CTA-Metra pass. Analysis of this new pass will help Metra determine if it is fiscally feasible to continue the U-Pass + Metra beyond the one-year pilot period or to extend the new pass pilot to other colleges and universities in the region.

### **Regional Day Pass**

In June 2024, Metra executed an Intergovernmental Agreement between the CTA, Metra, RTA, and Pace to participate in a Regional Day Pass Pilot Program. The Regional Day Pass will allow seamless connectivity between Metra, CTA, and Pace by providing unlimited trips on Metra within specified fare zones, and on CTA and Pace on the valid date of the pass. The price of the Regional Day Pass will depend on the Metra fare zones selected and will be available with a reduced fare for qualified riders. The RTA will reimburse Metra, CTA, and Pace up to \$1,000,000 in lost fare revenue under the pilot program.

An implementation date for the Regional Day Pass has not been set as of November 2024.

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<sup>7</sup> Not valid for use with South Shore Line (NICTD) tickets.

# FARE CHANGES

## Fare Change Procedures

### *Authority for Fare Changes*

The CEO/Executive Director, or designee, is authorized to make the following fare or fare policy changes without prior Board approval:

- reduce or waive fares due to emergency service disruptions;
- issue Special Event tickets, including Ravinia Park round-trip tickets;
- issue day passes for holidays or other days;
- issue Marketing tickets and passes;
- approve pricing and schedules for charter service;
- suspend reduced student fares during high ridership events, such as the Lollapalooza Festival and the St. Patrick's Day Parade;
- introduce promotional fare pilot programs, including ride-free promotions, if under six months in duration and if no fares are increased;
- introduce a pilot fare program or offer promotional tickets that are valid only on specific rail lines or trains; and
- change the validity or expiration period for any ticket type.

### *Equity Analysis Requirements*

Under FTA guidance for transit agency compliance with Title VI of the Civil Rights Act of 1964 (FTA Title VI Circular (FTA C 4702.1B), TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, effective October 1, 2012), transit agencies must evaluate the impacts of any proposed fare change to determine whether or not the proposed change would create a discriminatory effect on riders based on race, color, national origin or poverty status.

Transit providers are required to evaluate all fare changes regardless of the amount of increase or decrease; however, the Title VI Circular provides for three exceptions to this requirement:

- (i) "Spare the air days" or other instances when a local municipality or transit agency has declared that all passengers ride free.
- (ii) Temporary fare reductions that are mitigating measures for other actions. For example, construction activities may close a segment of a rail system for a period of time and require passengers to alter their travel patterns. A reduced fare for these impacted passengers is a mitigating measure and does not require a fare equity analysis.
- (iii) Promotional fare reductions. If a promotional or temporary fare reduction lasts longer than six months, then FTA considers the fare reduction permanent and the transit provider must conduct a fare equity analysis.

FTA Circular 4702.1B, IV.7.b.(1)(a).

For any fare change that does not meet any of the exemptions listed above, Metra staff will prepare an equity analysis of the estimated impacts on minority and low-income riders. Staff must then present the results of each equity analysis to the Metra Board of Directors for their consideration and approval prior to their final approval of the proposed fare change.

All fare and service change equity analyses shall incorporate Metra's Disparate Impact and Disproportionate Burden analytical thresholds. If, by analysis, a proposed fare change would result in disparate impacts on minority riders, Metra may modify the proposed fare change to avoid, minimize, or

mitigate the potential impacts. If the final proposed fare change would result in disparate impacts on minority riders, Metra may implement the change only if the following requirements are met:

- the transit provider has a substantial legitimate justification for the proposed service change, and
- the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.

If, by analysis, a proposed fare change would require low-income riders to bear a disproportionate burden of the proposed change, Metra may modify the proposed fare change to avoid, minimize, or mitigate the potential impacts to the extent possible. Metra will also describe alternatives available to low-income riders who would be affected by proposed the fare change.

#### **Regional Transportation Authority (RTA) Act Requirements**

Under the RTA Act, a public hearing must be held for any increase in fares. The RTA Act establishes minimum public notice and location requirements for each public hearing. This requirement does not apply to fare decreases, or changes in fare media that don't result in a fare increase.

This public hearing requirement may be satisfied by the annual program and budget process, which has similar public hearing requirements.

*(e-5) With respect to any increase in fares or charges for public transportation, whether by the Authority or by any Service Board or transportation agency, a public hearing must be held in each county in which the fare increase takes effect. Notice of the public hearing shall be given at least 20 days prior to the hearing and at least 30 days prior to the effective date of any fare increase. Notice shall be given by public advertisement in a newspaper of general circulation in the metropolitan region and must also be sent to the Governor and to each member of the General Assembly whose district overlaps in whole or in part with the area in which the increase takes effect. The notice must state the date, time, and place of the hearing and must contain a description of the proposed increase. The notice must also specify how interested persons may obtain copies of any reports, resolutions, or certificates describing the basis upon which the increase was calculated.*

*(70 ILCS 3615/5.01(e-5))*

#### **South Shore Line (NICTD) Fares**

Under the RTA Act, all commuter rail service in northeast Illinois is under the jurisdiction of the Commuter Rail Board of the RTA (Metra), including the portion of Northern Indiana Commuter Transportation District (NICTD) service operating within the State of Illinois. Under a purchase-of-service agreement with NICTD, Metra provides funding to NICTD for the service it operates within Illinois. Under this agreement, NICTD is restricted from providing service that competes directly with Metra: inbound NICTD trains may not board passengers at any Illinois station, except Hegewisch, and outbound NICTD trains may not allow passengers to alight at any Illinois station, except Hegewisch.

Except under ad hoc agreements to accommodate service disruptions or any other special arrangements, NICTD tickets are not valid for travel on any Metra train, nor are Metra tickets valid for travel on any NICTD train.



## CURRENT FARES, SURCHARGES AND FARE ZONES

### Zoned Fares

*Table 1: Full Fares, effective February 1, 2024*

	Ticket Type	Zone 1	Zone 2	Zone 3	Zone 4
Zone 1	One-Way	\$3.75			
	Day Pass	7.50			
	Day Pass 5-Pack	35.75			
	Monthly Pass	75.00			
Zone 2	One-Way	3.75	\$3.75		
	Day Pass	7.50	7.50		
	Day Pass 5-Pack	35.75	35.75		
	Monthly Pass	75.00	75.00		
Zone 3	One-Way	5.50	3.75	\$3.75	
	Day Pass	11.00	7.50	7.50	
	Day Pass 5-Pack	52.25	35.75	35.75	
	Monthly Pass	110.00	75.00	75.00	
Zone 4	One-Way	6.75	3.75	3.75	\$3.75
	Day Pass	13.50	7.50	7.50	7.50
	Day Pass 5-Pack	64.25	35.75	35.75	35.75
	Monthly Pass	135.00	75.00	75.00	75.00

*Table 2: Reduced Fares, effective February 1, 2024*

	Ticket Type	Zone 1	Zone 2	Zone 3	Zone 4
Zone 1	Reduced One-Way	\$1.75			
	Reduced Day Pass	3.50			
	Reduced Day Pass 5-Pack	17.50			
	Reduced Monthly Pass	37.50			
Zone 2	Reduced One-Way	1.75	\$1.75		
	Reduced Day Pass	3.50	3.50		
	Reduced Day Pass 5-Pack	17.50	17.50		
	Reduced Monthly Pass	37.50	37.50		
Zone 3	Reduced One-Way	2.75	1.75	\$1.75	
	Reduced Day Pass	5.50	3.50	3.50	
	Reduced Day Pass 5-Pack	26.00	17.50	17.50	
	Reduced Monthly Pass	55.00	37.50	37.50	
Zone 4	Reduced One-Way	3.25	1.75	1.75	\$1.75
	Reduced Day Pass	6.50	3.50	3.50	3.50
	Reduced Day Pass 5-Pack	32.00	17.50	17.50	17.50
	Reduced Monthly Pass	67.50	37.50	37.50	37.50



**Table 3: One-Way Group Fares, effective February 1, 2024**

	Ticket Type	Zone 1	Zone 2	Zone 3	Zone 4
Zone <b>1</b>	Adult	\$1.88			
	Student/Children/Senior	0.88			
Zone <b>2</b>	Adult	1.88	\$1.88		
	Student/Children/Senior	0.88	0.88		
Zone <b>3</b>	Adult	2.75	1.88	\$1.88	
	Student/Children/Senior	1.38	0.88	0.88	
Zone <b>4</b>	Adult	3.38	1.88	1.88	\$1.88
	Student/Children/Senior	1.63	0.88	0.88	0.88

**Other Fares**

**Table 4: Other Fares and Surcharges, effective February 1, 2024**

Type	Fare	Conditions
Weekend Pass	\$10.00	Unlimited rides on both Saturday and Sunday.
Saturday, Sunday, or Holiday Day Pass	\$7.00	Unlimited rides on either Saturday, Sunday, or designated holiday.
Onboard Penalty	\$5.00	Penalty for cash onboard fare payment if a ticket can be purchased at the boarding station.
Large Denomination Surcharge	\$1.00	Surcharge for currency transactions involving \$50 bills and larger.
Refund Handling Fee	\$5.00	Handling fee, per transaction, for Monthly Tickets submitted for refund after the start of the valid month.
Onboard Fare Collection Service Charge	\$5.00	Service charge for Onboard Fare Collection Envelope issued to riders without sufficient funds to pay a fare.

## Metra Stations

**Table 5: Fare Zones by Station**

BNSF		
Station Name	Mile Post	Fare Zone
Union Station	0.0	1
Halsted Street	1.8	2
Western Avenue	3.8	2
Cicero	7.0	2
LaVergne	9.1	2
Berwyn	9.6	2
Harlem Avenue	10.1	2
Riverside	11.1	2
Hollywood (Zoo Stop)	11.8	2
Brookfield	12.3	2
Congress Park	13.1	3
LaGrange Road	13.8	3
LaGrange, Stone Ave.	14.2	3
Western Springs	15.5	3
Highlands	16.4	3
Hinsdale	16.9	3
West Hinsdale	17.8	3
Clarendon Hills	18.3	3
Westmont	19.5	3
Fairview Avenue	20.4	3
Downers Grove, Main St.	21.2	4
Belmont	22.6	4
Lisle	24.5	4
Naperville	28.5	4
Route 59	31.6	4
Aurora	37.5	4

Heritage Corridor		
Station Name	Mile Post	Fare Zone
Union Station	0.0	1
Summit	11.9	2
Willow Springs	17.5	3
Lemont	25.3	3
Romeoville	29.3	4
Lockport	32.9	4
Joliet	37.2	4

Metra Electric-Blue Island		
Station Name	Mile Post	Fare Zone
State Street	15.6	2
Stewart Ridge	16.0	2
West Pullman	16.7	2
Racine Avenue	17.0	2
Ashland Avenue	17.9	2
Burr Oak	18.4	2
Blue Island	18.9	2

Metra Electric-South Chicago		
Station Name	Mile Post	Fare Zone
Stony Island	9.1	2
Bryn Mawr	9.7	2
South Shore	10.3	2
Windsor Park	10.9	2
Cheltenham, 79th St.	11.5	2
83rd Street	12.0	2
87th Street	12.5	2
South Chicago, 93rd St.	13.2	2

Metra Electric-Mainline		
Station Name	Mile Post	Fare Zone
Millennium Station at Randolph Street	0.0	1
Van Buren Street	0.8	1
Museum Campus/11th Street	1.4	1
18th Street	2.2	2
McCormick Place	2.7	2
27th Street	3.2	2
47th St., Kenwood	5.9	2
53rd St., Hyde Park	6.5	2
55th-56th-57th St.	7.0	2
59th St., Univ. of Chicago	7.4	2
63rd Street	7.9	2
75th St., Grand Crossing	9.3	2
79th St., Chatham	10.0	2
83rd St., Avalon Park	10.4	2
87th St., Woodruff	10.9	2
91st St., Chesterfield	11.4	2
95th St., Chicago State Univ.	12.0	2
103rd St., Rosemoor	13.0	2
107th Street	13.5	2
111th St., Pullman	14.0	2
Kensington, 115th St.	14.5	2
Riverdale	17.3	2
Ivanhoe	18.2	2
147th St., Sibley Blvd.	19.0	2
Harvey	20.0	2
Hazel Crest	22.3	2
Calumet	22.8	2
Homewood	23.5	3
Flossmoor	24.9	3
Olympia Fields	26.6	3
211th St., Lincoln Hwy.	27.6	3
Matteson	28.2	3
Richton Park	29.3	3
University Park	31.5	3

**Table 5: Fare Zones by Station (continued)**

Milwaukee District North		
Station Name	Mile Post	Fare Zone
Union Station	0.0	1
Western Avenue	2.9	2
Healy	6.4	2
Grayland	8.2	2
Mayfair	9.0	2
Forest Glen	10.2	2
Edgebrook	11.6	2
Morton Grove	14.3	2
Golf	16.2	3
Glenview	17.4	3
Glen of North Glenview	18.8	3
Northbrook	21.1	3
Lake Cook Road	23.0	3
Deerfield	24.2	4
Lake Forest	28.4	4
Libertyville	35.5	4
Prairie Crossing	39.2	4
Grayslake	41.0	4
Round Lake	44.0	4
Long Lake	46.0	4
Ingleside	47.8	4
Fox Lake	49.5	4

Milwaukee District West		
Station Name	Mile Post	Fare Zone
Union Station	0.0	1
Western Avenue	2.9	2
Grand/Cicero	6.5	2
Hanson Park	7.7	2
Galewood	8.6	2
Mars	9.1	2
Mont Clare	9.5	2
Elmwood Park	10.2	2
River Grove	11.4	2
Franklin Park	13.2	2
Mannheim	14.0	2
Bensenville	17.2	3
Wood Dale	19.1	3
Itasca	21.1	3
Medinah	23.0	3
Roselle	23.9	4
Schaumburg	26.5	4
Hanover Park	28.4	4
Bartlett	30.1	4
National Street	36.0	4
Elgin	36.6	4
Big Timber Road	39.8	4

North Central Service		
Station Name	Mile Post	Fare Zone
Union Station	0.0	1
Western Avenue	2.9	2
River Grove	11.4	2
Belmont Ave./Franklin Park	13.0	2
Schiller Park	14.8	2
Rosemont	15.6	2
O'Hare Transfer	17.1	2
Prospect Heights	24.0	3
Wheeling	27.2	3
Buffalo Grove	29.5	4
Prairie View	31.6	4
Vernon Hills	33.0	4
Mundelein	36.9	4
Prairie Crossing/Libertyville	40.7	4
Washington St./Grayslake	43.9	4
Round Lake Beach	45.9	4
Lake Villa	48.2	4
Antioch	52.8	4

Rock Island		
Station Name	Mile Post	Fare Zone
LaSalle Street Station	0.0	1
35th Street/"Lou" Jones/Bronzeville	3.1	2
Gresham	9.8	2
95th Street, Longwood	10.9	2
103rd St., Washington Hts	12.0	2
Vermont St., Blue Island	15.7	2
Robbins	17.2	2
Midlothian	18.4	2
Oak Forest	20.4	3
Tinley Park	23.5	3
80th Avenue, Tinley Park	25.1	4
Hickory Creek	27.5	4
Mokena	29.6	4
New Lenox	34.0	4
Joliet	40.0	4

Rock Island-Beverly Branch		
Station Name	Mile Post	Fare Zone
Brainerd	10.6	2
91st St., Beverly Hills	11.3	2
95th St., Beverly Hills	11.7	2
99th St., Beverly Hills	12.3	2
103rd St., Beverly Hills	12.8	2
107th St., Beverly Hills	13.3	2
111th St., Morgan Park	13.8	2
115th St., Morgan Park	14.3	2
119th Street	14.8	2
123rd Street	15.2	2
Prairie Street	15.8	2
Vermont St., Blue Island	16.4	2

**Table 5: Fare Zones by Station (continued)**

SouthWest Service		
Station Name	Mile Post	Fare Zone
Union Station	0.0	1
Wrightwood	11.9	2
Ashburn	12.6	2
Oak Lawn Patriot Station	15.2	3
Chicago Ridge	16.8	3
Worth	18.2	3
Palos Heights	19.2	3
Palos Park	20.3	4
Orland Park, 143rd St.	23.6	4
Orland Park, 153rd St.	25.2	4
Orland Park, 179th St.	28.9	4
Laraway Road	35.8	4
Manhattan	40.8	4

Union Pacific North		
Station Name	Mile Post	Fare Zone
Ogilvie Transportation Center	0.0	1
Clybourn	2.9	2
Ravenswood	6.5	2
Peterson / Ridge	8.1	2
Rogers Park	9.4	2
Main St., Evanston	11.0	2
Davis St., Evanston	12.0	2
Central St., Evanston	13.3	2
Wilmette	14.4	2
Kenilworth	15.2	3
Indian Hill	15.8	3
Winnetka	16.6	3
Hubbard Woods	17.7	3
Glencoe	19.2	3
Braeside	20.5	3
Ravinia	21.5	3
Highland Park	23.0	4
Highwood	24.5	4
Fort Sheridan	25.7	4
Lake Forest	28.3	4
Lake Bluff	30.2	4
Great Lakes	32.0	4
North Chicago	33.7	4
Waukegan	35.9	4
Zion	42.1	4
Winthrop Harbor	44.5	4
Kenosha, Wisconsin	51.5	4

Union Pacific Northwest		
Station Name	Mile Post	Fare Zone
Ogilvie Transportation Center	0.0	1
Clybourn	2.9	2
Irving Park	7.0	2
Jefferson Park	9.1	2
Gladstone Park	10.1	2
Norwood Park	11.4	2
Edison Park	12.6	2
Park Ridge	13.5	2
Dee Road	15.0	2
Des Plaines	17.1	3
Cumberland	18.6	3
Mount Prospect	20.0	3
Arlington Heights	22.8	3
Arlington Park	24.4	3
Palatine	26.4	4
Barrington	31.9	4
Fox River Grove	37.3	4
Cary	38.6	4
Pingree Road	41.7	4
Crystal Lake	43.2	4
Woodstock	51.6	4
McHenry (Branch Line)	50.6	4
Harvard	63.1	4

Union Pacific West		
Station Name	Mile Post	Fare Zone
Ogilvie Transportation Center	0.0	1
Kedzie	3.6	2
Oak Park, Marion St.	8.5	2
River Forest	9.7	2
Maywood	10.5	2
Melrose Park	11.3	2
Bellwood	12.6	2
Berkeley	14.3	2
Elmhurst	15.7	3
Villa Park	17.8	3
Lombard	19.9	3
Glen Ellyn	22.4	4
College Avenue	23.8	4
Wheaton	25.0	4
Winfield	27.5	4
West Chicago	29.8	4
Geneva	35.5	4
La Fox	40.9	4
Elburn	43.6	4