

Form Name:	RTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program - GRAY
Submission Time:	April 21, 2023 12:26 pm
Browser:	Chrome 112.0.0.0 / Windows
IP Address:	98.220.234.73
Unique ID:	1093577452
Location:	42.055, -87.6951

Date	Apr 21, 2023
Project Title	Metra's ADA Visual Information Signage Displays
Applicant's Legal Name	Commuter Rail Division of the RTA d/b/a Metra
Contact Person	Brian Stepp
Address	547 W. Jackson Blvd Chicago, IL 60661
Telephone #	(312) 322-2805
Email	BStepp@MetraRR.com
Applicant Fiscal Year	2023
SAM #	QNMFBR7SVDB1
DUNS #	52272150
Request Type (Check all that apply)	Capital New Project
Organization type (Check all that apply)	Local Govt. Public Operator
Human Services Transportation Plan (HSTP)	Goal #1 - Establish Mobility Mgmt and Travel Training Network (pg 71) Goal #9 - Develop Accessibility Infrastructure Database (pg 85) Capital Project
On To 2050 Plan	Make Transit More Competitive Ensure Equitable Transit Access

2. Provide a detailed description of your project. Explain what you are requesting funding to provide; why the project is needed; and how the project will support strategies for goals selected in questions #1. Please be concise. (Project Description Narrative [+/- 500 words]):

Metra is requesting section 5310 funding to purchase and install 250 visual information systems (VIS) sign displays at 125 of Metra's 242 stations. The VIS signs are Metra's next generation of video monitor boards that display real-time train tracking information, arrival times, and travel alerts. VIS signs provide visual information that is a requirement to be compliant with ADA law as it pertains to transit stations, and are particularly beneficial for people with hearing impairments and seniors with disabilities.

These new VIS displays will replace existing VIS systems at Metra stations throughout the region. Currently, the existing VIS displays are black rectangular boxes with moving red text seen at the majority of Metra stations. The vendor of these VIS displays has gone out of business and the units are no longer supported. Metra has exhausted all backup materials and equipment from the original VIS signs and had to replace a VIS sign at a station in fall 2022 with the last VIS sign that was in Metra's technology lab.

The Project will make it easier for passengers with visual and auditory impairments to use Metra, as well as non-disabled riders. The new VIS displays are easier to read for passengers with impaired vision thanks to larger text and consistent display. In addition, estimated wait times for Metra trains traveling in both directions from the station they are located in will be displayed, making bi-directional travel easier by providing more information. The new VIS displays will further help reduce passenger anxiety, and passenger stress when making connections with CTA, Pace, and other services on timed schedules. The new VIS signs will not display commercial advertisements so as to focus on delivering important information and limit information overload. Moreover, consistent communication with Metra riders will be ensured which reduces the functional barrier for people to ride Metra's affordable transit service.

Using section 5310 funds, Metra will procure and install 250 new, modern VIS displays that communicate information in an accessible, informative manner. Metra currently has funding to replace nearly 200 VIS signs at 85 stations. If RTA is able to fully fund Metra's full request Metra will be able to install the new VIS signs at 210 stations (87%) of stations and 22 of the remaining 32 stations are scheduled for major rehabilitation, including new VIS signs, in the next 5 years. The signs will be installed by Metra's in-house forces to streamline operations and save money. Each Metra station targeted for VIS upgrades will include two signs, elevated from a pole back-to-back at each station to ensure riders standing along both sides of the pole can see information from the display. The poles and other infrastructure required to hang these signs back-to-back at the platforms already exist at many stations throughout the Metra system.

The Project is necessary to further the objectives of the RTA's Human Services Transportation Plan. VIS displays help meet the HSTP's first goal, Establish Mobility Management and a Travel Training Network. While the Project will not create a network of mobility managers, more informative

digital displays will assist in vastly improving mobility management. The Project further aligns with CMAQ's ON TO 2050 Plan, by improving the accessibility of Metra's stations, thereby making transit more competitive, and ensuring equitable access.

The new displays will help Metra riders gain stronger skills regarding utilizing mobility options by offering real-time train arrival and departure estimates as well as important messages regarding displays, construction, and other relevant information for utilizing Metra. These improvements are especially important for Metra riders with vision and hearing impairments, as well as elderly passengers. The displays will complement Metra's audio announcements by syncopating visual information with audio messages, such as arrivals, delays, and safety information, to riders at the station.

3. What entity is currently or will operate the service? Does your agency enter into agreements with service providers? (Operating Projects Only)

4. How does this project improve access to other transportation services that go beyond the project's geographic boundary?

The new VIS displays will not only display tracking information and travel alerts for Metra trains but also indicate transfer options for CTA and PACE. In addition, estimated wait times for Metra trains traveling in both directions from the station they are located will be displayed, making bidirectional travel easier by providing more information. This will help make systemwide connections easier to access and understand.

5. How will the target population be given priority on all project activities, if the service is not restricted to the target population?

The Project will install visual improvements at 125 stations, which are crucial for those with visual and auditory impairments to access Metra service information. Seniors and individuals with disabilities will benefit most from the Project, because barriers to transportation services will be removed, making it easier for them to access affordable and sustainable transportation.

6. Describe how the project be marketed to serve the target population and promote public awareness? Include information on how populations with Limited English Proficiency will be apprised of the project and whether marketing materials will be available in other languages.

Making transit accessible for everyone and prioritizing system accessibility is an essential part of Metra's vision, as outlined in Metra's new 2023-27 Strategic Plan My Metra, Our Future. We know we can't be My Metra for all unless our trains and stations are accessible for everyone. The new VIS displays are easy to read, and information is transmitted in plain language. Moreover, the signs display the same verbiage as what is announced in the voice message, making it for populations with Limited English proficiency easier to understand.

The Project aligns with Metra's efforts to become fully accessible for everyone and promote public awareness. Metra has published a Guide for Customers with Disabilities, as well as a Station Guide for the Visually Impaired and a Station Accessibility map. In addition, Metra is encouraging its passengers to request a reasonable modification of Metra policies, practices, and procedures to accommodate a disability. To further raise public awareness, Metra has also established an ADA Advisory Committee to provide Metra with recommendations on its compliance with the ADA, facilitate a dialogue between Metra and the disability community, and increase the use of Metra's services by people with disability. Improved accessibility due to the VIS installment will be communicated at the Committee and through all of Metra's information channels to raise public awareness and inform the target group.

7. How will this project utilize or coordinate with public transportation providers and /or other human service agencies? If the project will not include coordination, provide detailed explanation.

Metra is coordinating its schedule with CTA and PACE. Further, Pace's Feeder Bus routes are coordinated with Metra. The Project will complement Metra's coordination with other public transportation providers, by installing interagency signage at 125 stations. In the future, it is anticipated that signs at stations where transfers between CTA and Pace exist, signage can be used to provide real-time information for transfers between the 3 agencies. Finally, there is broad cooperation and strong support for the Project as shown by the number of support letters provided: Rachel Arfa (City of Chicago Commissioner of the Mayor's Office for People with Disabilities)

8. Describe your organization's experience, knowledge, technical and administrative ability, and financial capacity to successfully and efficiently manage federal grants? Specifically, how will your organization manage this project?

If Section 5310 is awarded, Metra's Grant Management Division will provide oversight of purchase requisitions before 5310 funds are expended. The team is staffed with veteran employees of the transit and grants industry and is responsible for tracking approved grant contracts, financial oversight, and meeting the reporting requirements to funding agencies. Metra has a successful track record managing hundreds of local and federal grants of various amounts and has consistently demonstrated an ability to meet federal grant reporting and administrative requirements.

Metra's Grant Management Department is responsible for ensuring that Metra fully complies with grant agreement provisions, applicable Federal and state statutes, regulations, and other applicable requirements and directives. Grant Management coordinates grant management and communicates grant activity progress with funding agencies including, but not limited to, the USDOT, FTA, FRA, DHS, IDOT, RTA, and grantors of discretionary grants. Grant Management Division prepares and submits quarterly and annual reports to grantor agencies related to expenditures (e.g., SF-425), project progress, lobbying, land use, and expenditure of "Associated Transit Improvements" funds. Further, staff from the Grant Management Division coordinate with local FTA staff and attend quarterly meetings with the FTA to discuss the advancement of projects and the expenditure of FTA funds.

The Grant Management Division creates detailed account codes and monitors the progression of each project to ensure the timely expenditure of funds for each of Metra's capital projects. Throughout the life of a capital project, the Division maintains critical information in Metra's financial accounting system for each capital project, including project description and scope, expected completion dates, change orders, purchase requisitions, committed and remaining budget amounts, and grant funding sources. The Grant Management Division provides grant-related guidance to Metra's implementing departments on an ongoing basis and holds ten Project Status Meetings each month to maintain internal coordination and appropriate funding levels throughout the critical path of each project.

Metra's Diversity Business Enterprise Department and the Grant Management Division coordinate to ensure all FTA-funded capital projects over \$250,000 comply with federal Disadvantaged Business Enterprise program regulations per 49 CFR part 26. Metra's Grant Management Division has post-award reporting requirements and manages the submission of Federal Financial Reports and Milestone Progress Reports in FTA's electronic grants management system quarterly. Metra will submit copies of the substantial deliverables identified in the work plan to the FTA regional office at the corresponding milestones.

Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.	N/A
Existing 2022	N/A
Projected in 2023	N/A
Projected in 2024	N/A
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used. Please provide details on how you derived at your projections (explain how you will extend service boundaries, hours of operation, and increase ridership).	N/A
2021: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2022: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2023: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2024: Seniors 65 years of Age and Over (Projects Serving Seniors)	N/A
2021: Individuals with Disabilities	N/A
2022: Individuals with Disabilities	N/A
2023: Individuals with Disabilities	N/A
2024: Individuals with Disabilities	N/A
2021: General Public	N/A
2022: General Public	N/A
2023: General Public	N/A
2024: General Public	N/A
2021: Total	0
2022: Total	0

2023: Total	0
2024: Total	0
Existing operating hours (2022)	N/A
Projected expansion hours (2023)	N/A
Projected Expansion Hours (2024)	N/A
Number of New riders expansion hours	N/A
Existing 2022	N/A
Projected 2023	N/A
Projected 2024	N/A
Existing 2022	N/A
Projected 2023	N/A
Projected 2024	N/A
List of Partners	N/A
Interagency Agreement	N/A
County(s)	N/A
Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.	N/A
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Metra will catalog all new VIS signs in our agency's infrastructure database and GIS information system. The catalog will be included in the COST Model, which RTA and the Service Boards update on an annual basis.

Please explain how you will gather and report on identified performance measures for this project and identify any additional performance measures that will be used.

The Project's performance will be measured on the monthly riders impacted, the number of stations improved, dollars spent on improvements, and the percentage of stations with updated VIS signage. RTA Section 5310 funding would enable Metra to increase the percentage of stations with updated VIS signage from 29% to 87%, totaling 210 stations with updated VIS. Additionally, average monthly riders benefiting from the improved signage would increase from 32,046 to 59,090. Finally, the dollars spent on improvements would sum up to almost \$8 million.

Metra keeps track of monthly ridership data per station, as well as ADA accessibility and VIS integration per station. Additionally, data can be gathered through reporting from Metra's Capital Delivery and Grant Accounting departments. Metra hosts monthly meetings to review project statuses in each district as well as systemwide projects where these metrics are reported on. Moreover, this Project will be added to RTA's quarterly status calls.

Federal 50%	0
Local 50%	0
Federal 50%	0
Local 50% Match	0
Federal 80%	0
Local 20%	0
Federal 80%	0
Local 20% Match	0
Federal 80%	2000000
Local 20%	400000
Federal 80%	2000000
Local 20% Match	400000
Federal 80%	2000000
Local 20%	400000
Federal 80%	2000000

Local 20% Match	0
Federal 80%	0
Local 20%	0
Federal 80%	0
Local 20% Match	0

Describe the methodology used to develop the above budgets.

Metra has issued a purchase order agreement for the VIS signals, which was approved by Metra's Board of Directors on April 21, 2023. The new vendor, based in Rockford, IL, is able to fulfill any number of unit purchase orders. The contract is compliant with federal requirements. Therefore, Metra has the contractual mechanisms to purchase VIS signs as soon as funding is available with an expected fulfillment time of 2 months. Further, VIS signs purchased with Section 5310 funds can be placed individually and separately from Metra's additional VIS purchases with other funds. This agreement will allow Metra to purchase orders at a fixed rate, ranging from small, medium, large and extra-large stations, once pre-award authority is issued.

The software and technology behind the data that is pushed to VIS signs has already been purchased and installed by Metra with other funds. Section 5310 funds will solely be used for the physical VIS sign displays, mounting brackets, electrical connections, and the laboring crews that will install the VIS signs.

File	https://www.formstack.com/admin/download/file/14517202596
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Please provide an explanation for any certificates that are not completed and uploaded with the application

A governing board resolution is in process and will be in place before any agreement is completed. Moreover, Metra is not a new applicant, therefore the Traditional Project Certification Eligibility Units of Local Government do not have to be attached. Further, the Private Non-Profit Organization Certification Eligibility is not applicable for Metra.

As discussed with RTA program staff and Heather Mullins, Metra's Board of Directors will pass a new Board Resolution specifically for the application submittal as needed and after RTA's evaluation of this application and its merit for funding consideration.

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**



CERTIFICATIONS AND BOARD RESOLUTION

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**



CERTIFYING AUTHORITY

I am duly authorized to make the following certification on behalf of the Applicant Organization and based on my position, knowledge and experience with the Applicant Organization:

- 1) the information contained in the Application, including attachments, is true and correct;
- 2) the Applicant has the requisite fiscal, managerial, and legal capabilities to carry out the operations and maintenance of the Project in accordance with 49 U.S.C. Section 5310; and
- 3) the Applicant shall adhere to the federal, state and local requirements related to the Project.

Note: Authorized Official should be that of the official named in the Governing Board Resolution unless other documentation is provided.



Signature of Authorized Official

4.11.23
Date

CEO Executive Director

Title

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**



LOCAL SHARE CERTIFICATION FORM

I, the undersigned representing

Metra

Jim Derwinski

(Insert Legal Name of Applicant)

(Insert Name of Authorized Official)

do hereby certify to the Regional Transportation Authority, that the required \$ 800,000
in local match funds are available and that the source of the funds are from

(be specific) Rebuild Illinois PAYGO funding; and comply with local share requirements in FTA
Circular 9030.1E, which are:

- a. Cash from non-governmental sources other than revenues from providing public transportation services;
- b. Non-farebox revenues from the operation of public transportation service, such as the sale of advertising and concession revenues. A voluntary or mandatory fee that a college, university, or similar institution imposes on all its students for free or discounted transit service is not farebox revenue;
- c. Amounts received under a service agreement with a State or local social service agency or private social service organization;
- d. Undistributed cash surpluses, replacement or depreciation cash funds, reserves available in cash, or new capital;
- e. Amounts appropriated or otherwise made available to a department or agency of the Government (other than the Department of Transportation); and
- f. In-kind contribution such as the market value of in-kind contributions integral to the project may be counted as a contribution toward local share.

Note: Authorized Official should be that of the official named in the Governing Board Resolution unless other documentation is provided.



Signature of Authorized Official

CEO Executive Director

Title

4.11.23

Date

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**



TITLE VI PLAN CERTIFICATION FORM

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving Federal financial assistance.

The program receiving such funds, shall abide by, and is committed to ensuring that no person is excluded from participation in or denied the benefits of, its activities or services on the basis of race, color, or national origin.

I, the undersigned representing
Metra

Jim Derwinski

(Insert Legal Name of Applicant)

(Insert Name of Authorized Official)

do hereby certify to the Regional Transportation Authority,

☒ that the attached Title VI Plan, approved on 9/14/2022 is in effect.

Or

☐ that a Title VI Plan will be developed should an award be made pursuant to this application.

☐ that _____ will adopt the RTA's Title VI Plan.
(Insert Legal Name of Applicant)



Signature of Authorized Official

CEO Executive Director

Title

4.11.23

Date

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**



Equal Employment Opportunity (EEO) Certification Form

I, the undersigned representing
Metra

(Insert Legal Name of Applicant)

Jim Derwinski

(Insert Name of Authorized Official)

do hereby certify to the Regional Transportation Authority,

- ☐ This organization will not have 50 or more transit-related employees even if awarded this project.
- ☒ This organization has 50 or more transit-related employees and attached is our EEO Program.
- ☐ This organization will develop and submit an EEO Program should we be awarded a 5310 project and have more than 50 transit-related employees.



Signature of Authorized Official

CEO Executive Director

Title

4.11.23

Date

Agencies that have 50 or more transit-related employees are required to prepare and maintain an EEO Program. Transit-related employees are defined as all part-time employees and employees with collateral duties that support the transit program. For example, anyone who processes payments for a 5310-funded project would be considered a transit-related employee.

**FY2022 & FY2023 Application
Section 5310: Enhanced Mobility of Seniors
and Individuals with Disabilities**

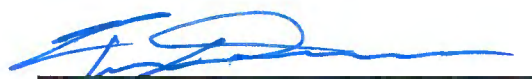


Single Agency Audit Certification Form

In accordance with CFR, Title 2-Subtitle A, Chapter II, Part 200, Subpart F, *Audit Requirements*, a Grantee that expends \$750,000 or more of federal funds from all sources during its fiscal year is required to have a single audit performed in accordance with CFR, Title 2, Part 200.

Please check the appropriate box:

- ☐ I certify our agency did not expend \$750,000 or more in federal awards during our most recent fiscal year ending on _____(mm/dd/yy).
- ☒ I certify our agency expended or will expend \$750,000 or more in federal awards during our most recent fiscal year ending on 12/31/2021(mm/dd/yy) and has fulfilled or will fulfil the audit requirement under CFR, Title 2, Part 200.
- ☐ In the event the my agency does receive \$750,000 or more in total from all federal sources during the current fiscal year, my agency will comply with the Single Audit Act and submit to the RTA a copy of its most recent audit conducted in compliance with the Act.



Signature of Authorized Official
CEO Executive Director

Title

4.11.23


Date



Memorandum

DATE: September 14, 2022

TO: Board of Directors

FROM: Jim Derwinski 
CEO/Executive Director

SUBJECT: Metra 2022 Title VI Program and Policy/Title VI Equity Analysis of Metra's Alternate Service Schedules for the COVID-19 Pandemic

RECOMMENDATION

Board action is requested to approve Metra's 2022 Title VI Program and Policy. Metra's 2022 Title VI Program and Policy complies with current Federal Transit Administration (FTA) guidance on Title VI of the Civil Rights Act of 1964 (Circular FTA C 4702.1B, effective October 1, 2012). Furthermore, it incorporates the results of Metra's Title VI monitoring program and the equity analysis results for Metra's Alternate Service Schedules during the COVID-19 Pandemic.

BACKGROUND

The FTA requires that transit providers receiving federal funds complete and submit a Title VI Program and Policy that demonstrates compliance with Title VI of the Civil Rights Act of 1964. Transit providers must submit a Title VI Program and Policy every three years. Metra's current 2019 Title VI Program and Policy expires on November 30, 2022. The deadline for Metra's 2022 Title VI Program and Policy is October 1, 2022.

METRA'S TITLE VI PROGRAM AND POLICY

The FTA's Title VI guidance requires transit providers to establish major service change, disparate impact, and disproportionate burden policies to be used in fare and service change equity analyses. FTA guidance also requires transit providers to define the adverse effects of major service changes. Metra fulfilled these requirements in 2013, as reflected in the 2013 Title VI Program and Policy. Metra updated the major service policy in 2016, as reflected in the 2016 Title VI Program and Policy. There are no policy changes proposed in the 2022 Title VI Program and Policy.

The major service change policy establishes a threshold to determine whether service changes are considered "major" and thus subject to equity analyses. The disparate impact and disproportionate burden policies are used to establish a threshold to determine when adverse effects of fare and major service changes are borne disproportionately by minority and/or low-income populations. Once established, the disparate impact and disproportionate burden policies may not be changed until a transit agency submits its next Title VI Program to the FTA.

Metra is required to prepare equity analyses of all fare changes and major service changes prior to implementation. The purpose of completing these equity analyses prior to implementation of proposed fare and major service changes is to determine whether such changes:

- will result in a disparate impact based on race, color, or national origin, or
- will cause low-income populations to bear a disproportionate burden of the proposed changes.

Transit providers are also required to establish system-wide service standards and policies to ensure an equitable distribution of transit service and amenities throughout each provider's service area in regard to race, color, and national origin. At a minimum, transit providers are required to set system-wide standards for the following service areas:

- Vehicle load;
- Vehicle headway;
- On-time performance; and
- Service availability.

Transit providers must also set system-wide policies in these service delivery areas:

- Transit amenities (seating, shelters and canopies, provision of information, escalators, elevators, and waste receptacles); and
- Vehicle assignment.

Transit providers must then monitor the performance of their transit systems relative to their respective system-wide service standards at least once every three years. Transit system monitoring shall compare the level of service provided to minority areas or routes with service provided to non-minority areas or routes to ensure the results of policies and decision-making is equitable. Transit providers must also submit the results of the monitoring program to their respective governing bodies for consideration, awareness, and approval.

Where monitoring activities uncover cases where service delivery creates a disparate impact based on race, color, or national origin, transit providers must, to the extent possible, take corrective action to remedy the disparate impact. The system-wide service standards and policies, along with the results of the monitoring program of these standards and policies, is in Appendix E of the Metra 2022 Title VI Program and Policy (Attachment A).

Upon Board approval, Metra's 2022 Title VI Program and Policy will then be submitted to the FTA as required under Title VI guidance.

TITLE VI EQUITY ANALYSIS

Staff has completed the Title VI Equity Analysis of Metra's emergency weekday and Saturday service changes initiated in response to the COVID-19 pandemic for your review and consideration. The equity analysis is in Appendix M of the Metra 2022 Title VI Program and Policy (Attachment A).

On March 23, 2020, Metra began operating reduced alternate weekday schedules on all lines, except the Heritage Corridor, to adjust for the dramatically reduced number of riders and operating constraints caused by the COVID-19 pandemic. Metra made further weekday service adjustments in May 2020, which reduced weekday service to approximately half of pre-pandemic levels systemwide. Metra also reduced Saturday service on all rail lines in May (diesel lines) and July 2020 (Metra Electric), which eliminated all SouthWest Service Saturday trains. Per FTA supplementary guidance, these emergency service changes were exempt from equity analysis requirements for 12 months from implementation, however many of these changes were still in place after 12 months. Staff determined that some of these changes exceeded the Metra major service change threshold and were therefore subject to Title VI equity analysis requirements.

Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the emergency weekday service changes, and no disproportionate burden on low-income riders has been identified as a result of the emergency Saturday service changes. A disparate impact on minority riders was identified as a result of the Saturday service change, but the disparate impact was present for only one Saturday after the equity analysis exemption period ended. As of July 17, 2021, there

is no disparate impact on minority riders and no disproportionate burden on low-income riders due to these service changes. Metra is therefore in compliance with Title VI of the Civil Rights Act of 1964.

Under FTA guidelines, all major service changes must be evaluated to determine if they will be implemented in an equitable manner in regard to race, color, and national origin, as specified under Title VI of the Civil Rights Act of 1964. Major service changes must also be evaluated to determine if they will result in a disproportionate burden on low-income populations in accordance with federal environmental justice principles.

FISCAL IMPACT

As a recipient of FTA financial assistance, Metra is required to adhere to the United States Department of Transportation Title VI regulations; failure to comply may result in the suspension or termination of federal financial assistance.

ATTACHMENTS

A. Metra 2022 Title VI Program and Policy

Prepared by: Daniel Miodonski, Senior Manager, Operations Planning & Analysis
Steven Mannella, Manager, Transportation Planning, Operations Planning & Analysis
Jonathan Tremper, Principal Transportation Planner, Operations Planning & Analysis

**COMMUTER RAIL BOARD
ORDINANCE MET 22-__**

2022 TITLE VI PROGRAM

RECITALS

WHEREAS, the Federal Transit Administration of the U. S. Department of Transportation (FTA) issued Circular 4702.1B, effective October 1, 2012, which is an updated guidance for federal recipients' compliance with Title VI of the Civil Rights Act of 1964 (Title VI);

WHEREAS, Title VI states that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance;

WHEREAS, all transit providers that receive federal funds are required every three years by the FTA to complete and submit a Title VI Program that demonstrates compliance with Title VI of the Civil Rights Act of 1964;

WHEREAS, in MET 19-12, the Board of Directors of the Commuter Rail Division of the Regional Transportation Authority (Board of Directors) adopted Metra's existing Title VI Program in compliance with the Title VI regulations;

WHEREAS, Metra established its Major Service Change, Disparate Impact and Disproportionate Burden Policies under the 2013 Title VI Program in compliance with FTA Title VI regulations;

WHEREAS, Metra updated its Major Service Change Policy under the 2016 Title VI Program in compliance with FTA Title VI regulations;

WHEREAS, Metra's current 2019 Title VI Program expires on November 30, 2022 and Metra's 2022 Title VI Program must be submitted to the FTA no later than October 1, 2022;

WHEREAS, Metra has created a 2022 Title VI Program in compliance with FTA Title VI regulations;

WHEREAS, the enclosed policies are in conformance with said regulations;

WHEREAS, the Board of Directors has reviewed the results of the monitoring program included herein as part of the 2022 Title VI Program;

WHEREAS, the Federal Transit Administration has determined that temporary service changes enacted in response to the COVID-19 pandemic are exempt from equity analysis requirements for 12 months, after which such changes are considered permanent;

WHEREAS, Metra enacted alternate service schedules in response to the COVID-19 pandemic on March 23, 2020, and adjusted service levels throughout the ongoing pandemic due to changes in ridership demand; many of these service changes have been in place for more than 12 months and are subject to equity analysis requirements;

WHEREAS, Metra completed an equity analysis of the these past service changes; and

WHEREAS, the Board of Directors has reviewed the results of Major Service Change Equity Analysis Report on Metra's Alternate Service Schedules for the COVID-19 Pandemic included herein as part of the 2022 Title VI Program.

NOW, THEREFORE, BE IT ORDAINED THAT:

1. Metra's 2022 Title VI Program in its entirety, attached hereto as Exhibit A, is adopted and effective immediately;
2. The results of the monitoring program included as Appendix E of the 2022 Title VI Program are approved;
3. The results of the Major Service Change Equity Analysis Report on Metra's Alternate Service Schedules for the COVID-19 Pandemic are approved;
4. The Chief Executive Officer/Executive Director is directed to implement the 2022 Title VI Program;
5. To the extent the FTA requires modifications or updates to the 2022 Title VI Program, the Executive Director is authorized to make such changes and required to report them to the Board of Directors; and
6. Upon passage of this ordinance, a copy of it shall be included in the 2022 Title VI program.

September __, 2022



Equal Employment Opportunity (EEO) Policy

I. Purpose

This policy sets forth Metra's commitment to and expectations regarding equal employment opportunity for all applicants and employees and provides a means for employees to make good faith complaints of discrimination or harassment in the workplace.

II. Applicability

This policy applies to all Metra employees and applicants. Additionally, Metra expects vendors to support its goals and commitment relating to non-discrimination in employment.

III. Policy

Metra is an equal opportunity employer and is strongly committed to providing a workplace that is free of discrimination and harassment and where every employee is treated with dignity and respect. Metra strives to provide a workplace that operates in the spirit and letter of the non-discrimination and equal employment opportunity laws that apply to it.

Metra prohibits unlawful discrimination and harassment and provides equal opportunities without regard to race, color, religion, sex, pregnancy, age (40 and older), national origin, disability, citizenship status, genetic information, ancestry, sexual orientation, gender identity, military and veteran status, marital status, unfavorable military status (except a dishonorable discharge), arrest record, order of protection status, and any other status protected by applicable law.

This policy applies to all aspects of the relationship between Metra and its employees, including recruitment, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay, and other forms of compensation. This policy applies equally to candidates for employment.

To further its commitment and ensure employees understand their rights and obligations, Metra provides anti-discrimination training during new hire orientation and yearly sexual harassment awareness training.

Metra's Chief Executive Officer (CEO) maintains overall responsibility and accountability for Metra's compliance with its EEO Policy and Program. To ensure day-to-day management, including program preparation, monitoring, and complaint investigation, the CEO has appointed Patricia Emanuel as Metra's EEO Officer. Ms. Emanuel reports directly to the CEO on all equal employment opportunity matters and acts with the CEO's authority with all levels of management, labor unions, and employees.

A. Affirmative Action

As a key part of Metra's equal employment opportunity policy, Metra takes affirmative action, so that minorities, women, protected veterans, and qualified disabled individuals are introduced into the workforce and considered for promotional and other opportunities, and to affirmatively address any imbalances between these categories in the current workforce. To further its commitment, Metra has an Affirmative Action Plan, which is on file in Metra's EEO office and available for review upon request.

All Metra executives, managers, and supervisors share the responsibility for supporting and implementing Metra's EEO program and affirmative action goals and are evaluated on their successful implementation. To that end, each senior department leaders' affirmative action accomplishments and their commitment to equal employment opportunity practices are reviewed annually with Metra's EEO Officer, where the parties identify any areas of needed improvement. The EEO Department communicates these findings to the CEO/Executive Director. Metra takes proactive measures to address problem areas where appropriate.

B. Reasonable Accommodation

Metra provides reasonable accommodations to qualified applicants and employees with known disabilities to perform their essential jobs duties and participate in the hiring process, unless doing so would cause undue hardship to Metra. Metra's Reasonable Accommodations Committee handles all accommodation requests. For details and to request a reasonable accommodation, please refer to HR-03.06.P1 Reasonable Accommodations Procedure.

Consistent with Illinois law, Metra provides reasonable accommodations to employees and applicants for medical or commons conditions related to pregnancy or childbirth, unless such accommodations would cause undue hardship. Metra reinstates employees affected by pregnancy, childbirth, or medical or common conditions related to pregnancy or childbirth to their original or equivalent jobs unless doing so would impose an undue hardship.

Metra endeavors to accommodate the sincerely held religious beliefs of its employees to the extent such accommodations do not pose an undue hardship.

For unionized employees, Metra will consider the terms of applicable collective bargaining agreements when considering the availability and reasonableness of requested accommodations.

Employees seeking an accommodation should refer to and follow Metra's Reasonable Accommodations Procedure, HR-03.06.P1.

C. Prohibited Conduct

1. Discrimination

Discrimination is adverse treatment of an employee or applicant based on the individual's perceived or real membership in a protected class, including race, color, disability, religion, sex, pregnancy, age (40 and older), national origin, disability, citizenship status, genetic

information, ancestry, sexual orientation, gender identity, military and veteran status, marital status, unfavorable military discharge, arrest record, order of protection status, and any other status protected by applicable law. Metra prohibits discrimination.

2. Harassment

Harassment is unwelcome verbal or physical conduct directed toward, or differential treatment of an employee based on an employee's real or perceived membership in a protected class, which has the purpose and effect of unreasonably interfering with an employee's work performance or creates a hostile, intimidating, or offensive working environment.

Harassers can be employees' supervisors, supervisors in another area, co-workers, or individuals who are not Metra employees, such as clients, customers, vendors, or those doing business with Metra.

While it is not easy to define precisely what types of conduct could constitute harassment and there is a wide range of behavior that may violate this policy even if such behavior does not violate the law, some examples of prohibited behavior that may denigrate or show hostility or aversion toward individuals or groups in a protected class include epithets; slurs; negative stereotyping; threatening, intimidating or hostile acts; offensive or denigrating remarks, jokes, or displays; and reading, displaying, having, or circulating written or graphic material on Metra property or to Metra employees.

Metra prohibits harassment, including sexual harassment. Metra prohibits employees from using Metra communication system, including e-mail, text messages, facsimile machines, telephones (including cell phones), push-to-talk devices, and voice-mail systems to engage in conduct that violates this policy.

3. Sexual Harassment

Sexual harassment is any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when: submission to such conduct is made either explicitly or implicitly a term or condition of employment; submission to or rejection of such conduct is used as a basis of an employment decision affecting the individual; or such conduct has the purpose and effect of interfering with the employee's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment can happen regardless of the individual's gender, gender identity, or gender expression. It does not have to be motivated by a sexual reason. Sexual harassment may be subtle or direct and may involve individuals of the same or opposite sex.

While it is not easy to define precisely what types of unwelcome conduct could constitute sexual harassment and there is a wide range of behavior that may violate this policy even if such behavior does not violate the law, some examples of unwelcome conduct that Metra prohibits include:

- a. Sexual pranks, or repeated sexual teasing, jokes, or innuendo, in person or via e-mail, text, or social media.
- b. Verbal abuse of a sexual nature.
- c. Sexual invitations or advances, whether verbal or physical touching.
- d. Unnecessary or unwanted bodily contact, such as groping or massaging or blocking normal movement.
- e. Repeatedly pursuing a personal or intimate relationship with a coworker after they said no or indicated they are not interested.
- f. Giving gifts or leaving objects that are sexually suggestive.
- g. Making sexually suggestive gestures.
- h. Making lewd or sexually suggestive remarks, including comments about appearance or other personal or physical characteristics that are sexual in nature.
- i. Displaying or sharing sexually explicit, demeaning, or offensive posters, videos, photos, emails, screensavers, cartoons, or other materials in the workplace.
- j. Reading, displaying, or having pornographic, sexually suggestive, written, or graphic materials in their possession while working or bringing or having such materials on Metra property.
- k. Using any Metra communication system, including e-mail, text messages, facsimile machines, telephones (including cell phones), push-to-talk devices, and voice-mail systems to engage in conduct that violates this policy.

If an employee believes they are being subjected to sexual harassment, they may immediately inform the harasser that the conduct is unwelcome and needs to stop. If the inappropriate conduct does not stop, or if the employee is unable to or uncomfortable addressing the alleged harasser directly, the employee should report the incident to their supervisor, the Chief Human Resources Officer, or Metra's EEO department. It is important that the employee report all concerns as soon as possible so that Metra can conduct an immediate investigation and take appropriate action to remedy or prevent the prohibited conduct from continuing.

4. Disability Discrimination

Metra prohibits discrimination against qualified individuals with a disability in job application processes, hiring, firing, job training, and other terms and conditions of employment. Metra includes all employees without regard to physical or mental disabilities, in the participation and receipt of benefits.

5. Retaliation

Retaliation is adverse action taken against an individual for engaging in protected activity, including filing, being a witness, providing information, or otherwise participating in a workplace or government EEO complaint, investigation, or lawsuit and complaining to Metra supervisors about workplace discrimination.

Metra prohibits retaliation against individuals who, in good faith, assert their rights to oppose prohibited conduct or participate in any proceedings, including filing charges or complaints of discrimination or harassment, participating in employment discrimination

proceedings (such as an investigation or lawsuit), or otherwise engaging in protected activities. This protection does not apply to an employee who knowingly makes a false report.

D. Complaint Procedure

Metra has established a procedure for raising complaints of harassment, including sexual harassment, discrimination, or retaliation. The procedure can be found in [HR-01.07.P1 EEO Complaint Procedure](#).

1. Employees and applicants who believe an individual violated this Policy may file an internal complaint with Metra's EEO department, and follow the steps outlined in the EEO Complaint Procedure in [HR-01.07.P1 EEO Complaint Procedure](#).
2. Managers and supervisors must promptly report to the EEO department any discrimination, harassment, or retaliation they observe, learn about from others, or reasonably suspect has occurred.
3. Metra's EEO department investigate suspected violations of this policy. Complaints alleging misconduct by a member of the Human Resources department, including the EEO division, are investigated by Metra's Ethics Officer or designee. Refer to [HR-01.07.P1 EEO Complaint Procedure](#).
4. Metra investigates takes necessary remedial measures, even if the employee does not want to file an internal complaint.
5. Complaints and investigations will be kept confidential to the extent possible, but confidentiality cannot be guaranteed.
6. Employees must cooperate in company investigations. Employees and applicants who participate in investigations must keep their participation confidential to protect the integrity of the investigation. However, this does not limit an individual's right to provide information to, file a complaint with, or participate in an investigation by the EEOC, the Illinois Department of Human Rights, or other enforcement agency.
7. Any individual who knowingly makes a false accusation of discrimination, harassment, or retaliation or knowingly provides false information during an investigation, may be subject to discipline. A complaint made in good faith, even if found to be unsubstantiated, will not be considered a false accusation.
8. Employees and applicants may also file complaints alleging discrimination, sexual or other harassment, or retaliation with outside agencies. Refer to [HR-01.07.P1 EEO Complaint Procedure](#) for contact information.

E. Limitations

Discrimination, harassment, and retaliation prohibited by this Policy may also be prohibited by federal, state, and local laws, including Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act, the Americans with Disabilities Act, and the Illinois Human

Equal Employment Opportunity (EEO) Policy, continued

METRA POLICY

REFERENCE #:	HR-01.07
ISSUE DATE:	June 28, 2022
EFFECTIVE DATE:	July 28, 2022
SUPERSEDES:	HR-01.07 July 25, 2019

Rights Act. This policy is intended to comply with the prohibitions in these anti-discrimination laws.

However, Metra's determination that an individual violated this Policy is not a determination by Metra that an individual violated the law. Conduct that may not be considered a violation of federal, state, or local laws may nevertheless violate this Policy, and result in discipline, up to and including termination.

IV. Contact Information

Metra encourages employees with questions to contact the EEO Department at:

Metra's EEO Department
547 West Jackson Blvd.
Chicago, IL 60661
Phone: (312) 322-8919
Fax: (312) 322-4273
Email: metraeeo@metrarr.com

V. Violations

Employees who violate this policy may be subject to discipline, up to an including termination of employment.

VI. References

Legal References

Illinois Human Rights Act

Laws enforced by the U.S. Equal Employment Opportunity Commission

Metra Policies and Procedures

[HR-01.07.P1 EEO Complaint Procedure](#)

HR-03.06.P1 Reasonable Accommodations Procedure

Other References

Federal Transit Administration Circular 4704.1

Executive Order 11246

Equal Employment Opportunity (EEO) Policy, continued

METRA POLICY

REFERENCE #: HR-01.07
ISSUE DATE: June 28, 2022
EFFECTIVE DATE: July 28, 2022
SUPERSEDES: HR-01.07 July 25, 2019

VII. Approval

(Signature on file)

Janice R. Thomas, Deputy Executive Director, External Affairs on behalf of James M. Derwinski,
CEO/Executive Director

6/28/2022

Date

VIII. History

Reference Number	Title	Effective Date
EEO-00.01	Equal Employment Opportunity Policy	8/29/2016
EEO-00.01	Equal Employment Opportunity Policy	1/31/2018
HR-01.07	Sexual Harassment Policy	2/8/2018
HR-01.07	Equal Employment Opportunity (EEO) Policy	7/25/2019
HR-01.07	Equal Employment Opportunity (EEO) Policy	7/28/2022



2022 Title VI Program & Policy

APPENDICES

- A. Metra's Public Notice of Title VI Compliance
- B. Metra's Title VI Complaint Policy and Complaint Form
- C. Metra's Public Involvement Process
- D. Metra's Limited English Proficiency (LEP) Program and Language Assistance Plan (LAP)
- E. System-Wide Standards and Policies and Monitoring Program
- F. Base Maps and Demographic Maps of Metra's Service Area
- G. Metra 2019 Origin-Destination Survey, Summary Demographic Results
- H. Metra Major Service Change, Disparate Impact, and Disproportionate Burden Policies
- I. Equity Analysis Report on Metra's \$10 All-Day Pass, Introduced June 1, 2020
- J. Equity Analysis Report on Fair Transit South Cook Pilot, Launched January 4, 2021
- K. Equity Analysis Report on Metra's Proposed Fare Change, Effective February 1, 2021
- L. Equity Analysis Report on Metra's Proposed Fare Change, Effective February 1, 2022
- M. Equity Analysis Report on Metra's COVID-19 Service Changes, Effective March 23, 2020

APPENDIX A

Metra's Public Notice of Title VI Compliance

Metra utilizes printed materials and the agency's website to notify the public of its rights under Title VI of the Civil Rights Act of 1964 (Title VI). Notice of Title VI Protection signs in English are currently displayed in Metra's five downtown stations and 44 outlying stations. Metra will be identifying additional stations to display the Notice of Title VI Protection sign in English and Spanish.

Notice of Title VI Protection signs in English are also displayed in public areas in the following offices at Metra Headquarters: CEO/Executive Director, Law, and Procurement. Copies of the Notice of Title VI Protection signs and the list of stations where the sign is displayed are shown on pages 2 through 4. Over the past three years, the Metra Headquarters building has undergone significant interior renovations in many departments. As these renovations are completed, Metra will continue to assess where these posters should be placed within the headquarters building. Metra also plans to post Title VI notices on its internal Visual Information Network (VIN) which Metra uses to project valuable information to its employees at the headquarters building and other employee sites throughout the Metra system.

Title VI Understanding Your Rights brochures in English are available for the public in the five downtown stations and are available to Metra employees upon request from the Metra Operations Planning & Analysis Department. Metra will be identifying additional stations to display the brochure in Spanish. Copies of Metra's Title VI Understanding Your Rights brochure in English, Spanish and Polish are shown on pages 5 through 7.

Metra's Title VI policy statement, Notice of Title VI protection, Title VI complaint process, Title VI complaint form and frequently asked questions are available on the agency's website. Screenshots of these items are shown on pages 8 through 11. For documentation on Metra's Title VI complaint process, please see Appendix B (Metra's Title VI Complaint Policy and Complaint Form).

APPENDIX D

Metra's Limited English Proficiency (LEP) Program and Language Assistance Plan (LAP)

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1. Background

Title VI of the Civil Rights Act of 1964, U.S. Department of Transportation's (US DOT) Limited English Proficiency (LEP) Guidelines, and Federal Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance and recipients shall take reasonable steps to ensure meaningful access to benefits, services, information and other portions of their programs and activities for individuals who are limited-English proficient (LEP).

To assist recipients in carrying out these responsibilities, the U.S. Department of Justice (DOJ) issued a Policy Guidance Document, "Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons With Limited English Proficiency." This LEP Guidance sets forth the compliance standards that recipients must follow to ensure that their programs and activities normally provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI's prohibition against national origin discrimination.

LEP Definition: FTA guidance in Title VI Circular 4702.1B defines Limited English Proficient (LEP) persons as "persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all."

2. Policy

In accordance with Title VI of the Civil Rights Act of 1964, U.S. Department of Transportation (DOT) implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), Metra is committed to ensuring no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance and shall take reasonable steps to ensure that individuals who are limited-English proficient (LEP) have meaningful access to benefits, services, information, programs and activities that Metra provides.

Metra takes reasonable steps to ensure that LEP persons are given adequate information, are able to understand that information, and are able to participate effectively in Metra's programs or activities, where appropriate. The key to providing meaningful access to LEP persons is to ensure that recipients and LEP beneficiaries can communicate effectively and act appropriately based on that communication.

3. Language Analysis Summary

In 2017, Metra acquired a consultant to ensure LEP riders and potential riders in Metra service area have been properly represented in prior and future efforts, gain an understanding of the actual language needs of Metra's LEP riders, and determine the best way to contact individuals with differing linguistic backgrounds and riding habits.

The consultant completed an analysis of the following four factors:

- Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee of federal funding
- Factor 2: The frequency with which LEP individuals come in contact with the program
- Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives
- Factor 4: The resources available to the recipient

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee of federal funding.

The consultant relied upon the following data source to evaluate this factor:

- 2011-2015 American Community Survey (ACS)

Table 1 presents data from the ACS on the entire population's ability to speak English. The last column presents the data on the limited English proficient population that is the combined totals of those individuals who either do not speak English well or do not speak English at all.

Metra operates service in six-counties in northeastern Illinois, therefore the consultant also analyzed the same data as indicated above by county as shown in Tables 2 and 3.

For the population five years of age and older in Metra's six-county service area, 6.7 percent are LEP and self-identify as speaking English less than well and only 1.8 percent speak no English whatsoever, a much larger group comprehends some level of English but still struggles with communicating as shown in Table 1.

Table 1. Ability to Speak English

	Total	Speak English Only	Speak English Very Well	Speak English Well	Speak English Not Well	Speak English Not at All	LEP Population (< Well)
Number	7,471,987	5,093,897	1,404,536	474,143	368,244	131,167	499,411
Percent	100.0%	68.2%	18.8%	6.3%	4.9%	1.8%	6.7%

Table 2. Ability to Speak English by County (number)

County	Total	Speak English Only	Speak English Very Well	Speak English Well	Speak English Not Well	Speak English Not at All	LEP Population (< Well)
Cook	4,830,094	3,125,344	985,907	341,827	275,709	101,307	377,016
Du Page	859,573	628,832	147,017	48,728	27,151	7,845	34,996
Kane	392,137	264,483	71,074	24,521	24,399	7,660	32,059
Lake	649,054	465,907	117,623	32,336	24,531	8,657	33,188
McHenry	229,311	196,693	21,119	5,906	4,126	1,467	5,593
Will	511,818	412,638	61,796	20,825	12,328	4,231	16,559
Total	7,471,987	5,093,897	1,404,536	474,143	368,244	131,167	499,411

Table 3. Ability to Speak English by County (share of total)

County	Total	Speak English Only	Speak English Very Well	Speak English Well	Speak English Not Well	Speak English Not at All	LEP Population (< Well)
Cook	100.0%	64.7%	20.4%	7.1%	5.7%	2.1%	7.8%
Du Page	100.0%	73.2%	17.1%	5.7%	3.2%	0.9%	4.1%
Kane	100.0%	67.4%	18.1%	6.3%	6.2%	2.0%	8.2%
Lake	100.0%	71.8%	18.1%	5.0%	3.8%	1.3%	5.1%
McHenry	100.0%	85.8%	9.2%	2.6%	1.8%	0.6%	2.4%
Will	100.0%	80.6%	12.1%	4.1%	2.4%	0.8%	3.2%
Total	100.0%	68.2%	18.8%	6.3%	4.9%	1.8%	6.7%

The remaining table restricts data to those households where English was not the primary language spoken at home.¹

Table 4 indicates the distribution of this population across the 100 non-English languages spoken in the metropolitan area. Spanish and Polish are by far the most common languages, comprising two thirds of the LEP population.

¹ The differences in totals in this table reflect that some respondents chose not to answer certain questions.

Table 4. Language Spoken at Home

Language Spoken at Home	Number of People	Percent of Total Population	Cumulative Percent of Population
Spanish	1,406,358	59.26%	59.26%
Polish	173,422	7.31%	66.57%
Filipino, Tagalog	73,687	3.11%	69.67%
Chinese	54,726	2.31%	71.98%
Arabic	51,387	2.17%	74.14%
Urdu	43,013	1.81%	75.96%
Korean	40,100	1.69%	77.65%
Russian	39,077	1.65%	79.29%
Gujarathi	36,709	1.55%	80.84%
Hindi	35,003	1.47%	82.32%
Greek	29,442	1.24%	83.56%
Italian	28,642	1.21%	84.76%
German	24,766	1.04%	85.81%
French	23,421	0.99%	86.79%
Kru	18,974	0.80%	87.59%
Rumanian	16,503	0.70%	88.29%
Ukrainian, Ruthenian, Little Russian	15,815	0.67%	88.95%
Cantonese	15,779	0.66%	89.62%
Vietnamese	14,992	0.63%	90.25%
Telugu	13,841	0.58%	90.83%
Lithuanian	13,408	0.56%	91.40%
Syriac, Aramaic, Chaldean	12,916	0.54%	91.94%
Serbo-Croatian, Yugoslavian, Slavonian	12,695	0.53%	92.48%
Malayalam	12,558	0.53%	93.01%
Serbian	11,748	0.50%	93.50%
Mandarin	10,630	0.45%	93.95%
Tamil	10,289	0.43%	94.38%
Albanian	10,023	0.42%	94.81%
Japanese	9,633	0.41%	95.21%
Bengali	9,615	0.41%	95.62%
Panjabi	5,923	0.25%	95.87%
Bulgarian	5,538	0.23%	96.10%
Thai	4,770	0.20%	96.30%
Portuguese	4,601	0.19%	96.50%
Persian, Iranian, Farsi	4,480	0.19%	96.68%
Amharic, Ethiopian, etc.	4,400	0.19%	96.87%
French or Haitian Creole	4,116	0.17%	97.04%
Croatian	3,942	0.17%	97.21%
Nepali	3,860	0.16%	97.37%
Marathi	3,567	0.15%	97.52%
Czech	3,290	0.14%	97.66%
Mon-Khmer, Cambodian	3,229	0.14%	97.80%

Table 4. Language Spoken at Home (cont'd)

Language Spoken at Home	Number of People	Percent of Total Population	Cumulative Percent of Population
Turkish	3,030	0.13%	97.92%
Kannada	2,663	0.11%	98.04%
Armenian	2,379	0.10%	98.14%
Formosan, Taiwanese	2,336	0.10%	98.24%
Slovak	2,307	0.10%	98.33%
Magyar, Hungarian	2,289	0.10%	98.43%
Mongolian	2,208	0.09%	98.52%
Dutch	2,014	0.08%	98.61%
Other Indo-European languages	1,917	0.08%	98.69%
India nec	1,753	0.07%	98.76%
Other Asian languages	1,683	0.07%	98.83%
Laotian	1,674	0.07%	98.90%
Bantu (many subheads)	1,615	0.07%	98.97%
Irish Gaelic, Gaelic	1,566	0.07%	99.04%
Swedish	1,473	0.06%	99.10%
Macedonian	1,448	0.06%	99.16%
Burmese, Lisu, Lolo	1,408	0.06%	99.22%
Pakistan nec	1,207	0.05%	99.27%
Yiddish, Jewish	1,206	0.05%	99.32%
Swahili	1,121	0.05%	99.37%
Bisayan	1,054	0.04%	99.41%
Lettish, Latvian	1,045	0.04%	99.46%
Other specified African languages	1,016	0.04%	99.50%
Sebuano	965	0.04%	99.54%
Norwegian	926	0.04%	99.58%
Malay	849	0.04%	99.62%
Other n.e.c.	750	0.03%	99.65%
Afrikaans	725	0.03%	99.68%
Cushite, Beja, Somali	701	0.03%	99.71%
Llocano, Hocano	609	0.03%	99.73%
Indonesian	569	0.02%	99.76%
Sindhi	524	0.02%	99.78%
Danish	503	0.02%	99.80%
Patois	484	0.02%	99.82%
Finnish	461	0.02%	99.84%
Fulani	448	0.02%	99.86%
Uzbek, Uighur	399	0.02%	99.88%
Mande	363	0.02%	99.89%
Other specified American Indian languages	312	0.01%	99.90%
Jamaican Creole	308	0.01%	99.92%
Miao, Hmong	265	0.01%	99.93%
African, n.s.	237	0.01%	99.94%

Table 4. Language Spoken at Home (cont'd)

Language Spoken at Home	Number of People	Percent of Total Population	Cumulative Percent of Population
Pashto, Afghan	215	0.01%	99.95%
Sinhalese	210	0.01%	99.96%
South/Central American Indian	188	0.01%	99.96%
Chamorro, Guamanian	182	0.01%	99.97%
Other Pacific Island languages	169	0.01%	99.98%
Other Algonquin languages	145	0.01%	99.98%
Samoan	130	0.01%	99.99%
Kurdish	67	0.00%	99.99%
Pennsylvania Dutch	61	0.00%	100.00%
Ojibwa, Chippewa	31	0.00%	100.00%
Dakota, Lakota, Nakota, Sioux	27	0.00%	100.00%
Miao-Yao, Mien	13	0.00%	100.00%
American Indian, n.s.	11	0.00%	100.00%
Navajo	10	0.00%	100.00%
Cherokee	8	0.00%	100.00%
Hebrew, Israeli	0	0.00%	100.00%
Total	2,373,165	100.00%	

Factor 2: The frequency with which LEP individuals come in contact with the program.

To address this factor, the consultant developed the following data sources:

- Metra Employee Customer Facing Survey
- Group interview with LEP stakeholder organizations
- Metra internal staff interviews

Metra Employee Customer Facing Survey

The consultant developed a paper survey of Metra's "customer facing" employees, that is, employees who deal directly with passengers to get their feedback on their interaction with LEP individuals. The survey asked 9 questions and provided space for additional comments.

CHA Interview of LEP Stakeholder Organizations

The consultant interviewed LEP stakeholder organizations representing populations speaking Spanish, Polish, Chinese, Korean, Russian, Arabic, other Indo-European Languages, and other Slavic languages. These organizations were invited to a group interview to share their experiences and make recommendations for improving access to Metra's services for LEP persons.

Metra Internal Staff Interviews

The consultant interviewed 14 Metra "non-customer facing" employees from the departments of Strategic Capital Planning; Systems Performance and Data; Communications and Marketing; Communications/Media Relations; Community Affairs; Legal; Transportation; Station Services; Police; and Human Resources to get additional feedback on their interaction with LEP individuals.

Factor 3: The nature and importance of the program, activity or service provided by the recipient to people's lives.

To explore this factor, the consultant used the following data sources:

- Group interview with LEP stakeholder organizations
- Metra internal staff interviews

Factor 4: Determine the resources available to the recipient and costs

To meet this factor, the consultant conducted 23 site visits to Metra stations to observe the resources available to LEP individuals seeking to use Metra services.

4. Metra LEP Efforts

Metra recognizes that it plays an important role in transporting LEP persons to their destinations and will use all reasonable resources available to carry out this role. Metra periodically conducts rider surveys to gain an understanding of the needs of its riders, evaluate its performance, assist in better monitoring of its overall service, update information about its customers' travel patterns, and comply with federal Title VI guidance. Metra's rider surveys include the 2016 Customer Satisfaction and 2019 Metra Origin-Destination surveys. The surveys asked LEP questions on language spoken at home and ability to speak English and was available to riders in English and Spanish.

Metra has updated and/or enhanced LEP efforts in its existing LEP Program and Language Assistance Plan to better address the needs of the LEP community based on: (1) the four-factor analysis conducted by the consultant hired in 2017; (2) feedback and recommendations from LEP stakeholder organizations and Metra employees; and (3) data analyzed and collected by the consultant.

The following efforts demonstrate the continued steps Metra takes to ensure "meaningful" access to LEP individuals:

- **Language Translation Service**

Metra provides a standardized language translation service available to all employees and LEP individuals. Interpreter and translation services are available through an outside vendor to ensure all employees have the means to provide access to benefits, programs, activities, and services when assisting LEP individuals.

The translation service provides real time telephone interpreters skilled in over 200 different languages and is available 24- hours a day seven (7) days a week, 365 days a year. To ensure employees assist LEP individuals efficiently and effectively in providing translation services, employees are given the telephone number for the translation service, and "I Speak" Language Identification brochure cards to be used for the LEP individual to identify their native language and instructional cards that detail how to utilize the Translation service. Onboard personnel also have the translation service telephone number pre-programmed in their company issued mobile telephone to ensure assistance is provided efficiently to LEP individuals.

An annual bulletin notice concerning the use of the language translation service and instructions on how to utilize the service effectively is issued to customer facing employees including ticket agents, communication supervisors, information clerks, and onboard personnel, as well as police officers and GPS Technical Communication Specialists and passenger service staff.

LEP individuals can request translation services at no additional charge upon request by contacting the Office of Diversity & Business Enterprise.

- **Passenger Service Telephone Line**

Metra's passenger service telephone line includes menu options provided in Spanish to ensure passenger information provided in English is available to LEP individuals.

- **Public Website**

Metra's website content can be translated in Chinese, Filipino, Korean, Polish, Russian, and Spanish using Google Translate.

The following content is available on Metra's website in Spanish without being translated in Google Translate:

- Regional Transportation Authority System Map
- Title VI Complaint Brochure
- Title VI Complaint Form
- Metra's Limited English Proficient (LEP) Translation Services Notice

The following content is available on Metra's website in Polish without being translated in Google Translate:

- Title VI Complaint Brochure
- Title VI Complaint Form
- Metra's Limited English Proficient (LEP) Translation Services Notice

- **Notices to the Public**

Metra distributes press releases to Spanish media outlets and various other materials to LEP stakeholder organizations, LEP communities, elected officials, libraries and educational institutions. Metra also produces a Spanish-language version of the *My Metra* magazine.

- **Limited English Proficiency Outreach Program**

Metra has communicated with LEP stakeholders, LEP communities, elected officials, and educational institutions to ensure that Metra's LEP efforts are consistent with the needs of LEP individuals. Metra has also provided workshops and training on the benefits, services, information, programs and activities that Metra provides.

- **Title VI & Limited English Proficiency Training**

In 2016, Metra implemented a mandatory online and offline Title VI & Limited English Proficiency training program for all employee and new hires. This program ensures that all employees understand Metra's obligation to provide meaningful access to benefits, services, programs, activities and information to individuals who are limited-English proficient (LEP) and language assistance resources available to assist LEP individuals. Employees are required to complete the training every 3 years, and new hires are required to complete the training within 7 days of their date of hire.

Table 5 shows a breakdown of the number of employees completing mandatory Title VI training by year.

Table 5. Metra Title VI Employee Training

Training Year	Number of Employees Trained	Type of Employee
2016	2,807	Current Employees & New Hires
2017	139	New Hires
2018	220	New Hires
2019	2,776	Current Employees & New Hires
2020	785	Current Employees & New Hires
2021	295	Current Employees & New Hires

In 2018, this training was no longer offered offline to new hires or employees returning from Leave of Absence, training was only administered online to ensure efficient tracking of training completion.

In 2019, the Title VI & Limited English Proficiency training program was enhanced to include additional material to address the barriers that LEP individuals might encounter while trying to access transportation using Metra and employee sensitivity training to LEP individuals.

- **LEP Documentation**

In 2018, Metra updated train schedules to include the translation of "For travel assistance, visit: metra.com" in Spanish and Polish. This translation was also added to the quad posters displayed in train stations as shown on page 10.

In 2019, Metra developed a Riders Guide for LEP individuals. The guide provides valuable information on how to access Metra system and utilize programs and benefits provided by Metra. The guide is translated in English, Spanish and Polish as shown on pages 11 through 13.

Metra's Limited English Proficient (LEP) Translation Services Notice is available on Metra's Website in English, Spanish and Polish. This notice was also disseminated to LEP stakeholder organizations, libraries, elected officials and at outreach events. Copies of this notice are shown on pages 14 through 16.

Metra will be identifying stations to display the translated Spanish Notice of Title VI Protection and Title VI Understanding your Rights brochure.

- **Safety Awareness**

Metra produced display posters announcing the annual Metra Safety Poster and Essay contest in both English and Spanish, which are provided to schools throughout the Metra six-county service area. The contest is open to all students from kindergarten through 12th grade.

Metra conducted 2016 Customer Satisfaction and 2019 Metra Origin-Destination (O-D) surveys to gain an understanding of the needs of its riders, evaluate its performance, assist in better monitoring of its overall service, update information about its customers' travel patterns, and comply with federal Title VI guidance. The surveys included LEP questions on language spoken at home and ability to speak English and was available to riders in English and Spanish.

Table 6 shows ridership-weighted responses to the questions on language spoken at home and ability to speak English from the 2019 O-D Survey. Table 7 shows the share of the total for these responses. As these tables indicate, the vast majority (96.5 percent) of Metra riders report the ability to speak English very well; 3.5 percent of riders speak English less than very well, and only 0.4 percent of riders speak English less than well.

Table 6. Ability to Speak English by Language Spoken at Home (number)

Language Spoken at Home	Speak English Very Well	Speak English Well	Speak English Not Well	Speak English Not at All	Less Than Very Well	Less Than Well	Total
Spanish	1,552	285	152	37	474	189	2,026
Polish	565	138	28	2	169	30	734
Russian	330	123	14	4	140	18	470
Chinese	464	217	19	2	238	21	702
Korean	115	57	18	6	81	24	196
Tagalog	157	43	-	5	48	5	205
Other/Multiple Answers	3,305	679	79	22	780	101	4,085
All Non-English	6,488	1,542	311	78	1,930	388	8,418
English	115,382	2,287	91	52	2,430	143	117,811
Total	122,239	3,890	407	136	4,433	543	126,672

Source: Metra 2019 O-D Survey; excludes survey records with no usable response to language spoken at home or ability to speak English.

Table 7. Ability to Speak English by Language Spoken at Home (share of total)

Language Spoken at Home	Speak English Very Well	Speak English Well	Speak English Not Well	Speak English Not at All	Less Than Very Well	Less Than Well	Total
Spanish	1.2%	0.2%	0.1%	0.0%	0.4%	0.1%	1.6%
Polish	0.4%	0.1%	0.0%	0.0%	0.1%	0.0%	0.6%
Russian	0.3%	0.1%	0.0%	0.0%	0.1%	0.0%	0.4%
Chinese	0.4%	0.2%	0.0%	0.0%	0.2%	0.0%	0.6%
Korean	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.2%
Tagalog	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Other/Multiple Answers	2.6%	0.5%	0.1%	0.0%	0.6%	0.1%	3.2%
All Non-English	5.1%	1.2%	0.2%	0.1%	1.5%	0.3%	6.6%
English	91.1%	1.8%	0.1%	0.0%	1.9%	0.1%	93.0%
Total	96.5%	3.1%	0.3%	0.1%	3.5%	0.4%	100.0%

Source: Metra 2019 O-D Survey; excludes survey records with no usable response to language spoken at home or ability to speak English.

5. Monitoring Efforts

Metra's Department of Operations Planning & Analysis assesses the overall effectiveness of Metra's LEP program annually for compliance with Title VI Program requirements.

Metra conducts periodic oversight of the LEP program by assessing the following:

- Recent LEP demographics of the population of Metra's service area and of Metra's riders;
- Current communication needs of LEP communities;
- Effectiveness of current LEP program;
- Adequacy of LEP training;
- Number and types of customer complaints about the LEP program;
- How complaints are handled, the outcome, and follow-up action taken; and
- Periodic feedback from the LEP community about the effectiveness of the LEP program.

6. Metra Information Poster

Fares Effective July 15, 2018 (Fare Pilot Program)

ZONE	TICKET CLASS	A	B	C	D	E	F	G	H	I	J
A	One-Way	\$4.00									
	10-Ride	\$38.00									
	Monthly	\$140.00									
	Reduced One-Way	\$2.00									
B	One-Way	\$6.00	\$4.00								
	10-Ride	\$57.00	\$38.00								
	Monthly	\$213.00	\$140.00								
	Reduced One-Way	\$3.00	\$2.00								
C	One-Way	\$8.00	\$6.00	\$4.00							
	10-Ride	\$76.00	\$57.00	\$38.00							
	Monthly	\$292.00	\$213.00	\$140.00							
	Reduced One-Way	\$4.00	\$3.00	\$2.00							
D	One-Way	\$10.00	\$8.00	\$6.00	\$4.00						
	10-Ride	\$96.00	\$76.00	\$57.00	\$38.00						
	Monthly	\$356.00	\$292.00	\$213.00	\$140.00						
	Reduced One-Way	\$5.00	\$4.00	\$3.00	\$2.00						
E	One-Way	\$12.00	\$10.00	\$8.00	\$6.00	\$4.00					
	10-Ride	\$116.00	\$96.00	\$76.00	\$57.00	\$38.00					
	Monthly	\$432.00	\$356.00	\$292.00	\$213.00	\$140.00					
	Reduced One-Way	\$6.00	\$5.00	\$4.00	\$3.00	\$2.00					
F	One-Way	\$14.00	\$12.00	\$10.00	\$8.00	\$6.00	\$4.00				
	10-Ride	\$134.00	\$116.00	\$96.00	\$76.00	\$57.00	\$38.00				
	Monthly	\$506.00	\$432.00	\$356.00	\$292.00	\$213.00	\$140.00				
	Reduced One-Way	\$7.00	\$6.00	\$5.00	\$4.00	\$3.00	\$2.00				
G	One-Way	\$16.00	\$14.00	\$12.00	\$10.00	\$8.00	\$6.00	\$4.00			
	10-Ride	\$156.00	\$134.00	\$116.00	\$96.00	\$76.00	\$57.00	\$38.00			
	Monthly	\$584.00	\$506.00	\$432.00	\$356.00	\$292.00	\$213.00	\$140.00			
	Reduced One-Way	\$8.00	\$7.00	\$6.00	\$5.00	\$4.00	\$3.00	\$2.00			
H	One-Way	\$18.00	\$16.00	\$14.00	\$12.00	\$10.00	\$8.00	\$6.00	\$4.00		
	10-Ride	\$176.00	\$156.00	\$134.00	\$116.00	\$96.00	\$76.00	\$57.00	\$38.00		
	Monthly	\$656.00	\$584.00	\$506.00	\$432.00	\$356.00	\$292.00	\$213.00	\$140.00		
	Reduced One-Way	\$9.00	\$8.00	\$7.00	\$6.00	\$5.00	\$4.00	\$3.00	\$2.00		
I	One-Way	\$20.00	\$18.00	\$16.00	\$14.00	\$12.00	\$10.00	\$8.00	\$6.00	\$4.00	
	10-Ride	\$196.00	\$176.00	\$156.00	\$134.00	\$116.00	\$96.00	\$76.00	\$57.00	\$38.00	
	Monthly	\$728.00	\$656.00	\$584.00	\$506.00	\$432.00	\$356.00	\$292.00	\$213.00	\$140.00	
	Reduced One-Way	\$10.00	\$9.00	\$8.00	\$7.00	\$6.00	\$5.00	\$4.00	\$3.00	\$2.00	
J	One-Way	\$22.00	\$20.00	\$18.00	\$16.00	\$14.00	\$12.00	\$10.00	\$8.00	\$6.00	\$4.00
	10-Ride	\$216.00	\$196.00	\$176.00	\$156.00	\$134.00	\$116.00	\$96.00	\$76.00	\$57.00	\$38.00
	Monthly	\$808.00	\$728.00	\$656.00	\$584.00	\$506.00	\$432.00	\$356.00	\$292.00	\$213.00	\$140.00
	Reduced One-Way	\$11.00	\$10.00	\$9.00	\$8.00	\$7.00	\$6.00	\$5.00	\$4.00	\$3.00	\$2.00

Fare Zones K, L and M have been consolidated into Fare Zone J under a one-way pilot program, effective July 15, 2018. Fare structure changes under the pilot program may be made permanent, revised or rescinded pending review of the program.

Column A lists fares to/from downtown Chicago. Reduced Fares are available for Senior Citizens and Customers with Disabilities who have an RTA-issued Reduced Fare Permit. Reduced Fares are also available for Students and Children.

WEEKEND PASS \$10.00
ON BOARD SURCHARGE \$5.00*

*If an agent or ticket vending machine is available at the station where you boarded.

DOWNLOAD THE APP NOW
Metra

Ticket Information

MONTHLY PASS

Saves over 30%. Good for unlimited travel between the fare zones indicated on the ticket during a calendar month. The Monthly Pass is valid until noon on the first business day of the following month. The pass is for the exclusive use of the purchaser and is not transferable. Refunds are subject to a \$5.00 handling fee.

10-RIDE TICKET

5% Savings. Good for ten one-way trips between the fare zones indicated on the ticket. Valid for one year from date of purchase. One ticket can be shared by people riding together. Non refundable.

ONE-WAY TICKET

Good for one-way travel between the fare zones indicated on the ticket. Valid for 90 days from date of purchase. Non refundable.

\$10.00 WEEKEND PASS

Unlimited rides on both Saturday and Sunday. Can be used in combination with Family Fares.

LINK-UP

Monthly ticket holders can purchase a Link-up for connecting travel on CTA and Pace buses. CTA usage is restricted to the 6:00 to 9:30 a.m. and 3:30 to 7:00 p.m. weekday rush hour periods.

PACE PLUS BUS

Good for unlimited travel on all Pace suburban buses during a calendar month. Must be purchased in conjunction with a Metra Monthly Pass.

REGIONAL RAIL PROGRAM

A Monthly Pass, 10-Ride or One-Way ticket can be used for travel between same zones on any Metra line.

FAMILY FARES

Available on weekends and selected holidays. Children age 11 and under ride free when accompanied by a fare paying adult (up to three children free per adult).

CHILDREN'S WEEKDAY FARES

Children 7-11 save approximately 50% on a One-Way ticket. Children 6 and under ride free when accompanied by a fare-paying adult (up to three children free per adult).

STUDENT FARES

Full time students enrolled in grade school or high school can purchase a reduced One-Way, 10-Ride or Monthly Pass. 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 year) bearing the student's name, school name and authorized signature. Student identification card 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.

SENIOR CITIZEN/DISABILITY FARES

Senior citizens 65 or older, customers with disabilities, and Medicare cardholders who have an RTA-issued Reduced Fare Permit are eligible for a reduced fare ticket. If you are enrolled in the Benefit Access program and have an RTA-issued Ride Free Credit Permit, you are eligible to ride free. If you are not in possession of an RTA Reduced Fare Card you must contact the RTA to apply at (312) 913-3110.

U.S. MILITARY FARES

Military personnel carrying active duty identification are eligible for reduced one-way and ten-ride fares.

For travel assistance please visit metrail.com

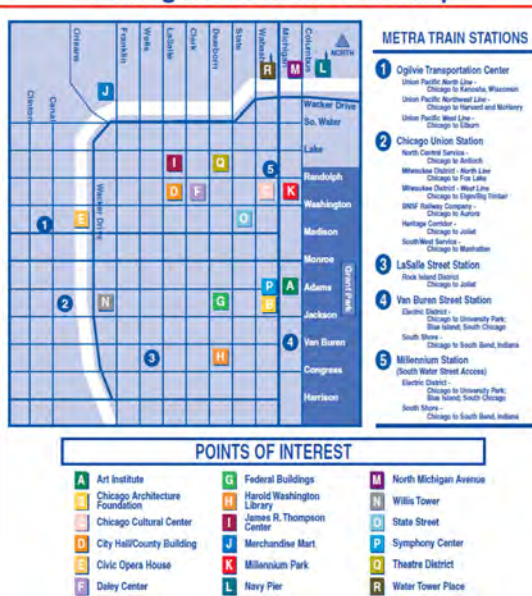
Para asistencia con su viaje por favor visite metrail.com

Jeżeli potrzebujesz pomocy w podróży, proszę odwiedź stronę internetową metrail.com

Metra System Map



Chicago Downtown Area Map



Metra 2022 Title VI Program & Policy
Appendix D

**Metra 2022 Title VI Program & Policy
Appendix D**

9. Metra's Limited English Proficient Riders Guide (Polish)

INFORMACJE O BILETACH

OPLATY

Koleje Metra dysponują systemem taryf składającym się z dziesięciu stref taryfowych w zależności od odległości przejazdu. Opłaty są naliczane na podstawie liczby przejechanych stref. Opłata normalna za jednorazowy przejazd do centrum Chicago wynosi od \$4 z najbliższej strefy (A) do \$9,50 z najdalszej strefy (J).

Szczegółowe informacje dotyczące opłat systemu Metra można znaleźć na stronie metrarail.com.

MIESIĘCZNY BILET NA NIEOGROUNICZONĄ LICZBĘ PRZEJAZDÓW

Z biletem miesięcznego może korzystać wyłącznie jego nabywca i nie można go przekazać innej osobie. Bilety miesięczne są ważne do południa pierwszego dnia roboczego kolejnego miesiąca. Zwroty podlegają opłacie w wysokości \$5 za transakcję.

Od 1 czerwca 2019 r. posiadacze biletów miesięcznych mogą w weekendy podróżować kolejami Metra bez ograniczeń. Oznacza to możliwość bezpłatnych przejazdów poza strefami wskazanymi na bilecie w soboty i niedziele dla posiadacza biletu miesięcznego.

BILET 10-PRZEJAZDOWY

Bilety 10-przejazdowe umożliwiają skorzystanie z dziesięciu jednorazowych przejazdów. Bilety są ważne przez rok od daty zakupu i nie podlegają zwrotowi. Z biletów 10-przejazdowych mogą korzystać osoby podróżujące razem.

BILET JEDNORAZOWY

Bilety jednorazowe są ważne przez 90 dni od daty zakupu i nie podlegają zwrotowi.

BILET WEEKENDOWY ZA \$10

Bilety weekendowe umożliwiają nieograniczone przejazdy w soboty i niedziele i można z nich korzystać w połączeniu z taryfą rodzinną kolei Metra.

METRA POLITYKA LEP

Zgodnie z tytułem VI ustawy o prawach obywatelskich z 1964 r., federalne rozporządzenie wykonawcze 13166, „Poprawa dostępu do usług dla osób o ograniczonej znajomości języka angielskiego” (2000) oraz wytycznymi Departamentu Transportu USA (U.S. Department of Transportation, USDOT) dotyczącymi ograniczonej znajomości języka angielskiego koleje Metra zobowiązują się do zapewnienia, że nikt nie zostanie pozbawiony możliwości korzystania z usług Metra i nie będzie w inny sposób dyskryminowany ze względu na rasę, kolor skóry lub pochodzenie. System kolei Metra podejmie uzasadnione kroki, aby osoby o ograniczonej znajomości języka angielskiego miały faktyczny dostęp do realizowanych świadczeń, usług, informacji, programów i działań.

W celu zagwarantowania, że osoby o ograniczonej znajomości języka angielskiego otrzymają odpowiednie informacje, będą w stanie je zrozumieć i skutecznie uczestniczyć w programach lub działaniach realizowanych przez koleje Metra, system świadczy (na żądanie) nieodpłatne usługi tłumaczeniowe w ponad 200 językach.

Aby skorzystać z usług tłumaczeniowych, należy skontaktować się z Metra Biuro ds. Różnorodności i Kontaktów Społecznych pod numerem (312) 322-6323.

WIĘCEJ INFORMACJI

na temat przeciwdziałania dyskryminacji w kolejach Metra jest dostępnych pod adresem:

**METRA OFFICE OF BUSINESS
DIVERSITY & COMMUNITY RELATIONS**
Attn: Title VI Manager
547 W. Jackson Blvd.
Chicago, IL 60661
metradbe@metrarail.com

oraz na stronie internetowej metrarail.com

Aby uzyskać więcej informacji w innym języku, prosimy o kontakt pod numerem telefonu 312-322-6323.



Informacje dotyczące kolei Metra dla osób o ograniczonej znajomości języka angielskiego (LEP)

Osoby, dla których język angielski nie jest językiem podstawowym i które mają ograniczoną zdolność czytania, mówienia, pisania w języku angielskim lub rozumienia go, można uznać za osoby o ograniczonej znajomości języka angielskiego (Limited English Proficient, w skrócie LEP).

Ten przewodnik zawiera wiele informacji pomocnych podczas podróżowania kolejami Metra.

W celu uzyskania pomocy dotyczącej podróży prosimy o kontakt:

- **Dział Usług Pasażerskich Metra**, nr telefonu 312-322-6777, czynny w dni robocze od 8 a.m. do 5 p.m.
- **Centrum Informacji Turystycznej RTA**, nr telefonu 312-836-7000, czynny wieczorami oraz w weekendy
- lub skorzystanie ze strony metrarail.com.

GDZIE MOŻNA KUPIĆ BILETY?

STACJE

Bilety na dowolne połączenie w systemie Metra można nabyć na stacjach w centrum miasta oraz u sprzedawcy biletów na stacjach peryferyjnych. Na stacjach poza centrum miasta istnieje możliwość zakupu biletów na Metra Electric Line w biletomatach.

APLIKACJA VENTRA

W sklepie App Store lub Google Play można pobrać bezpłatną aplikację Ventra na urządzenia Apple lub Android, która umożliwia zakup biletów mobilnych za pomocą karty kredytowej, debetowej lub konta Ventra. Umożliwia ona kupno każdego rodzaju biletu, przy czym bilety miesięczne można nabyć wyłącznie między 20 dniem poprzedniego miesiąca a 5 dniem aktualnego miesiąca. Więcej informacji można znaleźć na stronie metrarail.com.

W POCIĄGU

Bilet jednorazowy można nabyć gotówką u konduktora w pociągu. W przypadku zakupu biletu u sprzedawcy na stacji początkowej naliczana jest dodatkowa opłata w wysokości \$5. Aby uniknąć dodatkowej opłaty w wysokości \$5, zakupu biletu można dokonać w dowolnym miejscu i czasie za pomocą aplikacji Ventra.

PROGRAMY TARYFOWE KOLEI METRA

TARYFA RODZINNA

Taryfa rodzinna umożliwia dzieciom DARMOWE przejazdy w weekendy i wybrane święta. Z każdą osobą, która uiszcza opłatę, może BEZPŁATNIE podróżować nie więcej niż trojka dzieci poniżej 11 roku życia.

TARYFA DLA DZIECI W DNI POWSZEDNIE

Dzieciom w wieku od 7 do 11 lat przysługuje ulga w wysokości 50% na przejazd jednorazowy. Dzieci do 7 roku życia jeżdżą BEZPŁATNIE, jeśli towarzysząca im osoba dorosła uiszcza opłatę (nie więcej niż trojka dzieci na każdą osobę dorosłą).

Dzieci poniżej 7 roku życia nie mogą pod żadnym pozorem podróżować same.

PRZEJAZD GRUPOWY

Aby uzyskać więcej informacji na temat przejazdów grupowych, można skontaktować się z Przedstawicielem ds. Podróży Grupowych pod numerem 312-322-6772, w dni robocze od 8 a.m. do 5 p.m.

OPLATY DLA SENIORÓW / OSÓB NIEPEŁNOSPRAWNYCH

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BILET LINK-UP W SYSTEMIE METRA

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Aplikacja mobilna Ventra i rozkłady drukowane zawierają informacje na temat pociągów, które umożliwiają przewóz rowerów. W wagonach przystosowanych do przewozu rowerów można przewozić hulajnoggi elektryczne. Koleje Metra zastrzegają sobie prawo do zakazania przewozu rowerów w pociągach podczas wydarzeń specjalnych. Więcej informacji można znaleźć na stronie metrarail.com.



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Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or LEP.

In accordance with Title VI of the Civil Rights Act of 1964, Federal Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (2000) and the U.S. Department of Transportation's (USDOT) Limited English Proficiency (LEP) guidelines, Metra is committed to ensuring that no one is denied participation in or the benefits of Metra services, or is otherwise discriminated against on the grounds of race, color, or national origin. Metra shall take reasonable steps to ensure that individuals who are LEP have meaningful access to benefits, services, information, programs and activities that Metra provides.

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To request translation services, contact Metra's Office of Business Diversity & Community Relations at 312-322-6323.

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Las personas cuya lengua materna no es el inglés y que tienen una capacidad limitada para leer, hablar, escribir o entender el idioma inglés pueden tener un dominio limitado del inglés (limited English proficient, LEP).

De conformidad con el Título VI de la Ley de Derechos Civiles de 1964, Orden Ejecutiva Federal 13166, "Mejora del acceso a los servicios para personas con dominio limitado del inglés" (2000) y las pautas del Dominio limitado del inglés (LEP) del Departamento de Transporte de los Estados Unidos (U.S. Department of Transportation, USDOT), Metra se compromete a garantizar que no se le niegue a nadie la participación en, o los beneficios de, los servicios de Metra, o que nadie sea discriminado de otro modo por motivos de raza, color u origen nacional. Metra tomará medidas razonables para garantizar que las personas con LEP tengan acceso significativo a los beneficios, los servicios, la información, los programas y las actividades que ofrece.

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APPENDIX E

System-Wide Service Standards and Policies and Monitoring Program, 2022

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1. Introduction

Under requirements set forth in Federal Transit Administration (FTA) guidance on Title VI of the Civil Rights Act of 1964 (FTA Circular 4702.1B, effective October 1, 2012), all transit providers in receipt of Federal financial assistance must establish system-wide standards and policies in order to ensure that no persons are discriminated against in regard to the provision of service, amenities, facilities, or other benefits offered by a transit provider on the basis of race, color, or national origin. Furthermore, FTA Title VI guidelines stipulate that each transit provider that operates 50 or more fixed-route vehicles in peak-period transit service and is located in an urbanized area with a population of at least 50,000, or that otherwise meets minimum Title VI thresholds, must also establish a monitoring program to measure its provision of transit service and distribution of transit amenities against each of the system-wide service standards and policies.

Each transit provider that is required to establish a monitoring program must monitor their provision of service and amenities against their system-wide service standards and policies at least once every three years. Transit providers must also present the results of the monitoring programs to their respective boards of directors or other governing bodies for consideration and approval. Transit providers must then include documentation of consideration and approval of their monitoring programs by the respective governing bodies in their next Title VI Program submissions to the FTA.

Metra staff prepared system-wide service standards and policies that conform to the current FTA Title VI Circular in 2013, which were updated in 2016. The monitoring results presented below are based on these system-wide service standards and policies.

Effects of COVID-19: Since March 2020, the global COVID-19 pandemic has significantly disrupted travel demand and trip patterns for transit riders in northeast Illinois. Federal, state, and local mandates eliminated nearly all non-essential travel as many businesses and schools transitioned to home-based environments. Within a month, passenger loads on Metra trains fell to approximately three percent of pre-COVID levels. In response to greatly reduced ridership, Metra began operating alternate weekday schedules that reduced service levels to roughly half of pre-COVID levels. Metra later trimmed Saturday schedules to Sunday levels of service. Ridership began a slow recovery by the summer of 2020, but passenger loads had only reached about 40 to 45 percent of pre-COVID levels by July 2022.

As the pandemic continued, Metra adjusted schedules as needed to meet changing ridership demand. By summer 2021, Metra restored pre-COVID levels of Saturday service on all lines, except the SWS, and increased weekday service on all lines, which included increasing levels of service to near pre-pandemic levels under a pilot program on the BNSF, Metra Electric, Rock Island and Union Pacific North lines. Metra restored weekday Union Pacific Northwest Line service to near pre-pandemic levels in April 2022.

However, current ridership demand and Metra level of service are well below comparable ridership and service levels present in 2013 and 2016 when the Title VI service standards and policies were established. For this reason, pre-COVID data are used for monitoring the vehicle load and vehicle headway service standards.

2. Determination of Minority Line Status

FTA Title VI guidance stipulates that transit providers assess the performance of each minority and non-minority route for each of the transit provider's system-wide service standards and policies. For this reason, transit providers are required to designate which routes or lines are minority and which are non-minority, using the definition of minority transit route from the guidance. Following FTA Title VI guidance, Metra defines a "minority transit route" as a rail line that has at least one-third of its total revenue mileage in census tracts with a minority population percentage that exceeds that of the Metra six-county service area (51.8 percent minority, based on U.S. Census Bureau, Census 2020 results). Table 1 shows the total number and percentage of route miles for each rail line that passes through minority and non-minority census tracts. The Metra Electric, Rock Island, Heritage

Corridor, BNSF, and Milwaukee District West lines are thus designated as “minority;” all other rail lines are designated as “non-minority.”

Table 1: Determination of Metra’s Minority Rail Lines

Metra Line	Route Miles Minority	Percent of Total Miles	Route Miles Non-Minority	Percent of Total Miles	Total Route Miles	Line Designation
Metra Electric (ME)	34.6	87.9%	4.8	12.1%	39.4	Minority
Rock Island (RI)	27.2	58.2%	19.5	41.8%	46.8	Minority
SouthWest Service (SWS)	12.7	31.5%	27.6	68.5%	40.3	Non-Minority
Heritage Corridor (HC)	17.1	46.1%	20.0	53.9%	37.1	Minority
BNSF	16.9	45.3%	20.4	54.7%	37.2	Minority
Union Pacific West (UP-W)	13.9	31.7%	29.9	68.3%	43.8	Non-Minority
Milwaukee District West (MD-W)	18.8	47.0%	21.2	53.0%	40.0	Minority
Union Pacific Northwest (UP-NW)	2.4	3.5%	68.3	96.5%	70.7	Non-Minority
Milwaukee District North (MD-N)	10.1	20.3%	39.7	79.7%	49.7	Non-Minority
North Central Service (NCS)	15.0	28.4%	37.9	71.6%	52.9	Non-Minority
Union Pacific North (UP-N)	15.7	30.4%	35.9	69.6%	51.6	Non-Minority

Source: U.S. Census Bureau, Census 2020 Tables P1 and P2

For the Service Availability standard and the Transit Amenities policy, station-level determination of minority status is more appropriate than line-level determination of minority status. Table 22, beginning on page 20, shows the minority status for each station as used for monitoring the Service Availability standard and the Transit Amenities policy. Minority status by Metra station is derived using data from U.S. Census Bureau, Census 2020 results.¹

3. System-Wide Service Standards

The system-wide service standards are all quantitative in nature, whereas the system-wide service policies may be either quantitative or qualitative in nature. Thus, for all the service delivery areas included in the service standards below, data can be collected and measured against each of the applicable service standards to determine whether any disparities exist in the provision of transit service in regard to race, color, or national origin. Where disparities in the provision of transit service are found to exist, Metra is required to take corrective action to remedy these disparities to the greatest extent possible. *Note: transit providers are not required to monitor system-wide service standards and policies in regard to poverty status under current FTA Title VI guidance.*

Although transit agencies are required to monitor the provision of transit service at least once every three years, Metra examines some of the service delivery areas discussed below on a much more frequent basis, particularly in the areas of on-time performance and capacity utilization, which Metra staff monitors for operational efficiency at least monthly.

a. Vehicle Load

Background: Vehicle load factors reflect the total number of passengers at the maximum load point divided by the total number of available seats. Daily passenger load counts are made by train crews on-board each train as it enters or leaves the downtown area, or at some other point where maximum passenger loads occur. A vehicle load factor of 98 percent indicates that all passengers may be seated with two percent of the total seats still available. Data from daily passenger load counts and total seating capacity are averaged by train each month for use in internal reports.

¹ Every census block group in the Metra service area is assigned to the nearest Metra station. If the minority or low-income population percentage of the combined census block groups for a station exceeds the minority or low-income population percentage for the entire service area, that station is considered minority or low-income.

Standard: Maximum 98 percent average monthly vehicle load factor by rail line for each service period.

Monitoring: The vehicle load standard is monitored by rail line and service period based on actual train-trip operations statistics stored in Metra's Train Operations Performance System (TOPS). Results are averaged together by rail line and service period from the records of all trains run for the most recent October prior to monitoring. (The month of October is chosen for this analysis as it represents a "typical" month with a minimum likelihood of ridership volatility resulting from rider vacations, inclement weather, major holidays, etc.)

For the 2022 Title VI Program, Metra is using October 2019 passenger load data for monitoring the vehicle load standard because of the continuing negative effect of the global COVID-19 pandemic on system ridership since March 2020. Although ridership has increased substantially since the first months of the pandemic, average weekday passenger loads were only about 30 percent of pre-COVID levels in October 2021, rising to only 40 to 45 percent of pre-COVID levels by July 2022.

b. Vehicle Headway

Background: Typically, vehicle headway refers to the time intervals between transit vehicles along a fixed route. Metra operates rail transit service using published timetables. Some rail lines have very frequent service and others have rather limited service. Most Metra service is concentrated during the weekday peak period and direction (weekday inbound trains arriving downtown Chicago from the start of service to 9:15 a.m. and weekday outbound trains departing downtown Chicago between 3:30 p.m. and 6:45 p.m.). Since Metra operates on a published schedule, the concept of station stops gives a much more reasonable measure of how much service a station receives than would headway. Also, as not every train stops at each intermediate station along a run, the average number of scheduled stops per station provides a more meaningful measurement of train service than would average headways by rail line or station.

The level of service on a given rail line or at a given rail station is generally based on ridership demand, which Metra staff measures using the results of periodic comprehensive passenger boarding and alighting counts. Boarding and alighting counts were last conducted on all weekday trains in fall 2018. Total weekday station boardings are used to classify each station into one of four station group categories for the purpose of establishing a vehicle headway standard as shown in Table 2:

Table 2: Station Group Classification

Station Group*	Weekday Boardings
1	1,000+
2	500-999
3	250-499, plus stations on Medium-Service Lines with 500+ boardings
4	1-249, plus all stations on Limited-Service Lines

**Excludes downtown Chicago, seasonal, transfer-only, and employee-only stations.*

The rail station groupings incorporate rail line service type in addition to weekday boardings (ridership). Metra rail lines are classified as either Full-Service, Medium-Service, or Limited-Service depending on ridership as well as operational constraints, as shown in Table 3. Metra operates passenger rail service along a vast infrastructure that is shared with many outside rail companies. Except for the ME Line, all Metra rail lines intersect one or more freight railroads or share at least some route mileage with freight railroads. On some rail lines, the cooperative arrangement between Metra and its freight railroad partners creates significant constraints on Metra's ability to add passenger rail service to very limited service.

Table 3: Service Level by Rail Line

Full-Service		Medium-Service	Limited-Service
BNSF	RI	NCS	HC
ME	UP-N	SWS	
MD-N	UP-NW		
MD-W	UP-W		

Standard: Table 4 shows the minimum of station stops in each direction by service period each Metra station should have dependent on station group classification. Service period definitions are shown in Table 5.

Table 4: Minimum Number of Revenue Stops per Station in each Direction by Service Period

Station Group	Weekday				Saturday	Sunday
	Peak	Midday	Reverse Peak	Evening		
1	7.0	4.0	3.0	4.0	10.0	7.0
2	5.0	1.0	2.0	0.0	0.0	0.0
3	3.0	0.0	0.0	0.0	0.0	0.0
4	2.0	0.0	0.0	0.0	0.0	0.0

Table 5: Metra Service Periods

Service Period	Inbound Trains Arriving Chicago*	Outbound Trains Departing Chicago*
AM Peak	Start of Service - 9:15 a.m.	Start of Service - 9:15 a.m.
Midday	9:16 a.m. - 3:29 p.m.	9:16 a.m. - 3:29 p.m.
PM Peak	3:30 p.m. - 6:45 p.m.	3:30 p.m. - 6:45 p.m.
Evening	6:46 p.m. - End of Service	6:46 p.m. - End of Service
Saturday	All Day	All Day
Sunday	All Day	All Day

*For inbound trains, service period is based on the time each train is scheduled to arrive at its last revenue stop, which is usually, but not always, at one of four downtown Chicago terminal stations (Van Buren St. Station is excluded as no trains originate or terminate at this station); for outbound trains, service period is based on the time each train is scheduled to depart from its first revenue stop, which is usually, but not always, at one of four downtown Chicago terminals.

Monitoring: The vehicle headway standard is monitored by rail line and service period using the permanent train schedule for each rail line in effect as of December 31 in the year prior to monitoring. Any short-term or temporary schedules, such as seasonal, construction, or holiday schedules that may be in effect are not used for monitoring the vehicle headway standard. Calculations are based on the total number of station stops in each direction per station by service period.

Beginning on March 23, 2020, Metra began operating under reduced alternate schedules in response to drastically reduced ridership demand and personnel constraints caused by the global COVID pandemic. Metra has since adjusted schedules multiple times to accommodate evolving ridership patterns as the pandemic has continued to run its course. As of July 2022, ridership demand and Metra service levels are well above those in the first months of the pandemic but remain below pre-pandemic ridership demand and service levels. Because of the continued operation of alternate schedules, Metra will use the schedules in place prior to the COVID pandemic for monitoring the headway standard.

c. On-Time Performance

Background: On-time is defined, for the purpose of analysis, as those regularly scheduled trains arriving at their last station stop less than six minutes behind schedule. Trains that are six minutes or more behind schedule, including annulled trains (trains that do not complete their scheduled runs), are regarded as late. "Extra" trains (trains added to handle special events but not shown in the regularly published timetables) are excluded from on-time performance calculations unless shown in special-event schedules that include all intermediate station stop times and are distributed publicly via Metra's website or on paper flyers, or are otherwise provided by Metra to operators of various trip-planning websites or mobile phone/tablet computer

applications. Trains canceled in advance of the service day (not annulled) and non-revenue trains are excluded from on-time performance calculations.

Reporting Calculations for Temporary Schedules & Special Events

Planned construction projects or special events can adversely impact on-time performance. Metra occasionally publishes full temporary schedules, which supersede the standard published schedules, to inform riders of possible delays or modifications to regular service. Metra also may publish informational notices to accompany temporary schedules. On-time performance is calculated using the temporary schedules and any accompanying notices.

Standard: 90 percent of all scheduled trains arrive at their respective final revenue stations within five minutes 59 seconds of the scheduled arrival time in effect on the day of the run.

Monitoring: The on-time performance standard is monitored by rail line for peak-period/peak-direction service and overall service using actual operations statistics, averaged together from the last complete calendar year prior to the Title VI report year, as downloaded from the Metra TOPS system.

d. Service Availability

Background: Service availability is measured by transit station distribution to the regional population, which is estimated by distance from each census tract to each transit station. Service availability is calculated as the percentage of the regional population that resides within a given distance of a rail station, based on the total population of each census tract and the distance between the geometric center of each census tract (centroid) and the nearest Chicago Transit Authority (CTA) rail or Metra station. CTA stations are included with Metra stations in these calculations because both transit systems provide rail service to downtown Chicago.

Results are aggregated into three concentric rings emanating from downtown Chicago (0-10 miles, 10-25 miles, and over 25 miles) and for the entire Metra six-county service area. One caveat of a fixed-guideway rail network such as Metra operates is the physical limitation as to where stations can be located or moved.

Standard:

- Within 10 miles of downtown Chicago, at least 70 percent of the population should reside in census tracts in which the centroids are located no more one mile from the nearest Metra or CTA rail station;
- Between 10 and 25 miles from downtown Chicago, at least 70 percent of the population should reside in census tracts in which the centroids are located no more two miles from the nearest Metra station;
- For 25 or more miles from downtown Chicago, at least 70 percent of the population should reside in census tracts in which the centroids are located no more five miles from the nearest Metra station;

This standard only applies to residents of census tracts that are entirely contained within the Metra six-county service area.

Monitoring: The service availability standard is monitored by using Geographic Information System (GIS) software to calculate the distance from each census tract centroid to the nearest Metra or CTA rail station. Results are then aggregated into three concentric rings emanating from downtown Chicago (0-10 miles, 10-

25 miles, and over 25 miles).² For each concentric ring, the total minority, non-minority, and overall populations living in census tracts that comply with the service availability standard, based on distances from each census tract centroid to the nearest Metra or CTA rail stations, are compared with the total minority, non-minority, and overall populations in the concentric ring. Population data used for this analysis are derived from U.S. Census Bureau, Census 2020 results.

4. System-Wide Service Policies

Unlike the system-wide service standards, the system-wide service policies are not necessarily quantitative in nature. Measurement of the service policies listed below is easily quantifiable, except for the vehicle assignment policy. However, all the service policies are intended to ensure equitable allocation of transit assets throughout the system.

a. Distribution of Transit Amenities

Background: The transit amenity policies refer to system assets that contribute to the comfort, convenience, and safety of Metra's riders, which are generally encountered at the stations. Metra offers commuter rail service at five downtown Chicago stations and 237 outlying stations.³ Many of the stations were created prior to Metra's existence. Most of the stations opened or rehabilitated since the start of Metra were done so in partnerships between Metra and the communities it serves. Metra provides minimum standards to be followed in the design and construction of new or rehabilitated station facilities, but partner communities may exceed certain design standards at their own discretion and cost. The policies listed below are intended to reflect minimum acceptable thresholds for each of the transit amenities listed.

According to FTA Title VI Circular 4702.1B, "Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public." The Title VI Circular stipulates that transit providers shall monitor, at a minimum, the following transit amenities at stations or stops: seating, shelters and platform canopies, escalators, elevators, waste receptacles and provision of information, which includes signs, maps, schedules, and digital information equipment.

When evaluating existing stations, existing areas and amenities shall be compared to Metra guidelines to identify any excesses or shortages. When renovating a station, the goal is to bring existing stations into close compliance with the guidelines. The cost to do this must be weighed against the benefits derived from increased ridership, increased revenue, and/or decreased maintenance. Existing structures may be supplemented with an additional structure to bring the overall station facility closer to guidelines; for example, adding a warming house or shelter. In some cases, local communities may contribute funding for station construction or rehabilitation projects that will allow for inclusion of design features in the completed station that exceed Metra's design guidelines.

Policies:

i. Seating

Anchored seating shall be provided to accommodate at least 10 percent of peak train boardings.⁴ Seating shall be distributed along the platform(s) and in station structures, except where seating may create a safety hazard or is prohibited by host railroads or other outside entities. Anchored benches should be

² Distances to downtown Chicago are measured from the intersection of State St. and Madison Ave.

³ Excludes seasonal and employee stations.

⁴ Peak train boardings are the maximum number of riders boarding any one train at a given station as determined from the most recent system-wide boarding and alighting count, which was administered in fall 2018.

provided on inbound platforms, as well as on outbound platforms when there is significant reverse commute ridership. Seating should also be provided at designated passenger pickup areas.

ii. Covered Waiting Area

The required waiting area for each station is based upon the peak train boardings at the station. Square foot allowances for each type of waiting area structure are shown in Table 6. The waiting area can be provided by the various types of station structures: depots, depot loggia, warming houses, shelters and canopies; the waiting area requirement can be met by adding the requirements of one or more of these types of station structures at each station. The guidelines will need to be uniquely applied to each station. Site conditions and station type will dictate the waiting area structures to be used.

Table 6: Cumulative Square Footage Allowance

Waiting Area Structure	Allowance
Depot	4.75 s.f. per peak train boarding passenger
Depot Loggia	2.0 s.f. per peak train boarding passenger
Warming House	4.3 s.f. per peak train boarding passenger
Shelter	4.3 s.f. per peak train boarding passenger
Canopy	2.0 s.f. per peak train boarding passenger

iii. Provision of Information

Metra can provide targeted (station, rail line or system-wide) real-time audible and text messaging to passengers at stations through the “Voice of Metra” public address system and Visual Information System (VIS) electronic text messaging signage system. Metra also provides printed route, schedule and fare information at each station.

- a) The “Voice of Metra” public address system is required at all stations.
- b) When stations are constructed, reconstructed, or rehabilitated, at least one VIS electronic messaging sign is required; two VIS signs shall be installed at a station where the station straddles a roadway at grade. At a minimum, all ADA key stations shall have at least one VIS electronic messaging sign, as is required for ADA accessibility. (To facilitate compliance with the Federal Americans with Disabilities Act of 1990, Metra designated “key stations” on each rail line and pledged to ensure, at a minimum, that all key stations would be ADA accessible.)
- c) Each station shall have at least one 22 by 22 inch (or larger) frame for housing printed route maps, timetables, and fare tables. Where more than one rail line serves a given station, printed materials should be available for each rail line.

iv. Escalators

Metra does not install escalators at its stations, but other entities may install escalators in buildings adjacent to Metra stations that are available to Metra riders. Currently, escalators installed by various other entities are available for use by Metra riders at the four downtown Chicago terminal stations (Ogilvie Transportation Center, Chicago Union Station, LaSalle St. Station, and Millennium Station), and the Jefferson Park Station on the UP-NW Line.

v. Elevators/ADA Compliance

All newly-constructed station facilities, as well as existing station facilities when undergoing rehabilitation or reconstruction, shall comply with the Americans with Disabilities Act of 1990 and be fully accessible to disabled persons. Where feasible, ramps shall be used to provide handicap accessible routes between station access points and station buildings and platforms. Elevators shall be provided for platform access

when other methods of providing handicap access are not feasible. At a minimum, all key stations shall be ADA accessible.

vi. Waste Receptacles

At least one waste receptacle shall be provided at each station, except at any station where a waste receptacle may create a potential security risk or safety hazard. Trash containers should be adjacent to the inbound platforms near the station building. They should also be located at access points such as crosswalks and stairs that service both the inbound and outbound platforms.

Monitoring: The transit amenities policy for each of the measurement areas listed below is monitored at least once every three years in conjunction with preparation of the Metra Title VI Program & Policy. Data used for monitoring the transit amenities policy are collected by the Metra Capital Delivery, Stations and Parking Design Division and the Metra Engineering Maintenance Division, except for data on waste receptacles and provision of information which is collected by the Station Services Division:

- Seating;
- Covered Waiting Area;
- Provision of Information;
- Elevators/ADA Compliance; and
- Waste Receptacles.

Results by station for all transit amenity areas are shown in Table 22, beginning on page 20.

b. Vehicle Assignment

Background and Policy: Metra's fleet consists of two different types of passenger equipment used in commuter transportation across the five rail lines encompassing 13 various branches.

First is Metra's only electrified line, the Electric Line (ex-Illinois Central), which is made up of three branches (Main Line, Blue Island and South Chicago) and uses Electric Multiple Units (EMU's). Metra completed the process of replacing its EMU fleet in August 2016 with the first 26 new EMU's delivered between 2005 and 2006, and the remaining 160 EMU's delivered between 2012 and 2016. Metra's original EMU fleet has been retired. Because of the uniqueness of the EMU, use is restricted to the Electric Line and its three branches.

Second are the various Metra diesel operating districts (UP, MWD, BNSF, RID), which make up the remaining 10 lines and branches (UP-North, UP-Northwest, UP-West, MWD-North, MWD-West, MWD-HC, BNSF-Main Line, BNSF-SWS, RID-Main Line and RID-Blue Island Branch) and use gallery-type passenger coaches designed for push-pull service. The diesel line passenger coaches vary in manufacturer, age, size, configuration and type (cab control and trailer). Passenger coaches, although interchangeable, are typically assigned to one of the four districts, but not specifically to a certain line or branch. Criteria used to assign passenger coaches includes consist type, consist size (which can vary from 3 to 11 coaches), ridership demands, Americans with Disabilities Act (ADA) requirements (wheelchair lifts, lavatories, LED signs), Automated External Defibrillator (AED) requirements, bicycle accommodations, maintenance trends/capabilities and yard storage capacities.

Metra has placed an order for new coaches for use on its diesel operating districts. The initial order is for 200 coaches, with delivery of the first coach currently scheduled for September 2024, and delivery of the remaining coaches continuing through spring 2027. The new coaches will replace many of Metra's oldest cars, some of which first entered service in the 1950s. Currently, there is no specific plan for how the new coaches will be distributed to each of the four diesel operating districts, but distribution will be primarily based on Metra's operating needs at the time of delivery.

5. Monitoring of Standards and Policies

a. Summary Monitoring Results

System-Side Service Standards: Metra is in compliance with vehicle load and service availability standards, but not the vehicle headway or on-time performance standards.

- Vehicle Load: For both peak-period/peak-direction service and overall service all weekday and weekend service periods), all Metra rail lines are in compliance with the service standard for vehicle load of no more than 98 percent average capacity utilization standard.
- Vehicle Headway: One minority line (RI) has four stations that do not meet Metra's vehicle headway standard (Oak Forest, 80th Ave., Hickory Creek and New Lenox). These stations would each require an additional weekday evening inbound stop to meet the headway standard for this service period but have one more PM peak inbound stop than what is required. These stations have a sufficient number of weekday inbound stops in the PM peak and evening service periods combined to meet this standard.
- On-Time Performance: For the most recent full calendar year (2021), all Metra rail lines except the HC were in compliance with the 90 percent on-time performance standard, both for peak-period/peak-direction and overall service. Metra is working with its freight partners to reduce delays on this rail line.
- Service Availability: More than 70 percent of the population in all census tracts (both those above and below the regional average percentage minority population) in each of the three concentric rings centered on downtown Chicago, and for the Metra service area as a whole, are within the maximum distances to rail transit access specified under the Metra service availability standard.

System-Wide Service Policies: Metra is not in compliance with its transit amenity policies on seating, covered waiting area, or provision of information. Metra does not complete a quantitative analysis of its transit amenity policies on escalators or elevators or its systemwide service policy on vehicle assignment. Metra does ensure that all key stations are ADA accessible.

- Transit Amenities:
 - o Seating: Six non-minority stations do not meet the transit amenity policy on seating: Lockport (HC), Highlands and Route 59 (BNSF), McHenry (UP-NW), Edgebrook (MD-N) and Kenosha (UP-N).
 - o Covered Waiting Area: One minority station, Halsted (BNSF), does not comply with Metra's transit amenity policy on covered waiting area.
 - o Provision of Information: One minority station, 18th Street (ME) does not comply with the transit amenity policy on passenger information due to lack of a public address system. This station has no public address system installed because it is used primarily for Chicago Bears home games at nearby Soldier Field.
 - o Escalators: Metra does not install or maintain escalators at any rail stations and does not monitor the distribution of escalators at Metra stations.
 - o Elevators/ADA Compliance: Metra monitors ADA compliance at key stations, rather than distribution of elevators. All Metra key stations are ADA accessible.
 - o Waste Receptacles: All stations are in compliance with the transit amenity policy on waste receptacles.

- Vehicle Assignment: Given the operating constraints described in the vehicle assignment policy, above, Metra is not able to complete a quantitative analysis of vehicle assignment at a rail line level.
- b. Detailed Monitoring Results, System-Wide Service Standards
- i. Vehicle Load

Determination: Table 7 shows vehicle loads (capacity utilization) for each of Metra’s rail lines by service period for October 2019.⁵ For minority rail lines, the maximum average capacity utilization was 75.4 percent on weekday peak period/peak direction BNSF trains; for the entire system, the maximum average capacity utilization was 89.0 percent on weekday peak period/peak direction UP-N Line trains, which complies with the 98 percent standard. Table 8 shows a comparison between October 2018 and October 2019 weekday peak period/peak direction capacity utilization by rail line. From 2018 to 2019, weekday peak period and direction capacity utilization decreased on eight rail lines, while increasing on the three remaining rail lines. Capacity utilization decreased on all five minority from 2018 to 2019, while capacity utilization increased on three of the six non-minority lines.

These results demonstrate that, on average, Metra provides sufficient on-board seating capacity and meets the capacity utilization standard on all 11 rail lines in all service periods. **There is no deficiency in the vehicle load standard.**

For Title VI monitoring purposes, these tables only show a representation of a “typical” month (October). Metra staff tracks capacity utilization at the line level as well as the train level on a monthly basis in order to adjust rolling stock assignments whenever possible. Specifically, staff investigates any trains that have an average vehicle load factor of 98 percent or above each month.

Table 7: Capacity Utilization by Service Period
October 2019

Rail Line	Minority Designation	Weekday Peak Period/ Peak Direction	Weekday Off-Peak	Saturday	Sunday	Meets Standard
ME	Minority	45.5%	12.5%	11.3%	13.6%	yes
RI	Minority	54.1%	11.1%	9.5%	9.6%	yes
SWS	Non-Minority	66.4%	6.8%	5.4%	--	yes
HC	Minority	57.8%	23.5%	--	--	yes
BNSF	Minority	75.4%	32.3%	37.4%	37.8%	yes
UP-W	Non-Minority	74.4%	17.8%	24.9%	23.0%	yes
MD-W	Minority	60.6%	12.4%	16.3%	17.1%	yes
UP-NW	Non-Minority	81.2%	35.7%	33.3%	29.2%	yes
MD-N	Non-Minority	68.2%	19.4%	16.6%	20.1%	yes
NCS	Non-Minority	60.9%	12.4%	--	--	yes
UP-N	Non-Minority	89.0%	40.0%	35.7%	35.8%	yes
All Minority Lines		60.6%	17.3%	17.9%	19.1%	
All Non-Minority Lines		76.5%	24.2%	27.3%	27.1%	
System		67.4%	20.7%	22.1%	22.8%	

⁵ Metra used October 2019 for capacity utilization monitoring rather than October 2020 or 2021 due to the significant decrease in passenger loads from the impact of the COVID-19 pandemic beginning in March 2020.

Table 8: Capacity Utilization of Weekday Peak Period/Peak Direction Trains
October 2019 vs. October 2018

Rail Line	Minority Designation	October 2018	October 2019	Meets Standard
ME	Minority	48.5%	45.5%	yes
RI	Minority	61.8%	54.1%	yes
SWS	Non-Minority	71.8%	66.4%	yes
HC	Minority	61.9%	57.8%	yes
BNSF	Minority	81.6%	75.4%	yes
UP-W	Non-Minority	71.7%	74.4%	yes
MD-W	Minority	70.5%	60.6%	yes
UP-NW	Non-Minority	78.7%	81.2%	yes
MD-N	Non-Minority	70.1%	68.2%	yes
NCS	Non-Minority	62.8%	60.9%	yes
UP-N	Non-Minority	84.9%	89.0%	yes
All Minority Lines		66.4%	60.6%	
All Non-Minority Lines		75.4%	76.5%	
System		70.3%	67.4%	

ii. Vehicle Headway

Determination: Table 9 shows that all but four stations meet Metra’s vehicle headway standard, based on the permanent rail schedules in effect prior to the COVID-related service reduction on March 23, 2020 (effective date November 4, 2019).⁶ These four stations (Oak Forest, 80th Ave., Hickory Creek and New Lenox) are all on the minority RI Line and are all in station group 1 (at least 1,000 weekday boardings).

These stations all have four weekday PM peak inbound stops and three weekday evening inbound stops. According to the vehicle headway standard, stations in group 1 should have three weekday PM peak inbound stops and four weekday evening inbound stops. Service periods for the vehicle headway analysis are based on the scheduled departure or arrival times at downtown Chicago for each train. Under the schedule in effect for this analysis, RI weekday inbound train 524 is considered a PM peak train because its scheduled downtown arrival time of 6:45 p.m. is between 3:30 p.m. and 6:45 p.m. If the arrival time were shifted just one minute later, these four stations would be in compliance with the vehicle headway standard for all service periods. However, Metra’s ability to shift station stop times on a given train is limited by many operational constraints.

Since March 23, 2020, Metra has been operating alternate schedules in response to both ridership decline and operating constraints due to the ongoing COVID-19 pandemic. Weekday passenger loads fell to about 3 percent of pre-COVID levels in the first weeks of the pandemic but have risen to about 40 percent of pre-COVID levels as of June 2022. Metra has responded to the increasing passenger loads by adjusting the level of service as needed, including introduction of new station stop patterns to better support the evolving travel needs of riders.

Currently, only pre-COVID boarding and alighting count data are available for analysis of the vehicle headway standard. Measurement of the current alternate schedule against the vehicle headway standard would not provide meaningful results without updated boarding and alighting count data.

⁶ Vermont St. (RI-ML & Branch), Joliet (RI and HC) and Clybourn (UP-N and UP-NW) stations are each considered to be two separate stations—one for each of the two rail lines that serve each station on separate tracks and platforms. Although Western Ave. (MD-N, MD-W & NCS) and River Grove (MD-W & NCS) stations are each considered to be one station, for the headway standard, they are counted once for each rail line that serves these stations because the station stop count analysis examines each rail line separately.

Table 9: Non-Downtown Stations Meeting Vehicle Headway Standard by Rail Line (eff. Nov. 4, 2019)

Rail Line	Minority Designation	Total Stations*	Meets Standard	Does Not Meet Standard
ME	Minority	47	47	0
RI	Minority	26	22	4
SWS	Non-Minority	12	12	0
HC	Minority	6	6	0
BNSF	Minority	25	25	0
UP-W	Non-Minority	18	18	0
MD-W	Minority	21	21	0
UP-NW	Non-Minority	22	22	0
MD-N	Non-Minority	21	21	0
NCS	Non-Minority	17	17	0
UP-N	Non-Minority	25	25	0
All Minority Lines		125	121	4
All Non-Minority Lines		115	115	0
Total*		240	236	4

*Totals exclude downtown Chicago, seasonal, transfer-only and employee stations; totals include Western Ave. and River Grove once for each line providing service (Western Ave.: MD-W, MD-N and NCS; River Grove: MD-W and NCS).

iii. On-Time Performance

Determination: Table 10 shows overall on-time performance by rail line and month for 2021. For the five minority rail lines, annual on-time performance ranged between 86.5 percent on the HC to 98.0 percent on the ME, or 96.6 percent for all minority lines together. On-time performance for the non-minority rail lines ranged between 90.4 percent on the NCS to 96.0 percent on the UP-N, or 93.7 percent for all non-minority lines together. System overall on-time performance was 95.5 percent for the year.

Table 11 shows similar results for peak-period/peak-direction on-time performance. Annual peak-period/peak-direction on-time performance on the five minority lines ranged between 86.5 percent on the HC to 97.8 percent on the ME, or 96.2 percent for the minority lines together. Peak on-time performance for the non-minority rail lines ranged between 90.8 percent on the UP-W Line to 96.1 percent on the UP-N Line, or 93.6 percent overall. System peak on-time performance was 95.1 percent for the year.

With a peak and overall on-time performance of 86.5 percent for 2021, the minority HC Line is not in compliance with the annual on-time performance service standard of 90.0 percent. Freight interference was the leading cause of delays on this line in 2021. HC trains run on a major freight route owned and operated by the Canadian National and are also subject to freight delays at multiple freight line grade crossings. Also, the small number of HC trains leaves little room for errors, so even a few delayed trains significantly impacts on-time performance. Metra is continuing to work with Canadian National, the host railroad for this line, to reduce the number HC trains delayed due to freight.

Table 10: Total On-Time Performance by Month and Rail Line, 2021

Rail Line	Minority Status	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
ME	Minority	99.3	96.2	98.9	98.7	98.6	98.5	96.9	98.2	97.9	98.0	97.4	97.8	98.0%
RI	Minority	97.7	91.9	96.2	97.7	97.6	93.5	92.8	96.1	95.6	96.1	95.5	97.5	95.7%
SWS	Non-Minority	96.5	85.0	94.8	90.9	92.5	90.0	93.3	91.7	93.3	88.5	88.5	88.1	91.0%
HC	Minority	90.0	75.0	88.0	95.5	76.3	87.5	87.7	85.6	82.8	87.0	91.3	88.9	86.5%
BNSF	Minority	99.0	90.8	99.4	98.5	98.1	98.5	97.3	96.5	94.2	96.6	98.1	99.0	97.1%
UP-W	Non-Minority	93.6	82.5	95.8	97.3	91.7	89.3	87.6	86.2	90.6	93.3	88.5	90.1	90.5%
MD-W	Minority	93.0	85.8	96.1	95.3	93.5	93.8	94.3	95.7	96.3	95.8	95.0	92.8	94.1%
UP-NW	Non-Minority	97.7	89.6	98.2	96.9	97.8	96.1	95.1	91.3	95.7	93.6	95.5	94.9	95.2%
MD-N	Non-Minority	91.8	86.7	96.4	95.1	93.9	89.3	91.1	95.7	94.7	91.6	94.7	94.0	93.0%
NCS	Non-Minority	88.8	68.8	92.4	90.7	90.8	93.9	81.0	89.8	92.5	95.2	94.4	92.9	90.4%
UP-N	Non-Minority	98.4	93.6	96.9	98.7	97.3	97.6	95.1	92.7	95.9	97.1	96.2	95.4	96.0%
All Minority Lines		97.8	92.4	97.8	97.9	97.3	96.6	95.6	96.8	96.0	96.8	96.7	97.3	96.6%
All Non-Minority Lines		95.6	87.8	96.7	96.6	95.1	93.3	92.2	91.5	94.4	94.2	93.9	93.6	93.7%
System		96.9	90.6	97.4	97.4	96.4	95.3	94.3	94.7	95.3	95.8	95.6	95.8	95.5%

Note: OTP not exceeding standard of 90.0 percent is shown as shaded

Table 11: Peak Period/Direction On-Time Performance by Month and Rail Line, 2021

Rail Line	Minority Status	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
ME	Minority	99.5	94.1	99.4	98.2	99.5	99.1	97.5	98.6	97.0	97.3	96.2	97.0	97.8%
RI	Minority	98.3	88.0	96.5	98.9	98.3	93.2	92.3	97.9	96.3	96.6	96.6	98.6	96.1%
SWS	Non-Minority	96.4	87.1	96.3	94.8	93.6	93.5	96.6	93.9	94.2	92.6	91.5	90.5	93.4%
HC	Minority	90.0	75.0	88.0	95.5	76.3	87.5	89.9	85.5	84.8	84.8	89.5	89.5	86.5%
BNSF	Minority	98.8	91.3	99.6	98.2	97.9	99.7	97.9	95.8	94.6	96.0	98.7	99.9	97.3%
UP-W	Non-Minority	94.2	81.7	94.6	97.0	90.4	90.9	87.8	87.2	93.2	94.0	86.6	92.0	90.8%
MD-W	Minority	88.9	82.5	95.4	94.3	91.9	92.9	94.2	93.8	97.5	96.0	93.2	93.5	93.1%
UP-NW	Non-Minority	97.9	90.8	97.9	95.7	97.6	97.6	93.7	90.5	94.6	93.0	95.9	93.2	94.8%
MD-N	Non-Minority	90.4	84.9	96.9	93.8	91.9	90.3	90.4	94.9	94.7	92.9	95.8	93.7	92.7%
NCS	Non-Minority	88.8	68.8	92.4	90.7	90.8	93.9	88.5	94.9	92.9	94.6	95.2	92.9	91.5%
UP-N	Non-Minority	98.8	95.4	97.8	99.6	97.9	99.2	92.5	93.8	95.5	95.7	96.5	95.5	96.1%
All Minority Lines		97.0	89.7	97.8	97.6	96.8	96.7	95.9	96.4	95.7	96.1	96.4	97.5	96.2%
All Non-Minority Lines		95.1	87.1	96.6	95.7	94.2	94.4	91.6	92.3	94.4	93.9	94.0	93.3	93.6%
System		96.3	88.6	97.3	96.8	95.8	95.8	94.1	94.8	95.2	95.2	95.4	95.8	95.1%

Note: OTP not exceeding standard of 90.0 percent is shown as shaded

iv. Service Availability

Determination: Tables 12 through 14 show the numbers and percentages of the minority, non-minority, and total populations that live in census tracts within a specified distance of rail transit access for each of the concentric rings emanating from downtown Chicago, based on the service availability standard. Table 12 shows that 82.0 percent of the minority population, 87.2 percent of the non-minority population, and 83.6 percent of overall population in the area within 10 miles of downtown Chicago live within one mile of either a Metra or CTA rail station. Table 13 shows that 75.6 percent of the minority population, 76.7 percent of the non-minority population, and 76.2 percent of overall population in the area between 10 and 25 miles from downtown Chicago live within two miles of either a Metra or CTA rail station. Table 14 shows that 86.6 percent of the minority population, 82.2 percent of the non-minority population, and 84.1 percent of overall population in the area 25 or more miles from downtown Chicago live within five miles of either a Metra or CTA rail station.

Table 15 shows the total minority, non-minority, and overall populations throughout the Metra service area that live in census tracts that comply with Metra's service availability standard for distance to the nearest Metra or CTA rail station. Region-wide, 81.3 percent of the minority population, 81.1 percent of the non-minority population, and 81.2 percent of the overall population live in census tracts that comply with the Metra standard.

For all three concentric rings and for the Metra service area as a whole, rail transit service is available to more than 70 percent of the population within the distances specified by the Metra service availability standard. **There is no deficiency in the service availability standard.**

Table 12: Population 0-10 miles from Downtown Chicago and within 1 Mile of Nearest Metra or CTA Station

	Minority Population	Non-Minority Population	Total Population
Total within 1.0 miles	1,412,284	692,347	2,104,631
Total greater than 1.0 miles	310,197	101,799	411,996
Total	1,722,481	794,146	2,516,627
Percent within 1.0 miles	82.0%	87.2%	83.6%

Table 13: Population 10-25 miles from Downtown Chicago and within 2 Miles of Nearest Metra or CTA Station

	Minority Population	Non-Minority Population	Total Population
Total within 2.0 miles	1,023,002	1,193,418	2,216,420
Total greater than 2.0 miles	330,216	362,822	693,038
Total	1,353,218	1,556,240	2,909,458
Percent within 2.0 miles	75.6%	76.7%	76.2%

Table 14: Population more than 25 miles from Downtown Chicago and within 5 Miles of Nearest Metra or CTA Station

	Minority Population	Non-Minority Population	Total Population
Total within 5.0 miles	1,090,239	1,394,902	2,485,141
Total greater than 5.0 miles	168,095	301,723	469,818
Total	1,258,334	1,696,625	2,954,959
Percent within 5.0 miles	86.6%	82.2%	84.1%

Table 15: Population Within Transit Availability Standard for Distance to Nearest Metra or CTA Station

	Minority Population	Non-Minority Population	Total Population
Total within standard	3,525,525	3,280,667	6,806,192
Total not meeting standard	808,508	766,344	1,574,852
Total	4,334,033	4,047,011	8,381,044
Percent within standard	81.3%	81.1%	81.2%

c. System-Wide Service Policies

i. Distribution of Transit Amenities

Determination:

- Seating

Table 16 shows that six non-minority stations do not meet the transit amenity policy for sufficient seating. Table 17 lists each of the stations with insufficient seating. Metra will study the feasibility of adding seating at the deficient stations on this list. Potential seating locations at some stations are limited due to physical constraints or host railroad restrictions. Elsewhere, Metra will need to allocate sufficient funding for additional seating.

Table 16: Non-Downtown Stations with Sufficient Seating by Minority Status and Rail Line

Rail Line	Minority Stations			Non-Minority Stations		
	Yes	No	n/a	Yes	No	n/a
ME	45	0	0	2	0	0
RI	14	0	0	12	0	0
SWS	2	0	0	10	0	0
HC	1	0	0	4	1	0
BNSF	7	0	0	16	2	0
UP-W	6	0	0	12	0	0
MD-W	11	0	0	10	0	0
UP-NW	1	0	0	20	1	0
MD-N	4	0	0	15	1	0
NCS	1	0	0	14	0	0
UP-N	6	0	0	18	1	0
TOTAL	98	0	0	133	6	0

Table 17: Stations Not Meeting Seating Policy

Line-Branch	Station	Minority Status	Seats Required	Current Seats
HC	Lockport	Non-Minority	16	8
BNSF	Highlands	Non-Minority	7	6
BNSF	Route 59	Non-Minority	94	81
UP-NW-McHenry	McHenry	Non-Minority	4	0
MD-N	Edgebrook	Non-Minority	11	10
UP-N	Kenosha	Non-Minority	10	4

- Covered Waiting Area

Table 18 shows that all but one minority station is in compliance with the transit amenity policy for covered waiting area. Halsted Station on the BNSF does not comply with the covered waiting area policy. Halsted Station currently has 132 square feet of shelter area, which provides enough covered waiting for 31 peak train boardings. Metra would need an additional 62 square feet of shelter area to accommodate the 45 peak trains boardings at this station. Metra will study the feasibility of adding sufficient covered waiting area at this station.

Table 18: Non-Downtown Stations with Sufficient Covered Waiting Area by Minority Status and Rail Line

Rail Line	Minority Stations			Non-Minority Stations		
	Yes	No	n/a	Yes	No	n/a
ME	45	0	0	2	0	0
RI	14	0	0	12	0	0
SWS	2	0	0	10	0	0
HC	1	0	0	5	0	0
BNSF	6	1	0	18	0	0
UP-W	6	0	0	12	0	0
MD-W	11	0	0	10	0	0
UP-NW	1	0	0	21	0	0
MD-N	4	0	0	16	0	0
NCS	1	0	0	14	0	0
UP-N	6	0	0	19	0	0
TOTAL	97	1	0	139	0	0

- Provision of Information

Table 19 shows the number of non-downtown stations by rail line and minority status that comply with Metra's transit amenity policy on provision of information. As this table shows, one minority station, 18th Street Station on the ME Line, is not in compliance with this policy. This station has no public address system installed because the station is used primarily only for Chicago Bears home games at nearby Soldier Field.

Table 19: Non-Downtown Stations with Sufficient Passenger Information by Minority Status and Rail Line

Rail Line	Minority Stations			Non-Minority Stations		
	Yes	No	n/a	Yes	No	n/a
ME	44	1	0	2	0	0
RI	14	0	0	12	0	0
SWS	2	0	0	10	0	0
HC	1	0	0	5	0	0
BNSF	7	0	0	18	0	0
UP-W	6	0	0	12	0	0
MD-W	11	0	0	10	0	0
UP-NW	1	0	0	21	0	0
MD-N	4	0	0	16	0	0
NCS	1	0	0	14	0	0
UP-N	6	0	0	19	0	0
TOTAL	97	1	0	139	0	0

- Escalators

As discussed above, Metra has no policy for distribution of escalators at stations because it does not install or maintain any escalators. Metra therefore does not monitor the distribution of escalators at rail stations.

- Elevators/ADA Compliance

Table 20 shows the number of minority and non-minority stations by rail line which are ADA accessible, partially ADA accessible, or not ADA accessible. Table 20 also shows the ADA accessibility status of the 68 outlying "key stations" by rail line.⁷ Currently, all Metra key stations are ADA accessible. Metra designated "key stations" on each rail line and pledged to ensure, at a minimum, that all key stations would be ADA accessible, in compliance with the Federal Americans with Disabilities Act of 1990. Metra ensures that all new stations and any existing stations undergoing significant rehabilitation will be ADA accessible where feasible.

⁷ At least one station in each fare zone on every rail line, plus all downtown Chicago stations except Van Buren St., was designated as a "key station." All new stations constructed since the advent of the ADA Act of 1990 are ADA accessible, but they are not all necessarily designated as key stations.

Table 20: ADA-Accessible Status of Non-Downtown Stations by Minority Status and Rail Line

Rail Line	Minority Stations			Key Minority Stations		Non-Minority Stations			Key Non-Minority Stations	
	Yes	partial	No	Yes	No	Yes	partial	No	Yes	No
ME	21	0	24	7	0	2	0	0	1	0
RI	8	3	3	1	0	10	2	0	6	0
SWS	2	0	0	1	0	10	0	0	2	0
HC	1	0	0	1	0	5	0	0	3	0
BNSF	5	0	2	2	0	13	4	1	5	0
UP-W	5	0	1	2	0	11	0	1	5	0
MD-W	10	0	1	4	0	10	0	0	2	0
UP-NW	1	0	0	0	0	19	0	2	10	0
MD-N	2	0	2	1	0	15	0	1	7	0
NCS	1	0	0	0	0	14	0	0	0	0
UP-N	6	0	0	4	0	14	1	4	4	0
TOTAL	62	3	33	23	0	123	7	9	45	0

- Waste Receptacles

Table 21 shows the number of minority and non-minority non-downtown stations that comply with Metra's transit amenity policy for waste receptacles. As this table shows, all stations have at least one waste receptacle. **There is no deficiency in this transit amenity policy.**

Table 21: Non-Downtown Stations with Sufficient Waste Receptacles by Minority Status and Rail Line

Rail Line	Minority Stations			Non-Minority Stations		
	Yes	No	n/a	Yes	No	n/a
ME	45	0	0	2	0	0
RI	14	0	0	12	0	0
SWS	2	0	0	10	0	0
HC	1	0	0	5	0	0
BNSF	7	0	0	18	0	0
UP-W	6	0	0	12	0	0
MD-W	11	0	0	10	0	0
UP-NW	1	0	0	21	0	0
MD-N	4	0	0	16	0	0
NCS	1	0	0	14	0	0
UP-N	6	0	0	19	0	0
TOTAL	98	0	0	139	0	0

ii. Vehicle Assignment

Given the operating constraints described in the vehicle assignment policy, above, Metra does not have a policy for assigning revenue vehicles by rail line. The Electric Line is unique in the Metra system in that service is provided using Electric Multiple Units (EMUs), which cannot be used on any other Metra line. The remaining rail lines are served using passenger coaches powered by diesel locomotives. Equipment on these lines is generally not assigned to a single rail line, but to operating districts, including the Union Pacific (UP-N, UP-NW, and UP-W Lines), the Milwaukee District (MD-N, MD-W, NCS, and HC Lines), BNSF (BNSF and SWS Lines), and the Rock Island District (RID-ML and RID-BI branches). Passenger equipment may rotate between the rail lines within each operating district.

Table 22: Non-Downtown Station Amenities

Line-Branch	Station	Minority/ Non-Minority	Low-Income/ Non-Low-Income	Passenger Boardings		Seating			Covered Waiting Area			Passenger Info				ADA Accessibility		Trash Containers	
				Total Wkdy	Peak Train	Seats Required	Seats	Meets Std.?	Covered Area (ft ²)	Passenger Capacity	Meets Std.?	Info Sign	P/A System	VIS	Meets Std.?	Key Sta	ADA Access?	Total	Meets Std.?
ME-SC	Stony Island	Minority	Low-Income	99	20	2	24	Yes	2,525	1,130	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
ME-SC	Bryn Mawr	Minority	Low-Income	73	11	1	24	Yes	2,522	1,129	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
ME-SC	South Shore	Minority	Low-Income	121	23	2	18	Yes	2,587	1,074	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
ME-SC	Windsor Park	Minority	Low-Income	68	13	1	24	Yes	2,505	1,048	Yes	Yes	Yes	Yes	Yes		Yes	1	Yes
ME-SC	Cheltenham, 79th St.	Minority	Low-Income	47	8	1	24	Yes	2,050	857	Yes	Yes	Yes	Yes	Yes		Yes	1	Yes
ME-SC	83rd Street	Minority	Low-Income	74	12	1	24	Yes	2,504	1,120	Yes	Yes	Yes	Yes	Yes		Yes	1	Yes
ME-SC	87th Street	Minority	Low-Income	106	23	2	24	Yes	2,524	1,130	Yes	Yes	Yes	Yes	Yes		Yes	1	Yes
ME-SC	South Chicago, 93rd St.	Minority	Low-Income	472	100	10	48	Yes	3,822	1,538	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
ME-BI	State Street	Minority	Low-Income	41	9	1	15	Yes	926	342	Yes	Yes	Yes	No	Yes		No	2	Yes
ME-BI	Stewart Ridge	Minority	Low-Income	19	5	1	9	Yes	331	77	Yes	Yes	Yes	No	Yes		No	2	Yes
ME-BI	West Pullman	Minority	Low-Income	13	3	0	6	Yes	432	112	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-BI	Racine Avenue	Minority	Low-Income	28	7	1	6	Yes	491	169	Yes	Yes	Yes	No	Yes		No	2	Yes
ME-BI	Ashland Avenue	Minority	Low-Income	97	22	2	12	Yes	495	115	Yes	Yes	Yes	Yes	Yes		No	2	Yes
ME-BI	Burr Oak	Minority	Low-Income	89	19	2	10	Yes	886	286	Yes	Yes	Yes	Yes	Yes		No	1	Yes
ME-BI	Blue Island	Minority	Low-Income	197	43	4	9	Yes	886	352	Yes	Yes	Yes	Yes	Yes	Yes	Yes	1	Yes
ME-ML	Museum Campus/11th St.	Non-Minority	Non-Low-Income	370	28	3	14	Yes	3,754	1,706	Yes	Yes	Yes	Yes	Yes		Yes	10	Yes
ME-ML	18th Street	Minority	Non-Low-Income	23	3	0	8	Yes	106	25	Yes	Yes	No	No	No		No	2	Yes
ME-ML	McCormick Place	Minority	Low-Income	124	21	2	20	Yes	1,334	310	Yes	Yes	Yes	Yes	Yes		Yes	3	Yes
ME-ML	27th Street	Minority	Low-Income	12	3	0	12	Yes	1,196	462	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	47th St., Kenwood	Minority	Low-Income	94	19	2	4	Yes	105	24	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	53rd St., Hyde Park	Minority	Low-Income	671	58	6	72	Yes	5,104	1,442	Yes	Yes	Yes	Yes	Yes		Yes	8	Yes
ME-ML	55th-56th-57th St.	Minority	Low-Income	1,133	50	5	84	Yes	11,196	4,807	Yes	Yes	Yes	Yes	Yes	Yes	Yes	8	Yes
ME-ML	59th St., Univ. of Chi.	Minority	Low-Income	812	89	9	52	Yes	3,361	1,434	Yes	Yes	Yes	No	Yes		No	3	Yes
ME-ML	63rd Street	Minority	Low-Income	167	18	2	15	Yes	314	73	Yes	Yes	Yes	Yes	Yes		No	4	Yes
ME-ML	75th St., Grand Crossing	Minority	Low-Income	14	3	0	24	Yes	258	56	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	79th St., Chatham	Minority	Low-Income	50	11	1	16	Yes	452	115	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	83rd St., Avalon Park	Minority	Low-Income	56	18	2	16	Yes	372	95	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	87th St., Woodruff	Minority	Low-Income	56	13	1	26	Yes	522	132	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	91st St., Chesterfield	Minority	Low-Income	23	5	1	11	Yes	397	103	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	95th St., Chi. State Univ.	Minority	Low-Income	24	7	1	21	Yes	576	140	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	103rd St., Rosemoor	Minority	Low-Income	36	9	1	11	Yes	416	108	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	107th Street	Minority	Low-Income	27	7	1	11	Yes	278	65	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	111th St., Pullman	Minority	Low-Income	31	8	1	12	Yes	360	94	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	Kensington, 115th St.	Minority	Low-Income	1,136	106	11	24	Yes	5,335	2,072	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
ME-ML	Riverdale	Minority	Low-Income	146	22	2	20	Yes	1,680	462	Yes	Yes	Yes	Yes	Yes		No	1	Yes
ME-ML	Ivanhoe	Minority	Low-Income	520	67	7	10	Yes	5,748	2,449	Yes	Yes	Yes	Yes	Yes		Yes	3	Yes
ME-ML	147th St., Sibley Blvd.	Minority	Low-Income	829	108	11	16	Yes	1,320	377	Yes	Yes	Yes	No	Yes		No	1	Yes
ME-ML	Harvey	Minority	Low-Income	471	63	6	26	Yes	2,316	536	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
ME-ML	Hazel Crest	Minority	Low-Income	261	35	4	20	Yes	1,860	433	Yes	Yes	Yes	Yes	Yes		Yes	3	Yes
ME-ML	Calumet	Minority	Non-Low-Income	1,077	165	17	32	Yes	3,576	1,291	Yes	Yes	Yes	Yes	Yes		Yes	5	Yes
ME-ML	Homewood	Minority	Low-Income	1,171	139	14	51	Yes	7,910	3,444	Yes	Yes	Yes	Yes	Yes	Yes	Yes	5	Yes
ME-ML	Flossmoor	Minority	Low-Income	859	103	10	18	Yes	4,705	2,109	Yes	Yes	Yes	Yes	Yes		Yes	5	Yes
ME-ML	Olympia Fields	Minority	Low-Income	679	111	11	24	Yes	1,398	406	Yes	Yes	Yes	Yes	Yes		No	8	Yes
ME-ML	211th St., Lincoln Hwy	Minority	Low-Income	527	95	10	42	Yes	2,687	1,151	Yes	Yes	Yes	Yes	Yes		Yes	8	Yes
ME-ML	Matteson	Minority	Low-Income	591	79	8	20	Yes	3,161	1,237	Yes	Yes	Yes	Yes	Yes		No	3	Yes
ME-ML	Richton Park	Minority	Low-Income	1,059	151	15	35	Yes	4,511	2,011	Yes	Yes	Yes	Yes	Yes		Yes	3	Yes
ME-ML	University Park	Non-Minority	Non-Low-Income	808	128	13	68	Yes	14,587	6,896	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	Yes
RI-ML	35th St.	Minority	Low-Income	245	28	3	58	Yes	1,152	268	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
RI-ML	Gresham	Minority	Low-Income	313	44	4	16	Yes	848	424	Yes	Yes	Yes	Yes	Yes		No	2	Yes
RI-ML	95th Street, Longwood	Minority	Low-Income	64	21	2	12	Yes	182	42	Yes	Yes	Yes	Yes	Yes		Partial	1	Yes
RI-ML	103rd St., Wash. Hts	Minority	Low-Income	101	40	4	18	Yes	1,160	403	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
RI-ML	Vermont St.	Minority	Low-Income	479	67	7	39	Yes	1,747	694	Yes	Yes	Yes	Yes	Yes		Yes	5	Yes
RI-ML	Robbins	Minority	Low-Income	65	10	1	8	Yes	421	98	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
RI-ML	Midlothian	Non-Minority	Low-Income	938	115	12	42	Yes	2,246	843	Yes	Yes	Yes	Yes	Yes		Yes	8	Yes
RI-ML	Oak Forest	Non-Minority	Non-Low-Income	1,091	153	15	45	Yes	1,363	391	Yes	Yes	Yes	Yes	Yes	Yes	Yes	6	Yes
RI-ML	Tinley Park	Non-Minority	Non-Low-Income	917	127	13	118	Yes	3,441	1,053	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
RI-ML	80th Ave., Tinley Park	Non-Minority	Non-Low-Income	2,064	283	28	188	Yes	8,140	1,844	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
RI-ML	Hickory Creek	Non-Minority	Non-Low-Income	1,079	165	17	39	Yes	1,066	248	Yes	Yes	Yes	Yes	Yes		Yes	7	Yes
RI-ML	Mokena	Non-Minority	Non-Low-Income	559	76	8	33	Yes	2,195	858	Yes	Yes	Yes	Yes	Yes		Yes	5	Yes
RI-ML	New Lenox	Non-Minority	Non-Low-Income	1,046	134	13	521	Yes	3,661	1,142	Yes	Yes	Yes	Yes	Yes	Yes	Yes	5	Yes
RI-ML	Joliet	Non-Minority	Non-Low-Income	776	86	9	31	Yes	906	191	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes

Line-Branch	Station	Minority/ Non-Minority	Low-Income/ Non-Low-Income	Passenger Boardings		Seating			Covered Waiting Area			Passenger Info				ADA Accessibility		Trash Containers	
				Total Wkdy	Peak Train	Seats Required	Seats	Meets Std.?	Covered Area (ft ²)	Passenger Capacity	Meets Std.?	Info Sign	P/A System	VIS	Meets Std.?	Key Sta	ADA Access?	Total	Meets Std.?
RI-Bev	Brainerd	Minority	Low-Income	265	37	4	17	Yes	890	239	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
RI-Bev	91st St., Beverly Hills	Minority	Low-Income	368	61	6	24	Yes	1,482	501	Yes	Yes	Yes	Yes	Yes		Partial	2	Yes
RI-Bev	95th St., Beverly Hills	Minority	Non-Low-Income	443	69	7	28	Yes	948	256	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
RI-Bev	99th St., Beverly Hills	Minority	Non-Low-Income	645	99	10	35	Yes	2,264	765	Yes	Yes	Yes	Yes	Yes		Yes	5	Yes
RI-Bev	103rd St., Beverly Hills	Non-Minority	Non-Low-Income	734	93	9	42	Yes	1,446	506	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
RI-Bev	107th St., Beverly Hills	Non-Minority	Non-Low-Income	395	76	8	32	Yes	909	294	Yes	Yes	Yes	Yes	Yes		Partial	2	Yes
RI-Bev	111th St., Morgan Park	Non-Minority	Non-Low-Income	548	80	8	54	Yes	4,577	2,030	Yes	Yes	Yes	Yes	Yes		Yes	7	Yes
RI-Bev	115th St., Morgan Park	Non-Minority	Non-Low-Income	136	24	2	29	Yes	288	67	Yes	Yes	Yes	Yes	Yes		Partial	1	Yes
RI-Bev	119th Street	Minority	Low-Income	269	33	3	18	Yes	1,811	560	Yes	Yes	Yes	Yes	Yes		Partial	2	Yes
RI-Bev	123rd Street	Minority	Low-Income	53	13	1	3	Yes	224	52	Yes	Yes	Yes	No	Yes		No	1	Yes
RI-Bev	Prairie Street	Minority	Non-Low-Income	30	8	1	4	Yes	48	11	Yes	Yes	Yes	No	Yes		No	1	Yes
RI-Bev	Vermont St.	Minority	Low-Income	116	23	2	39	Yes	1,747	694	Yes	Yes	Yes	Yes	Yes		Yes	5	Yes
SWS	Wrightwood	Minority	Low-Income	261	61	6	22	Yes	10,230	5,000	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
SWS	Ashburn	Minority	Low-Income	229	63	6	22	Yes	1,257	372	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
SWS	Oak Lawn Patriot	Non-Minority	Non-Low-Income	1,186	296	30	65	Yes	5,981	2,430	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
SWS	Chicago Ridge	Non-Minority	Low-Income	372	102	10	24	Yes	2,740	1,256	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
SWS	Worth	Non-Minority	Low-Income	406	78	8	22	Yes	926	283	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
SWS	Palos Heights	Non-Minority	Non-Low-Income	232	53	5	15	Yes	3,174	1,264	Yes	Yes	Yes	Yes	Yes		Yes	3	Yes
SWS	Palos Park	Non-Minority	Non-Low-Income	424	82	8	56	Yes	2,351	909	Yes	Yes	Yes	Yes	Yes		Yes	3	Yes
SWS	Orland Park, 143rd St.	Non-Minority	Non-Low-Income	591	124	12	79	Yes	2,215	1,010	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
SWS	Orland Park, 153rd St.	Non-Minority	Non-Low-Income	544	116	12	87	Yes	5,378	2,315	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
SWS	Orland Park, 179th St.	Non-Minority	Non-Low-Income	208	47	5	17	Yes	1,918	771	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
SWS	Laraway Road	Non-Minority	Non-Low-Income	19	16	2	27	Yes	966	376	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
SWS	Manhattan	Non-Minority	Non-Low-Income	19	12	1	16	Yes	1,746	590	Yes	Yes	Yes	Yes	Yes		Yes	3	Yes
HC	Summit	Minority	Non-Low-Income	101	45	5	12	Yes	780	164	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	Yes
HC	Willow Springs	Non-Minority	Non-Low-Income	148	73	7	15	Yes	597	220	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	Yes
HC	Lemont	Non-Minority	Non-Low-Income	455	237	24	55	Yes	2,442	840	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
HC	Romeoville	Non-Minority	Non-Low-Income	148	78	8	18	Yes	536	113	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
HC	Lockport	Non-Minority	Non-Low-Income	344	157	16	8	No	3,224	1,013	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
HC	Joliet	Non-Minority	Non-Low-Income	220	84	8	31	Yes	906	191	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
BNSF	Halsted Street	Minority	Low-Income	115	45	5	6	Yes	132	31	No	Yes	Yes	No	Yes		No	1	Yes
BNSF	Western Avenue	Minority	Low-Income	57	12	1	25	Yes	4,866	2,215	Yes	Yes	Yes	No	Yes		No	2	Yes
BNSF	Cicero	Minority	Low-Income	136	28	3	29	Yes	3,238	1,590	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
BNSF	LaVergne	Minority	Low-Income	174	64	6	8	Yes	461	107	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
BNSF	Berwyn	Minority	Non-Low-Income	669	131	13	86	Yes	3,378	1,407	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
BNSF	Harlem Avenue	Minority	Non-Low-Income	451	136	14	88	Yes	3,613	1,020	Yes	Yes	Yes	Yes	Yes		Yes	5	Yes
BNSF	Riverside	Non-Minority	Non-Low-Income	493	135	14	61	Yes	8,960	3,927	Yes	Yes	Yes	Yes	Yes		Partial	10	Yes
BNSF	Hollywood (Zoo Stop)	Non-Minority	Non-Low-Income	120	36	4	62	Yes	956	478	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
BNSF	Brookfield	Non-Minority	Non-Low-Income	546	114	11	56	Yes	2,233	571	Yes	Yes	Yes	Yes	Yes		Partial	3	Yes
BNSF	Congress Park	Non-Minority	Non-Low-Income	368	115	12	12	Yes	830	193	Yes	Yes	Yes	No	Yes		No	3	Yes
BNSF	LaGrange Road	Non-Minority	Non-Low-Income	1,452	233	23	52	Yes	4,232	1,412	Yes	Yes	Yes	Yes	Yes	Yes	Yes	8	Yes
BNSF	Stone Avenue	Non-Minority	Non-Low-Income	946	237	24	24	Yes	2,441	963	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
BNSF	Western Springs	Non-Minority	Non-Low-Income	1,134	222	22	53	Yes	4,733	1,986	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
BNSF	Highlands	Non-Minority	Non-Low-Income	202	65	7	6	No	637	148	Yes	Yes	Yes	Yes	Yes		Yes	3	Yes
BNSF	Hinsdale	Non-Minority	Non-Low-Income	1,155	213	21	130	Yes	6,398	2,438	Yes	Yes	Yes	Yes	Yes		Yes	10	Yes
BNSF	West Hinsdale	Non-Minority	Non-Low-Income	306	115	12	16	Yes	684	159	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
BNSF	Clarendon Hills	Non-Minority	Non-Low-Income	799	151	15	76	Yes	3,520	1,445	Yes	Yes	Yes	Yes	Yes		Partial	5	Yes
BNSF	Westmont	Non-Minority	Non-Low-Income	1,083	157	16	47	Yes	3,052	1,162	Yes	Yes	Yes	Yes	Yes	Yes	Yes	6	Yes
BNSF	Fairview Avenue	Non-Minority	Non-Low-Income	415	87	9	18	Yes	1,623	539	Yes	Yes	Yes	Yes	Yes		Partial	3	Yes
BNSF	Downers Grove, Main St.	Non-Minority	Non-Low-Income	2,492	445	45	53	Yes	3,255	1,118	Yes	Yes	Yes	Yes	Yes	Yes	Yes	35	Yes
BNSF	Belmont	Non-Minority	Non-Low-Income	1,408	229	23	90	Yes	1,681	501	Yes	Yes	Yes	Yes	Yes		Yes	10	Yes
BNSF	Lisle	Non-Minority	Non-Low-Income	1,895	330	33	114	Yes	4,660	1,616	Yes	Yes	Yes	Yes	Yes		Yes	7	Yes
BNSF	Naperville	Non-Minority	Non-Low-Income	4,015	552	55	91	Yes	10,124	4,475	Yes	Yes	Yes	Yes	Yes	Yes	Yes	18	Yes
BNSF	Route 59	Non-Minority	Non-Low-Income	6,339	941	94	81	No	5,624	2,359	Yes	Yes	Yes	Yes	Yes	Yes	Yes	18	Yes
BNSF	Aurora	Minority	Non-Low-Income	1,856	222	22	116	Yes	7,008	1,475	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes

Line-Branch	Station	Minority/ Non-Minority	Low-Income/ Non-Low-Income	Passenger Boardings		Seating			Covered Waiting Area			Passenger Info				ADA Accessibility		Trash Containers	
				Total Wkdy	Peak Train	Seats Required	Seats	Meets Std.?	Covered Area (ft ²)	Passenger Capacity	Meets Std.?	Info Sign	P/A System	VIS	Meets Std.?	Key Sta	ADA Access?	Total	Meets Std.?
UP-W	Kedzie	Minority	Low-Income	41	12	1	4	Yes	2,308	940	Yes	Yes	Yes	No	Yes		No	1	Yes
UP-W	Oak Park, Marion St.	Minority	Low-Income	991	180	18	49	Yes	17,596	7,476	Yes	Yes	Yes	Yes	Yes	Yes	Yes	18	Yes
UP-W	River Forest	Non-Minority	Non-Low-Income	448	107	11	24	Yes	2,481	759	Yes	Yes	Yes	No	Yes		No	2	Yes
UP-W	Maywood	Minority	Non-Low-Income	87	21	2	9	Yes	200	47	Yes	Yes	Yes	Yes	Yes		Yes	5	Yes
UP-W	Melrose Park	Minority	Low-Income	86	26	3	11	Yes	902	346	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
UP-W	Bellwood	Minority	Non-Low-Income	145	38	4	8	Yes	666	213	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
UP-W	Berkeley	Non-Minority	Non-Low-Income	145	38	4	8	Yes	912	392	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	Yes
UP-W	Elmhurst	Non-Minority	Non-Low-Income	2,540	414	41	72	Yes	4,673	1,725	Yes	Yes	Yes	Yes	Yes	Yes	Yes	12	Yes
UP-W	Villa Park	Non-Minority	Non-Low-Income	870	184	18	81	Yes	4,020	1,423	Yes	Yes	Yes	Yes	Yes		Yes	7	Yes
UP-W	Lombard	Non-Minority	Non-Low-Income	1,502	243	24	27	Yes	2,196	664	Yes	Yes	Yes	Yes	Yes		Yes	12	Yes
UP-W	Glen Ellyn	Non-Minority	Non-Low-Income	1,929	336	34	41	Yes	3,700	1,213	Yes	Yes	Yes	Yes	Yes	Yes	Yes	9	Yes
UP-W	College Avenue	Non-Minority	Non-Low-Income	1,059	226	23	66	Yes	3,272	689	Yes	Yes	Yes	Yes	Yes		Yes	10	Yes
UP-W	Wheaton	Non-Minority	Non-Low-Income	1,618	273	27	72	Yes	4,988	1,279	Yes	Yes	Yes	Yes	Yes		Yes	14	Yes
UP-W	Winfield	Non-Minority	Non-Low-Income	496	115	12	55	Yes	2,200	833	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7	Yes
UP-W	West Chicago	Minority	Non-Low-Income	586	106	11	36	Yes	2,070	698	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
UP-W	Geneva	Non-Minority	Non-Low-Income	1,742	262	26	65	Yes	1,548	340	Yes	Yes	Yes	Yes	Yes	Yes	Yes	6	Yes
UP-W	La Fox	Non-Minority	Non-Low-Income	295	53	5	26	Yes	429	100	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
UP-W	Elburn	Non-Minority	Non-Low-Income	336	52	5	34	Yes	500	116	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
MD-W, MD-N, NCS	Western Avenue*	Non-Minority	Low-Income	836	49	5	24	Yes	3,736	1,601	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
MD-W	Grand-Cicero	Minority	Low-Income	80	16	2	11	Yes	2,874	1,240	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
MD-W	Hanson Park	Minority	Low-Income	58	14	1	24	Yes	1,012	380	Yes	Yes	Yes	Yes	Yes		Yes	1	Yes
MD-W	Galewood	Minority	Non-Low-Income	246	52	5	33	Yes	1,551	535	Yes	Yes	Yes	Yes	Yes		Yes	3	Yes
MD-W	Mars	Minority	Non-Low-Income	144	43	4	21	Yes	1,257	537	Yes	Yes	Yes	Yes	Yes		Yes	3	Yes
MD-W	Mont Clare	Minority	Non-Low-Income	303	66	7	27	Yes	1,671	627	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	Yes
MD-W	Elmwood Park	Non-Minority	Non-Low-Income	388	85	9	30	Yes	722	168	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
MD-W, NCS	River Grove*	Non-Minority	Non-Low-Income	333	51	5	34	Yes	864	277	Yes	Yes	Yes	Yes	Yes		Yes	5	Yes
MD-W	Franklin Park	Minority	Non-Low-Income	392	56	6	29	Yes	1,676	609	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
MD-W	Mannheim	Minority	Low-Income	35	13	1	8	Yes	128	30	Yes	Yes	Yes	No	Yes		No	1	Yes
MD-W	Bensenville	Minority	Non-Low-Income	414	54	5	56	Yes	2,029	694	Yes	Yes	Yes	Yes	Yes		Yes	3	Yes
MD-W	Wood Dale	Non-Minority	Non-Low-Income	596	84	8	24	Yes	2,894	1,061	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
MD-W	Itasca	Non-Minority	Non-Low-Income	555	112	11	43	Yes	1,826	622	Yes	Yes	Yes	Yes	Yes		Yes	5	Yes
MD-W	Medinah	Non-Minority	Non-Low-Income	439	95	10	16	Yes	800	186	Yes	Yes	Yes	Yes	Yes		Yes	4	Yes
MD-W	Roselle	Non-Minority	Non-Low-Income	1,448	330	33	55	Yes	3,096	1,095	Yes	Yes	Yes	Yes	Yes	Yes	Yes	5	Yes
MD-W	Schaumburg	Non-Minority	Non-Low-Income	1,583	323	32	76	Yes	9,270	4,147	Yes	Yes	Yes	Yes	Yes		Yes	7	Yes
MD-W	Hanover Park	Minority	Non-Low-Income	1,238	241	24	24	Yes	2,229	772	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
MD-W	Bartlett	Non-Minority	Non-Low-Income	988	239	24	128	Yes	2,613	710	Yes	Yes	Yes	Yes	Yes		Yes	5	Yes
MD-W	National Street	Minority	Non-Low-Income	584	125	13	69	Yes	2,953	1,106	Yes	Yes	Yes	Yes	Yes		Yes	7	Yes
MD-W	Elgin	Minority	Low-Income	411	70	7	14	Yes	728	214	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
MD-W	Big Timber Road	Non-Minority	Non-Low-Income	699	167	17	22	Yes	1,558	562	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
UP-NW	Clybourn	Non-Minority	Non-Low-Income	839	78	8	27	Yes	1,070	535	Yes	Yes	Yes	Yes	Yes		No	4	Yes
UP-NW	Irving Park	Minority	Low-Income	439	58	6	6	Yes	780	390	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
UP-NW	Jefferson Park	Non-Minority	Non-Low-Income	510	94	9	44	Yes	1,460	441	Yes	Yes	Yes	Yes	Yes	Yes	Yes	6	Yes
UP-NW	Gladstone Park	Non-Minority	Non-Low-Income	180	52	5	8	Yes	490	245	Yes	Yes	Yes	No	Yes		No	1	Yes
UP-NW	Norwood Park	Non-Minority	Non-Low-Income	365	88	9	14	Yes	3,448	919	Yes	Yes	Yes	Yes	Yes		Yes	2	Yes
UP-NW	Edison Park	Non-Minority	Non-Low-Income	752	142	14	16	Yes	1,825	565	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
UP-NW	Park Ridge	Non-Minority	Non-Low-Income	1,168	217	22	57	Yes	3,937	1,248	Yes	Yes	Yes	Yes	Yes	Yes	Yes	8	Yes
UP-NW	Dee Road	Non-Minority	Non-Low-Income	594	105	11	11	Yes	1,414	550	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
UP-NW	Des Plaines	Non-Minority	Non-Low-Income	1,209	143	14	61	Yes	7,775	2,832	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
UP-NW	Cumberland	Non-Minority	Non-Low-Income	442	90	9	12	Yes	1,344	547	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
UP-NW	Mount Prospect	Non-Minority	Non-Low-Income	1,879	345	35	96	Yes	3,122	1,026	Yes	Yes	Yes	Yes	Yes	Yes	Yes	14	Yes
UP-NW	Arlington Heights	Non-Minority	Non-Low-Income	2,506	366	37	84	Yes	10,318	3,133	Yes	Yes	Yes	Yes	Yes	Yes	Yes	16	Yes
UP-NW	Arlington Park	Non-Minority	Non-Low-Income	1,738	325	33	48	Yes	4,364	1,610	Yes	Yes	Yes	Yes	Yes		Yes	6	Yes
UP-NW	Palatine	Non-Minority	Non-Low-Income	2,482	490	49	103	Yes	7,235	2,855	Yes	Yes	Yes	Yes	Yes	Yes	Yes	16	Yes
UP-NW	Barrington	Non-Minority	Non-Low-Income	1,725	308	31	92	Yes	2,949	734	Yes	Yes	Yes	Yes	Yes	Yes	Yes	16	Yes
UP-NW	Fox River Grove	Non-Minority	Non-Low-Income	462	94	9	25	Yes	635	148	Yes	Yes	Yes	Yes	Yes		Yes	10	Yes
UP-NW	Cary	Non-Minority	Non-Low-Income	883	181	18	34	Yes	2,524	772	Yes	Yes	Yes	Yes	Yes	Yes	Yes	5	Yes
UP-NW	Pingree Road	Non-Minority	Non-Low-Income	707	192	19	84	Yes	1,469	342	Yes	Yes	Yes	Yes	Yes		Yes	10	Yes
UP-NW	Crystal Lake	Non-Minority	Non-Low-Income	1,138	188	19	52	Yes	4,574	1,688	Yes	Yes	Yes	Yes	Yes	Yes	Yes	16	Yes
UP-NW	Woodstock	Non-Minority	Non-Low-Income	273	69	7	25	Yes	3,012	961	Yes	Yes	Yes	Yes	Yes	Yes	Yes	5	Yes
UP-NW	Harvard	Non-Minority	Low-Income	265	61	6	18	Yes	2,187	460	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	Yes
UP-NW-McHenry	McHenry (Branch Line)	Non-Minority	Non-Low-Income	85	36	4	0	No	4,026	1,113	Yes	Yes	Yes	Yes	Yes		Yes	1	Yes

Line-Branch	Station	Minority/ Non-Minority	Low-Income/ Non-Low-Income	Passenger Boardings		Seating			Covered Waiting Area			Passenger Info				ADA Accessibility		Trash Containers	
				Total Wkdy	Peak Train	Seats Required	Seats	Meets Std.?	Covered Area (ft ²)	Passenger Capacity	Meets Std.?	Info Sign	P/A System	VIS	Meets Std.?	Key Sta	ADA Access?	Total	Meets Std.?
MD-N	Healy	Minority	Low-Income	323	34	3	8	Yes	510	119	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	Yes
MD-N	Grayland	Minority	Non-Low-Income	357	54	5	6	Yes	264	61	Yes	Yes	Yes	No	Yes	No	No	2	Yes
MD-N	Mayfair	Minority	Non-Low-Income	281	37	4	6	Yes	336	78	Yes	Yes	Yes	Yes	Yes	No	No	2	Yes
MD-N	Forest Glen	Non-Minority	Non-Low-Income	376	57	6	6	Yes	420	98	Yes	Yes	Yes	No	Yes	No	No	4	Yes
MD-N	Edgebrook	Non-Minority	Non-Low-Income	701	105	11	10	No	702	274	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
MD-N	Morton Grove	Non-Minority	Non-Low-Income	967	105	11	54	Yes	2,007	751	Yes	Yes	Yes	Yes	Yes	Yes	Yes	6	Yes
MD-N	Golf	Non-Minority	Non-Low-Income	355	74	7	33	Yes	3,109	1,111	Yes	Yes	Yes	Yes	Yes	Yes	Yes	5	Yes
MD-N	Glenview	Non-Minority	Non-Low-Income	1,462	201	20	116	Yes	3,473	1,250	Yes	Yes	Yes	Yes	Yes	Yes	Yes	11	Yes
MD-N	Glen of North Glenview	Non-Minority	Non-Low-Income	1,163	189	19	103	Yes	6,486	2,392	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
MD-N	Northbrook	Non-Minority	Non-Low-Income	1,259	211	21	53	Yes	2,601	820	Yes	Yes	Yes	Yes	Yes	Yes	Yes	12	Yes
MD-N	Lake Cook Road	Non-Minority	Non-Low-Income	1,086	146	15	75	Yes	4,184	1,405	Yes	Yes	Yes	Yes	Yes	Yes	Yes	10	Yes
MD-N	Deerfield	Non-Minority	Non-Low-Income	1,133	146	15	76	Yes	6,343	2,364	Yes	Yes	Yes	Yes	Yes	Yes	Yes	8	Yes
MD-N	Lake Forest	Non-Minority	Non-Low-Income	607	102	10	59	Yes	8,726	3,580	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7	Yes
MD-N	Libertyville	Non-Minority	Non-Low-Income	801	102	10	36	Yes	1,145	326	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7	Yes
MD-N	Prairie Crossing	Non-Minority	Non-Low-Income	368	73	7	30	Yes	789	183	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7	Yes
MD-N	Grayslake	Non-Minority	Non-Low-Income	470	88	9	27	Yes	2,136	450	Yes	Yes	Yes	Yes	Yes	Yes	Yes	6	Yes
MD-N	Round Lake	Minority	Non-Low-Income	395	74	7	24	Yes	1,635	576	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
MD-N	Long Lake	Non-Minority	Non-Low-Income	93	23	2	6	Yes	204	47	Yes	Yes	Yes	Yes	Yes	Yes	Yes	1	Yes
MD-N	Ingleside	Non-Minority	Non-Low-Income	63	11	1	15	Yes	803	313	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
MD-N	Fox Lake	Non-Minority	Non-Low-Income	322	72	7	27	Yes	1,926	735	Yes	Yes	Yes	Yes	Yes	Yes	Yes	10	Yes
NCS	Belmont Ave./Franklin Pk.	Non-Minority	Low-Income	24	6	1	21	Yes	814	314	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
NCS	Schiller Park	Non-Minority	Non-Low-Income	41	12	1	18	Yes	1,044	324	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
NCS	Rosemont	Non-Minority	Non-Low-Income	27	7	1	3	Yes	447	104	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
NCS	O'Hare Transfer	Minority	Low-Income	113	35	4	18	Yes	540	126	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
NCS	Prospect Heights	Non-Minority	Non-Low-Income	304	74	7	22	Yes	2,560	540	Yes	Yes	Yes	Yes	Yes	Yes	Yes	6	Yes
NCS	Wheeling	Non-Minority	Non-Low-Income	348	90	9	39	Yes	4,034	1,452	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
NCS	Buffalo Grove	Non-Minority	Non-Low-Income	695	180	18	83	Yes	4,346	1,648	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
NCS	Prairie View	Non-Minority	Non-Low-Income	415	116	12	49	Yes	2,077	884	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	Yes
NCS	Vernon Hills	Non-Minority	Non-Low-Income	409	105	11	58	Yes	5,552	2,415	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	Yes
NCS	Mundelein	Non-Minority	Non-Low-Income	276	71	7	42	Yes	2,594	955	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
NCS	Pra. Crssng/Libertyville	Non-Minority	Non-Low-Income	87	23	2	35	Yes	1,331	536	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
NCS	Washington St./Grayslake	Non-Minority	Non-Low-Income	86	17	2	30	Yes	1,452	565	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
NCS	Round Lake Beach	Non-Minority	Non-Low-Income	111	27	3	15	Yes	2,230	579	Yes	Yes	Yes	Yes	Yes	Yes	Yes	6	Yes
NCS	Lake Villa	Non-Minority	Non-Low-Income	130	39	4	22	Yes	5,948	2,645	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
NCS	Antioch	Non-Minority	Non-Low-Income	192	40	4	39	Yes	2,732	1,089	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4	Yes
UP-N	Clybourn	Non-Minority	Non-Low-Income	835	95	10	27	Yes	1,070	535	Yes	Yes	Yes	Yes	Yes	No	No	6	Yes
UP-N	Ravenswood	Non-Minority	Low-Income	2,630	282	28	96	Yes	1,040	520	Yes	Yes	Yes	No	Yes	No	No	8	Yes
UP-N	Rogers Park	Minority	Low-Income	1,393	191	19	31	Yes	1,602	637	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7	Yes
UP-N	Main St., Evanston	Non-Minority	Non-Low-Income	1,130	147	15	36	Yes	3,172	738	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	Yes
UP-N	Davis St., Evanston	Minority	Low-Income	1,876	122	12	81	Yes	18,791	8,204	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7	Yes
UP-N	Central St., Evanston	Non-Minority	Non-Low-Income	1,346	165	17	73	Yes	5,403	1,916	Yes	Yes	Yes	Yes	Yes	Yes	Yes	8	Yes
UP-N	Wilmette	Non-Minority	Non-Low-Income	1,653	215	22	48	Yes	5,373	2,001	Yes	Yes	Yes	Yes	Yes	Yes	Yes	8	Yes
UP-N	Kenilworth	Non-Minority	Non-Low-Income	501	81	8	26	Yes	3,059	1,280	Yes	Yes	Yes	Yes	Yes	Yes	Yes	6	Yes
UP-N	Indian Hill	Non-Minority	Non-Low-Income	387	48	5	18	Yes	2,369	925	Yes	Yes	Yes	Yes	Yes	No	No	5	Yes
UP-N	Winnetka	Non-Minority	Non-Low-Income	754	102	10	64	Yes	4,554	1,447	Yes	Yes	Yes	Yes	Yes	Yes	Yes	5	Yes
UP-N	Hubbard Woods	Non-Minority	Non-Low-Income	396	90	9	26	Yes	3,467	1,205	Yes	Yes	Yes	No	Yes	No	No	7	Yes
UP-N	Glencoe	Non-Minority	Non-Low-Income	732	97	10	43	Yes	4,521	1,684	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7	Yes
UP-N	Braeside	Non-Minority	Non-Low-Income	410	98	10	15	Yes	1,100	423	Yes	Yes	Yes	Yes	Yes	Partial	Partial	5	Yes
UP-N	Ravinia	Non-Minority	Non-Low-Income	326	58	6	22	Yes	999	232	Yes	Yes	Yes	Yes	Yes	Yes	Yes	9	Yes
UP-N	Highland Park	Non-Minority	Non-Low-Income	1,005	129	13	36	Yes	3,728	1,277	Yes	Yes	Yes	Yes	Yes	Yes	Yes	8	Yes
UP-N	Highwood	Non-Minority	Non-Low-Income	242	27	3	48	Yes	2,730	725	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
UP-N	Fort Sheridan	Non-Minority	Non-Low-Income	259	48	5	14	Yes	891	331	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	Yes
UP-N	Lake Forest	Non-Minority	Non-Low-Income	747	94	9	49	Yes	7,638	2,218	Yes	Yes	Yes	Yes	Yes	Yes	Yes	10	Yes
UP-N	Lake Bluff	Non-Minority	Non-Low-Income	647	130	13	35	Yes	5,004	1,800	Yes	Yes	Yes	Yes	Yes	Yes	Yes	6	Yes
UP-N	Great Lakes	Minority	Low-Income	262	48	5	21	Yes	4,933	1,447	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7	Yes
UP-N	North Chicago	Minority	Low-Income	170	31	3	14	Yes	900	209	Yes	Yes	Yes	Yes	Yes	Yes	Yes	6	Yes
UP-N	Waukegan	Minority	Low-Income	764	62	6	26	Yes	3,608	906	Yes	Yes	Yes	Yes	Yes	Yes	Yes	11	Yes
UP-N	Zion	Minority	Low-Income	110	32	3	7	Yes	496	184	Yes	Yes	Yes	Yes	Yes	Yes	Yes	1	Yes
UP-N	Winthrop Harbor	Non-Minority	Non-Low-Income	59	18	2	9	Yes	220	51	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes
UP-N	Kenosha, Wisconsin	Non-Minority	Low-Income	345	99	10	4	No	5,288	1,982	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	Yes

*Total Weekday and AM Boardings include MD-N, MD-W and NCS trains at Western Ave. Station and MD-W and NCS trains at River Grove Station.

APPENDIX F

Base Maps and Demographic Maps of the Metra Service Area

Overview

All the exhibits in this appendix show the distribution of various demographic groups in relation to the Metra system. The exhibits highlight census tracts in which the proportional populations of each of these groups exceeds the regional average proportional populations of each group. These exhibits also show major highways in the region, as well as the location of the CTA rail lines. Additionally, two of the exhibits show major trip generators throughout the Metra service area, and the location of recently completed and planned major capital projects on the Metra system.

Exhibits 1 and 2 illustrate the regional distribution of minority and low-income populations in the six-county Metra service area, based on US Census Bureau Census 2020 (minority) and 2020 American Community Survey (ACS) 5-year estimates (low-income). Exhibit 1 highlights census tracts in which the proportional minority population exceeds that of the region-wide proportional minority population of 51.8%. Exhibit 2 highlights census tracts in which the proportional low-income population exceeds the regional average proportional low-income population of 11.2%.* The table on the next page shows the populations by race, Hispanic origin, and low-income (poverty) status by county for the Metra service area.

Exhibit 3 shows the locations of many major trip generators throughout the Metra service area, including major employment areas, colleges and universities, hospitals, and major shopping centers. Exhibit 4 shows the locations of various major capital projects throughout the Metra system that are included in recent, current, and future capital funding programs.

Exhibits 5 through 12 show the distribution of various populations by race and Hispanic origin status throughout the Metra service area, as derived from Census 2020 results. These exhibits highlight census tracts in which the populations of those reporting each of the following races exceed the regional average for each given race: American Indian/Alaskan Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian or Other Pacific Islander, White, "Some Other Race," or two or more races.

The Census question on race is separate from the question on Hispanic origin. Thus, there is some overlap between the population depicted in Exhibit 8 (Regional Distribution of Hispanic/Latino Alone Population) and the populations depicted in each of the other exhibits showing other races. For example, a survey respondent may have reported only "white" for race, but also reported "yes" for Hispanic, Latino, or Spanish origin.

* Proportional low-income population figures are based on the "poverty universe" for total population, which excludes all persons living in group quarters (such as residence halls, residential treatment centers, skilled nursing facilities, group homes, military barracks, correctional facilities, and workers' dormitories).

Population by Race and Low-Income Status by County for the Metra Service Area

Race	Cook County		DuPage County		Kane County		Lake County		McHenry County		Will County		Regional TOTAL	
	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.
White Alone	2,345,983	27.8%	616,830	7.3%	309,835	3.7%	435,395	5.2%	247,894	2.9%	443,562	5.3%	4,399,499	52.1%
Black or African American Alone	1,205,824	14.3%	45,516	0.5%	27,538	0.3%	49,035	0.6%	4,284	0.1%	80,979	1.0%	1,413,176	16.7%
American Indian & Alaska Native Alone	56,894	0.7%	5,154	0.1%	6,997	0.1%	7,112	0.1%	1,534	0.0%	3,974	0.0%	81,665	1.0%
Asian Alone	413,271	4.9%	119,672	1.4%	21,634	0.3%	59,390	0.7%	8,803	0.1%	42,849	0.5%	665,619	7.9%
Native Hawaiian & Other Pacific Islander Alone	1,864	0.0%	315	0.0%	217	0.0%	440	0.0%	61	0.0%	126	0.0%	3,023	0.0%
Some Other Race Alone	705,153	8.3%	62,732	0.7%	83,560	1.0%	86,580	1.0%	19,440	0.2%	54,431	0.6%	1,011,896	12.0%
Two or More Races	546,552	6.5%	82,658	1.0%	66,741	0.8%	76,390	0.9%	28,213	0.3%	70,434	0.8%	870,988	10.3%
Total	5,275,541	62.5%	932,877	11.0%	516,522	6.1%	714,342	8.5%	310,229	3.7%	696,355	8.2%	8,445,866	100.0%
Hispanic or Latino	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.
Hispanic	1,382,778	16.4%	144,291	1.7%	169,595	2.0%	171,962	2.0%	46,705	0.6%	130,851	1.5%	2,046,182	24.2%
Non-Hispanic	3,892,763	46.1%	788,586	9.3%	346,927	4.1%	542,380	6.4%	263,524	3.1%	565,504	6.7%	6,399,684	75.8%
Total	5,275,541	62.5%	932,877	11.0%	516,522	6.1%	714,342	8.5%	310,229	3.7%	696,355	8.2%	8,445,866	100.0%
Minority / Non-Minority	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.
Minority	3,140,298	37.2%	341,436	4.0%	234,215	2.8%	305,993	3.6%	71,570	0.8%	277,937	3.3%	4,371,449	51.8%
Non-Minority (White, Non-Hispanic)	2,135,243	25.3%	591,441	7.0%	282,307	3.3%	408,349	4.8%	238,659	2.8%	418,418	5.0%	4,074,417	48.2%
Total	5,275,541	62.5%	932,877	11.0%	516,522	6.1%	714,342	8.5%	310,229	3.7%	696,355	8.2%	8,445,866	100.0%
Low-Income / Non-Low-Income	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.	Pop.	Pct.
Low-Income	695,076	8.5%	56,256	0.7%	44,469	0.5%	51,620	0.6%	19,949	0.2%	46,353	0.6%	913,723	11.2%
Non Low-Income	4,386,984	53.6%	856,980	10.5%	480,596	5.9%	630,429	7.7%	284,738	3.5%	632,967	7.7%	7,272,694	88.8%
Total (Poverty Universe)	5,082,060	62.1%	913,236	11.2%	525,065	6.4%	682,049	8.3%	304,687	3.7%	679,320	8.3%	8,186,417	100.0%

Source: U.S. Census Bureau, Census 2020, Tables P1 and P2; 2020 American Community Survey (ACS), 5-year estimates, Table B17021

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Metra Service Area Base Map
Including Census Tracts Above & Below
Regional Average of Minority Population

Legend:

- Above Regional Average
- Below Regional Average
- Metra System**
 - Minority Metra Lines
 - Non-Minority Metra Lines
 - Metra Stations
 - ▭ Metra Service Area
 - NICTD South Shore Line
 - CTA Rail System

Data: US Census Bureau, 2020 Decennial Survey, © 2017 HERE All Rights Reserved

Metra

May 2022

Scale: 0 5 10 Miles

Map includes labels for Wisconsin, Illinois, Indiana, Lake Michigan, and various Metra lines (UP-NW, NCS, MD-N, UP-N, MD-W, UP-W, BNSF, HC, SWS, RID, SS).

Metra Service Area Base Map Including Census Tracts Above & Below Regional Average of Low Income Population

- Above Reg. Avg. Low-Income Pop.
- Below Reg. Avg. Low-Income Pop.
- Metra System**
 - Minority Metra Lines
 - Non-Minority Metra Lines
 - Metra Stations
 - Metra Service Area
 - NICTD South Shore Line
 - CTA Rail System

Data: US Census Bureau, 2020 American Community Survey 5-yr est. © 2017 HERE All Rights Reserved

Metra

May 2022

The map displays the Metra service area around Chicago, with census tracts shaded red or white based on their low-income population relative to the regional average. Major Metra lines are shown as blue (non-minority) and red (minority) dashed lines, with solid lines representing other rail systems like NICTD and CTA. The map includes labels for surrounding states (Wisconsin, Illinois, Indiana), Lake Michigan, and various highways (I-94, I-55, I-80, etc.). A legend, title, and scale bar are provided.

Exhibit 3: Base Map of Trip Generators, Major Employment Centers, and Minority Population

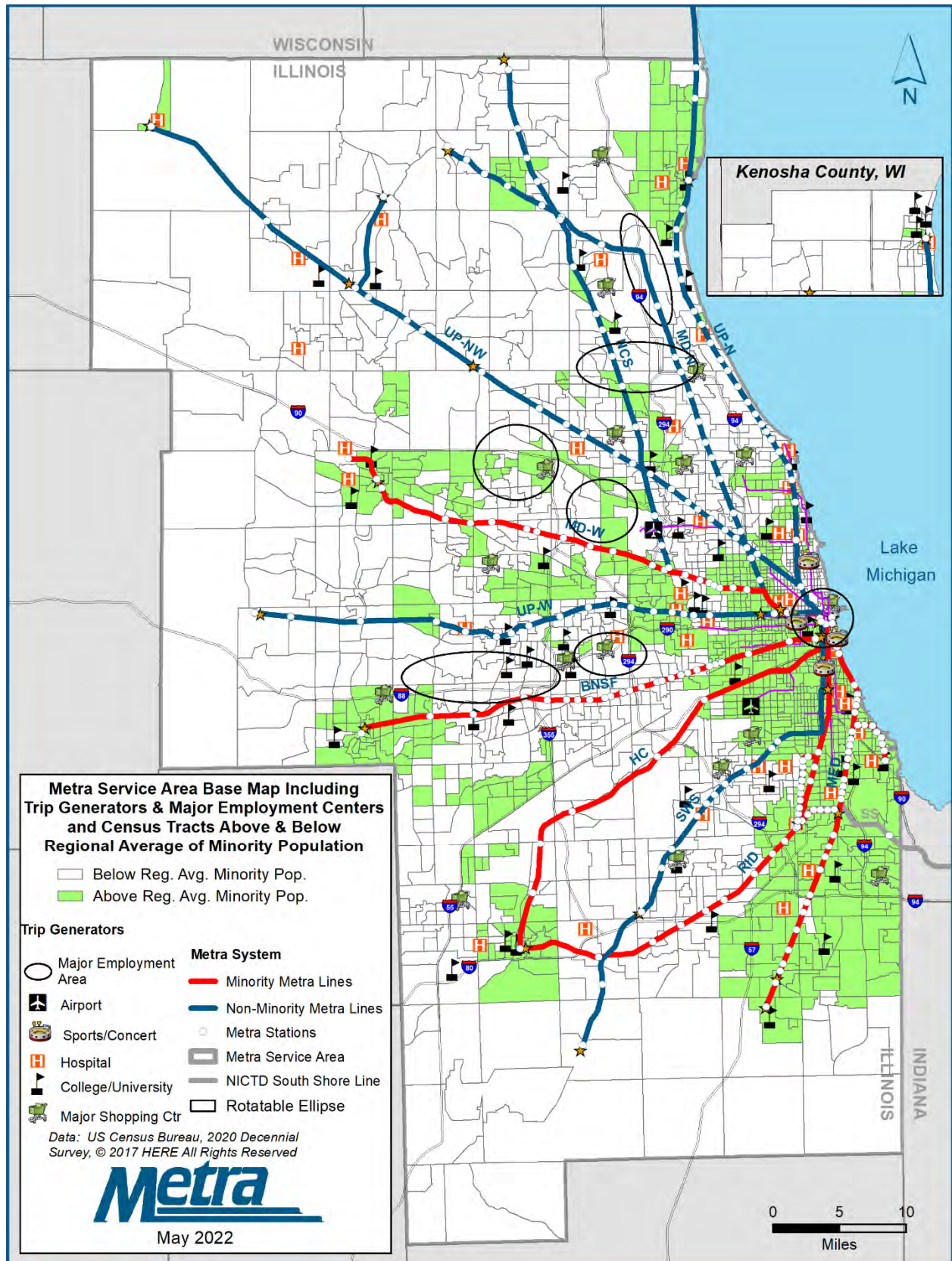


Exhibit 4: Base Map of Major Recent and Planned Capital Projects and Minority Population

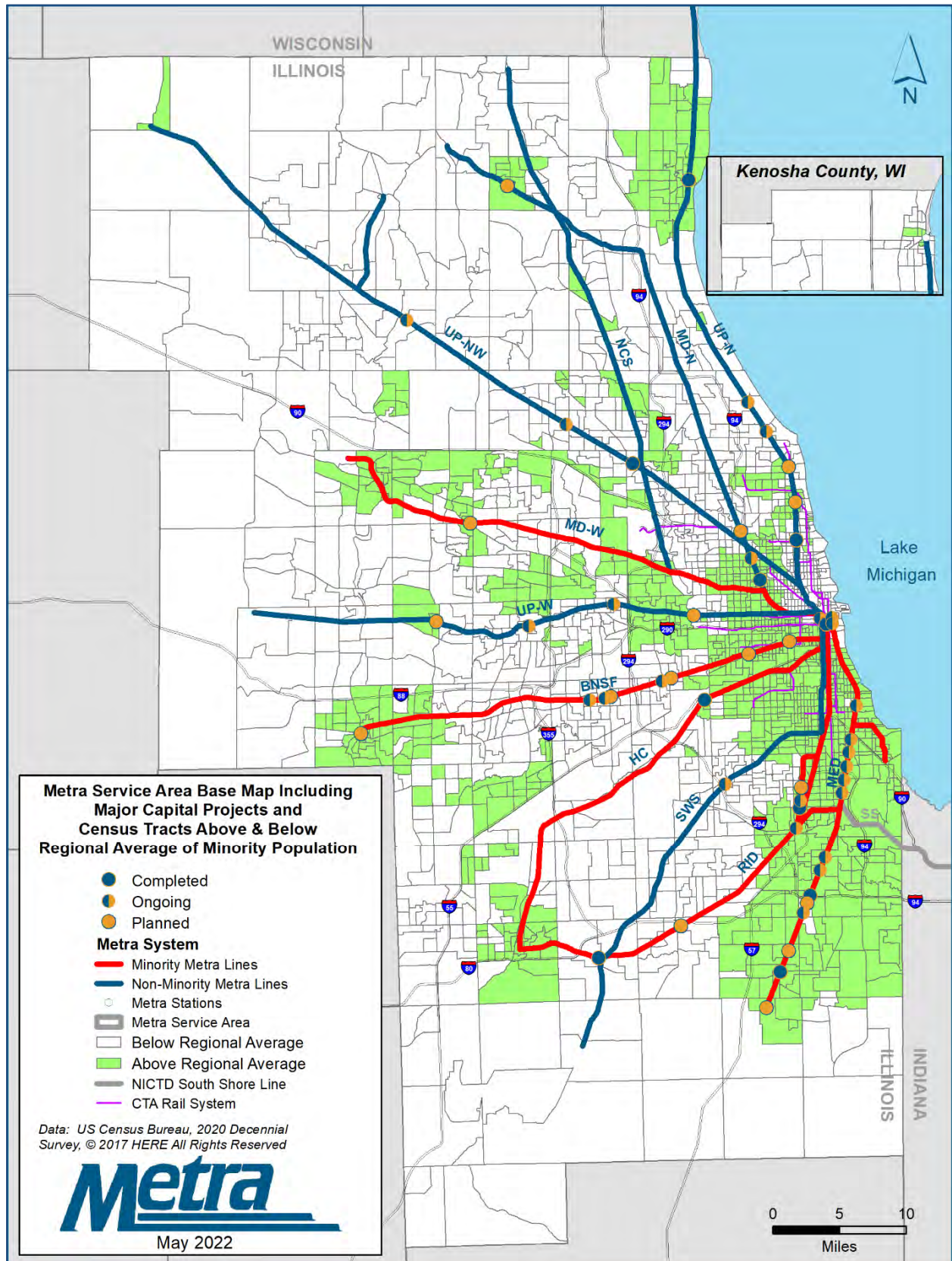


Exhibit 5: Regional Distribution of American Indian or Alaskan Native Alone Population

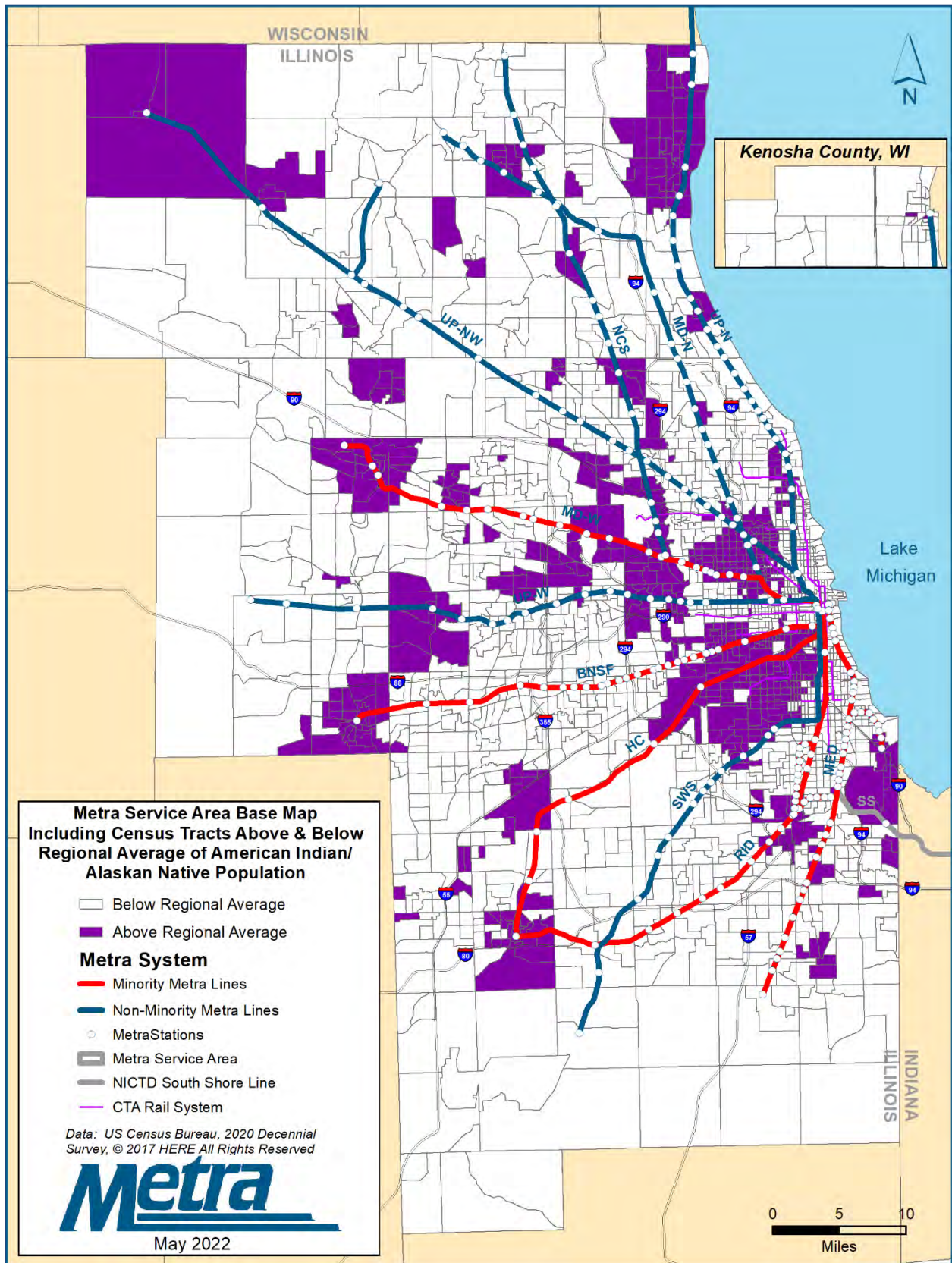


Exhibit 6: Regional Distribution of Asian Alone Population

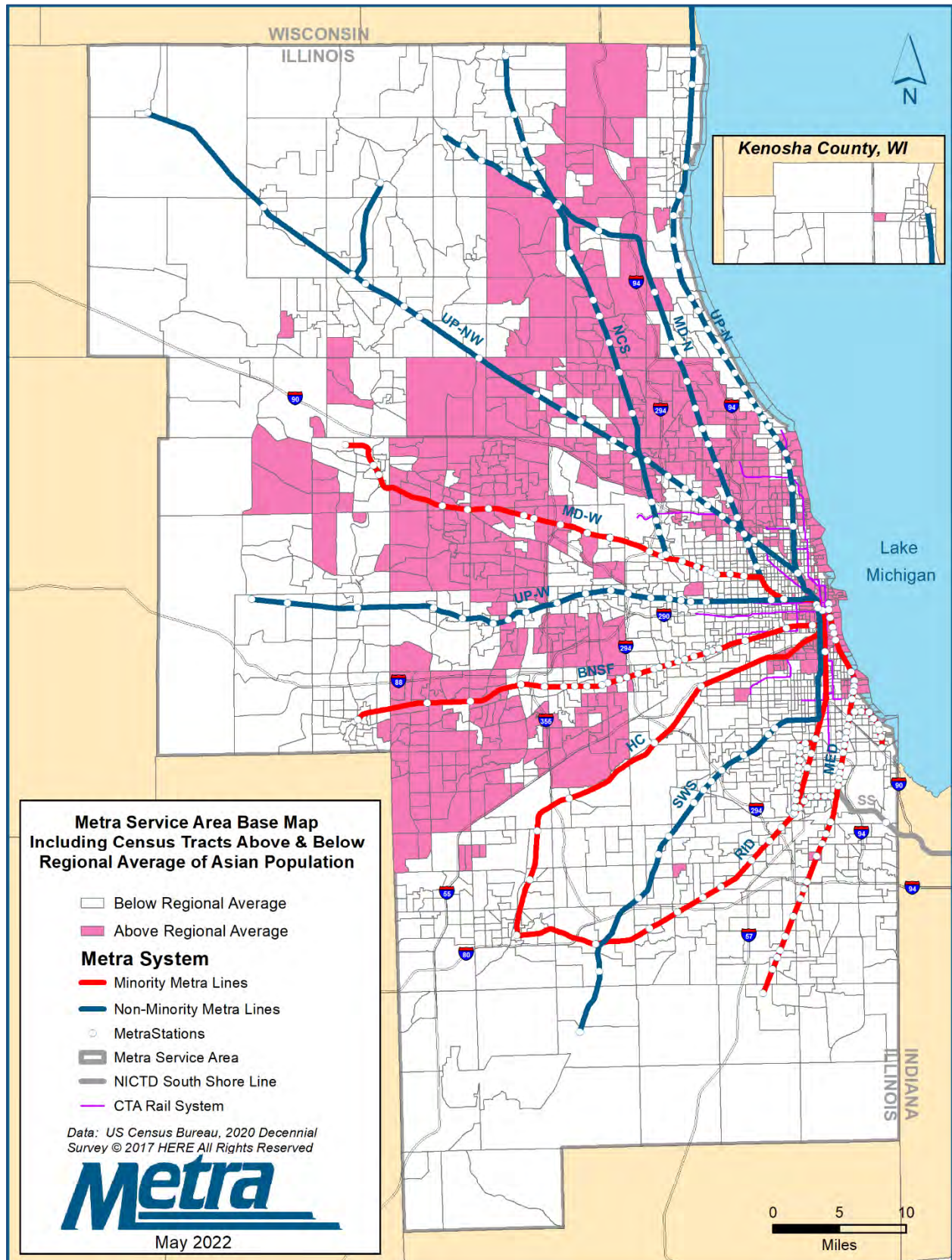


Exhibit 7: Regional Distribution of Black/African American Alone Population

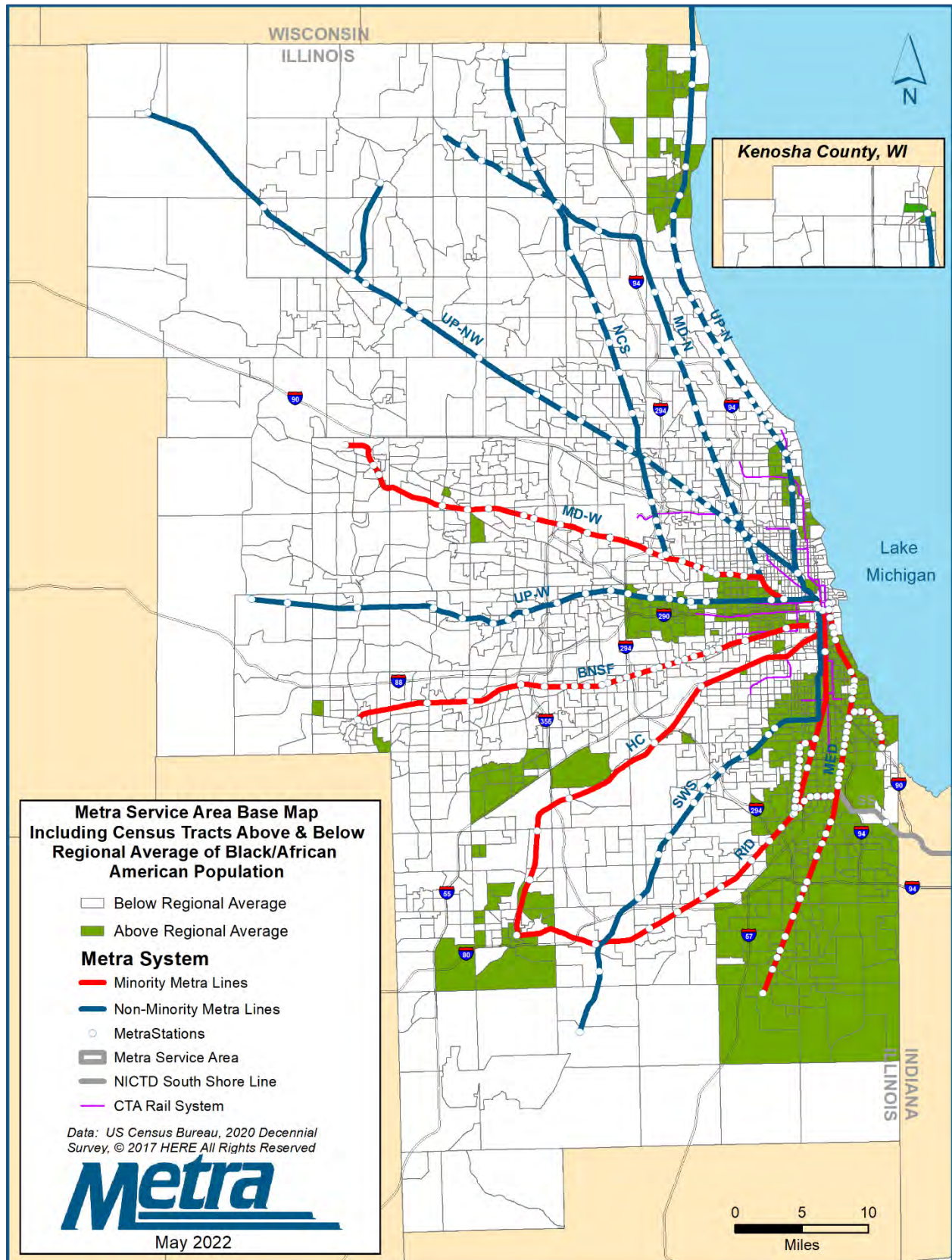


Exhibit 8: Regional Distribution of Hispanic/Latino Alone Population

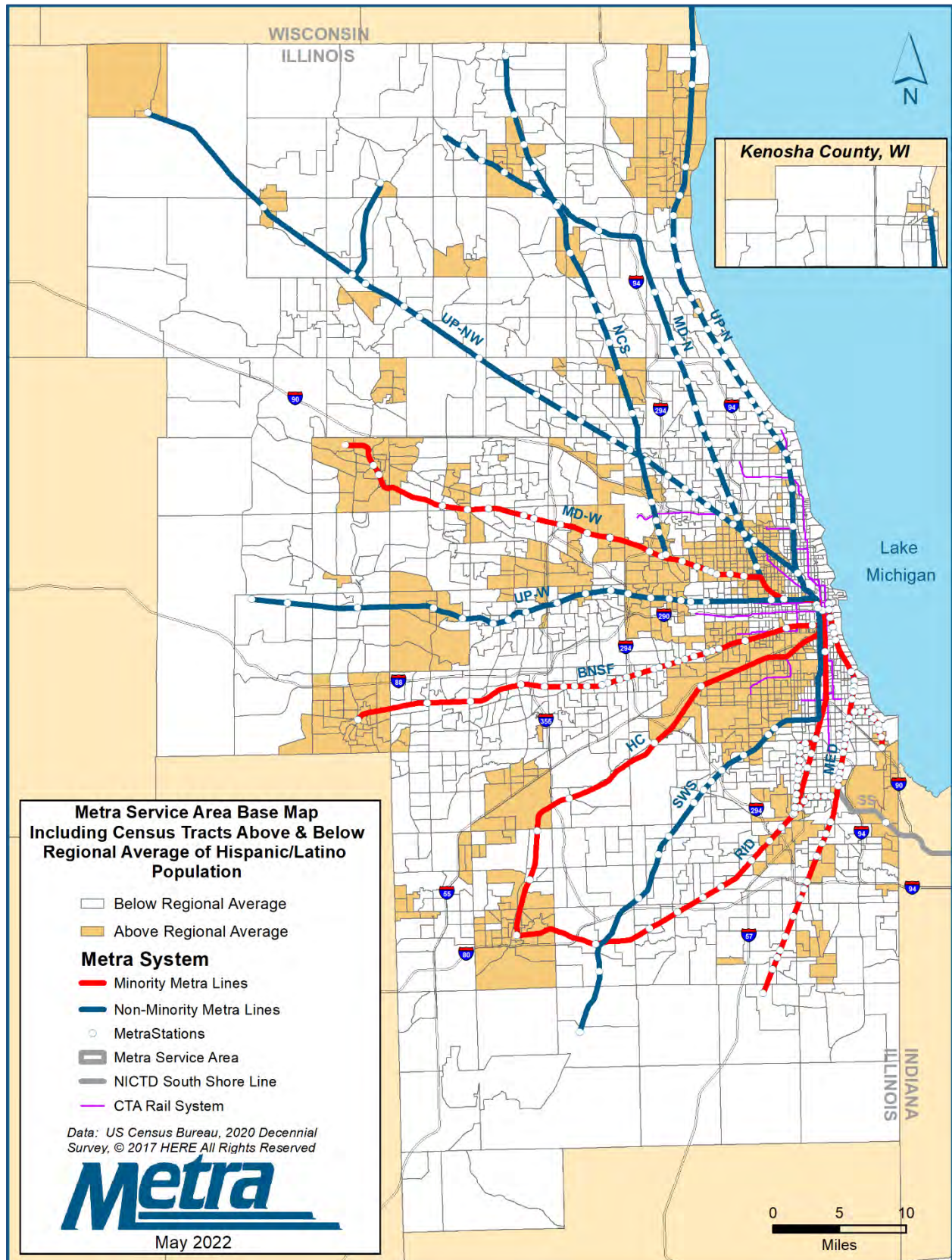


Exhibit 9: Regional Distribution of Native Hawaiian or Other Pacific Islander Alone Population

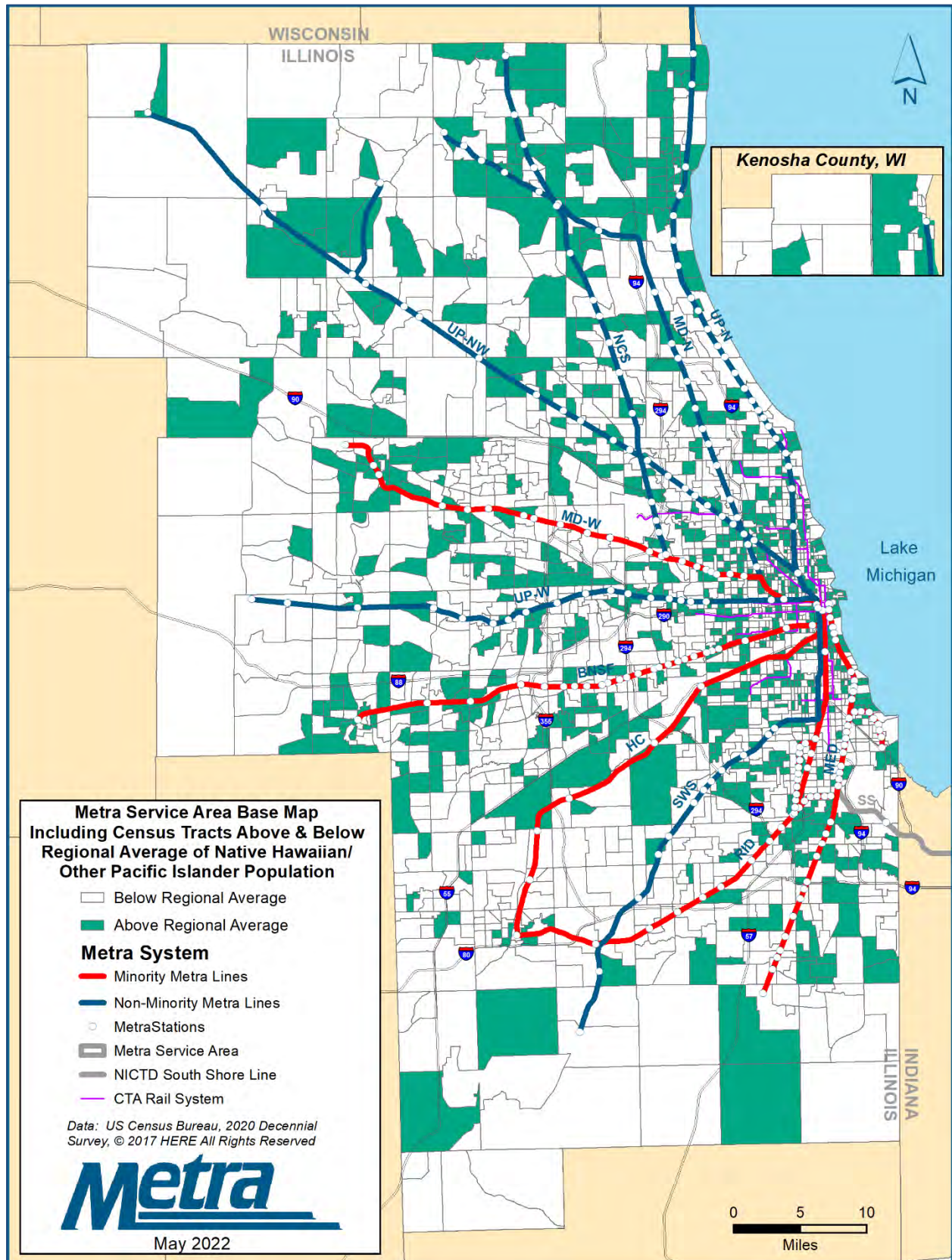


Exhibit 10: Regional Distribution of White Alone Population

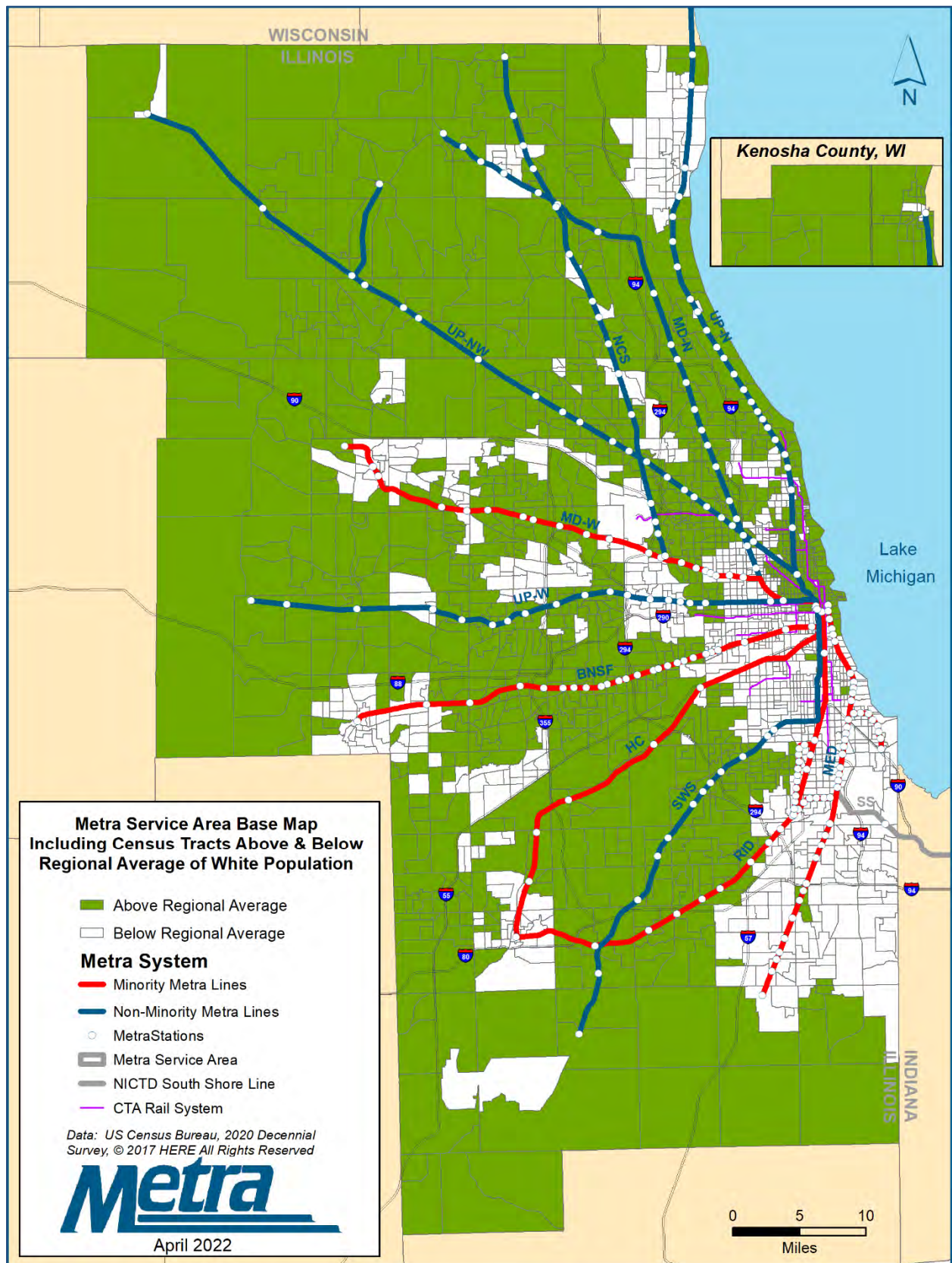


Exhibit 11: Regional Distribution of “Some Other Race” Population

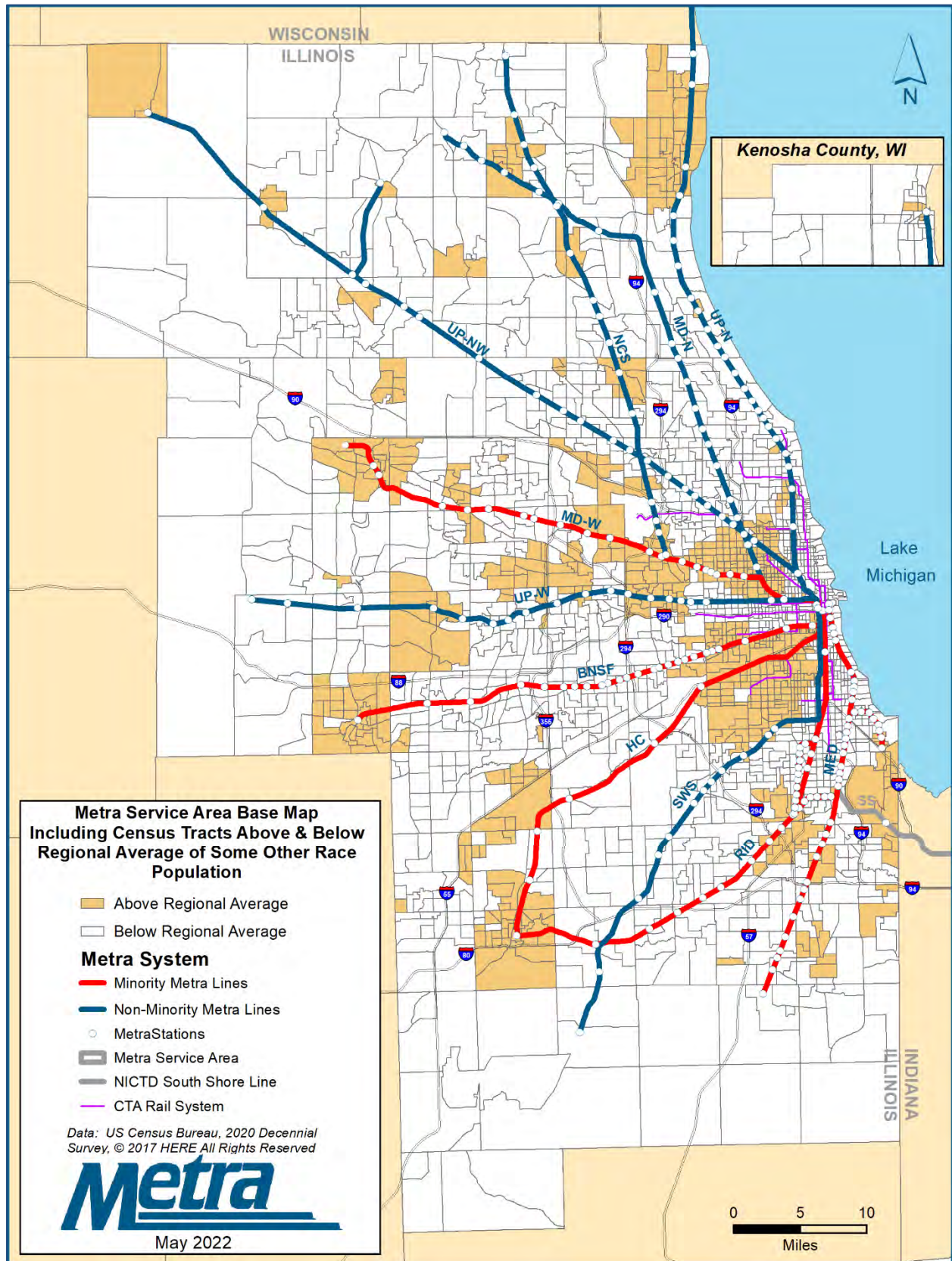
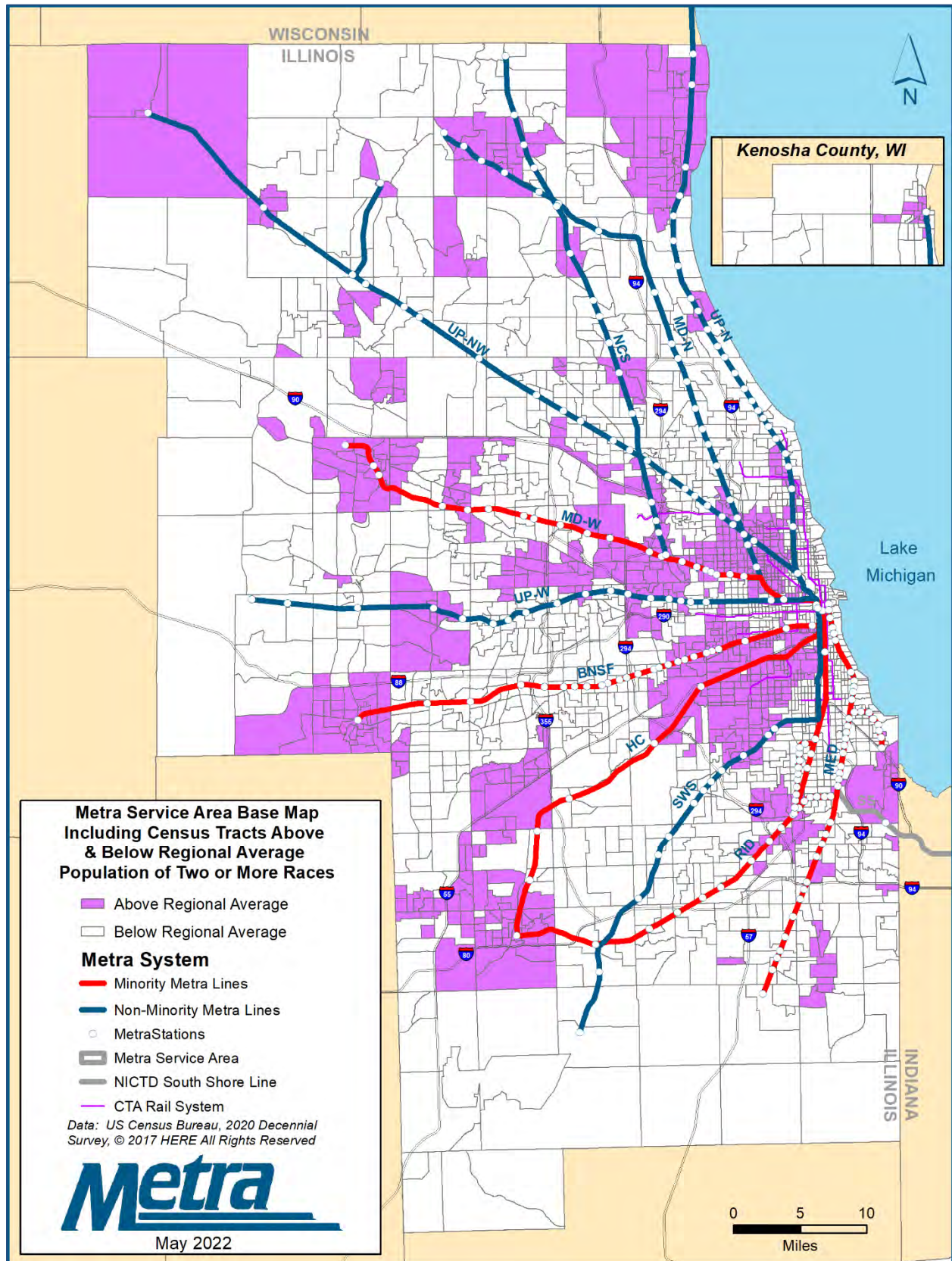


Exhibit 12: Regional Distribution of Population Consisting of Two or More Races



APPENDIX G

Metra 2019 Origin-Destination Survey, Summary Demographic Results

Overview and Summary

The analysis and tables in this document are derived from the Metra 2019 Origin-Destination Survey and are used to develop a profile of Metra's ridership by race and minority status. This analysis compares minority and non-minority populations, and includes breakdowns by race and minority status for the following selected background areas:

- Population distribution by rail line;
- Ticket use characteristics, including ticket type and number of fare zones traversed;
- Number of trips taken in a typical month; and
- Trip purpose.

This analysis also includes a profile of low-income riders by rail line, ticket type use, and number of fare zones traversed, and a brief analysis of language use. Survey results of ticket use characteristics, by both minority and low-income status, will be used for fare change equity analyses for any subsequent proposed fare changes. Where appropriate, some survey results may also be used for future major service change equity analyses, depending on the nature of each proposed service change.

The results of the Metra 2019 Origin-Destination Survey provide the following brief profile of minority and low-income riders:

- Minority riders make up about 32 percent of Metra ridership;
- Low-income riders make up about 3 percent of Metra ridership;
- Minority ridership is proportionally highest on the Electric Line and lowest on the Union Pacific-North Line;
- Low-income ridership is proportionally highest on the Electric Line and lowest on the SouthWest Service;
- Ticket type use by minority riders is generally similar to that of non-minority riders, except for an increased tendency for minority riders to use One-Way Tickets and RTA Ride Free permits, and a decreased tendency to use 10-Ride Tickets compared to riders overall;
- Low-income riders are more likely to use One-Way Tickets and RTA Ride Free Permits, and less likely to use full-fare Monthly and 10-Ride tickets compared to riders overall;
- Minority riders are more likely to take trips traversing two, six, or seven fare zones, and less likely to take trips traversing five or eight fare zones compared to riders overall;
- Low-income riders are more likely to take trips traversing two or eight to ten fare zones and less likely to take trips traversing three, five or seven fare zones compared to riders overall;
- Most minority and non-minority riders take Metra for trips to or from work or business related to work; minority riders are somewhat more likely to take Metra for trips to or from school or some other reason compared to riders overall;
- Most minority and non-minority riders typically ride Metra five days per week; a higher percentage of minority riders ride Metra five to seven days per week than non-minority riders;
- Most minority and non-minority riders ride peak-period/peak-direction trains, but minority riders are somewhat more likely to ride AM peak outbound and midday inbound and outbound trains compared to riders overall.

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1. Background, 2019 Metra Origin-Destination Survey

In spring 2019, Canete Medina Consulting Group Inc. (CMCGi) conducted a system-wide origin-destination survey of Metra riders. The 2019 Origin-Destination (O-D) Survey was based on the method originally developed for prior Metra Origin-Destination Surveys in 2002, 2006, 2014, and 2016. The 2019 O-D survey, as with these prior surveys, were conducted on all weekday trains operating from start of daily service until noon.

As with prior O-D surveys, the objectives of the 2019 O-D survey were to collect information about:

- Where respondents begin and end their trips (addresses or nearest intersections);
- Station access and egress modes (how Metra’s customers get to and from the rail stations);
- Trip purpose;
- What type of ticket the respondents use;
- How respondents purchase their tickets;
- Where they purchase their tickets;
- How often riders use the system and how often they telecommute;
- How long they have been Metra’s customers; and
- Rider demographics, including gender, age, ethnicity, languages spoken at home, English proficiency, household size, and household income.

The demographic questions were not included on prior O-D survey questionnaires but were added to the 2019 O-D survey to provide a larger sample size compared to what was previously collected through periodic customer satisfactions surveys.

From March through May 2019, a total of 63,328 paper questionnaires were distributed on board weekday Metra trains on Mondays, Tuesdays, Wednesdays, and Thursdays from the start-of-service though noon. Questionnaires were collected by CMCGi staff on board the trains, but also included unique codes so respondents could complete the survey online. The survey yielded 55,752 useable returns. The responses were weighted using results of the 2018 Metra Boarding and Alighting count.

2. Determination of Minority and Low-Income Status

For the analysis of 2019 Metra O-D Survey results, presented below, the definition of “minority” is based on self-reported primary ethnic background and refers to survey respondents who selected any single response other than “White/Caucasian” or any combination of two or more responses, including possibly “White/Caucasian.” Thus, “non-minority” refers to survey respondents who selected only “White/Caucasian” as primary ethnic background. Minority status can be determined for approximately 92 percent of the usable survey responses.

According to Federal Transit Administration (FTA) Title VI guidance, individuals are considered “low-income” if their household income falls below the thresholds set by US Department of Health and Human Services (HHS) Poverty Guidelines. To determine low-income status of respondents to the 2019 Metra O-D Survey, responses are grouped by reported household size and income range and compared to the 2019 HHS Poverty Guidelines. All respondents in each household size/income range group that include at least some respondents that could be classified as being in poverty based on the HHS Poverty Guidelines are designated as low-income. Low-income status can be determined for approximately 64 percent of the usable survey responses.

3. Distribution of Race by Rail Line

The results shown in this section may be used for equity analyses as required under FTA Title VI guidance to determine the effects of any proposed major service changes on minority and low-income populations. When necessary, US Census Bureau data are used instead of rider survey results for service change equity analyses.

Table 1 shows rail line usage by race and minority status. The percentages of all minority riders using the Metra Electric, Milwaukee District West and Rock Island lines exceed the percentages of all non-minority riders using these lines.

Table 2 shows the percentage of riders by race and minority status on each rail line. Among those reporting race, minority riders make up 31.7 percent of all Metra riders, while non-minority riders make up 68.3 percent. By rail line, minority ridership ranges from 20.7 percent on the UP North Line to 70.4 percent on the Metra Electric Line. The high proportion of minority ridership on the Metra Electric Line is also evident in Table 1, as 22.0 percent of all minority riders ride this line, while only 4.3 percent of non-minority riders ride this line.

Table 1: Percent Rail Line Use by Race and Minority Status

Rail Line	Black/African American	Hispanic/Latino	Asian/Pacific Islander	Other	Multiple Races	Minority	Non-Minority (White Alone)	SUM
BNSF	9.0%	19.9%	31.6%	20.7%	17.4%	19.2%	21.2%	20.6%
Heritage Corridor	0.5%	1.8%	0.3%	0.5%	0.8%	0.8%	1.2%	1.0%
Metra Electric	47.0%	10.4%	1.9%	10.9%	13.5%	22.0%	4.3%	9.9%
Milwaukee District North	3.1%	7.6%	11.3%	11.7%	7.4%	7.1%	9.2%	8.6%
Milwaukee District West	4.0%	15.1%	15.1%	12.5%	8.3%	10.4%	6.5%	7.7%
North Central Service	0.4%	2.3%	4.9%	2.8%	2.3%	2.4%	2.5%	2.5%
Rock Island	18.5%	10.3%	1.9%	6.4%	9.6%	10.7%	9.5%	9.9%
SouthWest Service	3.8%	4.8%	1.0%	7.5%	3.7%	3.3%	3.4%	3.4%
Union Pacific North	5.7%	9.6%	7.3%	10.2%	15.9%	7.8%	13.9%	11.9%
Union Pacific Northwest	5.6%	8.0%	8.2%	5.8%	9.2%	7.1%	12.4%	10.7%
Union Pacific West	2.4%	10.3%	16.5%	10.9%	11.9%	9.3%	15.9%	13.8%
SYSTEM	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 2: Percent Race and Minority Status Race by Rail Line

Rail Line	Black/African American	Hispanic/Latino	Asian/Pacific Islander	Other	Multiple Races	Minority	Non-Minority (White Alone)	SUM
BNSF	5.3%	6.8%	15.2%	0.9%	1.5%	29.7%	70.3%	100.0%
Heritage Corridor	5.8%	12.5%	3.1%	0.4%	1.4%	23.2%	76.8%	100.0%
Metra Electric	57.7%	7.4%	1.9%	1.0%	2.4%	70.4%	29.6%	100.0%
Milwaukee District North	4.4%	6.2%	13.0%	1.2%	1.5%	26.4%	73.6%	100.0%
Milwaukee District West	6.3%	13.7%	19.4%	1.5%	1.9%	42.7%	57.3%	100.0%
North Central Service	2.0%	6.4%	19.3%	1.0%	1.6%	30.3%	69.7%	100.0%
Rock Island	22.7%	7.3%	1.9%	0.6%	1.7%	34.2%	65.8%	100.0%
SouthWest Service	13.9%	10.0%	3.1%	2.0%	2.0%	30.8%	69.2%	100.0%
Union Pacific North	5.8%	5.6%	6.0%	0.8%	2.4%	20.7%	79.3%	100.0%
Union Pacific Northwest	6.3%	5.2%	7.5%	0.5%	1.5%	21.1%	78.9%	100.0%
Union Pacific West	2.1%	5.2%	11.8%	0.7%	1.5%	21.4%	78.6%	100.0%
SYSTEM	12.2%	7.0%	9.9%	0.9%	1.8%	31.7%	68.3%	100.0%

Table 3 shows rail line usage by low-income status. The percentages of all low-income riders using the Metra Electric, Milwaukee District West, North Central Service, Rock Island and UP North lines exceed the percentages of all non-low-income riders using these lines.

Table 4 shows the percentage of low-income and non-low-income riders on each rail line. Low-income riders make up 2.6 percent of overall ridership and non-low-income riders make up 97.4 percent of overall ridership, of those reporting household income and size. By rail line, low-income ridership ranges from 1.5 percent on the SouthWest Service to 5.5 percent on the Metra Electric. The high proportion of low-income ridership on the Metra Electric is also evident in Table 3, as 22.0 percent of all low-income riders use the Metra Electric Line compared to 10.0 percent of all non-low-income riders.

Table 3: Percent Rail Line Use by Low-Income Status

Rail Line	Low-Income	Non-Low-Income	SUM
BNSF	13.7%	20.7%	20.5%
Heritage Corridor	0.7%	1.0%	1.0%
Metra Electric	22.0%	10.0%	10.3%
Milwaukee North	6.4%	8.4%	8.4%
Milwaukee West	10.0%	7.6%	7.7%
North Central Service	2.6%	2.4%	2.4%
Rock Island	9.6%	9.9%	9.9%
SouthWest Service	1.9%	3.3%	3.3%
Union Pacific North	13.3%	12.3%	12.3%
Union Pacific Northwest	10.6%	13.5%	13.4%
Union Pacific West	9.2%	10.8%	10.8%
SYSTEM	100.0%	100.0%	100.0%

Table 4: Percent Low-Income Status by Rail Line

Rail Line	Low-Income	Non-Low-Income	SUM
BNSF	1.7%	98.3%	100.0%
Heritage Corridor	1.9%	98.1%	100.0%
Metra Electric	5.5%	94.5%	100.0%
Milwaukee North	2.0%	98.0%	100.0%
Milwaukee West	3.4%	96.6%	100.0%
North Central Service	2.8%	97.2%	100.0%
Rock Island	2.5%	97.5%	100.0%
SouthWest Service	1.5%	98.5%	100.0%
Union Pacific North	2.8%	97.2%	100.0%
Union Pacific Northwest	2.0%	98.0%	100.0%
Union Pacific West	2.2%	97.8%	100.0%
SYSTEM	2.6%	97.4%	100.0%

4. Ticket Type Use

The results shown in this section and in the following section (Number of Fare Zones Traversed) may be used for equity analyses as required under FTA Title VI guidance to determine the effects of proposed fare changes on minority and low-income populations. Rider surveys are an important data source for fare change equity analyses, as ticket use characteristics by minority and low-income status are not available from the US Census Bureau or other sources.

Table 5 shows ticket type use by race and minority status. A higher percentage of minority riders use full fare Monthly tickets, full and reduced fare One-Way tickets and RTA Ride Free permits compared to non-minority riders, while a lower percentage of minority riders use reduced fare Monthly and full and reduced fare 10-Ride tickets compared to non-minority riders.

Table 6 shows how the percentage of minority users for each ticket type compares to the overall system minority ridership of 31.7 percent. Compared to the system overall, a higher percentage of full fare Monthly and full and reduced One-Way ticket users are minority (31.8 percent, 44.8 percent and 48.5 percent, respectively) are minority. A much higher percentage of RTA Ride Free permit¹ users (61.2 percent) are minority compared to the system overall.

¹ The RTA Ride Free permit is limited to low-income seniors and disabled persons registered in the Illinois Department on Aging's Benefit Access program.

Table 5: Percent Ticket Type by Race and Minority Status

Ticket Type	Black/African American	Hispanic/Latino	Asian/Pacific Islander	Other	Multiple Races	Minority	Non-Minority (White Alone)	SUM
Monthly, Full	56.1%	57.1%	61.4%	53.9%	51.8%	57.7%	57.5%	57.5%
Ten-Ride, Full	22.2%	23.4%	28.3%	26.4%	29.3%	24.9%	29.9%	28.3%
One-Way, Full	12.7%	12.4%	5.6%	11.4%	11.6%	10.3%	5.9%	7.3%
Monthly, Reduced	3.2%	2.8%	2.7%	3.4%	2.0%	2.9%	3.1%	3.0%
Ten-Ride, Reduced	2.4%	2.0%	1.4%	2.2%	3.0%	2.0%	2.8%	2.5%
One-Way, Reduced	1.6%	1.7%	0.4%	0.8%	1.8%	1.2%	0.6%	0.8%
RTA Ride Free Permit	1.9%	0.5%	0.2%	1.8%	0.6%	1.0%	0.3%	0.5%
SUM	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 6: Percent Race and Minority Status by Ticket Type

Ticket Type	Black/African American	Hispanic/Latino	Asian/Pacific Islander	Other	Multiple Races	Minority	Non-Minority (White Alone)	SUM
Monthly, Full	11.9%	6.9%	10.5%	0.8%	1.6%	31.8%	68.2%	100.0%
Ten-Ride, Full	9.6%	5.8%	9.8%	0.8%	1.8%	27.9%	72.1%	100.0%
One-Way, Full	21.1%	11.9%	7.5%	1.4%	2.8%	44.8%	55.2%	100.0%
Monthly, Reduced	12.8%	6.4%	8.9%	1.0%	1.2%	30.2%	69.8%	100.0%
Ten-Ride, Reduced	11.4%	5.6%	5.4%	0.8%	2.1%	25.3%	74.7%	100.0%
One-Way, Reduced	23.6%	15.0%	5.0%	0.9%	3.9%	48.5%	51.5%	100.0%
RTA Ride Free Permit	46.2%	6.8%	3.1%	3.1%	2.1%	61.2%	38.8%	100.0%
SUM	12.2%	7.0%	9.8%	0.9%	1.8%	31.7%	68.3%	100.0%
Other/Unknown Ticket	9.1%	7.5%	13.9%	1.5%	1.8%	33.8%	66.2%	100.0%
SYSTEM	12.2%	7.0%	9.9%	0.9%	1.8%	31.7%	68.3%	100.0%

Table 7 shows ticket type use by low-income status. A higher percentage of low-income riders use full fare 10-Ride and One-Way tickets, reduced fare One-Way tickets and RTA Ride Free permits compared to non-low-income riders, while a lower percentage of low-income riders use full and reduced fare Monthly tickets and reduced fare 10-Ride tickets compared to non-low-income riders.

Table 8 shows how the percentage of low-income users of each ticket type compares to the overall low-income ridership of 2.6 percent. Compared to the system overall, a higher percentage of full fare One-Way ticket users and reduced fare 10-Ride and One-Way ticket users are low-income (10.2 percent, 3.3 percent and 18.4 percent, respectively). Additionally, 44.6 percent of RTA Ride Free permit users are low-income.

Table 7: Percent Ticket Type Use by Low-Income Status

Ticket Type	Low-Income	Non-Low-Income	SUM
Monthly, Full	30.2%	58.5%	57.8%
Ten-Ride, Full	22.4%	29.2%	29.0%
One-Way, Full	29.0%	6.7%	7.2%
Monthly, Reduced	2.7%	2.8%	2.8%
Ten-Ride, Reduced	2.7%	2.1%	2.1%
One-Way, Reduced	4.7%	0.5%	0.6%
RTA Ride Free Permit	8.3%	0.3%	0.5%
SUM	100.0%	100.0%	100.0%

Table 8: Percent Low-Income Status by Ticket Type

Ticket Type	Low-Income	Non-Low-Income	SUM
Monthly, Full	1.3%	98.7%	100.0%
Ten-Ride, Full	2.0%	98.0%	100.0%
One-Way, Full	10.2%	89.8%	100.0%
Monthly, Reduced	2.5%	97.5%	100.0%
Ten-Ride, Reduced	3.3%	96.7%	100.0%
One-Way, Reduced	18.4%	81.6%	100.0%
RTA Ride Free Permit	44.6%	55.4%	100.0%
SUM	2.5%	97.5%	100.0%
Other/Unknown Ticket	5.5%	94.5%	100.0%
SYSTEM	2.6%	97.4%	100.0%

5. Number of Fare Zones Traversed

The number of fare zones traversed can be calculated by using reported origin and destination stations. Under the current Metra fare structure, One-Way, 10-Ride and Monthly fares are based on the total number of fare zones traversed, regardless of origin station, destination station or time of day.

Table 9 shows the proportion of the number of fare zones traversed by race and minority status. The majority of Metra riders, regardless of minority status, take trips that traverse between two and eight fare zones, with more riders taking trips traversing five zones than any other number of fare zones.

Table 10 shows ridership by race and minority status by the number of fare zones traversed, and also shows how the percentage of minority riders for each number of zones traversed compares to the overall minority ridership of 31.7 percent. A higher percentage of riders who take trips of one to two fare zones or six to seven fare zones are minority compared to minority ridership overall. Thus, a lower percentage of riders who take trips of three to five fare zones or trips of eight or more fare zones are minority compared to minority ridership overall. Riders taking trips traversing two fare zones have the highest percentage of minority riders (42.8 percent).

Table 9: Percent, Number of Fare Zones Traversed by Race and Minority Status

Number of Fare Zones	Black/African American	Hispanic/Latino	Asian/Pacific Islander	Other	Multiple Races	Minority	Non-Minority (White Alone)	SUM
1	1.2%	0.9%	0.6%	0.6%	0.7%	0.9%	0.5%	0.7%
2	12.6%	16.6%	3.9%	7.0%	15.1%	10.7%	6.5%	7.8%
3	20.4%	17.7%	8.1%	13.9%	19.0%	15.6%	16.3%	16.1%
4	19.3%	18.3%	17.3%	20.9%	18.1%	18.4%	19.7%	19.3%
5	20.5%	16.0%	23.1%	24.3%	19.1%	20.3%	25.2%	23.7%
6	14.6%	11.3%	20.0%	16.2%	10.9%	15.4%	13.3%	13.9%
7	6.4%	6.8%	20.4%	11.0%	6.7%	11.0%	7.8%	8.8%
8	3.8%	9.0%	4.8%	5.1%	7.2%	5.5%	6.9%	6.5%
9	0.8%	2.3%	1.4%	0.6%	2.3%	1.4%	2.6%	2.2%
10	0.5%	1.1%	0.4%	0.3%	1.0%	0.6%	1.2%	1.0%
SUM	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 10: Percent Race and Minority Status by Number of Fare Zones Traversed

Number of Fare Zones	Black/African American	Hispanic/Latino	Asian/Pacific Islander	Other	Multiple Races	Minority	Non-Minority (White Alone)	SUM
1	22.2%	9.4%	8.4%	0.8%	1.8%	42.7%	57.3%	100.0%
2	18.8%	14.8%	4.9%	0.8%	3.5%	42.8%	57.2%	100.0%
3	14.8%	7.7%	4.9%	0.8%	2.1%	30.3%	69.7%	100.0%
4	11.7%	6.6%	8.8%	1.0%	1.7%	29.8%	70.2%	100.0%
5	10.1%	4.7%	9.6%	0.9%	1.5%	26.8%	73.2%	100.0%
6	12.3%	5.6%	14.2%	1.0%	1.4%	34.5%	65.5%	100.0%
7	8.5%	5.4%	22.8%	1.1%	1.4%	39.2%	60.8%	100.0%
8	6.9%	9.7%	7.3%	0.7%	2.0%	26.6%	73.4%	100.0%
9	4.3%	7.2%	6.3%	0.3%	1.8%	19.9%	80.1%	100.0%
10	5.3%	7.4%	4.2%	0.2%	1.9%	19.0%	81.0%	100.0%
SUM	11.7%	7.0%	9.9%	0.9%	1.8%	31.2%	68.8%	100.0%
Unknown	26.8%	8.9%	11.1%	1.3%	1.0%	49.0%	51.0%	100.0%
SYSTEM	12.2%	7.0%	9.9%	0.9%	1.8%	31.7%	68.3%	100.0%

Table 11 shows the proportion of the number of fare zones traversed by low-income status. The highest percentage of low-income riders (20.1 percent) take trips of four zones and the highest percentage non-low-income riders (23.6 percent) take trips of five zones. A higher percentage of low-income riders take trips of one to two, four and eight to ten fare zones than non-low-income riders. The highest percentage of low-income riders take trips of four fare zones while the highest percentage of non-low-income riders take trips of five fare zones.

Table 12 shows the percentage of riders by low-income status by the number of fare zones traversed and shows how low-income ridership by number of zones compares to the overall low-income ridership of 2.6 percent. The percentage of low-income riders taking trips of one to two, four and eight or more fare zones is higher than the overall low-income percentage, with riders taking trips of 10 fare zones having the highest percentage of low-income riders (5.4 percent).

Table 11: Percent, Number of Fare Zones Traversed by Low-Income Status

Number of Fare Zones	Low-Income	Non-Low-Income	SUM
1	0.7%	0.5%	0.5%
2	13.7%	8.4%	8.5%
3	14.5%	16.2%	16.1%
4	20.1%	19.1%	19.1%
5	16.0%	23.6%	23.5%
6	13.1%	13.6%	13.6%
7	6.7%	8.9%	8.8%
8	9.4%	6.4%	6.5%
9	3.5%	2.2%	2.2%
10	2.2%	1.0%	1.0%
SUM	100.0%	100.0%	100.0%

Table 12: Percent Low-Income Status by Number of Fare Zones Traversed

Number of Fare Zones	Low-Income	Non-Low-Income	SUM
1	3.3%	96.7%	100.0%
2	4.1%	95.9%	100.0%
3	2.3%	97.7%	100.0%
4	2.7%	97.3%	100.0%
5	1.7%	98.3%	100.0%
6	2.4%	97.6%	100.0%
7	1.9%	98.1%	100.0%
8	3.6%	96.4%	100.0%
9	4.0%	96.0%	100.0%
10	5.4%	94.6%	100.0%
SUM	2.5%	97.5%	100.0%
Unknown	5.0%	95.0%	100.0%
SYSTEM	2.6%	97.4%	100.0%

6. Trip Purpose

This and the next section together create a profile of the travel patterns of Metra riders by race and minority status by looking at trip purpose and trip frequency. Table 13 shows trip purpose by race and minority status. Along with the following table, this table shows that most weekday trips on Metra are taken for trips to or from work, regardless of race or minority status. However, Table 13 shows the greater tendency of minority riders to use Metra for trips to or from school or for some other purpose compared to non-minority Metra riders.

Table 14 shows the percentage of riders by race and minority status by trip purpose and shows how the percentage of minority riders for each trip purpose compares to the overall minority ridership of 31.7 percent. Minority riders make up slightly lower percentage of those taking Metra for work trips compared to overall minority ridership, but a much larger percentage of riders using Metra for trips to or from school or for some other purpose.

Table 13: Percent, Trip Purpose by Race and Minority Status

Days per Week Riding Metra	Black/African American	Hispanic/Latino	Asian/Pacific Islander	Other	Multiple Races	Minority	Non-Minority (White Alone)	SUM
Work/Business Related to Work	92.0%	88.4%	91.5%	87.9%	85.5%	90.6%	93.2%	92.4%
School	4.1%	7.2%	6.3%	7.9%	9.7%	5.9%	3.4%	4.2%
Other	0.7%	0.7%	0.6%	0.9%	1.3%	0.7%	0.3%	0.4%
Purpose unknown	3.1%	3.7%	1.6%	3.2%	3.5%	2.8%	3.0%	3.0%
SYSTEM	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 14: Percent Race and Minority Status by Trip Purpose

Days per Week Riding Metra	Black/African American	Hispanic/Latino	Asian/Pacific Islander	Other	Multiple Races	Minority	Non-Minority (White Alone)	SUM
Work/Business Related to Work	12.1%	6.7%	9.8%	0.9%	1.7%	31.1%	68.9%	100.0%
School	11.8%	12.0%	14.8%	1.7%	4.1%	44.4%	55.6%	100.0%
Other	20.4%	10.6%	12.5%	1.9%	5.1%	50.5%	49.5%	100.0%
Purpose unknown	12.8%	8.7%	5.4%	1.0%	2.1%	30.0%	70.0%	100.0%
SYSTEM	12.2%	7.0%	9.9%	0.9%	1.8%	31.7%	68.3%	100.0%

7. Ridership Frequency

Survey respondents were asked to estimate the number of days they ride Metra in a typical week. More than half of the riders (63.6 percent) who answered this question typically ride Metra five days per week, which likely represents mostly full-time workers who use Metra for work commute trips, as shown in the section on Trip Purpose, above.

Table 15 shows the number of days a rider typically rides Metra per week by race and minority status. The percentage of minority riders who typically ride Metra five days per week is slightly higher than the percentage of all riders who typically ride Metra five days a week (66.9 percent of minority riders, compared to 63.6 percent of all riders).

Table 16 shows the breakdown by race and minority status by the number of days a rider typically rides Metra per week. Reflecting the results shown in Table 15, the percentage of minority riders who typically ride Metra five days a week is slightly higher than the minority percentage of Metra riders overall (33.4 and 31.7 percent, respectively). Table 16 also shows that a higher percentage of riders who ride Metra six or seven days per week are minority compared to the minority percentage of Metra riders overall.

Table 15: Percent, Number of Days per Typical Week by Race and Minority Status

Days per Week Riding Metra	Black/African American	Hispanic/ Latino	Asian/Pacific Islander	Other	Multiple Races	Minority	Non-Minority (White Alone)	SUM
1	1.1%	1.9%	1.4%	2.0%	2.0%	1.4%	1.8%	1.7%
2	3.0%	3.7%	3.9%	3.7%	5.1%	3.6%	3.9%	3.8%
3	7.5%	7.6%	8.2%	8.1%	10.2%	7.9%	9.6%	9.0%
4	10.3%	12.4%	18.2%	17.0%	16.2%	13.7%	17.0%	15.9%
5	71.0%	66.0%	63.9%	62.4%	59.5%	66.9%	62.0%	63.6%
6	3.0%	2.7%	1.0%	2.5%	1.7%	2.2%	1.0%	1.4%
7	1.5%	0.9%	0.3%	0.5%	1.7%	1.0%	0.3%	0.5%
Less than 1	2.6%	4.8%	3.1%	3.8%	3.6%	3.3%	4.5%	4.1%
SUM	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 16: Percent Race and Minority Status by Number of Days per Typical Week

Days per Week Riding Metra	Black/African American	Hispanic/ Latino	Asian/Pacific Islander	Other	Multiple Races	Minority	Non-Minority (White Alone)	SUM
1	7.9%	7.9%	8.2%	1.1%	2.2%	27.3%	72.7%	100.0%
2	9.8%	6.8%	10.2%	0.9%	2.4%	30.1%	69.9%	100.0%
3	10.2%	5.9%	8.9%	0.8%	2.0%	27.7%	72.3%	100.0%
4	7.9%	5.5%	11.2%	0.9%	1.8%	27.3%	72.7%	100.0%
5	13.7%	7.3%	9.9%	0.9%	1.7%	33.4%	66.6%	100.0%
6	26.1%	13.6%	7.3%	1.6%	2.2%	50.7%	49.3%	100.0%
7	34.4%	12.3%	6.6%	0.8%	5.7%	59.8%	40.2%	100.0%
Less than 1	7.7%	8.2%	7.3%	0.8%	1.5%	25.6%	74.4%	100.0%
SUM	12.2%	7.0%	9.8%	0.9%	1.8%	31.7%	68.3%	100.0%
Unknown	9.1%	6.5%	12.0%	1.4%	2.1%	31.1%	68.9%	100.0%
SYSTEM	11.9%	6.8%	9.7%	0.9%	1.7%	31.7%	66.7%	100.0%

8. Language Spoken at Home and Ability to Speak English

As required under FTA Title VI guidance, the 2019 Metra O-D Survey included questions on language spoken at home and ability to speak English. Responses to these questions can provide insight to the proportion of Metra riders are considered limited English proficient (LEP), and what languages other than English are spoken by Metra riders. By knowing the LEP status of its riders, can refine efforts to provide language resources to the riders that need them. FTA Title VI guidance defines LEP as those who speak English “less than very well.”

Table 17 shows the percentage of ability to speak English by language spoken at home for Metra riders. By language, the percentage of LEP riders ranges from 2.1 percent of English speakers to 41.4 percent of Korean speakers. Overall, 22.9 percent of non-English speakers and 3.5 percent of all Metra riders are considered LEP.

For consistency with the four-factor analysis that was completed for the Metra LEP Program, Table 17 also shows the percentages of Metra riders who speak English less than well. The percentage of riders who speak English less than well ranges from 0.1 percent for English speakers to 12.2 percent for Korean speakers. 4.6 percent of non-English speakers speak English less than well and 0.4 percent of all riders speak English less than well.

Table 18 shows the percentage of language spoken at home by the ability to speak English for Metra riders. Non-English speakers make up 5.3 percent of riders who speak English very well, 40.3 percent of riders who speak English well, 77.4 percent of riders who do not speak English well, and 59.9 percent of riders who do not speak English at all. Overall, non-English speakers make up 44.3 percent of riders considered to be LEP, and 73.1 of riders who speak English less than well.

Table 17: Percent, Ability to Speak English by Language Spoken at Home

Ability to Speak English	Spanish	Polish	Russian	Chinese	Korean	Tagalog	Other/Multiple Answers	All Non- English	English	Subtotal
Very well	76.6%	77.0%	70.1%	66.1%	58.6%	76.6%	80.9%	77.1%	97.9%	96.5%
Well	14.1%	18.8%	26.1%	30.9%	29.2%	20.7%	16.6%	18.3%	1.9%	3.0%
Not well	7.5%	3.8%	3.0%	2.7%	9.4%	0.0%	1.9%	3.7%	0.1%	0.3%
Not at all	1.8%	0.3%	0.8%	0.3%	2.8%	2.6%	0.5%	0.9%	0.0%	0.1%
Less Than Very Well (LEP)	23.4%	23.0%	29.9%	33.9%	41.4%	23.4%	19.1%	22.9%	2.1%	3.5%
Less Than Well	9.3%	4.1%	3.8%	3.0%	12.2%	2.6%	2.5%	4.6%	0.1%	0.4%
SUM	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table excludes survey records with no usable response to language spoken at home or ability to speak English.

Table 18: Percent Language Spoken at Home by Ability to Speak English

Ability to Speak English	Spanish	Polish	Russian	Chinese	Korean	Tagalog	Other/Multiple Answers	All Non- English	English	Subtotal
Very well	1.3%	0.5%	0.3%	0.4%	0.1%	0.1%	2.7%	5.3%	94.7%	100.0%
Well	7.4%	3.6%	3.2%	5.7%	1.5%	1.1%	17.7%	40.3%	59.7%	100.0%
Not well	37.9%	7.0%	3.5%	4.7%	4.6%	0.0%	19.8%	77.4%	22.6%	100.0%
Not at all	28.4%	1.8%	2.9%	1.8%	4.3%	4.2%	16.6%	59.8%	40.2%	100.0%
Less Than Very Well (LEP)	10.9%	3.9%	3.2%	5.5%	1.9%	1.1%	17.9%	44.3%	55.7%	100.0%
Less Than Well	35.5%	5.7%	3.4%	4.0%	4.5%	1.0%	19.0%	73.1%	26.9%	100.0%
SUM	1.6%	0.6%	0.4%	0.6%	0.2%	0.2%	3.2%	6.7%	93.3%	100.0%

Table excludes survey records with no usable response to language spoken at home or ability to speak English.

APPENDIX H

Metra Major Service Change, Disparate Impact, and Disproportionate Burden Policies

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METRA MAJOR SERVICE CHANGE POLICY, Effective September 21, 2016, and DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES, Effective September 20, 2013

Summary

In August 2012, the Federal Transit Administration (FTA) released its current guidance on compliance with Title VI of the Civil Rights Act of 1964 for transit providers that are recipients of federal grants (effective October 1, 2012). The Title VI Circular includes, among other things, requirements for transit providers to establish major service change, disparate impact, and disproportionate burden policies. The major service change policy establishes Metra's definition of "major service change;" the disparate impact policy sets a threshold to measure whether or not a proposed fare or major service change would create a discriminatory effect on riders based on race, color, or national origin; the disproportionate burden policy sets a threshold to measure whether or not a proposed fare or major service change would create a discriminatory effect on riders based on poverty status.

Transit providers must engage the public in development of these policies and must seek Board consideration, awareness, and approval of these policies. Once established, transit providers may not change the disparate impact or disproportionate burden policies until the next Title VI Program submission to the FTA. In conjunction with these policies, Transit providers must also define what constitutes "adverse effects" of major service changes; however, a transit provider's definition of adverse effects is not subject to the requirement for public engagement or Board approval.

The remainder of this document is divided into the following sections:

- **Background:** Outlines FTA requirements for transit providers to establish major service change, disparate impact, and disproportionate burden policies and to define "adverse effects" of major service changes.
- **Metra Major Service Change Policy:** "Major service change" is defined; policy is subject to public engagement process and requires Board approval.
- **Adverse Effects of Major Service Changes:** "Adverse effects" is defined.
- **Metra Disparate Impact Policy:** Policy is subject to public engagement process and requires Board approval.
- **Metra Disproportionate Burden Policy:** Policy is subject to public engagement process and requires Board approval.
- **Equity Analyses of Fare and Major Service Changes:** Includes a brief description of equity analysis procedures.
- **Demographic Analysis of Minority and Low-Income Populations:** Provides a background on demographic data sources used by Metra for fare and major service change analyses.
- **Public Outreach and Board Approval for Current Disparate Impact and Disproportionate Burden Policies and Prior Major Service Change Policy:** Includes public outreach and board approval documentation for current disparate impact and disproportionate burden policies and prior major service change policy.
- **Public Outreach and Board Approval for Updated Major Service Change Policy:** Includes public outreach and board approval documentation for updated major service change policy.

Background

To ensure compliance with federal law, FTA guidance in Circular 4702.1B requires each transit provider that operates 50 or more fixed-route vehicles in peak-period transit service and is located in an urbanized area with a population of at least 50,000, or that otherwise meets minimum Title VI thresholds, to complete an equity analysis of proposed fare and major service changes at the planning and programming stages. The purpose of completing these equity analyses prior to implementation of fare or major service changes is to determine whether or not such changes:

- will result in a disparate impact on the basis of race, color, or national origin, or
- will cause low-income populations¹ to bear a disproportionate burden of the proposed changes.

Each transit provider is required to establish a definition of “major service change” as the FTA only requires transit providers to evaluate major service changes.² Transit providers are required to evaluate all fare changes regardless of the amount of increase or decrease; however, 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).

FTA Title VI guidance also allows transit providers to exempt temporary service additions, including service additions that would otherwise exceed major service change thresholds established by a given agency, if under twelve months in duration. However, any temporary major service changes exceeding twelve months in duration are subject to service change equity analysis requirements.

In order to measure such potential impacts, the FTA requires that each transit provider develop disparate impact and disproportionate burden policies, each of which establishes a threshold to determine when the adverse effects of major service changes or fare changes are borne disproportionately by minority and/or low-income populations.

These policies are described in FTA Title VI guidance as:

Disparate Impact Policy. The transit provider shall develop a policy for measuring disparate impacts. The policy shall establish a threshold for determining when adverse effects of service [or fare] changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority

¹ Although low-income populations are not a protected class under Title VI guidelines, the FTA recognizes the inherent overlap of environmental justice principles in this area; and as such, requires transit providers to analyze the potential impacts on low-income populations of proposed fare or major service changes.

² Transit providers must complete a service and fare equity analysis for any New Start, Small Start, or other new fixed guideway capital projects six months prior to revenue operation, regardless of whether or not the change in service would be considered a major service change.

populations. The disparate impact threshold must be applied uniformly, regardless of mode [*or fare media*], and cannot be altered until the next Title VI Program submission.

FTA Circular 4702.1B, IV.7.a.(1)(c) and IV.7.b.(3)(a)

Disproportionate Burden Policy. The transit provider shall develop a policy for measuring disproportionate burdens on low-income populations. The policy shall establish a threshold for determining when adverse effects of service [*or fare*] changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations. The disproportionate burden threshold must be applied uniformly, regardless of mode [*or fare media*], and cannot be altered until the next program submission.

FTA Circular 4702.1B, IV.7.a.(2)(c) and IV.7.b.(3)(f)

When practicable, demographic data used for fare and major service change equity analyses should be derived from the most recent available rider survey. It is especially important to use rider survey data for fare change analyses because US Census Bureau data do not include information on transit fare media. US Census Bureau data (decennial census or American Community Survey five-year estimates) may be used when necessary, such as for equity evaluations of proposed new transit stations or rail lines or rail line extensions, or where no rider survey data are available or would otherwise be insufficient for analysis.

Transit providers must also define “adverse effects” related to major service changes. The Title VI Circular establishes that “adverse effects” is measured by the change between the existing and proposed service levels that would be deemed significant. Transit providers should acknowledge that different adverse effects can vary by degree, and understand that increases in transit service can create disparate impacts, particularly if such increases are made at the expense of service reductions elsewhere.

Metra Major Service Change Policy

I. Major service changes shall be defined by any of the following thresholds:

- a) A change of 25% or more in route miles (route length) per route.³
- b) A cumulative increase of 25% or more in weekday revenue train miles per full-service route within a consecutive 24 month period, a cumulative increase of 40% or more in weekday revenue train miles per medium-service route within a consecutive 24 month period, or an increase in service on any limited-service route which would cause the affected route to be reclassified as a medium- or full-service route.
- c) A cumulative decrease of 25% or more in weekday revenue train miles per route within a consecutive 24 month period.³
- d) A change of 50% or more in weekend revenue train miles per route.³
- e) A cumulative change of 25% or more in revenue train miles system-wide within a consecutive 24 month period.

³ Refers to all routes, regardless of level of service, unless otherwise specified.

- f) A change in the service span⁴ of more than two hours per route in a single year.³

II. The definition of a major service change shall apply to both service additions and service reductions.

III. The definition of a major service change shall exclude any changes to service which are caused by:

- a) Temporary Service Changes: seasonal or promotional service changes for a period not exceeding twelve months; or
- b) Construction and maintenance of track infrastructure; or
- c) Forces of Nature, such as earthquakes, wildfires, storms; or
- d) New line or station “Break-In” period: an adjustment to service levels for new transit lines/stations which have been in revenue service for less than two years (allowing Metra to respond to actual ridership levels observed on those new transit lines/stations); or
- e) An increase in service on any limited-service route that does not result in reclassification of that route as a medium- or full-service route.

Adverse Effects of Major Service Changes

For the purpose of major service change equity analyses, an “adverse effect” is defined as any of the following geographical or time-based service changes: reduction in span of service, reduction of service frequency, elimination of a rail line or rail line segment, or re-routing of any part of a rail line. This definition of adverse effects does not apply to reductions in service resulting from any of the exclusions to the major service change definition shown above.

Level of Service Definition for Metra Routes

Metra rail lines (routes) shall each be designated as a full-, medium-, or limited-service route, based on the total number of scheduled weekday revenue trains per route. The level of service thresholds are as follows:

Level of Service	Number of Weekday Trains
Limited -Service	1-19
Medium-Service	20-49
Full-Service	50+

For each route, the applicable level of service in effect immediately prior to any proposed permanent service change shall be used in applying the established major service change thresholds to determine whether or not the proposed service change would be considered a major service change. Also, where applicable, the number of trains operated

⁴ Number of hours during which revenue rail service is scheduled to operate on each route on a given service day (i.e., total number of hours between the first and last trains on a rail line on one service day—note: a service day may extend to as late as 3:00 am on the following calendar day).

on any branch lines shall be included with the number of trains operated on their respective main line when determining the level of service.

Based on the level of service definition above, the rail lines are classified as follows, based on the permanent rail schedule in effect as of March 14, 2016:

Level of Service	Rail Line	Weekday Trains (3/14/2016)
Full-Service	BNSF	94
	Electric-All	170
	Milwaukee-North	60
	Milwaukee-West	58
	Rock Island	69
	Union Pacific-North	70
	Union Pacific-Northwest	65
	Union Pacific-West	59
Medium-Service	North Central Service	22
	SouthWest Service	30
Limited-Service	Heritage Corridor	7

Metra Disparate Impact Policy

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations.

Disparate Impact Threshold for Major Service Changes: For a proposed major service change that would affect existing service where an adverse effect has been identified (consistent with Metra's definition of "adverse effect"), a disparate impact occurs when the absolute difference between the minority population percentage of those adversely affected and the overall minority population percentage is at least **twenty percent**. Impacts shall be calculated on a cumulative basis over all trips and/or routes affected. When possible, impacts on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey. Where customer satisfaction survey data lacks sufficient detail, or for a proposed major service change that would result in entirely new service, US Census Bureau data will be used.

Disparate Impact Threshold for Fare Changes: For a proposed fare change to a single fare type only or for any proposed changes in fare media only, a disparate impact occurs when the absolute difference between the minority population percentage of those adversely affected and the overall minority population percentage is at least **twenty percent**. For proposed fare changes on two or more fare types, a disparate impact occurs when the absolute difference between the overall aggregate percentage fare change faced by minority riders and the overall aggregate percentage fare change faced by non-minority riders is at least **five percent**. The impact on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey, as transit fare type usage data are not available from the US Census Bureau.

If, by analysis, a proposed major service change or fare change would result in disparate impacts on minority riders, Metra may modify the proposed service or fare changes to avoid, minimize, or mitigate the potential impacts. If the final proposed major service change or fare change would result in disparate impacts on minority riders, Metra may implement the change only if the following requirements are met:

- There is a substantial legitimate justification for the proposed service [or fare] change, and

- Metra can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish Metra's legitimate program goals.⁵

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

The following examples illustrate how the disparate impact thresholds could be applied:

Suppose under a proposed major service change, the group of riders adversely affected by the change is 65% minority/35% non-minority, and the overall system ridership is 40% minority/60% non-minority (as determined by the results of a rider survey). With the disparate impact threshold set at 20%, the proposed service change in this scenario would create a disparate impact on minority riders, as the minority percentage of the group affected by the service change is 25% higher than the minority percentage of all riders, or 5% above the disparate impact threshold.

Suppose under a proposed across-the-board fare increase, the overall aggregate fare increase for minority riders is 8.5%, (weighted by ticket type as determined from rider survey results) and the overall aggregate fare increase for non-minority riders is 6.3%. With the disparate impact threshold for overall aggregate fare increases set at 5%, the proposed across-the-board fare increase in this scenario would not create a disparate impact on minority riders, as the absolute difference between the overall fare increase faced by minority riders and the overall fare increase faced by non-minority riders is 2.2%.

Metra Disproportionate Burden Policy

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations.

Disproportionate Burden Threshold for Major Service Changes: For a proposed major service change that would affect existing service where an adverse effect has been identified (consistent with Metra's definition of "adverse effect"), a disproportionate burden occurs when the absolute difference between the low-income population percentage of those adversely affected and the overall low-income population percentage is at least **ten percent**. Impacts shall be calculated on a cumulative basis over all trips and/or routes affected. When possible, impacts on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey. Where customer satisfaction survey data lacks sufficient detail, or for a proposed major service change that would result in entirely new service, US Census Bureau data will be used.

Disproportionate Burden Threshold for Fare Changes: For a proposed fare change to a single fare type only or for any proposed changes in fare media only, a disproportionate burden occurs when the absolute difference between the low-income population percentage of those adversely affected and the overall low-income population percentage is at least **ten percent**. For proposed fare changes on two or more fare types, a disproportionate burden occurs when the absolute difference between the overall aggregate percentage fare change faced by low-income riders and the overall aggregate percentage fare change faced by non-low-income riders is at least **five percent**. The impact on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey, as transit fare type usage data are not available from the US Census Bureau.

If, by analysis, a proposed major service change or fare change would require low-income riders to bear a disproportionate burden of the proposed changes, Metra may modify the proposed service or fare changes 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 service or fare changes.

⁵ In order to make this showing, the transit provider must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative. FTA C 4702.1B, IV.7.a.(1)(f)(vi).

The following examples illustrate how the disproportionate burden thresholds could be applied:

Suppose under a proposed major service change, the group of riders adversely affected by the change is 18% low-income/82% non-low-income, and the overall system ridership is 10% low-income/90% non-low-income (as determined by the results of a rider survey). With the disproportionate burden threshold set at 10%, the proposed service change in this scenario would not cause low-income riders to bear a disproportionate burden of the adverse effects of the proposed service change, as the low-income percentage of the group affected by the service change is 8% higher than the low-income percentage of all riders, or 2% under the disproportionate burden threshold.

Suppose under a proposed across-the-board fare increase, the overall aggregate fare increase for low-income riders is 9.8%, (weighted by ticket type as determined from rider survey results) and the overall aggregate fare increase for non-low-income riders is 4.6%. With the disproportionate burden threshold for overall aggregate fare increases set at 5%, the proposed across-the-board fare increase in this scenario would cause low-income riders to bear a disproportionate burden of the fare increase, as the absolute difference between the overall fare increase faced by low-income riders and the overall fare increase faced by non-low-income riders is 5.2%, or 0.2% above the disproportionate burden threshold.

Equity Analyses of Fare and Major Service Changes

For each proposed permanent service change, Metra staff will determine whether or not the proposed change would be considered major based on Metra's definition of major service change. Metra staff will prepare an equity analysis of the estimated impacts on affected minority and low-income populations for each proposed major service change. Metra staff will also prepare an equity analysis of the estimated impacts on minority and low-income riders for every proposed fare change. Staff will 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 service or fare change under consideration.

All fare and service change equity analyses shall incorporate Metra's Disparate Impact and Disproportionate Burden analytical thresholds; service change equity analyses shall also incorporate Metra's definition of adverse effects.

Demographic Analysis of Minority and Low-Income Populations

Determination of Minority Status: Metra's definition of minority is based on the results of the US Census 2010 by Census Tract for the Metra's entire six-county service area, based on the overall proportion of minority persons. "Minority" refers to any person who did not answer only "White" for race and no for "Hispanic, Latino, or Spanish" origin on the Census 2010 questionnaire. Any geographical subdivision (Census Tract, Metra station area, etc.) with a minority population percentage exceeding that of the Metra's entire six-county service area is considered to be minority.

To determine minority status of respondents to Metra's most recent Customer Satisfaction Survey, responses are grouped by self-reported primary ethnic background. Of those answering this question, those who selected only "White/Caucasian" are designated as non-minority; all those who selected any response other than "White/Caucasian" or more than one response, including "White/Caucasian," are designated as minority.

Determination of Low-Income Status: Metra's definition of low-income is based on the results of the American Community Survey (ACS) five-year average data by Census Tract for the Metra's entire six-county service area, based on the overall proportion of persons in poverty. For calculation of the proportion of persons in poverty from ACS data, persons living in group quarters (e.g., those living in military barracks, student resident halls, nursing homes, correctional facilities, etc.) are excluded in population totals. Any geographical subdivision (Census Tract, station market shed, etc.) with a poverty population percentage exceeding that of the Metra's entire six-county service area is considered to be low-income.

According to FTA Title VI guidelines, individuals are considered to be low-income if their household income falls below the thresholds set by US Department of Health and Human Services (HHS) Poverty Guidelines. To determine low-income status of respondents to Metra's most recent Customer Satisfaction Survey, responses are grouped by reported household size and income range and compared to the HHS Poverty Guidelines in effect at the time Metra's most recent Customer Satisfaction Survey was conducted. All respondents in each household size/income range group that include at least some respondents that could be classified as being in poverty based on the HHS Poverty Guidelines are designated as low-income.

Public Outreach and Board Approval for Current Disparate Impact and Disproportionate Burden Policies and Prior Major Service Change Policy

This section includes documentation of the public outreach efforts and Metra Board approval of the current disparate impact and disproportionate burden policies and the prior major service change policy, effective September 20, 2013.

Summary of Public Outreach Efforts: In developing the current disparate impact and disproportionate burden policies and the prior major service change policy, Metra published the draft policies on its public website and solicited comments via email. Metra staff also conducted a series of ten public open house meetings at various locations throughout the Metra service area to provide information and answer questions concerning the draft policies and give the opportunity for members of the public to leave written comments. Metra provided Spanish translations of the draft policies at all meetings and Spanish-speaking staff at most of the meetings in order to meet the needs of limited English proficient (LEP) persons. Metra staff also had access to translation services in order to accommodate LEP persons speaking a variety of languages.

Notices of the public meetings were placed in a variety of print publications through the Metra service area, including the following newspapers:

- Lawndale News Bilingual News- LEP
- Polish Daily News- LEP
- Chinese American News- LEP
- Chicago Sun-Times
- The Chicago Crusader- Minority Paper

A copy of the public notice and the draft major service change, disparate impact, and disproportionate burden policies were available on Metra's Website and on-board announcements were made on peak inbound and peak outbound trains arriving and departing downtown stations. Metra's Community Affairs Department sent mailings of the draft Title VI policies to legislators, villages and cities in the Metra service area, City of Chicago aldermen, county boards, and community organizations. Additionally, Metra's Office of Business Diversity and Civil Rights also sent an email blast to community organizations. Below is the public meeting notice for the draft major service change, disparate impact, and disproportionate burden policies:

Public Forums for Draft Title VI Policies

Metra is inviting public review and comment on its proposed Title VI Major Service Change and Fare/Service Equity policies. The intent of the proposed policies are to provide assurance that any changes in transit service and fares are made in compliance with Title VI, which was enacted as part of the landmark Civil Rights Act of 1964. The Act prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

In August 2012, the Federal Transit Administration (FTA) released updated guidance on compliance with Title VI for transit providers that receive federal grants. The updated Title VI Circular includes new requirements to establish major service change, disparate impact, and disproportionate burden policies.

Transit providers must engage the public in development of these policies and must seek Board approval of these policies. Metra is holding a series of public meetings across its six-county service region to ensure that its customers and stakeholders are aware of the changes and have the opportunity to provide comment.

Metra seeks public comment on the following draft Title VI policies:

- [*The Major Service Change policy*](#): establishes Metra’s definition of “major service change”;
- [*The Disparate Impact policy*](#): sets a threshold to measure whether or not a proposed fare or major service change creates a discriminatory effect on riders based on race, color or national origin; and
- [*The Disproportionate Burden policy*](#): sets a threshold to measure whether or not a proposed fare or major service change creates a discriminatory effect on riders based on poverty status.

Public Meetings in the six-county Metra service region are scheduled as follows:

Tuesday, August 27, 2013 from 9 a.m. to 11 a.m. at **Waukegan City Hall**, 100 N. Martin Luther King Jr. Ave., Waukegan, IL 60085; and from 2 p.m. to 4 p.m. at **Woodstock City Hall**, 121 W. Calhoun St., Woodstock, IL 60098.

Wednesday, August 28, 2013 from 9 a.m. to 11 a.m. at **Metra Headquarters**, 547 W. Jackson Blvd., Chicago, IL 60661; from 9 a.m. to 11 a.m. at **The Centre of Elgin**, West Conference Room, 100 Symphony Way, Elgin, IL., 60120; from 2 p.m. to 4 p.m. at **Cicero Town Hall**, Room 107, 4949 W. Cermak Rd., Cicero, IL., 60804; and from 2 p.m. to 4 p.m. at **West Chicago City Hall**, City Council Chambers, 475 Main St., West Chicago, IL. 60185.

Thursday, August 29, 2013 from 9 a.m. to 11 a.m. at the **Aurora Transportation Center**, 233 N. Broadway, Aurora, IL. 60507.

Tuesday, September 3, 2013 from 9 a.m. to 11 a.m. at **Homewood Village Hall**, Council Chambers, 2020 Chestnut Rd., Homewood, IL., 60430 and from 2 p.m. to 4 p.m. at **Joliet City Hall**, 150 W. Jefferson St., Room #2, Joliet, IL., 60432 .

Thursday, September 5, 2013 from 9 a.m. to 11 a.m. at the **City of Evanston Civic Center**, Room 2404, 2100 Ridge Rd., Evanston, IL, 60201.

Comments may be made in person at the public meetings, or via email at titleVIfeedback@metrarail.com. Comments must be received later than September 5.

Reasonable auxiliary aids or services necessary to afford an individual with a disability an equal opportunity to participate will be provided. Metra meetings are conducted in accessible locations and materials can be provided in accessible formats and in languages other than English.

Persons requiring assistance or language accommodation are requested to notify Metra of their needs well in advance to provide sufficient time to make these accommodations. Requests should be made to Shanta Williams at (312) 322-6323.

Public Meetings: During the last week of August and the first week of September 2013, Metra staff conducted ten public outreach forums at locations scattered through the Metra six-county service area. Copies of the draft major service change, disparate impact, and disproportionate burden policies were displayed on large posters for public review and were also available as handouts. In order to meet the needs of limited English proficient (LEP) persons, copies of the draft policies were translated into Spanish and provided at all of the meetings and Spanish-speaking staff attended all but two of the meetings. Additionally, translation services were made available to Metra staff in order to accommodate the needs of all other LEP persons.

The table on the page 13 shows the schedule for all of the public meetings on the draft policies, including the number of attendees for each meeting.

Public Comments on Draft Policies: Overall, eleven members of the public attended the ten public meetings on the draft policies. None of the attendees submitted comments on the draft policies in person. One comment pertaining to distribution of the public outreach materials was submitted by mail, but there were no comments received pertaining to the draft policies.

Based on the results of the public outreach efforts, no changes to the draft major service change, disparate impact, or disproportionate burden policies were recommended.

Board Approval: The Metra Board of Directors voted to approve the current disparate impact and disproportionate burden policies, along with the prior major service change policy, at its regularly scheduled meeting on September 20, 2013. A copy of the ordinance passed by the Board at this meeting, which includes adoption of these policies, along with the 2013 Metra Title VI Program and Policy, is shown on page 14, below.

Public Meeting Schedule:

Date/Time	Venue	Attendees
Tuesday, August 27, 2013 9:00 a.m. to 11:00 a.m.	Lake County Waukegan City Hall 100 N. Martin Luther King Jr. Avenue Waukegan, IL 60085	1
Tuesday, August 27, 2013 2:00 p.m. to 4:00 p.m.	McHenry County Woodstock City Hall 121 W. Calhoun Street Woodstock, IL 60098	4
Wednesday, August 28, 2013 9:00 a.m. to 11:00 a.m.	Cook County Metra Board Conference Room 547 W Jackson Boulevard Chicago, IL 60661	3
Wednesday, August 28, 2013 9:00 a.m. to 11:00 a.m.	Kane County City of Elgin The Centre of Elgin West Conference Room (use Heritage Ballroom entrance) 100 Symphony Way Elgin, IL 60120	none
Wednesday, August 28, 2013 2:00 p.m. to 4:00 p.m.	Cook County West Cicero Town Hall Community Center, Room 107 4949 W Cermak Road Cicero, IL 60804	none
Wednesday, August 28, 2013 2:00 p.m. to 4:00 p.m.	DuPage County West Chicago City Hall City Council Chambers 475 Main Street West Chicago, IL 60185	none
Thursday, August 29, 2013 9:00 a.m. to 11:00 a.m.	Aurora Transportation Center Inside Lobby 233 N. Broadway Aurora, IL 60507	1
Tuesday, September 3, 2013 9:00 a.m. to 11:00 a.m.	South Suburban Cook County Homewood Village Hall Council Chambers 2020 Chestnut Road Homewood, IL 60430	1
Tuesday, September 3, 2013 2:00 p.m. to 4:00 p.m.	Will County Joliet City Hall 150 W Jefferson Street, Room #2 Joliet, IL 60432	1
Thursday, September 5, 2013 9:00 a.m. to 11:00 a.m.	North Suburban Cook County City of Evanston Civic Center, Room 2404 2100 Ridge Avenue Evanston, IL 60201	none

COMMUTER RAIL BOARD
ORDINANCE NO 13-25
(Title VI Program)

Recitals

WHEREAS, the Federal Transit Administration of the U. S. Department of Transportation (“FTA”) issued Circular 4702.1B (“Title VI”), effective October 1, 2012, which is an updated guidance for federal recipients’ compliance with Title VI of the Civil Rights Act of 1964;

WHEREAS, the Commuter Rail Division and, its public corporation, Northeast Illinois Regional Commuter Rail Corporation (together “Metra”) receive Federal financial assistance;

WHEREAS, Title VI states that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance;

WHEREAS, the FTA requires Metra to update its Title VI Program, including the Major Service Change, Disparate Impact and Disproportionate Burden Policies (hereinafter “Policies”) to conform with the updated Title VI regulations;

WHEREAS, the enclosed Policies are intended to be in conformance with said regulations; and

WHEREAS, the Commuter Rail Board of the Commuter Rail Division (“Board”) has reviewed the results of the monitoring program included herein as part of the Title VI Program attached hereto as Exhibit A;

NOW, THEREFORE, BE IT ORDAINED THAT:

1. The Policies (Major Service Change, Disparate Impact and Disproportionate Burden Policies) included as appendix I of Metra’s Title VI Program attached hereto as Exhibit A is adopted and effective immediately;
2. The results of the monitoring program included as appendix F of Metra’s Title VI Program attached hereto as Exhibit A is approved;
3. Metra’s Title VI Program in its entirety, attached hereto as Exhibit A, is adopted and effective immediately;
4. The Executive Director is directed to implement the Title VI Program;
5. To the extent the FTA requires modifications or updates to the Title VI Program, the Executive Director is authorized to make such changes and required to report them to the Board; and
6. Upon passage of this ordinance, a copy of it shall be included in the Title VI program.

September 20, 2013

Public Outreach and Board Approval for Updated Major Service Change Policy

This section includes documentation of the public outreach efforts and Metra Board approval process for the updated major service change policy, effective September 21, 2016.

Summary of Public Outreach Efforts: On August 29, 2016, Metra issued a press release on the proposed policy change to a variety of media outlets throughout the region, as well as on its public website and social media outlets. A copy of the press release is shown on page 16. Additionally, Metra's Office of Business Diversity and Civil Rights sent an email blast to community organizations regarding the proposed policy change.

The draft policy was published on Metra's public website for members of the public to review. On September 7, 2016, Metra held a public meeting at the Metra headquarters in downtown Chicago to provide information and answer questions concerning the proposed updated policy and give members of the public the opportunity to provide feedback. Metra accepted public comments on the proposed policy through September 9, 2016.

Public Meeting: On September 7, 2016, from 10:00 am to 6:00 pm, Metra conducted a public meeting on the updated major service change policy at the Metra headquarters in downtown Chicago. Metra staff were available throughout the day to collect feedback and answer questions from the public on the proposed updated policy. Copies of the proposed updated major service change policy, in both English and Spanish, were available to attendees. In addition to providing printed copies of the proposed updated policy in Spanish, translations resources were made available to Metra staff at the public meeting in order to meet the needs of Limited English Proficient (LEP) attendees.

Public Comments on the Proposed Updated Policy: Metra received two comments via email from its solicitation for public feedback on the proposed updated major service change policy. One comment expressed concern that possible service reductions would not be subject to adequate public involvement. The other comment was not related to the proposed updated policy. No other comments on the proposed updated policy were submitted.

Based on the results of the public outreach efforts, no change to the proposed updated major service change policy is recommended.

Board Approval: A copy of the ordinance passed by the Metra Board of Directors at its regularly scheduled meeting September 21, 2016, for adoption of the updated major service change policy, along with the 2016 Metra Title VI Program and Policy, is shown on page 17, below.

FOR IMMEDIATE RELEASE

Metra updates policy for evaluating major service changes

Public meeting on Sept. 7, public comment accepted through Sept. 9

CHICAGO (Aug. 29, 2016) – Metra today posted online for public comment some proposed modifications to the agency's major service change policy, which establishes a threshold to determine whether or not a proposed service adjustment is considered "major" and subject to an equity analysis.

The proposed changes to the policy account for the differences between rail lines with more frequent service and those with far less frequent service. They are intended to allow Metra to implement modest service increases on rail lines with low-service levels without diminishing Metra's responsibility to analyze the equity effects of service changes that have a significant effect on Metra customers. There are no proposed changes to how Metra evaluates decreases in service, which will still follow the current policy.

A public meeting will be held from 10 a.m. to 6 p.m. on Sept. 7, 2016 at Metra headquarters at 547 W. Jackson Blvd. in Chicago. The agency will take comments verbally at the meeting and via mail and email beginning today and continuing through Sept. 9, 2016. Members of the public who wish to submit comments can email them to titleVIfeedback@metrarail.com or mail them to Metra's Office of Business Diversity and Civil Rights, 547 W. Jackson Blvd., 5 West, Chicago, IL 60661, Attn: Title VI Manager.

Since the current major service policy was established in September 2013, Metra has made eight permanent service changes affecting eight separate rail lines. There are no major changes planned at this time.

"We have had tremendous success over the past several years in adjusting our schedules to meet the demand for train service, including our recent addition of a train on our Heritage Corridor line," said Metra Executive Director/CEO Don Orseno. "Our goal moving forward is to make as many adjustments to our service as we can to maximize resources and enhance service for our customers."

Once the public comment period ends on Sept. 9, comments will be presented to the Metra Board of Directors, which may elect to make further changes or pass a resolution to approve the updated policy.

To view the updated policy, visit metrarail.com.

**COMMUTER RAIL BOARD
ORDINANCE MET 16-06**

2016 TITLE VI PROGRAM

RECITALS

WHEREAS, the Federal Transit Administration of the U. S. Department of Transportation (FTA) issued Circular 4702.1B, effective October 1, 2012, which is an updated guidance for federal recipients' compliance with Title VI of the Civil Rights Act of 1964 (Title VI);

WHEREAS, Title VI states that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance;

WHEREAS, all transit providers that receive federal funds are required every three years by the FTA to complete and submit a Title VI Program that demonstrates compliance with Title VI of the Civil Rights Act of 1964;

WHEREAS, in MET 13-25, the Board of Directors of the Commuter Rail Division of the Regional Transportation Authority (Commuter Rail Board) adopted Metra's existing Title VI Program in compliance with the Title VI regulations;

WHEREAS, Metra established its current Major Service Change, Disparate Impact and Disproportionate Burden Policies under the 2013 Title VI Program in compliance with FTA Title VI regulations;

WHEREAS, Metra's current 2013 Title VI Program expires on November 30, 2016 and Metra's 2016 Title VI Program must be submitted to the FTA no later than October 1, 2016;

WHEREAS, Metra has created a 2016 Title VI Program in compliance with FTA Title VI regulations;

WHEREAS, Metra has proposed an updated Major Service Change Policy that allows Metra the ability to implement modest service increases on limited-service rail lines in compliance with Title VI regulations;

WHEREAS, Metra conducted public outreach regarding proposed changes to the Major Service Change Policy;

WHEREAS, the enclosed Policies are in conformance with said regulations; and

WHEREAS, the Commuter Rail Board has reviewed the results of the monitoring program included herein as part of the 2016 Title VI Program.

NOW, THEREFORE, BE IT ORDAINED THAT:

1. Metra's 2016 Title VI Program in its entirety, attached hereto as Exhibit A, is adopted and effective immediately;
2. The updated Major Service Change policy, included as part of Appendix I of the 2016 Title VI Program, is adopted and effective immediately;
3. The results of the monitoring program included as Appendix F of the 2016 Title VI Program are approved;
4. The Executive Director is directed to implement the 2016 Title VI Program;
5. To the extent the FTA requires modifications or updates to the 2016 Title VI Program, the Executive Director is authorized to make such changes and required to report them to the Commuter Rail Board; and
6. Upon passage of this ordinance, a copy shall be included in the 2016 Title VI program.

September 21, 2016



Memorandum

DATE: November 12, 2021

TO: Board of Directors

FROM: Jim Derwinski
CEO/Executive Director

SUBJECT: Title VI Equity Analysis of \$10 All-Day Pass, Introduced June 1, 2020

Staff has completed for your review and consideration the Title VI Equity Analysis of the \$10 All-Day Pass introduced on June 1, 2020, in response to the COVID-19 pandemic. **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of this new ticket type and therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.** The equity analysis summary report on the \$10 All-Day Pass is attached for your review.

In response to the unparalleled impact the COVID-19 pandemic on Metra and its customers, Metra introduced a temporary \$10 All-Day Pass on June 1, 2020 to provide customers with a flexible and affordable fare option. The temporary pass was designed to create an incentive for riders to return to Metra by reducing travel costs for many riders and to provide an added measure of safety by reducing close interaction between passengers and crew members. There were no other fare changes made along with introduction of the All-Day Pass.

Under Federal Transit Administration (FTA) guidelines all permanent fare changes must be evaluated to determine if they will be implemented in an equitable manner in regard to race, color, and national origin, as specified under Title VI of the Civil Rights Act of 1964. Fare changes must also be evaluated to determine if they will result in a disproportionate burden on low-income populations in accordance with federal environmental justice principles.

ATTACHMENTS

A. Equity Analysis Report Summary: \$10 All-Day Pass, Introduced June 1, 2020

Prepared by:

Lynnette Ciavarella, Senior Division Director, Strategic Capital Planning
Jason Osborn, Department Head, System Performance & Data
Jonathan Tremper, Principal Transportation Planner, System Performance & Data

Equity Analysis Report Summary: \$10 All-Day Pass, Introduced June 1, 2020

Overview:

Under Federal Transit Administration (FTA) guidelines all permanent fare changes must be evaluated to determine if they will be implemented in an equitable manner in regard to race, color, and national origin, as specified under Title VI of the Civil Rights Act of 1964. Fare changes must also be evaluated to determine if they will result in a disproportionate burden on low-income populations in accordance with federal environmental justice principles.

On June 1, 2020, Metra introduced a temporary \$10 All-Day Pass to provide customers with a flexible and affordable fare option during the COVID-19 pandemic. The temporary pass is designed to encourage ridership by reducing travel costs and reducing close interaction between passengers and crew members. The \$10 All-Day Pass has been popular with riders and Metra has extended this pass multiple times through the remainder of 2020 and for all of 2021.

Staff has completed the Title VI Equity Analysis of the \$10 All-Day Pass Fair launched on June 1, 2020. **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of these proposed fare changes and therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Title VI Equity Analysis:

This equity analysis document demonstrates that Metra follows Federal Transit Administration (FTA) guidelines pertaining to implementation of fare changes in an equitable manner in regard to race, color and national origin as specified under Title VI of the Civil Rights Act of 1964. This fare change equity analysis also considers the equitable treatment of low-income populations in accordance to federal environmental justice principles.

FTA Title VI guidance stipulates that transit agencies must brief their decision-making bodies (e.g., Board of Directors) regarding fare changes and the equity impacts of fare changes. Transit providers must also provide documentation to the FTA regarding consideration, awareness and approval of any fare change equity analyses by their respective decision-making bodies.

Certain fare changes, including systemwide ride free days, fare reductions enacted for mitigation measures, and promotional fare decreases, are exempt from the equity analysis requirement for up to six months from implementation. After six months, all promotional fare changes are considered permanent and require a Title VI equity analysis.

In response to the COVID-19 pandemic, the FTA created an online frequently addressed questions (FAQs) resource to provide clarity for transit agencies on how certain COVID-19 preparations impact certain FTA reporting requirements, plus some COVID preparation strategies from the Centers for Disease Control and Prevention. The FTA FAQs resource specifically addresses Title VI equity analyses for temporary emergency fare and service changes made in response to the COVID-19 pandemic. Initial guidance posted on the FAQs online resource for most of 2020 noted that these emergency fare and service changes were exempt from equity analysis requirements if not made permanent. FTA updated the guidance in December 2020 to note that any fare changes in place more than six months and service changes in place more than 12 months are subject to Title VI equity analysis requirements, even if enacted in response to the ongoing pandemic.

On June 1, 2020, Metra introduced a temporary \$10 All-Day Pass to provide customers with a flexible and affordable fare option during the COVID-19 pandemic. The temporary pass is designed to create an incentive for riders to return to Metra by reducing travel costs for many riders and to provide an added measure of safety by reducing close interaction between passengers and crew members. There were no other fare changes made along with introduction of the All-Day Pass.

The All-Day Pass was introduced as a temporary emergency fare change as part of Metra's response to the COVID-19 pandemic. When introduced, the All-Day Pass was exempt from Title VI equity analysis requirement, per the FTA COVID-19 FAQ online resource. As the pandemic has persisted throughout 2020 and into 2021, Metra extended

validity of the All-Day Pass multiple times, most recently until at least September 2021. As of December 1, 2020, the pass is subject to Title VI equity analysis requirements. This equity analysis applies only to the \$10 All-Day Pass and not to any other fare changes.

The FTA requires Metra to determine whether any proposed fare change would create a discriminatory effect on riders based on race, color, national origin or poverty status. This is done by applying Metra's disparate impact and disproportionate burden policies, which were established by Metra in 2013 in accordance with FTA guidance. Metra has, in the analysis contained herein, found that introduction of the \$10 All-Day Pass did not result in a disparate impact on Metra's minority riders or a disproportionate burden on Metra's low-income riders.

Equity Analysis Summary Results—Impact of \$10 All-Day Pass on Minority and Low-Income Riders:

Table 1 below shows results from the Metra 2019 Origin-Destination Survey on the number and percentages of weighted responses of riders who are likely to use the \$10 All-Day Pass, based on ticket type reported in survey response by minority status, as well as responses for all riders by minority status. This analysis assumes that riders who ride four or more fare zones and use an Adult Monthly Pass or ride three or more fare zones and use an Adult 10-Ride or One-Way Ticket are likely to use the \$10 All-Day Pass given the lower cost per ride. Table 1 also shows a comparison of the minority percentage of this group of riders to the minority percentage of all riders. A disparate impact would occur if the absolute difference between the minority percentages of these two groups is 20 percent or more.

Table 2, on page 3 shows the number and percentages of responses of those who use are likely to use the \$10 All-Day Pass, based on ticket type reported in survey results by low-income status, as well as responses for all riders by low-income status. Table 2 also includes a comparison of the low-income percentage of riders likely to use the \$10 All-Day Pass to the low-income percentage of all riders. A disproportionate burden would occur if the absolute difference between the low-income percentages of these two groups is 10 percent or more.

This equity analysis shows that:

- Introduction of the \$10 All-Day Pass did not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes.
- Introduction of the \$10 All-Day Pass did not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes.
- **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the \$10 All-Day Pass that was introduced on June 1, 2020 as part of Metra's response to the COVID-19 pandemic. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Table 1: Likely \$10 All-Day Pass Users and All Riders by Minority Status (Disparate Impact Analysis)

Ridership Group	Minority	Non-Minority	Sum*	Percent Minority	Percent Non-Minority
Likely Day Pass Users	29,401	68,188	97,589	30.1%	69.9%
All Riders	37,942	81,647	119,589	31.7%	68.3%
Disparate Impact Comparison (Likely Day Pass Users vs. All Riders)				-1.6%	1.6%
Disparate Impact Threshold				+/-20%	
Disparate Impact?				No	No

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 2: Likely \$10 All-Day Pass Users and All Riders by Low-Income Status (Disproportionate Burden Analysis)

Ridership Group	Low-Income	Non-Low-Income	Sum†	Percent Low-Income	Percent Non-Low-Income
Likely Day Pass Users	1,399	67,561	68,960	2.0%	98.0%
All Riders	2,179	81,925	84,103	2.6%	97.4%
Disproportionate Burden Comparison (Likely Day Pass Users vs. All Riders)				-0.6%	0.6%
Disproportionate Burden Threshold				+/-10%	
Disproportionate Burden?				No	No

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

**EQUITY ANALYSIS REPORT ON METRA'S \$10 ALL-DAY PASS
INTRODUCED JUNE 1, 2020**



Division of Strategic Planning & Performance
November 2021

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Equity Analysis Report on Metra's \$10 All-Day Pass, Introduced June 1, 2020

1. Executive Summary

Overview:

Under Federal Transit Administration (FTA) guidelines all permanent fare changes must be evaluated to determine if they will be implemented in an equitable manner in regard to race, color, and national origin, as specified under Title VI of the Civil Rights Act of 1964. Fare changes must also be evaluated to determine if they will result in a disproportionate burden on low-income populations in accordance with federal environmental justice principles.

On June 1, 2020, Metra introduced a temporary \$10 All-Day Pass to provide customers with a flexible and affordable fare option during the COVID-19 pandemic. The temporary pass is designed to encourage ridership by reducing travel costs and reducing close interaction between passengers and crew members. The \$10 All-Day Pass has been popular with riders and Metra has extended this pass multiple times through the remainder of 2020 and for all of 2021.

Staff has completed the Title VI Equity Analysis of the \$10 All-Day Pass Fair launched on June 1, 2020. **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of these proposed fare changes and therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Title VI Equity Analysis:

This equity analysis document demonstrates that Metra follows Federal Transit Administration (FTA) guidelines pertaining to implementation of fare changes in an equitable manner in regard to race, color and national origin as specified under Title VI of the Civil Rights Act of 1964. This fare change equity analysis also considers the equitable treatment of low-income populations in accordance to federal environmental justice principles.

FTA Title VI guidance stipulates that transit agencies must brief their decision-making bodies (e.g., Board of Directors) regarding fare changes and the equity impacts of fare changes. Transit providers must also provide documentation to the FTA regarding consideration, awareness and approval of any fare change equity analyses by their respective decision-making bodies.

Certain fare changes, including systemwide ride free days, fare reductions enacted for mitigation measures, and promotional fare decreases, are exempt from the equity analysis requirement for up to six months from implementation. After six months, all promotional fare changes are considered permanent and require a Title VI equity analysis.

In response to the COVID-19 pandemic, the FTA created an online frequently addressed questions (FAQs) resource to provide clarity for transit agencies on how certain COVID-19 preparations impact certain FTA reporting requirements, plus some COVID preparation strategies from the Centers for Disease Control and Prevention. The FTA FAQs resource specifically addresses Title VI equity analyses for temporary emergency fare and service changes made in response to the COVID-19 pandemic. Initial guidance posted on the FAQs online resource for most of 2020 noted that these emergency fare and service changes were exempt from equity analysis requirements if not made permanent. FTA updated the guidance in December 2020 to note that any fare changes in place more than six months and service changes in place more than 12 months are subject to Title VI equity analysis requirements, even if enacted in response to the ongoing pandemic.

On June 1, 2020, Metra introduced a temporary \$10 All-Day Pass to provide customers with a flexible and affordable fare option during the COVID-19 pandemic. The temporary pass is designed to create an incentive for riders to return to Metra by reducing travel costs for many riders and to provide an added measure of safety by reducing close interaction between passengers and crew members. There were no other fare changes made along with introduction of the All-Day Pass.

The All-Day Pass was introduced as a temporary emergency fare change as part of Metra's response to the COVID-19 pandemic. When introduced, the All-Day Pass was exempt from Title VI equity analysis requirement, per the FTA COVID-19 FAQ online resource. As the pandemic has persisted throughout 2020 and into 2021, Metra extended

validity of the All-Day Pass multiple times, most recently until at least September 2021. As of December 1, 2020, the pass is subject to Title VI equity analysis requirements. This equity analysis applies only to the \$10 All-Day Pass and not to any other fare changes.

The FTA requires Metra to determine whether any proposed fare change would create a discriminatory effect on riders based on race, color, national origin or poverty status. This is done by applying Metra's disparate impact and disproportionate burden policies, which were established by Metra in 2013 in accordance with FTA guidance. Metra has, in the analysis contained herein, found that introduction of the \$10 All-Day Pass did not result in a disparate impact on Metra's minority riders or a disproportionate burden on Metra's low-income riders.

Equity Analysis Summary Results—Impact of \$10 All-Day Pass on Minority and Low-Income Riders:

Table 1 below shows results from the Metra 2019 Origin-Destination Survey on the number and percentages of weighted responses of riders who are likely to use the \$10 All-Day Pass, based on ticket type reported in survey response by minority status, as well as responses for all riders by minority status. This analysis assumes that riders who ride four or more fare zones and use an Adult Monthly Pass or ride three or more fare zones and use an Adult 10-Ride or One-Way Ticket are likely to use the \$10 All-Day Pass given the lower cost per ride. Table 1 also shows a comparison of the minority percentage of this group of riders to the minority percentage of all riders. A disparate impact would occur if the absolute difference between the minority percentages of these two groups is 20 percent or more.

Table 2, on page 3 shows the number and percentages of responses of those who use are likely to use the \$10 All-Day Pass, based on ticket type reported in survey results by low-income status, as well as responses for all riders by low-income status. Table 2 also includes a comparison of the low-income percentage of riders likely to use the \$10 All-Day Pass to the low-income percentage of all riders. A disproportionate burden would occur if the absolute difference between the low-income percentages of these two groups is 10 percent or more.

This equity analysis shows that:

- Introduction of the \$10 All-Day Pass did not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes.
- Introduction of the \$10 All-Day Pass did not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes.
- **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the \$10 All-Day Pass that was introduced on June 1, 2020 as part of Metra's response to the COVID-19 pandemic. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Table 1: Likely \$10 All-Day Pass Users and All Riders by Minority Status (Disparate Impact Analysis)

Ridership Group	Minority	Non-Minority	Sum*	Percent Minority	Percent Non-Minority
Likely Day Pass Users	29,401	68,188	97,589	30.1%	69.9%
All Riders	37,942	81,647	119,589	31.7%	68.3%
Disparate Impact Comparison (Likely Day Pass Users vs. All Riders)				-1.6%	1.6%
Disparate Impact Threshold				+/-20%	
Disparate Impact?				No	No

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 2: Likely \$10 All-Day Pass Users and All Riders by Low-Income Status (Disproportionate Burden Analysis)

Ridership Group	Low-Income	Non-Low-Income	Sum†	Percent Low-Income	Percent Non-Low-Income
Likely Day Pass Users	1,398	67,562	68,960	2.0%	98.0%
All Riders	2,177	81,926	84,103	2.6%	97.4%
Disproportionate Burden Comparison (Likely Day Pass Users vs. All Riders)				-0.6%	0.6%
Disproportionate Burden Threshold				+/-10%	
Disproportionate Burden?				No	No

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

2. Introduction and Background

Beginning in March 2020 and continuing into 2021, the global COVID-19 pandemic has had a profound effect on Metra ridership and passenger revenue. Initially, average passenger loads fell to only about three percent of pre-COVID levels before slowly climbing to about 10 percent of pre-COVID ridership levels by the end of 2020. Metra anticipates ridership will increase to about 30 percent of pre-COVID levels by the end of 2021.

Metra has made many significant system changes to adjust to the challenges of operating under a global pandemic. On March 23, 2020, Metra implemented alternate weekday schedules to better match train operations to significantly reduced ridership demand, while still allowing for onboard social distancing. Since then, Metra has made several additional schedule adjustments to meet changing ridership demand. Metra has also implemented new deep cleaning procedures to ensure the safety of both riders and onboard personnel.

Promotional materials encourage the use of the Ventra App for fare payment to help reduce onboard interactions between Metra riders and onboard personnel. As part of this effort, Metra introduced a new \$10 All-Day Pass on June 1, 2020, that allows unlimited single-day travel anywhere on the Metra system. The All-Day Pass is priced lower than two One-Way fares for trips of three or more fare zones. The pass was introduced as an emergency temporary fare product initially planned to be sold for at least two months, but has been extended multiple times, most recently through September 2021.

To help transit agencies understand how various emergency fare and service changes made in response to the COVID-19 pandemic could affect federal reporting requirements, the Federal Transit Administration published a frequently asked questions (FAQs) online resource. Initial guidance posted on the FAQs online resource noted that these emergency fare and service changes were exempt from Title VI equity analysis requirements if not made permanent. FTA updated the guidance in December 2020 to note that any fare changes in place more than six months and service changes in place more than 12 months are subject to Title VI equity analysis requirements, even if enacted as an emergency response to the ongoing pandemic. [Appendix B: Federal Transit Administration Guidance](#) includes text from the FAQs online resource pertaining to equity analyses for emergency fare and service changes, from May 2020 and January 2021.

The fare change equity analysis that follows only applies to the \$10 All-Day Pass implemented on June 1, 2020, and not to any other fare changes.

For reference, current full (adult) and reduced (special-user) fares are shown in Tables 14 and 15 in [Appendix A: Fare Tables](#).

3. Title VI Guidelines

a. Federal Transit Administration Guidance

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.¹

b. Disparate Impact/Disproportionate Burden Policies

To measure such potential impacts, the FTA requires that each transit provider develop disparate impact and disproportionate burden policies, each of which establishes a threshold to determine when the adverse effects of fare changes [or major service changes] are borne disproportionately by minority and/or low-income populations.

¹ There are three exceptions to this requirement, which include promotional fare reductions up to six months in duration. (Source: FTA Circular 4702.1B, IV.7.b.(1)(a)).

These policies are described in FTA Title VI guidance as:

Disparate Impact Policy. The transit provider shall develop a policy for measuring disparate impact to determine whether minority riders are bearing a disproportionate impact of the change between the existing cost and the proposed cost. The impact may be defined as a statistical percentage. The disparate impact threshold must be applied uniformly, regardless of fare media, and cannot be altered until the next Title VI Program submission. (Source: FTA Circular 4702.1B, IV.7.b.(3)(a))

Disproportionate Burden Policy. The transit provider shall develop a policy for measuring the burden of fare changes on low-income riders to determine when low-income riders are bearing a disproportionate burden of the change between the existing fare and the proposed fare. The impact may be defined as a statistical percentage. The disproportionate burden threshold must be applied uniformly, regardless of fare media, and cannot be altered until the next program submission. (Source: FTA Circular 4702.1B, IV.7.b.(3)(f))

Following FTA Title VI guidance, the Metra Board of Directors adopted its current disparate impact and disproportionate burden policies in September 2013. These policies provide the framework for analyzing the effect of fare and major service changes on minority and low-income populations. These policies, which were included in the Metra 2013 Title VI Program and Policy and carried forward unchanged into the Metra 2016 Title VI Program and Policy and Metra 2019 Title VI Program and Policy unchanged, may not be changed until the next Metra Title VI Program submission to the FTA in 2022.

Disparate Impact Threshold for Fare Changes: For a proposed fare change to a single fare type only or for any proposed changes in fare media only, a disparate impact occurs when the absolute difference between the minority population percentage of those adversely affected and the overall minority population percentage is at least twenty percent. For proposed fare changes on two or more fare types, a disparate impact occurs when the absolute difference between the overall aggregate percentage fare change faced by minority riders and the overall aggregate percentage fare change faced by non-minority riders is at least five percent. The impact on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey, as transit fare type usage data are not available from the US Census Bureau.

If, by analysis, a proposed major service change or fare change would result in disparate impacts on minority riders, Metra may modify the proposed service or fare changes to avoid, minimize, or mitigate the potential impacts. If the final proposed major service change or fare change would result in disparate impacts on minority riders, Metra may implement the change only if the following requirements are met:

- There is a substantial legitimate justification for the proposed service [or fare] change, and
- Metra can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish Metra's legitimate program goals.

(Source: FTA Circular 4702.1B, IV.7.b.(3)(d)).

Disproportionate Burden Threshold for Fare Changes: For a proposed fare change to a single fare type only or for any proposed changes in fare media only, a disproportionate burden occurs when the absolute difference between the low-income population percentage of those adversely affected and the overall low-income population percentage is at least ten percent. For proposed fare changes on two or more fare types, a disproportionate burden occurs when the absolute difference between the overall aggregate percentage fare change faced by low-income riders and the overall aggregate percentage fare change faced by non-low-income riders is at least five percent. The impact on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey, as transit fare type usage data are not available from the US Census Bureau.

If, by analysis, a proposed major service change or fare change would require low-income riders to bear a disproportionate burden of the proposed changes, Metra may modify the proposed service or fare changes 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 service or fare changes.

c. Statistical Sources

When practicable, demographic data used for fare and major service change equity analyses should be derived from the most recent available rider survey. It is especially important to use rider survey data for fare change analyses because US Census Bureau data do not include information on the use of transit fare media. US Census Bureau data (decennial census or American Community Survey five-year estimates) may be used when necessary, such as for equity evaluations of proposed new transit stations or rail lines or rail line extensions, or where no rider survey data are available or would otherwise be insufficient for analysis.

This equity analysis uses the results of the 2019 Metra Origin-Destination survey. For this analysis, “minority” refers to all survey respondents who selected at least one answer other than “White/Caucasian” in response to the question on primary ethnic background. To determine low-income status, survey responses were grouped by reported household size and income range, which were then compared to the 2019 Health and Human Services (HHS) Poverty Guidelines. All respondents in each household size/income range group that include at least some respondents that could be classified as being in poverty based on the HHS Poverty Guidelines were designated as low-income. For additional details concerning equity analysis methodology, see Appendix C: Data Sources and Tabulation Methodology, beginning on page 15.

4. Analysis of Fare Change Impacts

a. Equity Analysis Assumptions

Table 3 shows the cost per trip for One-Way, Round Trip Plus, 10-Ride and Monthly tickets by fare zone (for trips to/from downtown Chicago) or number of fare zones traversed. These costs assume that Round Trip Plus users take two trips in one day, 10-Ride users take all 10 trips, and Monthly users take 31 trips per month.

Costs per trip that are \$5 or more are shaded. This fare change analysis assumes that riders using a full-fare ticket with a cost per trip that is at least \$5 is likely to use the \$10 All-Day Pass rather than other ticket types for weekday travel. Reduced Monthly Pass users are not included in this assumption because they could use a Reduced 10-Ride Ticket, which has a cost per trip less than \$5 to all fare zones.

Because the fare change includes the addition of a new ticket type with no fare changes for other ticket types, the disparate impact analysis is based on a comparison of the minority percentage of riders likely to use the new ticket type to the minority percentage of riders overall. The disproportionate burden analysis is based on a comparison of the low-income percentage of riders likely to use the new ticket type to the low-income percentage of riders overall. For a description of how the disparate impact and disproportionate burden thresholds are applied, see section 3.b (Disparate Impact/Disproportionate Burden Policies) on page 4. For an overview of how survey results were incorporated into the equity analysis, see Appendix C: Data Sources and Tabulation Methodology, beginning on page 15.

Table 3: Cost per Trip by Ticket Type

Fare Zone	Number of Fare Zones								
		One-Way	Round Trip Plus	10-Ride	Monthly‡	Reduced One-Way	Reduced Round Trip Plus	Reduced 10-Ride	Reduced Monthly‡
A	1	\$4.00	\$4.00	\$3.80	\$3.74	\$2.00	\$2.00	\$1.90	\$2.26
B	2	\$4.25	\$4.25	\$4.05	\$3.98	\$2.00	\$2.00	\$1.90	\$2.26
C	3	\$5.50	\$5.50	\$5.23	\$5.15	\$2.75	\$2.75	\$2.63	\$3.10
D	4	\$6.25	\$6.25	\$5.95	\$5.85	\$3.00	\$3.00	\$2.85	\$3.39
E	5	\$6.75	\$6.75	\$6.43	\$6.31	\$3.25	\$3.25	\$3.10	\$3.67
F	6	\$7.25	\$7.25	\$6.90	\$6.78	\$3.50	\$3.50	\$3.33	\$3.95
G	7	\$7.75	\$7.75	\$7.38	\$7.25	\$3.75	\$3.75	\$3.58	\$4.23
H	8	\$8.25	\$8.25	\$7.85	\$7.72	\$4.00	\$4.00	\$3.80	\$4.52
I	9	\$9.00	\$9.00	\$8.55	\$8.42	\$4.50	\$4.50	\$4.28	\$5.08
J	10	\$9.50	\$9.50	\$9.03	\$8.89	\$4.75	\$4.75	\$4.53	\$5.36

‡Monthly cost per trip based on 31 trips per month.

b. Impact on Minority Riders (Disparate Impact Analysis)

Table 4 shows weighted responses from the Metra 2019 Origin-Destination Survey for minority and non-minority riders by ticket type.² Table 5 shows the percentages of minority and non-minority respondents using each ticket type. This table shows that 31.7 percent of all survey respondents who provided an answer to the question on primary ethnic background are minority.

Table 4: Ticket Type by Minority Status

Ticket Type	Minority	Non-Minority	Sum*	Race Unknown	Total
Monthly	21,451	46,084	67,535	5,691	73,227
10-Ride	9,253	23,943	33,197	2,457	35,653
One-Way	3,846	4,745	8,590	701	9,292
Reduced Monthly	1,077	2,491	3,568	352	3,920
Reduced 10-Ride	750	2,216	2,966	261	3,227
Reduced One-Way	458	487	945	63	1,007
RTA Ride Free Permit	368	233	601	64	665
Other/Unknown	739	1,447	2,187	843	3,030
Total	37,942	81,647	119,589	10,432	130,021

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 5: Percentage Minority/Non-Minority by Ticket Type

Ticket Type	Minority	Non-Minority	Sum*
Monthly	31.8%	68.2%	100.0%
10-Ride	27.9%	72.1%	100.0%
One-Way	44.8%	55.2%	100.0%
Reduced Monthly	30.2%	69.8%	100.0%
Reduced 10-Ride	25.3%	74.7%	100.0%
Reduced One-Way	48.5%	51.5%	100.0%
RTA Ride Free Permit	61.2%	38.8%	100.0%
Other/Unknown	33.8%	66.2%	100.0%
Total	31.7%	68.3%	100.0%

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

The Metra 2019 Origin-Destination Survey included questions on ticket type and boarding and alighting stations, so survey respondents can be grouped by ticket type and number of fare zones traversed. Table 6 shows weighted responses for riders likely to use the \$10 All-Day Pass by ticket type and minority status, which includes One-Way, 10-Ride and Monthly ticket users who travel three or more fare zones.

Table 7 shows the percentages of minority and non-minority respondents by ticket type for riders likely to use the All-Day Pass and for riders overall. Groups of riders likely to use the All-Day Pass range from 26.6 percent minority for 10-Ride users riding three or more zones to 43.0 percent for One-Way users riding three or more zones. Riders overall are 31.7 percent minority, based on survey results.

² For a discussion on how “minority” status was determined for this analysis, see [Appendix C: Data Sources and Tabulation Methodology](#).

Table 6: Riders Likely to Use All-Day Pass by Ticket Type and Minority Status

Ticket Type (number of zones)	Minority	Non-Minority	Sum*	Race Unknown	Total
Monthly (3-10 Zones)	18,406	42,369	60,774	5,009	65,784
10-Ride (3-10 Zones)	7,837	21,639	29,476	2,143	31,619
One-Way (3-10 Zones)	3,158	4,181	7,338	549	7,887
Subtotal (Likely Day Pass Users)	29,401	68,188	97,589	7,701	105,290
All Riders	37,942	81,647	119,589	10,432	130,021

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 7: Percentage Minority/Non-Minority by Riders Likely to Use All-Day Pass and Ticket Type

Ticket Type (number of zones)	Minority	Non-Minority	Sum*
Monthly (3-10 Zones)	30.3%	69.7%	100.0%
10-Ride (3-10 Zones)	26.6%	73.4%	100.0%
One-Way (3-10 Zones)	43.0%	57.0%	100.0%
Subtotal (Likely Day Pass Users)	30.1%	69.9%	100.0%
All Riders	31.7%	68.3%	100.0%

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 8 shows the disparate impact analysis of the \$10 All-Day Pass by comparing the minority percentage of riders likely to use the All-Day Pass due to the lower cost per ride (One-Way, 10-Ride and Monthly ticket users riding three or more zones) to that of riders overall. The minority percentage of likely users of the new All-Day Pass is 1.6 percent lower than the minority percentage of riders overall (30.1 percent vs. 31.7 percent).

The difference in minority percentages between the ridership group likely to use the new pass and riders overall is below Metra's disparate impact threshold of 20 percent. **Therefore, introduction of the \$10 All-Day Pass did not result in a disparate impact on Metra's minority riders.**

Table 8: Disparate Impact Threshold Analysis

Ridership Group	Percent Minority
Subtotal (Likely Day Pass Users)	30.1%
All Riders	31.7%
Disparate Impact Comparison	-1.6%
Disparate Impact Threshold	+/-20%
Disparate Impact?	No

Source: Metra 2019 Origin-Destination Survey.

c. Impact on Low-Income Riders (Disproportionate Burden Analysis)

Table 9 shows survey responses by ticket type for low-income and non-low-income riders.³ Table 10 shows the percentages of low-income and non-low-income respondents using each ticket type. This table shows that 2.6 percent of all survey respondents who provided an answer to the questions on household size and income are low-income.

³ For a discussion on how "low-income" status was determined for this analysis, see [Appendix C: Data Sources and Tabulation Methodology](#).

Table 9: Ticket Type by Low-Income Status

Ticket Type	Low-Income	Non-Low-Income	Sum†	Income Unknown	Total
Monthly	633	47,124	47,757	25,469	73,227
10-Ride	470	23,497	23,967	11,686	35,653
One-Way	608	5,361	5,970	3,322	9,292
Reduced Monthly	57	2,280	2,338	1,582	3,920
Reduced 10-Ride	57	1,664	1,721	1,506	3,227
Reduced One-Way	99	437	535	472	1,007
RTA Ride Free Permit	175	217	392	273	665
Other/Unknown	78	1,346	1,424	1,606	3,030
Total	2,177	81,926	84,103	45,918	130,021

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

Table 10: Percentage Low-Income/Non-Low-Income by Ticket Type

Ticket Type	Low-Income	Non-Low-Income	Sum†
Monthly	1.3%	98.7%	100.0%
10-Ride	2.0%	98.0%	100.0%
One-Way	10.2%	89.8%	100.0%
Reduced Monthly	2.5%	97.5%	100.0%
Reduced 10-Ride	3.3%	96.7%	100.0%
Reduced One-Way	18.4%	81.6%	100.0%
RTA Ride Free Permit	44.6%	55.4%	100.0%
Other/Unknown	5.5%	94.5%	100.0%
Total	2.6%	97.4%	100.0%

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

Table 11 shows weighted responses for riders likely to use the \$10 All-Day Pass by ticket type and low-income status, which includes One-Way, 10-Ride and Monthly ticket users who travel three or more fare zones.

Table 12 shows the percentages of low-income and non-low-income respondents by ticket type for riders likely to use the All-Day Pass and for riders overall. Groups of riders likely to use the All-Day Pass range from 1.3 percent low-income for Monthly Pass users riding three or more zones to 10.2 percent for One-Way Ticket users riding three or more zones. Riders overall are 2.6 percent low-income, based on survey results.

Table 11: Riders Likely to Use All-Day Pass by Ticket Type and Low-Income Status

Ticket Type (number of zones)	Low-Income	Non-Low-Income	Sum†	Income Unknown	Total
Monthly (3-10 Zones)	536	42,233	42,769	23,015	65,784
10-Ride (3-10 Zones)	344	20,750	21,095	10,524	31,619
One-Way (3-10 Zones)	517	4,579	5,096	2,791	7,887
Subtotal (Likely Day Pass Users)	1,398	67,562	68,960	36,330	105,290
All Riders	2,177	81,926	84,103	45,918	130,021

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

Table 12: Percentage Low-Income/Non-Low-Income by Riders Likely to Use All-Day Pass and Ticket Type

Ticket Type (number of zones)	Low-Income	Non-Low-Income	Sum†
Monthly (3-10 Zones)	1.3%	98.7%	100.0%
10-Ride (3-10 Zones)	1.6%	98.4%	100.0%
One-Way (3-10 Zones)	10.2%	89.8%	100.0%
Subtotal (Likely Day Pass Users)	2.0%	98.0%	100.0%
All Riders	2.6%	97.4%	100.0%

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

Table 13 shows the disproportionate burden analysis of the \$10 All-Day Pass by comparing the low-income percentage of riders likely to use the All-Day Pass due to the lower cost per ride (One-Way, 10-Ride and Monthly ticket users riding three or more zones) to that of riders overall. The low-income percentage of likely users of the new All-Day Pass is 0.6 percent lower than the low-income percentage of riders overall (2.0 percent vs. 2.6 percent).

The difference in low-income percentages between the ridership group likely to use the new pass and riders overall is below Metra's disproportionate burden threshold of 10 percent. **Therefore, introduction of the \$10 All-Day Pass did not result in a disproportionate burden on Metra's low-income riders.**

Table 13: Disproportionate Burden Threshold Analysis

Ridership Group	Percent Low-Income
Subtotal (Likely Day Pass Users)	2.0%
All Riders	2.6%
Disproportionate Burden Comparison	-0.6%
Disproportionate Burden Threshold	+/-10%
Disproportionate Burden?	No

Source: Metra 2019 Origin-Destination Survey.

5. Public Outreach Efforts

a. Public Outreach Summary

Metra issued a news release on May 20, 2020, to announce the \$10 All-Day Pass as part of the "Touch Less, Pay Less" campaign to ensure riders who were ready to return to work during the COVID-19 pandemic that Metra would be safe to use. The campaign encouraged riders to use the Ventra App for fare payment to reduce interactions with onboard personnel and to use the new \$10 All-Day Pass to save money.

Metra initially committed to selling the \$10 All-Day Pass only through July 31, 2020, but to date has issued eight subsequent news releases announcing extensions of the All-Day Pass, most recently through September 2021:

- July 6, 2020: All-Day Pass extended through September 7, 2020 (Labor Day);
- August 19, 2020: All-Day Pass extended through October 31, 2020;
- October 6, 2020: All-Day Pass extended through December 31, 2020;
- December 7, 2020: All-Day Pass extended through January 31, 2021;
- January 14, 2021: All-Day Pass extended through February 28, 2021;
- February 17, 2021: All-Day Pass extended through March 31, 2021;
- April 15, 2021: All-Day Pass extended through June 30, 2021;
- June 15, 2021: All-Day Pass extended through September 30, 2021.

6. Conclusion: Equity Impact on Minority and Low-Income Riders

- Introduction of the \$10 All-Day Pass did not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes (see Table 8 on page 8).
- Introduction of the \$10 All-Day Pass did not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes (see Table 13 above).
- **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the \$10 All-Day Pass that was introduced on June 1, 2020 as part of Metra's response to the COVID-19 pandemic. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Appendix A: Fare Tables

Table 14: Adult Fares

Zone	Ticket	A	B	C	D	E	F	G	H	I	J
A	Monthly	116.00									
	Ten-Ride	38.00									
	Round Trip Plus	8.00									
	One-Way	4.00									
B	Monthly	123.25	116.00				Weekend: \$10.00				
	Ten-Ride	40.50	38.00				Saturday/Sunday Day Pass: \$7.00				
	Round Trip Plus	8.50	8.00				On-Board Surcharge: \$5.00				
	One-Way	4.25	4.00								
C	Monthly	159.50	123.25	116.00							
	Ten-Ride	52.25	40.50	38.00							
	Round Trip Plus	11.00	8.50	8.00							
	One-Way	5.50	4.25	4.00							
D	Monthly	181.25	159.50	123.25	116.00						
	Ten-Ride	59.50	52.25	40.50	38.00						
	Round Trip Plus	12.50	11.00	8.50	8.00						
	One-Way	6.25	5.50	4.25	4.00						
E	Monthly	195.75	181.25	159.50	123.25	116.00					
	Ten-Ride	64.25	59.50	52.25	40.50	38.00					
	Round Trip Plus	13.50	12.50	11.00	8.50	8.00					
	One-Way	6.75	6.25	5.50	4.25	4.00					
F	Monthly	210.25	195.75	181.25	159.50	123.25	116.00				
	Ten-Ride	69.00	64.25	59.50	52.25	40.50	38.00				
	Round Trip Plus	14.50	13.50	12.50	11.00	8.50	8.00				
	One-Way	7.25	6.75	6.25	5.50	4.25	4.00				
G	Monthly	224.75	210.25	195.75	181.25	159.50	123.25	116.00			
	Ten-Ride	73.75	69.00	64.25	59.50	52.25	40.50	38.00			
	Round Trip Plus	15.50	14.50	13.50	12.50	11.00	8.50	8.00			
	One-Way	7.75	7.25	6.75	6.25	5.50	4.25	4.00			
H	Monthly	239.25	224.75	210.25	195.75	181.25	159.50	123.25	116.00		
	Ten-Ride	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00		
	Round Trip Plus	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00		
	One-Way	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00		
I	Monthly	261.00	239.25	224.75	210.25	195.75	181.25	159.50	123.25	116.00	
	Ten-Ride	85.50	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00	
	Round Trip Plus	18.00	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00	
	One-Way	9.00	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00	
J	Monthly	275.50	261.00	239.25	224.75	210.25	195.75	181.25	159.50	123.25	116.00
	Ten-Ride	90.25	85.50	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00
	Round Trip Plus	19.00	18.00	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00
	One-Way	9.50	9.00	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00

Table 15: Reduced (Special-User) Fares

Zone	Ticket	A	B	C	D	E	F	G	H	I	J
A	Monthly	70.00									
	Ten-Ride	19.00									
	Round Trip Plus	4.00									
	One-Way	2.00									
B	Monthly	70.00	70.00								
	Ten-Ride	19.00	19.00								
	Round Trip Plus	4.00	4.00								
	One-Way	2.00	2.00								
C	Monthly	96.25	70.00	70.00							
	Ten-Ride	26.25	19.00	19.00							
	Round Trip Plus	5.50	4.00	4.00							
	One-Way	2.75	2.00	2.00							
D	Monthly	105.00	96.25	70.00	70.00						
	Ten-Ride	28.50	26.25	19.00	19.00						
	Round Trip Plus	6.00	5.50	4.00	4.00						
	One-Way	3.00	2.75	2.00	2.00						
E	Monthly	113.75	105.00	96.25	70.00	70.00					
	Ten-Ride	31.00	28.50	26.25	19.00	19.00					
	Round Trip Plus	6.50	6.00	5.50	4.00	4.00					
	One-Way	3.25	3.00	2.75	2.00	2.00					
F	Monthly	122.50	113.75	105.00	96.25	70.00	70.00				
	Ten-Ride	33.25	31.00	28.50	26.25	19.00	19.00				
	Round Trip Plus	7.00	6.50	6.00	5.50	4.00	4.00				
	One-Way	3.50	3.25	3.00	2.75	2.00	2.00				
G	Monthly	131.25	122.50	113.75	105.00	96.25	70.00	70.00			
	Ten-Ride	35.75	33.25	31.00	28.50	26.25	19.00	19.00			
	Round Trip Plus	7.50	7.00	6.50	6.00	5.50	4.00	4.00			
	One-Way	3.75	3.50	3.25	3.00	2.75	2.00	2.00			
H	Monthly	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00		
	Ten-Ride	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00		
	Round Trip Plus	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00		
	One-Way	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00		
I	Monthly	157.50	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00	
	Ten-Ride	42.75	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00	
	Round Trip Plus	9.00	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00	
	One-Way	4.50	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00	
J	Monthly	166.25	157.50	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00
	Ten-Ride	45.25	42.75	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00
	Round Trip Plus	9.50	9.00	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00
	One-Way	4.75	4.50	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00

Appendix B: Federal Transit Administration Guidance

In response to the COVID-19 global pandemic and its profound effect on transit systems in the United States, the Federal Transit Administration (FTA) created an online resource intended to help grantees understand how emergency actions could affect FTA reporting requirements (“Frequently Asked Questions from FTA Grantees Regarding Coronavirus Disease 2019 (COVID-19)”). This resource also includes Centers for Disease Control and Prevention (CDC) recommendations to help grantees and subgrantees prepare for COVID-19, as well as questions related to federal funding relief. The FTA has updated the COVID-19 Frequently Asked Questions (FAQs) web page multiple times since March 2020.

The FTA COVID-19 FAQs resource addresses Title VI equity analysis requirements for emergency fare and service changes made by grantees in response to the COVID-19 pandemic. Versions of the FAQs posted prior to December 2020 noted that temporary emergency service and fare changes made in response to the pandemic are not subject to equity analysis requirements unless they become permanent. In December 2020, the Title VI equity analysis requirement section was updated to note that emergency temporary fare changes lasting more than six months and service changes lasting longer than 12 months would be subject to Title VI equity analysis requirements.

Documentation of Title VI equity analysis requirements as noted in the FTA COVID-19 FAQs resource from May 1, 2020 (from the online Internet Archive) and as updated in December 2020 is shown below. Per the Internet Archive, the version of the Title VI equity analysis requirements without a reference to time limits on the temporary fare and service changes was posted in the FTA COVID-19 FAQs as late as November 25, 2020.⁴

Frequently Asked Questions from FTA Grantees Regarding Coronavirus Disease 2019 (COVID-19), May 1, 2020:

CR2: Are Title VI equity analyses required for emergency service cuts and changes during COVID-19?

A: No. Under FTA’s Title VI Circular 4702.1B, transit providers that operate 50-or-more fixed route vehicles in peak service and are located in an urbanized area (UZA) with a population of 200,000 or more, must perform a service equity analysis whenever they make a major service change. The service equity analysis evaluates the impacts of the proposed service changes on Title VI-protected populations and low-income populations. Temporary service changes in response to an emergency do not rise to the level of a major service change, so a service equity analysis is not required. Similarly, FTA exempts all temporary fare changes enacted as a result of an emergency from the fare equity analysis requirement. However, if a transit agency chooses to make permanent any changes made during an emergency, then the transit agency must perform a service or fare equity analysis.

FTA does expect that all transit agencies take reasonable measures to implement temporary service or fare changes equitably to prevent unintentional discrimination. FTA does not require a transit agency to document this process, get board approval prior to implementing changes, or share documentation on the changes with FTA, but FTA recommends that transit agencies document the rationale for specific service reductions, as well as steps taken to ensure equitable reductions in service, in the event someone files a complaint.

Source: <https://web.archive.org/web/20200501001600/https://www.transit.dot.gov/frequently-asked-questions-fta-grantees-regarding-coronavirus-disease-2019-covid-19#COVID-19Civil>, accessed January 21, 2021.

⁴ <https://web.archive.org/web/20201125225841/https://www.transit.dot.gov/frequently-asked-questions-fta-grantees-regarding-coronavirus-disease-2019-covid-19#COVID-19Civil>

Frequently Asked Questions from FTA Grantees Regarding Coronavirus Disease 2019 (COVID-19), January 21, 2021:

CR2: Are Title VI equity analyses required for emergency service cuts and changes during COVID-19?

A: It depends. Under FTA's Title VI Circular 4702.1B, transit providers that operate 50-or-more fixed route vehicles in peak service and are located in an urbanized area (UZA) with a population of 200,000 or more, must perform a service equity analysis whenever they make a major service change. The service equity analysis evaluates the impacts of the proposed service changes on Title VI-protected populations and low-income populations. Temporary service changes in response to an emergency do not rise to the level of a major service change, so a service equity analysis is not required. Similarly, FTA exempts all temporary fare changes enacted as a result of an emergency from the fare equity analysis requirement. However, if a transit agency chooses to make permanent any changes made during an emergency, or if changes last longer than 12 months (service) or 6 months (fare), then the transit agency must perform a service or fare equity analysis.

FTA does expect that all transit agencies take reasonable measures to implement temporary service or fare changes equitably to prevent unintentional discrimination. FTA does not require a transit agency to document this process, get board approval prior to implementing changes, or share documentation on the changes with FTA, but FTA recommends that transit agencies document the rationale for specific service reductions, as well as steps taken to ensure equitable reductions in service, in the event someone files a complaint.

Changes directly or indirectly related to an emergency, including ridership and budget reductions, that continue longer than 12 months (service) or 6 months (fare), or are planned in advance as permanent require an equity analysis. As outlined in the Title VI Circular Chapter IV, Section 7, any major service change that lasts longer than 12 months is considered permanent and requires a service equity analysis. This timeframe applies to major service changes initially enacted in response to the COVID-19 public health emergency. Similarly, any fare change—even if initially enacted in response to an emergency—that lasts longer than 6 months is considered permanent and requires a fare equity analysis. Further, transit agencies must prepare an equity analysis during the planning process for planned major service changes or fare changes consistent with the Circular.

Source: <https://www.transit.dot.gov/frequently-asked-questions-fta-grantees-regarding-coronavirus-disease-2019-covid-19#COVID-19Civil>, accessed January 21, 2021.

Appendix C: Data Sources and Tabulation Methodology

a. Metra Rider Characteristics: Rider Survey Data

As required under Federal Transit Administration (FTA) Title VI guidance, Metra conducts periodic rider surveys to collect information on ticket use, travel patterns and demographic data, including information that allows Metra to determine minority and low-income status of survey respondents. Metra conducted its most recent origin-destination survey of its riders in spring 2019. Field personnel conducted this survey by distributing a paper questionnaire to riders on board weekday trains operating between the start of service through noon arrival or departure at downtown Chicago.

In addition to questions on trip origin and destination locations, the Metra 2019 Origin-Destination Survey questionnaire included questions on race/ethnic background to determine minority status of respondents and questions on household income and number of occupants to determine low-income status. The survey questionnaire also included questions on ticket type used on Metra. The minority and low-income determinations can be used with ticket type and fare zone information (derived from reported origin and destination stations) to estimate the minority and low-income percentages of the riders likely to use the \$10 All-Day Pass. Survey responses are weighted by rail line and station to AM Metra Fall Station 2018 Boarding and Alighting Count results in order to represent Metra ridership.

Table 16 shows weighted survey responses by race/ethnic background and grouped by minority status. For this analysis, “minority” refers to all survey respondents who selected at least one answer other than “White/Caucasian” in response to the question on primary ethnic background. Of the survey respondents that provided an answer on ethnic background, about 32 percent are minority and 68 percent are non-minority.

Table 16: Metra Riders by Race

Race/Ethnic Background	Number	Percent of All Races Known*	Percent of Total
White/Caucasian Alone (Non-Minority)	81,647	68.3%	62.8%
Black/African-American	14,530	12.2%	11.2%
Asian/Pacific Islander	11,832	9.9%	9.1%
Hispanic/Latino	8,379	7.0%	6.4%
Other Race	1,069	0.9%	0.8%
Two or More Races	2,132	1.8%	1.6%
Minority	37,942	31.7%	29.2%
All Races Known*	119,589	100.0%	92.0%
Race Unknown	10,432		8.0%
Total	130,021		100.0%

Source: Metra 2019 Origin-Destination Survey.

**All respondents for whom minority status can be determined.*

Table 17 shows weighted survey responses for household income range by household size and low-income status. To determine low-income status, survey responses are grouped by reported household size and income range, which were then compared to the 2019 Health and Human Services (HHS) Poverty Guidelines, as shown in Table 19. All respondents in each household size/income range group that include at least some respondents that could be classified as being in poverty based on the HHS Poverty Guidelines are designated as low-income. Low-income status cannot be determined for approximately 35% of all survey respondents because responses for either household income or number of household residents were omitted.

Table 18 shows the percentages of survey responses by household size and low-income status for each reported household income band. For all responses reporting both household size and income, 2.6 percent are considered to be low-income, and 97.4 percent are non-low-income.

Table 17: Household Size and Low-Income Status by Household Income

Household Income	Household Size										Low-Income	Non-Low-Income	All Known HH Size	HH Size Unknown	Total
	1	2	3	4	5	6	7	8	9	10+					
Less than \$15,000	284	161	132	126	68	28	15	11	3	13	841	0	841	185	1,026
\$15,000 - \$24,999	323	224	180	146	109	18	11	5	1	5	700	323	1,022	154	1,177
\$25,000 - \$39,999	595	528	346	303	167	85	25	18	11	7	615	1,469	2,084	302	2,386
\$40,000 - \$59,999	2,004	1,516	890	629	294	131	53	16	4	2	22	5,517	5,538	651	6,190
\$60,000 - \$74,999	1,922	2,050	1,132	826	382	134	31	14	8	1	0	6,500	6,500	678	7,178
\$75,000 - \$99,999	2,533	3,441	2,048	1,639	649	263	53	21	11	14	0	10,673	10,673	850	11,523
\$100,000 - \$124,999	1,411	4,364	2,746	2,648	946	325	83	20	11	12	0	12,566	12,566	780	13,346
\$125,000 - \$149,999	581	3,155	1,965	2,188	773	276	69	13	0	11	0	9,030	9,030	562	9,592
\$150,000 - \$199,999	479	4,504	3,105	3,633	1,405	375	77	31	11	0	0	13,621	13,621	725	14,346
\$200,000 and above	406	5,293	4,363	7,671	3,378	909	128	45	16	18	0	22,228	22,228	1,072	23,300
All Incomes Known	10,538	25,236	16,906	19,809	8,172	2,544	545	194	77	83	2,177	81,926	84,103	5,961	90,064
Income Unknown	2,598	8,771	6,108	7,797	3,341	989	233	79	35	47	n/a	n/a	29,997	9,961	39,957
Total	13,136	34,007	23,014	27,605	11,512	3,533	777	273	112	130	n/a	n/a	114,100	15,921	130,021

Source: Metra 2019 Origin-Destination Survey.

Table 18: Percent Household Size and Low-Income Status by Household Income

Household Income	Household Size										Low-Income	Non-Low-Income	All Known HH Size
	1	2	3	4	5	6	7	8	9	10+			
Less than \$15,000	33.7%	19.2%	15.7%	15.0%	8.1%	3.3%	1.8%	1.3%	0.4%	1.5%	100.0%	0.0%	100.0%
\$15,000 - \$24,999	31.6%	21.9%	17.6%	14.3%	10.7%	1.8%	1.1%	0.5%	0.1%	0.5%	68.4%	31.6%	100.0%
\$25,000 - \$39,999	28.6%	25.3%	16.6%	14.5%	8.0%	4.1%	1.2%	0.9%	0.5%	0.4%	29.5%	70.5%	100.0%
\$40,000 - \$59,999	36.2%	27.4%	16.1%	11.4%	5.3%	2.4%	1.0%	0.3%	0.1%	0.0%	0.4%	99.6%	100.0%
\$60,000 - \$74,999	29.6%	31.5%	17.4%	12.7%	5.9%	2.1%	0.5%	0.2%	0.1%	0.0%	0.0%	100.0%	100.0%
\$75,000 - \$99,999	23.7%	32.2%	19.2%	15.4%	6.1%	2.5%	0.5%	0.2%	0.1%	0.1%	0.0%	100.0%	100.0%
\$100,000 - \$124,999	11.2%	34.7%	21.9%	21.1%	7.5%	2.6%	0.7%	0.2%	0.1%	0.1%	0.0%	100.0%	100.0%
\$125,000 - \$149,999	6.4%	34.9%	21.8%	24.2%	8.6%	3.1%	0.8%	0.1%	0.0%	0.1%	0.0%	100.0%	100.0%
\$150,000 - \$199,999	3.5%	33.1%	22.8%	26.7%	10.3%	2.8%	0.6%	0.2%	0.1%	0.0%	0.0%	100.0%	100.0%
\$200,000 and above	1.8%	23.8%	19.6%	34.5%	15.2%	4.1%	0.6%	0.2%	0.1%	0.1%	0.0%	100.0%	100.0%
All Incomes Known	12.5%	30.0%	20.1%	23.6%	9.7%	3.0%	0.6%	0.2%	0.1%	0.1%	2.6%	97.4%	100.0%
Income Unknown	8.7%	29.2%	20.4%	26.0%	11.1%	3.3%	0.8%	0.3%	0.1%	0.2%	n/a	n/a	100.0%
Total	11.5%	29.8%	20.2%	24.2%	10.1%	3.1%	0.7%	0.2%	0.1%	0.1%	n/a	n/a	100.0%

Source: Metra 2019 Origin-Destination Survey.

Table 19: 2019 Poverty Guidelines for the 48 Contiguous States and the District of Columbia

Persons in family/household	Poverty guideline
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430
For families/households with more than 8 persons, add \$4,420 for each additional person.	

Source: U.S. Department of Health & Human Services

b. Calculation of Equity Impacts

The proposed fare change will result in one new fare type, with no changes to existing fares. Because this proposed fare change is the introduction of new ticket type (i.e., a change in fare media only), and not a change in fares for multiple ticket types, the appropriate disparate impact analysis is a comparison of the percentage minority population of riders likely to use the new fare medium compared to the overall percentage minority population. Similarly, the appropriate disproportionate burden analysis is a comparison of the percentage low-income population of riders likely to use the new fare medium compared to the overall percentage low-income population.

Table 20 shows ticket type by number of fare zones traversed for all survey respondents. Based on the cost per ride by ticket type and number of zones shown in Table 3 on page 2, the responses in the shaded area below correspond to riders that are assumed to be likely users of the \$10 All-Day Pass due to its lower cost per ride.

Table 21 shows ticket type by number of fare zones traversed for minority and non-minority riders, as well as for those not reporting race in the survey results. As also shown in Table 20, the shaded areas in Table 21 correspond to riders likely to use the All-Day Pass, with the shaded areas of minority and non-minority making up the comparison group of riders included in the disparate impact analysis (see Tables 6 and 7 on page 8).

Table 22 shows ticket type by number of fare zones traversed for low-income and non-low-income riders, as well as for those not reporting household size and/or household income in the survey results. The shaded areas of Table 22 correspond to riders likely to use the All-Day Pass, with the shaded areas of low-income and non-low-income making up the comparison group of riders included in the disproportionate burden analysis (see Tables 11 and 12 on page 9).

Table 20: Riders by Ticket Type and Number of Fare Zones, All Respondents

Ticket Type	Number of Fare Zones											All
	1	2	3	4	5	6	7	8	9	10	n/a	
Monthly	370	5,293	12,011	13,929	17,619	10,080	6,232	3,989	1,402	522	1,780	73,227
10-Ride	226	2,872	5,153	6,753	7,945	4,921	3,263	2,382	833	370	936	35,653
One-Way	76	836	1,234	1,441	1,688	1,197	829	915	343	240	493	9,292
Reduced Monthly	54	270	605	679	982	499	316	234	66	26	190	3,920
Reduced 10-Ride	41	293	574	580	719	369	201	156	64	48	182	3,227
Reduced One-Way	31	98	149	182	167	97	70	85	32	28	69	1,007
RTA Ride Free Permit	14	79	88	99	88	60	40	86	11	10	92	665
Other/Unknown	120	248	472	585	540	334	251	215	51	31	182	3,030
Total	932	9,989	20,286	24,248	29,748	17,557	11,203	8,061	2,802	1,274	3,923	130,021

Source: Metra 2019 Origin-Destination Survey.

Table 21: Riders by Ticket Type, Number of Fare Zones and Minority Status

	Number of Fare Zones											
Ticket Type	1	2	3	4	5	6	7	8	9	10	n/a	All
Minority												
Monthly	130	2,164	3,348	4,010	4,288	3,201	2,290	930	256	82	752	21,451
10-Ride	77	958	1,239	1,509	1,858	1,439	1,090	518	136	49	382	9,253
One-Way	26	387	556	675	621	525	302	325	80	73	275	3,846
Reduced Monthly	21	110	152	142	264	143	111	44	9	1	81	1,077
Reduced 10-Ride	21	107	143	108	120	92	50	53	10	2	44	750
Reduced One-Way	19	74	89	49	58	39	38	31	16	5	39	458
RTA Ride Free Permit	8	46	41	63	48	28	28	40	3	3	60	368
Other/Unknown	25	47	103	118	120	108	97	55	3	7	57	739
Total	326	3,893	5,670	6,674	7,377	5,576	4,005	1,997	512	223	1,689	37,942
Non-Minority												
Monthly	178	2,690	7,715	8,859	12,037	6,109	3,403	2,798	1,043	406	847	46,084
10-Ride	121	1,720	3,606	4,781	5,592	3,129	1,892	1,706	643	291	463	23,943
One-Way	43	365	593	693	951	574	464	523	233	149	156	4,745
Reduced Monthly	27	129	403	466	634	322	173	180	50	22	85	2,491
Reduced 10-Ride	16	157	384	432	541	250	138	95	44	43	116	2,216
Reduced One-Way	8	20	53	117	91	53	29	52	14	23	26	487
RTA Ride Free Permit	1	19	40	34	38	22	11	34	7	4	23	233
Other/Unknown	42	108	231	340	272	139	104	122	32	15	43	1,447
Total	437	5,208	13,025	15,722	20,156	10,597	6,214	5,510	2,065	952	1,759	81,647
Race Unknown												
Monthly	62	438	948	1,060	1,294	770	539	261	103	34	182	5,691
10-Ride	28	195	308	464	496	352	281	158	55	30	91	2,457
One-Way	7	84	85	73	115	99	63	67	31	17	62	701
Reduced Monthly	6	31	50	71	84	34	32	9	8	3	24	352
Reduced 10-Ride	5	29	48	39	58	27	13	7	10	2	22	261
Reduced One-Way	3	3	7	16	18	5	4	2	2	0	4	63
RTA Ride Free Permit	5	14	7	2	2	9	2	11	0	3	9	64
Other/Unknown	53	92	138	127	149	88	50	38	16	9	82	843
Total	169	887	1,590	1,851	2,216	1,384	984	553	224	99	475	10,432

Source: Metra 2019 Origin-Destination Survey.

Table 22: Riders by Ticket Type, Number of Fare Zones and Low-Income Status

	Number of Fare Zones											
Ticket Type	1	2	3	4	5	6	7	8	9	10	n/a	All
Low-Income												
Monthly	0	77	101	132	126	90	31	37	14	4	19	633
10-Ride	0	102	46	94	68	52	31	34	13	5	24	470
One-Way	3	59	71	109	71	76	52	70	38	31	29	608
Reduced Monthly	0	10	13	4	15	10	2	2	0	0	1	57
Reduced 10-Ride	0	3	16	15	2	3	9	4	1	1	3	57
Reduced One-Way	5	7	10	17	20	16	5	13	2	0	4	99
RTA Ride Free Permit	0	19	35	34	15	18	4	23	5	3	18	175
Other/Unknown	7	7	9	9	14	6	6	10	0	1	11	78
Total	15	284	301	415	331	271	140	193	73	45	109	2,177
Non-Low-Income												
Monthly	170	3,688	7,729	8,909	11,392	6,322	4,046	2,592	899	344	1,034	47,124
10-Ride	124	2,037	3,563	4,387	5,171	3,146	2,081	1,622	541	239	586	23,497
One-Way	33	531	775	817	1,005	687	461	523	183	128	218	5,361
Reduced Monthly	28	150	341	396	589	300	181	145	41	12	97	2,280
Reduced 10-Ride	18	124	261	283	401	230	119	97	32	29	71	1,664
Reduced One-Way	10	51	51	75	62	45	42	35	21	13	31	437
RTA Ride Free Permit	1	18	32	38	33	18	24	26	3	4	19	217
Other/Unknown	44	93	173	339	222	146	136	105	32	15	40	1,346
Total	430	6,691	12,925	15,243	18,876	10,895	7,090	5,144	1,754	784	2,096	81,926
Income Status Unknown												
Monthly	200	1,528	4,180	4,887	6,101	3,668	2,154	1,360	489	174	726	25,469
10-Ride	102	734	1,543	2,272	2,706	1,723	1,150	726	279	126	326	11,686
One-Way	40	246	387	514	612	434	317	323	122	82	245	3,322
Reduced Monthly	26	110	251	279	378	189	133	87	25	14	91	1,582
Reduced 10-Ride	23	167	298	281	316	136	74	55	30	17	109	1,506
Reduced One-Way	15	39	88	90	85	36	24	37	9	15	34	472
RTA Ride Free Permit	13	41	21	28	39	24	13	36	2	3	55	273
Other/Unknown	69	148	291	237	304	182	109	101	19	14	131	1,606
Total	487	3,014	7,060	8,589	10,542	6,391	3,974	2,724	975	445	1,717	45,918

Source: Metra 2019 Origin-Destination Survey.



Memorandum

DATE: November 12, 2021

TO: Board of Directors

FROM: Jim Derwinski
CEO/Executive Director

SUBJECT: Title VI Equity Analysis of Fair Transit South Cook Pilot, Launched January 4, 2021

Staff has completed for your review and consideration the Title VI Equity Analysis of the Fair Transit South Cook Pilot project launched on January 4, 2021. **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of fare policy changes under the pilot and therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.** The equity analysis summary report on the Fair Transit South Cook pilot is attached for your review.

On January 4, 2021, Cook County Board President Toni Preckwinkle and officials from Metra, Pace and the Regional Transportation Authority launched the Fair Transit South Cook pilot project at LaSalle Street Station. The goal of the pilot is to address the transportation disparity experienced by south Cook and north Will County residents through higher commute times and relative transportation costs compared to north side residents. Under the three-year pilot project, all Metra ME and RI tickets are sold at reduced fares, subsidized by Cook County. The initial phase of the pilot also includes a service expansion for the Pace 352 Halsted route. Later pilot phases may include additional fare or policy changes and service enhancements.

Under Federal Transit Administration (FTA) guidelines all permanent fare changes must be evaluated to determine if they will be implemented in an equitable manner in regard to race, color, and national origin, as specified under Title VI of the Civil Rights Act of 1964. Fare changes must also be evaluated to determine if they will result in a disproportionate burden on low-income populations in accordance with federal environmental justice principles.

ATTACHMENTS

A. Equity Analysis Report Summary: Fair Transit South Cook Pilot, Launched January 4, 2021

Prepared by:

Lynnette Ciavarella, Senior Division Director, Strategic Capital Planning
Jason Osborn, Department Head, System Performance & Data
Jonathan Tremper, Principal Transportation Planner, System Performance & Data

Equity Analysis Report Summary: Fair Transit South Cook Pilot, Launched January 4, 2021

1. Executive Summary

Overview:

Under Federal Transit Administration (FTA) guidelines all permanent fare changes must be evaluated to determine if they will be implemented in an equitable manner in regard to race, color, and national origin, as specified under Title VI of the Civil Rights Act of 1964. Fare changes must also be evaluated to determine if they will result in a disproportionate burden on low-income populations in accordance with federal environmental justice principles.

On January 4, 2021, the Cook County Department of Transportation and Highways (DoTH), Metra, Pace and the Regional Transportation Authority, launched the three-year Fair Transit South Cook pilot project. Initially, the pilot allows Metra to expand the eligibility of its reduced-fare tickets to all riders on the Metra Electric (ME) and Rock Island (RI) lines. This fare reduction is made possible through funding provided by Cook County to cover lost fare revenue. The pilot also includes increased Pace service on the 352 Halsted route that serves south Cook County.

Staff has completed the Title VI Equity Analysis of Fair Transit South Cook Pilot project launched on January 4, 2021. **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of these proposed fare changes and therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Title VI Equity Analysis:

This equity analysis document demonstrates that Metra follows Federal Transit Administration (FTA) guidelines pertaining to implementation of fare changes in an equitable manner in regard to race, color and national origin as specified under Title VI of the Civil Rights Act of 1964. This fare change equity analysis also considers the equitable treatment of low-income populations in accordance to federal environmental justice principles.

FTA Title VI guidance stipulates that transit agencies must brief their decision-making bodies (e.g., Board of Directors) regarding fare changes and the equity impacts of fare changes. Transit providers must also provide documentation to the FTA regarding consideration, awareness and approval of any fare change equity analyses by their respective decision-making bodies.

Certain fare changes, including systemwide ride free days, fare reductions enacted for mitigation measures, and promotional fare decreases, are exempt from the equity analysis requirement for up to six months from implementation. After six months, all promotional fare changes are considered permanent by the FTA and require a Title VI equity analysis.

On January 4, 2021, the Cook County Department of Transportation and Highways (DoTH), in partnership with Metra, Pace and the Regional Transportation Authority, launched the Fair Transit South Cook pilot project to improve transit service and reduce transit fares for residents of south Cook and north Will counties. In the initial phase of the pilot, Metra expanded the eligibility of its reduced-fare tickets to all riders on the Metra Electric (ME) and Rock Island (RI) lines. Concurrently, Pace increased service on the 352 Halsted route that serves south Cook County. Later phases of the pilot may include fare changes to better provide seamless transfer options between service operators.

Under a November 2020 intergovernmental agreement between Cook County and Metra, Cook County will subsidize Metra's cost of implementing the pilot, including full reimbursement for decreased passenger fare revenue due to the expansion of reduced fare eligibility to all ME and RI riders. Metra's participation in the Fair Transit pilot is possible only through this subsidy.

The Fair Transit South Cook pilot project was introduced as a promotional fare reduction and was thus exempt from FTA Title VI equity analysis requirements for six months. However, the project timeline calls for the pilot to be in place for up to three years, or until Cook County's subsidy to Metra for the pilot is no longer available. After July 4, 2021, fare changes under the pilot will no longer be considered a promotional fare decrease by the FTA and will be subject to equity analysis requirements.

The FTA requires Metra to determine whether any proposed fare change would create a discriminatory effect on riders based on race, color, national origin or poverty status. This is done by applying Metra's disparate impact and disproportionate burden policies, which were established by Metra in 2013 in accordance with FTA guidance. Metra has, in the analysis contained herein, found that although Metra fare changes under the Fair Transit South Cook pilot exceeds Metra's disparate impact threshold for minority riders by just 0.2 percent (there was a 20.2 percent difference in minority population percentages between the affected riders and all Metra riders, which is just barely above the 20 percent threshold), there is no disparate impact because the fare change resulted in a favorable change of decreased fares available to all affected riders. The analysis found that fare changes under the pilot did not exceed Metra's disproportionate burden threshold for low-income riders.

Equity Analysis Summary Results—Impact of Fair Transit South Cook Pilot on Minority and Low-Income Riders:

Table 1 on page 3 shows the numbers and percentages of ME and RI riders who reported using a full-fare ticket by minority status, as well as minority status for all Metra riders based on Metra 2019 Origin-Destination Survey results. This analysis assumes that all ME and RI riders who reported using full-fare tickets would begin using reduced-fare tickets and would thus benefit from the Fair Transit pilot project. Table 1 includes a comparison of the minority percentage of the affected group of ME and RI riders to that of all riders. The disparate impact threshold for absolute difference in minority percentages between the affected group of riders and all Metra riders is 20 percent or more.

Table 2 on page 3 shows supplemental disparate impact analysis of US Census 2019 American Community Survey (ACS) results comparing the minority percentages of the population living in station market areas along the ME and RI with that of the entire Metra six-county service area. This supplemental analysis includes all residents along the ME and RI lines in acknowledgment of a key pilot project goal to expand transit use in south Cook and north Will counties.

Table 3 on page 3 shows the numbers and percentages of ME and RI riders who reported using a full-fare ticket by low-income status, as well as low-income status for all Metra riders. Source: *U.S. Census Bureau, 2019 ACS 5-year estimates.*

†A single market shed area for Blue Island/Vermont St. is shared by both ME and RI lines but only included once in the ME/RI totals.

**Includes the Hegewisch NICTD Station served by the Chicago South Shore Line and excludes the Kenosha UP-N Station and double-counted market sheds at Blue Island/Vermont St., Joliet and Clybourn.*

Table 3 includes a comparison of the low-income percentage of affected ME and RI riders to that of all riders. The disproportionate burden threshold for absolute difference in low-income percentages between the affected group of riders and all Metra riders is 10 percent.

Table 4 on page 3 shows supplemental disproportionate burden analysis of US Census 2019 ACS results by low-income status for the populations living in station market areas along the ME and RI and for the entire Metra six-county service area. This supplemental analysis includes all residents along the ME and RI lines in acknowledgment of a key pilot project goal to expand transit use in south Cook and north Will counties.

This equity analysis shows that:

- Based on Metra survey results, the difference between the minority population percentage affected by the Fair Transit South Cook pilot and that of all Metra riders slightly exceeds the Metra Disparate Impact Threshold for Fare Changes by just 0.2%, but because the effect of the pilot fare change was favorable for a group with a higher percentage of minority riders than that of all Metra riders, there was no disparate impact on Metra minority riders.
- Based on US Census data, the difference between the minority population percentage living along the Metra rail lines affected by the Fair Transit South Cook pilot and that of all residents of the Metra service area does not exceed the Metra Disparate Impact Threshold for Fare Changes.
- Based on Metra survey results, the difference between the low-income population percentage affected by the Fair Transit South Cook pilot and that of all Metra riders does not exceed the Metra Disproportionate Burden Threshold for Fare Changes.

- Based on US Census data, the difference between the low-income population percentage living along the Metra rail lines affected by the Fair Transit South Cook pilot and that of all residents of the Metra service area does not exceed the Metra Disproportionate Burden Threshold for Fare Changes.
- Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the Fair Transit South Cook pilot launched on January 4, 2021. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Table 1: ME and RI Full Fare Riders and All Riders by Minority Status (Disparate Impact Analysis)

Ridership Group	Minority	Non-Minority	Sum*	Percent Minority
ME/RI Full Fare Users	11,231	10,394	21,625	51.9%
All Metra Riders†	37,942	81,647	119,589	31.7%
Disparate Impact Comparison				20.2%
Disparate Impact Threshold				+/-20%
Exceeds Threshold?				Yes

Source: Metra 2019 Origin-Destination Survey, weighted by Metra 2018 Boarding and Alighting Count data.

*All respondents for whom minority status can be determined.

†Includes all riders, regardless of reported ticket type.

Table 2: ME and RI and Metra Service Area Populations by Minority Status (Supplemental Disparate Impact Analysis)

Line	Minority	Non-Minority	Population	Percent Minority
ME and RI†	1,081,785	528,363	1,610,148	67.2%
Metra Service Area*	4,113,535	4,243,678	8,357,213	49.2%
Disparate Impact Comparison				18.0%
Disparate Impact Threshold				+/-20%
Exceeds Threshold?				No

Source: U.S. Census Bureau, 2019 ACS 5-year estimates.

†A single market shed area for Blue Island/Vermont St. is shared by both ME and RI lines but only included once in the ME/RI totals.

*Includes the Hegewisch NICTD Station served by the Chicago South Shore Line and excludes the Kenosha UP-N Station and double-counted market sheds at Blue Island/Vermont St., Joliet and Clybourn.

Table 3: ME and RI Full Fare Riders and All Riders by Low-Income Status (Disproportionate Burden Analysis)

Ridership Group	Low-Income	Non-Low-Income	Sum*	Percent Low-Income
ME/RI Full Fare Users	525	15,170	15,695	3.3%
All Metra Riders†	2,177	81,926	84,103	2.6%
Disproportionate Burden Comparison				0.8%
Disproportionate Burden Threshold				+/-10%
Exceeds Threshold?				No

Source: Metra 2019 Origin-Destination Survey, weighted by Metra 2018 Boarding and Alighting Count data.

*All respondents for whom income status can be determined.

†Includes all riders, regardless of reported ticket type.

Table 4: ME and RI and Metra Service Area Populations by Low-Income Status (Supplemental Disproportionate Burden Analysis)

Line	Low-Income	Non-Low-Income	Poverty Universe	Percent Low-Income
ME and RI†	280,367	1,304,878	1,585,245	17.7%
Metra Service Area*	963,626	7,259,026	8,222,652	11.7%
Disproportionate Burden Comparison				6.0%
Disproportionate Burden Threshold				+/-10%
Exceeds Threshold?				No

Source: U.S. Census Bureau, 2019 ACS 5-year estimates.

†A single market shed area for Blue Island/Vermont St. is shared by both ME and RI lines but only included once in the ME/RI totals.

*Includes the Hegewisch NICTD Station served by the Chicago South Shore Line and excludes the Kenosha UP-N Station and double-counted market sheds at Blue Island/Vermont St., Joliet and Clybourn.

**EQUITY ANALYSIS REPORT ON THE FAIR TRANSIT
SOUTH COOK PILOT
LAUNCHED JANUARY 4, 2021**



Division of Strategic Planning & Performance
November 2021

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Equity Analysis Report on the Fair Transit South Cook Pilot, Launched January 4, 2021

1. Executive Summary

Overview:

Under Federal Transit Administration (FTA) guidelines all permanent fare changes must be evaluated to determine if they will be implemented in an equitable manner in regard to race, color, and national origin, as specified under Title VI of the Civil Rights Act of 1964. Fare changes must also be evaluated to determine if they will result in a disproportionate burden on low-income populations in accordance with federal environmental justice principles.

On January 4, 2021, the Cook County Department of Transportation and Highways (DoTH), Metra, Pace and the Regional Transportation Authority, launched the three-year Fair Transit South Cook pilot project. Initially, the pilot allows Metra to expand the eligibility of its reduced-fare tickets to all riders on the Metra Electric (ME) and Rock Island (RI) lines. This fare reduction is made possible through funding provided by Cook County to cover lost fare revenue. The pilot also includes increased Pace service on the 352 Halsted route that serves south Cook County.

Staff has completed the Title VI Equity Analysis of the Fair Transit South Cook Pilot project launched on January 4, 2021. **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of these proposed fare changes and therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Title VI Equity Analysis:

This equity analysis document demonstrates that Metra follows Federal Transit Administration (FTA) guidelines pertaining to implementation of fare changes in an equitable manner in regard to race, color and national origin as specified under Title VI of the Civil Rights Act of 1964. This fare change equity analysis also considers the equitable treatment of low-income populations in accordance to federal environmental justice principles.

FTA Title VI guidance stipulates that transit agencies must brief their decision-making bodies (e.g., Board of Directors) regarding fare changes and the equity impacts of fare changes. Transit providers must also provide documentation to the FTA regarding consideration, awareness and approval of any fare change equity analyses by their respective decision-making bodies.

Certain fare changes, including systemwide ride free days, fare reductions enacted for mitigation measures, and promotional fare decreases, are exempt from the equity analysis requirement for up to six months from implementation. After six months, all promotional fare changes are considered permanent by the FTA and require a Title VI equity analysis.

On January 4, 2021, the Cook County Department of Transportation and Highways (DoTH), in partnership with Metra, Pace and the Regional Transportation Authority, launched the Fair Transit South Cook pilot project to improve transit service and reduce transit fares for residents of south Cook and north Will counties. In the initial phase of the pilot, Metra expanded the eligibility of its reduced-fare tickets to all riders on the Metra Electric (ME) and Rock Island (RI) lines. Concurrently, Pace increased service on the 352 Halsted route that serves south Cook County. Later phases of the pilot may include fare changes to better provide seamless transfer options between service operators.

Under a November 2020 intergovernmental agreement between Cook County and Metra, Cook County will subsidize Metra's cost of implementing the pilot, including full reimbursement for decreased passenger fare revenue due to the expansion of reduced fare eligibility to all ME and RI riders. Metra's participation in the Fair Transit pilot is possible only through this subsidy.

The Fair Transit South Cook pilot project was introduced as a promotional fare reduction and was thus exempt from FTA Title VI equity analysis requirements for six months. However, the project timeline calls for the pilot to be in place for up to three years, or until Cook County's subsidy to Metra for the pilot is no longer available. After July 4, 2021, fare changes under the pilot will no longer be considered a promotional fare decrease by the FTA and will be subject to equity analysis requirements.

The FTA requires Metra to determine whether any proposed fare change would create a discriminatory effect on riders based on race, color, national origin or poverty status. This is done by applying Metra's disparate impact and disproportionate burden policies, which were established by Metra in 2013 in accordance with FTA guidance. Metra has, in the analysis contained herein, found that although Metra fare changes under the Fair Transit South Cook pilot exceeds Metra's disparate impact threshold for minority riders by just 0.2 percent (there was a 20.2 percent difference in minority population percentages between the affected riders and all Metra riders, which is just barely above the 20 percent threshold), there is no disparate impact because the fare change resulted in a favorable change of decreased fares available to all affected riders. The analysis found that fare changes under the pilot did not exceed Metra's disproportionate burden threshold for low-income riders.

Equity Analysis Summary Results—Impact of Fair Transit South Cook Pilot on Minority and Low-Income Riders:

Table 1 on page 3 shows the numbers and percentages of ME and RI riders who reported using a full-fare ticket by minority status, as well as minority status for all Metra riders based on Metra 2019 Origin-Destination Survey results. This analysis assumes that all ME and RI riders who reported using full-fare tickets would begin using reduced-fare tickets and would thus benefit from the Fair Transit pilot project. Table 1 includes a comparison of the minority percentage of the affected group of ME and RI riders to that of all riders. The disparate impact threshold for absolute difference in minority percentages between the affected group of riders and all Metra riders is 20 percent or more.

Table 2 on page 3 shows supplemental disparate impact analysis of US Census 2019 American Community Survey (ACS) results comparing the minority percentages of the population living in station market areas along the ME and RI with that of the entire Metra six-county service area. This supplemental analysis includes all residents along the ME and RI lines in acknowledgment of a key pilot project goal to expand transit use in south Cook and north Will counties.

Table 3 on page 3 shows the numbers and percentages of ME and RI riders who reported using a full-fare ticket by low-income status, as well as low-income status for all Metra riders. Table 3 includes a comparison of the low-income percentage of affected ME and RI riders to that of all riders. The disproportionate burden threshold for absolute difference in low-income percentages between the affected group of riders and all Metra riders is 10 percent.

Table 4 on page 3 shows supplemental disproportionate burden analysis of US Census 2019 ACS results by low-income status for the populations living in station market areas along the ME and RI and for the entire Metra six-county service area. This supplemental analysis includes all residents along the ME and RI lines in acknowledgment of a key pilot project goal to expand transit use in south Cook and north Will counties.

This equity analysis shows that:

- Based on Metra survey results, the difference between the minority population percentage affected by the Fair Transit South Cook pilot and that of all Metra riders slightly exceeds the Metra Disparate Impact Threshold for Fare Changes by just 0.2%, but because the effect of the pilot fare change was favorable for a group with a higher percentage of minority riders than that of all Metra riders, there was no disparate impact on Metra minority riders.
- Based on US Census data, the difference between the minority population percentage living along the Metra rail lines affected by the Fair Transit South Cook pilot and that of all residents of the Metra service area does not exceed the Metra Disparate Impact Threshold for Fare Changes.
- Based on Metra survey results, the difference between the low-income population percentage affected by the Fair Transit South Cook pilot and that of all Metra riders does not exceed the Metra Disproportionate Burden Threshold for Fare Changes.
- Based on US Census data, the difference between the low-income population percentage living along the Metra rail lines affected by the Fair Transit South Cook pilot and that of all residents of the Metra service area does not exceed the Metra Disproportionate Burden Threshold for Fare Changes.

- Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the Fair Transit South Cook pilot launched on January 4, 2021. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.

Table 1: ME and RI Full Fare Riders and All Riders by Minority Status (Disparate Impact Analysis)

Ridership Group	Minority	Non-Minority	Sum*	Percent Minority
ME/RI Full Fare Users	11,231	10,394	21,625	51.9%
All Metra Riders†	37,942	81,647	119,589	31.7%
Disparate Impact Comparison				20.2%
Disparate Impact Threshold				+/-20%
Exceeds Threshold?				Yes

Source: Metra 2019 Origin-Destination Survey, weighted by Metra 2018 Boarding and Alighting Count data.

*All respondents for whom minority status can be determined.

†Includes all riders, regardless of reported ticket type.

Table 2: ME and RI and Metra Service Area Populations by Minority Status (Supplemental Disparate Impact Analysis)

Line	Minority	Non-Minority	Population	Percent Minority
ME and RI†	1,081,785	528,363	1,610,148	67.2%
Metra Service Area*	4,113,535	4,243,678	8,357,213	49.2%
Disparate Impact Comparison				18.0%
Disparate Impact Threshold				+/-20%
Exceeds Threshold?				No

Source: U.S. Census Bureau, 2019 ACS 5-year estimates.

†A single market shed area for Blue Island/Vermont St. is shared by both ME and RI lines but only included once in the ME/RI totals.

*Includes the Hegewisch NICTD Station served by the Chicago South Shore Line and excludes the Kenosha UP-N Station and double-counted market sheds at Blue Island/Vermont St., Joliet and Clybourn.

Table 3: ME and RI Full Fare Riders and All Riders by Low-Income Status (Disproportionate Burden Analysis)

Ridership Group	Low-Income	Non-Low-Income	Sum*	Percent Low-Income
ME/RI Full Fare Users	525	15,170	15,695	3.3%
All Metra Riders†	2,177	81,926	84,103	2.6%
Disproportionate Burden Comparison				0.8%
Disproportionate Burden Threshold				+/-10%
Exceeds Threshold?				No

Source: Metra 2019 Origin-Destination Survey, weighted by Metra 2018 Boarding and Alighting Count data.

*All respondents for whom income status can be determined.

†Includes all riders, regardless of reported ticket type.

Table 4: ME and RI and Metra Service Area Populations by Low-Income Status (Supplemental Disproportionate Burden Analysis)

Line	Low-Income	Non-Low-Income	Poverty Universe	Percent Low-Income
ME and RI†	280,367	1,304,878	1,585,245	17.7%
Metra Service Area*	963,626	7,259,026	8,222,652	11.7%
Disproportionate Burden Comparison				6.0%
Disproportionate Burden Threshold				+/-10%
Exceeds Threshold?				No

Source: U.S. Census Bureau, 2019 ACS 5-year estimates.

†A single market shed area for Blue Island/Vermont St. is shared by both ME and RI lines but only included once in the ME/RI totals.

*Includes the Hegewisch NICTD Station served by the Chicago South Shore Line and excludes the Kenosha UP-N Station and double-counted market sheds at Blue Island/Vermont St., Joliet and Clybourn.

2. Introduction and Background

At its November 2020 meeting, the Metra Board voted to enter into an intergovernmental agreement with Cook County to facilitate launch of the Fair Transit South Cook three-year pilot project to improve public transit options in south Cook and north Will counties. The Fair Transit pilot is an experimental program designed to address longstanding mobility needs for residents in south Chicago and south Cook and north Will counties. The pilot provides an opportunity to improve regional mobility and address the impacts of fares on transit ridership and mobility.

On January 4, 2021, Cook County Board President Toni Preckwinkle and officials from Metra, Pace and the Regional Transportation Authority launched the Fair Transit South Cook pilot project at a kick-off event hosted by Metra at the LaSalle Street Station. It is the goal of the pilot to address the transportation disparity experienced by south Cook and north Will residents compared to their north side counterparts who spend less time commuting and a smaller portion of their incomes on transportation. This disparity has become even more acute due to the challenges of the COVID-19 pandemic.

Under the Fair Transit pilot, Metra's reduced fares are available to all Metra Electric (ME) and Rock Island (RI) riders, which were previously available only for certain qualified groups (seniors, disabled persons, children, etc.). Reduced-fare Metra tickets sold under the pilot are specially marked and only valid for use on the ME and RI. There are no other changes to Metra ticket prices or fare policies in the first phase of the pilot. The pilot also includes a service expansion for the Pace 352 Halsted route. Subsequent phases of the pilot may include fare policy and service changes.

The November 2020 intergovernmental agreement between Metra and Cook County includes a provision for Cook County to subsidize Metra for its costs of implementing the pilot project, including full compensation for lost fare revenue. Metra would not be able to provide reduced fares for all ME and RI riders without this subsidy.

Because the Fair Transit pilot was launched as a temporary promotional fare decrease, it is exempt from FTA Title VI equity analysis requirements for six months. However, the pilot was launched as a three-year project and the Title VI equity analysis exemption will expire as of July 4, 2021. The fare change equity analysis that follows only applies to the Fair Transit South Cook pilot project launched on January 4, 2021, and not to any other fare changes.

For reference, current full (adult) and reduced (special-user) fares are shown in Tables 17 and 18 in [Appendix A: Fare Tables](#).

3. Title VI Guidelines

a. Federal Transit Administration Guidance

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.¹

b. Disparate Impact/Disproportionate Burden Policies

To measure such potential impacts, the FTA requires that each transit provider develop disparate impact and disproportionate burden policies, each of which establishes a threshold to determine when the adverse effects of fare changes [or major service changes] are borne disproportionately by minority and/or low-income populations.

These policies are described in FTA Title VI guidance as:

¹ There are three exceptions to this requirement, which include promotional fare reductions up to six months in duration. (Source: FTA Circular 4702.1B, IV.7.b.(1)(a)).

Disparate Impact Policy. The transit provider shall develop a policy for measuring disparate impact to determine whether minority riders are bearing a disproportionate impact of the change between the existing cost and the proposed cost. The impact may be defined as a statistical percentage. The disparate impact threshold must be applied uniformly, regardless of fare media, and cannot be altered until the next Title VI Program submission. (Source: FTA Circular 4702.1B, IV.7.b.(3)(a))

Disproportionate Burden Policy. The transit provider shall develop a policy for measuring the burden of fare changes on low-income riders to determine when low-income riders are bearing a disproportionate burden of the change between the existing fare and the proposed fare. The impact may be defined as a statistical percentage. The disproportionate burden threshold must be applied uniformly, regardless of fare media, and cannot be altered until the next program submission. (Source: FTA Circular 4702.1B, IV.7.b.(3)(f))

Following FTA Title VI guidance, the Metra Board of Directors adopted its current disparate impact and disproportionate burden policies in September 2013. These policies provide the framework for analyzing the effect of fare and major service changes on minority and low-income populations. These policies, which were included in the Metra 2013 Title VI Program and Policy and carried forward unchanged into the Metra 2016 Title VI Program and Policy and Metra 2019 Title VI Program and Policy unchanged, may not be changed until the next Metra Title VI Program submission to the FTA in 2022.

Disparate Impact Threshold for Fare Changes: For a proposed fare change to a single fare type only or for any proposed changes in fare media only, a disparate impact occurs when the absolute difference between the minority population percentage of those adversely affected and the overall minority population percentage is at least twenty percent. For proposed fare changes on two or more fare types, a disparate impact occurs when the absolute difference between the overall aggregate percentage fare change faced by minority riders and the overall aggregate percentage fare change faced by non-minority riders is at least five percent. The impact on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey, as transit fare type usage data are not available from the US Census Bureau.

If, by analysis, a proposed major service change or fare change would result in disparate impacts on minority riders, Metra may modify the proposed service or fare changes to avoid, minimize, or mitigate the potential impacts. If the final proposed major service change or fare change would result in disparate impacts on minority riders, Metra may implement the change only if the following requirements are met:

- There is a substantial legitimate justification for the proposed service [or fare] change, and
- Metra can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish Metra's legitimate program goals.

(Source: FTA Circular 4702.1B, IV.7.b.(3)(d)).

Disproportionate Burden Threshold for Fare Changes: For a proposed fare change to a single fare type only or for any proposed changes in fare media only, a disproportionate burden occurs when the absolute difference between the low-income population percentage of those adversely affected and the overall low-income population percentage is at least ten percent. For proposed fare changes on two or more fare types, a disproportionate burden occurs when the absolute difference between the overall aggregate percentage fare change faced by low-income riders and the overall aggregate percentage fare change faced by non-low-income riders is at least five percent. The impact on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey, as transit fare type usage data are not available from the US Census Bureau.

If, by analysis, a proposed major service change or fare change would require low-income riders to bear a disproportionate burden of the proposed changes, Metra may modify the proposed service or fare changes 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 service or fare changes.

c. Statistical Sources

When practicable, demographic data used for fare and major service change equity analyses should be derived from the most recent available rider survey. It is especially important to use rider survey data for fare change analyses because US Census Bureau data do not include information on the use of transit fare media. US Census Bureau data (decennial census or American Community Survey five-year estimates) may be used when necessary, such as for equity evaluations of proposed new transit stations or rail lines or rail line extensions, or where no rider survey data are available or would otherwise be insufficient for analysis.

This equity analysis uses the results of the 2019 Metra Origin-Destination survey for disparate impact and disproportionate burden analysis to evaluate the effect of the pilot on existing Metra riders. For this analysis, “minority” refers to all survey respondents who selected at least one answer other than “White/Caucasian” in response to the question on primary ethnic background. To determine low-income status, survey responses were grouped by reported household size and income range, which were then compared to the 2019 Health and Human Services (HHS) Poverty Guidelines. All respondents in each household size/income range group that include at least some respondents that could be classified as being in poverty based on the HHS Poverty Guidelines were designated as low-income. For additional details concerning equity analysis methodology, see Appendix B: Data Sources and Tabulation Methodology, beginning on page 16.

This equity analysis uses U.S. Census Bureau data (2019 American Community Survey (ACS) 5-year estimates) for a supplemental disparate impact and disproportionate burden analysis to evaluate the impact of the pilot project on populations living along the ME and RI rail lines who may benefit from the pilot but may not current Metra riders. This supplemental analysis aligns with the goal of the Fair Transit pilot project to strengthen the economic health of south Cook and north Will counties by improving transit options for all residents in these areas.

4. Analysis of Fare Change Impacts

a. Equity Analysis Assumptions

The Fair Transit pilot allows all ME and RI riders to use reduced-fare tickets. Metra can provide this benefit to ME and RI riders only because Cook County has agreed to compensate Metra for lost fare revenue. This fare change analysis assumes that all ME and RI riders who previously used a full-fare ticket for weekday travel would have switched to using a reduced-fare ticket under the pilot. Reduced-fare tickets sold under the pilot are only valid for use on the ME and RI lines. Some ME and RI full-fare ticket users may have switched to using the \$10 All-Day Pass that Metra introduced in June 2020 to help provide relief to riders during the COVID-19 pandemic. This analysis assumes that these former full-fare and current \$10 All-Day Pass users on the ME and RI would have switched to the reduced-fare tickets available through the pilot.

Table 5 shows current fares for full and reduced One-Way, Round Trip Plus, 10-Ride and Monthly tickets by fare zone (for trips to/from downtown Chicago) or number of fare zones traversed. Table 6 shows cost per trip by ticket type and fare zone, based on the assumption that Round Trip Plus users take two trips in one day, 10-Ride users take all 10 trips, and Monthly users take 31 trips per month. To represent ticket types and fare zones used by riders who would have likely switched to using the \$10 All-Day Pass, costs per trip that are \$5 or more are shaded.

Table 5: Fares by Ticket Type and Zone

Fare Zone	Number of Fare Zones					Reduced			
		One-Way	Round Trip Plus	10-Ride	Monthly	Reduced One-Way	Reduced Round Trip Plus	Reduced 10-Ride	Reduced Monthly
A	1	\$4.00	\$8.00	\$38.00	\$116.00	\$2.00	\$4.00	\$19.00	\$70.00
B	2	\$4.25	\$8.50	\$40.50	\$123.25	\$2.00	\$4.00	\$19.00	\$70.00
C	3	\$5.50	\$11.00	\$52.25	\$159.50	\$2.75	\$5.50	\$26.25	\$96.25
D	4	\$6.25	\$12.50	\$59.50	\$181.25	\$3.00	\$6.00	\$28.50	\$105.00
E	5	\$6.75	\$13.50	\$64.25	\$195.75	\$3.25	\$6.50	\$31.00	\$113.75
F	6	\$7.25	\$14.50	\$69.00	\$210.25	\$3.50	\$7.00	\$33.25	\$122.50
G	7	\$7.75	\$15.50	\$73.75	\$224.75	\$3.75	\$7.50	\$35.75	\$131.25
H	8	\$8.25	\$16.50	\$78.50	\$239.25	\$4.00	\$8.00	\$38.00	\$140.00
I	9	\$9.00	\$18.00	\$85.50	\$261.00	\$4.50	\$9.00	\$42.75	\$157.50
J	10	\$9.50	\$19.00	\$90.25	\$275.50	\$4.75	\$9.50	\$45.25	\$166.25

Table 6: Cost per Trip by Ticket Type

Fare Zone	Number of Fare Zones					Reduced			
		One-Way	Round Trip Plus	10-Ride	Monthly†	Reduced One-Way	Reduced Round Trip Plus	Reduced 10-Ride	Reduced Monthly†
A	1	\$4.00	\$4.00	\$3.80	\$3.74	\$2.00	\$2.00	\$1.90	\$2.26
B	2	\$4.25	\$4.25	\$4.05	\$3.98	\$2.00	\$2.00	\$1.90	\$2.26
C	3	\$5.50	\$5.50	\$5.23	\$5.15	\$2.75	\$2.75	\$2.63	\$3.10
D	4	\$6.25	\$6.25	\$5.95	\$5.85	\$3.00	\$3.00	\$2.85	\$3.39
E	5	\$6.75	\$6.75	\$6.43	\$6.31	\$3.25	\$3.25	\$3.10	\$3.67
F	6	\$7.25	\$7.25	\$6.90	\$6.78	\$3.50	\$3.50	\$3.33	\$3.95
G	7	\$7.75	\$7.75	\$7.38	\$7.25	\$3.75	\$3.75	\$3.58	\$4.23
H	8	\$8.25	\$8.25	\$7.85	\$7.72	\$4.00	\$4.00	\$3.80	\$4.52
I	9	\$9.00	\$9.00	\$8.55	\$8.42	\$4.50	\$4.50	\$4.28	\$5.08
J	10	\$9.50	\$9.50	\$9.03	\$8.89	\$4.75	\$4.75	\$4.53	\$5.36

Costs per trip exceeding that of the \$10 All-Day Pass are shaded blue.

†Monthly cost per trip based on 31 trips per month.

The fare policy change under the Fair transit pilot expands reduced-fare eligibility to all ME and RI riders but does not change any existing fare levels or introduce any new ticket types. Therefore, the disparate impact analysis is based on a comparison of the minority percentage of ME and RI full-fare ticket users to the minority percentage of Metra riders using all ticket types on all lines. The disproportionate burden analysis is based on a comparison of the low-income percentage of ME and RI full-fare ticket users to the low-income percentage of Metra riders using all ticket types on all lines. For a description of how the disparate impact and disproportionate burden thresholds are applied, see section 3.b ([Disparate Impact/Disproportionate Burden Policies](#)) on page 4. For an overview of how survey results were incorporated into the equity analysis, see [Appendix B: Data Sources and Tabulation Methodology](#), beginning on page 16.

The Fair Transit South Cook pilot is intended to reduce costs and make transit more convenient for residents in south Chicago, south Cook and north Will counties, so that more residents in these areas can rely on transit to get where they need to go. To account for potential new Metra riders living near the ME and RI rail lines, this analysis includes a supplemental disparate impact and disproportionate burden analyses that compare the minority and low-income populations adjacent to the ME and RI lines to the minority and low-income populations of the Metra six-county service area, using 2019 ACS data.

b. [Impact on Minority Riders \(Disparate Impact Analysis\)](#)

Table 7 shows weighted responses from the Metra 2019 Origin-Destination Survey for minority and non-minority riders by ticket type, as well as the percentages of minority and non-minority respondents using each ticket type.² Overall, 31.7 percent of all survey respondents who provided an answer to the question on primary ethnic background are minority.

² For a discussion on how “minority” status was determined for this analysis, see [Appendix B: Data Sources and Tabulation Methodology](#).

The Metra 2019 Origin-Destination Survey included questions on ticket type and rail line, so survey respondents who reported using full-fare tickets on the ME and RI lines can be grouped together, as these riders would benefit from reduced fares provided under the pilot. Table 8 shows weighted responses by minority status for ME and RI riders who use full-fare Monthly, 10-Ride and One-Way tickets. Groups of ME and RI full-fare ticket users range from 49.6 percent minority for Monthly Pass users to 68.4 percent minority for One-Way Ticket users. Metra riders overall are 31.7 percent minority, based on survey results.

Table 7: Ticket Type by Minority Status

Ticket Type	Minority	Non-Minority	Sum*	Percent Minority	Percent Non-Minority	Race Unknown	Total
Monthly	21,451	46,084	67,535	31.8%	68.2%	5,691	73,227
10-Ride	9,253	23,943	33,197	27.9%	72.1%	2,457	35,653
One-Way	3,846	4,745	8,590	44.8%	55.2%	701	9,292
Reduced Monthly	1,077	2,491	3,568	30.2%	69.8%	352	3,920
Reduced 10-Ride	750	2,216	2,966	25.3%	74.7%	261	3,227
Reduced One-Way	458	487	945	48.5%	51.5%	63	1,007
RTA Ride Free Permit	368	233	601	61.2%	38.8%	64	665
Other/Unknown	739	1,447	2,187	33.8%	66.2%	843	3,030
Total	37,942	81,647	119,589	31.7%	68.3%	10,432	130,021

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 8: ME and RI Full Fare Riders by Ticket Type and Minority Status

Ticket Type (ME/RI Full Fare)	Minority	Non-Minority	Sum*	Percent Minority	Percent Non-Minority	Race Unknown	Total
Monthly	7,172	7,285	14,457	49.6%	50.4%	1,391	15,848
10-Ride	2,642	2,455	5,097	51.8%	48.2%	412	5,509
One-Way	1,417	654	2,070	68.4%	31.6%	201	2,271
Subtotal (ME/RI Full Fare Users)	11,231	10,394	21,625	51.9%	48.1%	2,003	23,628
All Metra Riders	37,942	81,647	119,589	31.7%	68.3%	10,432	130,021

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 9 shows the disparate impact analysis of the Fair Transit pilot project by comparing the minority percentage of ME and RI riders who use a full-fare Monthly, 10-Ride or ticket to that of all Metra riders. The minority percentage of all ME and RI full-fare ticket users combined is 20.2 percent higher than the minority percentage of Metra riders overall (51.9 percent vs. 31.7 percent).

The 20.2 percent difference in minority percentages between the ridership group likely to benefit from the Fair Transit South Cook pilot project and Metra riders overall is just 0.2 percent above Metra's disparate impact threshold of 20 percent. However, the pilot does not result in a negative impact because the reduction in fares is favorable to the affected riders and has no impact on any other riders. **Therefore, introduction of the Fair Transit South Cook pilot project did not result in a disparate impact on minority ME and RI riders.**

Table 9: Disparate Impact Threshold Analysis

Ridership Group	Percent Minority
ME/RI Full Fare Users	51.9%
All Metra Riders†	31.7%
Disparate Impact Comparison	20.2%
Disparate Impact Threshold	+/-20%
Exceeds Threshold?	Yes

Source: Metra 2019 Origin-Destination Survey.

†Includes riders on all lines, regardless of reported ticket type.

c. Impact on Minority Residents (Supplemental Disparate Impact Analysis)

According to Cook County Board President Toni Preckwinkle, the goal of the Fair Transit South Cook pilot “is to increase service and lower costs for our South Chicago, Cook and Will County residents who experience longer commute times than north side residents and who spend half of their income on transportation expenses.” If successful, this pilot will attract new riders to the ME and RI rail lines from adjacent neighborhoods. Table 10 shows the minority and non-minority populations by rail line based on American Community Survey (ACS) data. Populations by rail line range from 30.5 percent minority along the UP-NW Line to 95.1 percent minority along the ME-BI Line. The population of the entire Metra service area is 49.2 percent minority and the population along both the ME and RI combined is 67.2 percent minority.

Table 10: Populations by Line and Minority Status

Line	Minority	Non-Minority	Population	Percent Minority	Percent Non-Minority
ME	673,585	189,346	862,931	78.1%	21.9%
RI	416,385	340,848	757,233	55.0%	45.0%
ME and RI†	1,081,785	528,363	1,610,148	67.2%	32.8%
SWS	265,175	274,309	539,484	49.2%	50.8%
HC††	236,054	295,424	531,478	44.4%	55.6%
BNSF	639,233	516,356	1,155,589	55.3%	44.7%
UP-W	334,160	416,586	750,746	44.5%	55.5%
MD-W	489,907	460,050	949,957	51.6%	48.4%
UP-NW**	367,979	839,962	1,207,941	30.5%	69.5%
MD-N	244,565	346,267	590,832	41.4%	58.6%
NCS	130,438	239,901	370,339	35.2%	64.8%
UP-N**	453,061	692,976	1,146,037	39.5%	60.5%
Metra Service Area*	4,113,535	4,243,678	8,357,213	49.2%	50.8%

Source: U.S. Census Bureau, 2019 ACS 5-year estimates.

*Includes the Hegewisch NICTD Station served by the Chicago South Shore Line and excludes the Kenosha UP-N Station and double-counted market sheds at Blue Island/Vermont St., Joliet and Clybourn.

†A single market shed area for Blue Island/Vermont St. is included in both ME and RI line totals, but only once for ME and RI combined.

††A single market shed area for Joliet is included in both HC and RI totals.

**A single market shed area for Clybourn is included in both UP-N and UP-NW totals.

Table 11 shows the supplemental disparate impact analysis of the pilot project by comparing the minority percentage of all residents who live along the ME and RI lines to that of the entire Metra service area. The minority percentage of residents along the ME and RI lines is 18.0 percent higher than the minority percentage of all residents in the Metra service area (67.2 percent vs. 49.2 percent).

The 18.0 percent difference in minority percentages between the population likely to benefit from the Fair Transit South Cook pilot project and the population of the Metra service area is below Metra’s disparate impact threshold of 20 percent. **Therefore, introduction of the Fair Transit South Cook pilot project did not result in a disparate impact on minority residents along the ME and RI lines.**

Table 11: ME and RI and Metra Service Area Populations by Minority Status (Supplemental Disparate Impact Analysis)

Population Group	Percent Minority
ME and RI†	67.2%
Metra Service Area*	49.2%
Disparate Impact Comparison	18.0%
Disparate Impact Threshold	+/-20%
Exceeds Threshold?	No

Source: U.S. Census Bureau, 2019 ACS 5-year estimates.

*Includes the Hegewisch NICTD Station served by the Chicago South Shore Line and excludes the Kenosha UP-N Station and double-counted market sheds at Blue Island/Vermont St., Joliet and Clybourn.

†A single market shed area for Blue Island/Vermont St. is included in both ME and RI line totals, but only once for ME and RI combined.

d. Impact on Low-Income Riders (Disproportionate Burden Analysis)

Table 12 shows survey responses by ticket type for low-income and non-low-income riders, as well as the percentages of low-income and non-low-income respondents using each ticket type.³ Overall, 2.6 percent of all survey respondents who provided answers to the questions on household size and income are low-income.

Table 12: Ticket Type by Low-Income Status

Ticket Type	Low-Income	Non-Low-Income	Sum†	Percent Low-Income	Percent Non-Low-Income	Income Unknown	Total
Monthly	633	47,124	47,757	1.3%	98.7%	25,469	73,227
10-Ride	470	23,497	23,967	2.0%	98.0%	11,686	35,653
One-Way	608	5,361	5,970	10.2%	89.8%	3,322	9,292
Reduced Monthly	57	2,280	2,338	2.5%	97.5%	1,582	3,920
Reduced 10-Ride	57	1,664	1,721	3.3%	96.7%	1,506	3,227
Reduced One-Way	99	437	535	18.4%	81.6%	472	1,007
RTA Ride Free Permit	175	217	392	44.6%	55.4%	273	665
Other/Unknown	78	1,346	1,424	5.5%	94.5%	1,606	3,030
Total	2,177	81,926	84,103	2.6%	97.4%	45,918	130,021

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

Table 13 shows weighted responses for ME and RI riders who use full-fare Monthly, 10-Ride and One-Way tickets. Groups of ME and RI full-fare ticket users range from 1.4 percent low-income for Monthly Pass users to 11.9 percent for One-Way Ticket users. Metra riders overall are 2.6 percent low-income, based on survey results.

Table 13: ME and RI Full Fare Riders by Ticket Type and Low-Income Status

Ticket Type (ME/RI Full Fare)	Low-Income	Non-Low-Income	Sum†	Percent Low-Income	Percent Non-Low-Income	Income Unknown	Total
Monthly	149	10,289	10,438	1.4%	98.6%	5,409	15,848
10-Ride	199	3,565	3,764	5.3%	94.7%	1,745	5,509
One-Way	177	1,316	1,493	11.9%	88.1%	778	2,271
Subtotal (ME/RI Full Fare Users)	525	15,170	15,695	3.3%	96.7%	7,933	23,628
All Metra Riders	2,177	81,926	84,103	2.6%	97.4%	45,918	130,021

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

Table 14 shows the disproportionate burden analysis of the Fair Transit pilot project by comparing the low-income percentage of ME and RI riders who use a full-fare Monthly, 10-Ride or One-Way ticket to that of all Metra riders. The low-income percentage of all ME and RI full-fare ticket users combined is 0.8 percent higher than the low-income percentage of Metra riders overall (3.3 percent vs. 2.6 percent).

The 0.8 percent difference in low-income percentages between the ridership group likely to benefit from the Fair Transit South Cook pilot project and Metra riders overall is below Metra's disproportionate burden threshold of 10 percent. **Therefore, introduction of the Fair Transit South Cook pilot project did not result in a disproportionate burden on Metra's low-income riders.**

³ For a discussion on how "low-income" status was determined for this analysis, see [Appendix B: Data Sources and Tabulation Methodology](#).

Table 14: Disproportionate Burden Threshold Analysis

Ridership Group	Percent Low-Income
ME/RI Full Fare Users	3.3%
All Metra Riders†	2.6%
Disproportionate Burden Comparison	0.8%
Disproportionate Burden Threshold	+/-10%
Exceeds Threshold?	No

Source: Metra 2019 Origin-Destination Survey.

†Includes riders on all lines, regardless of reported ticket type.

e. Impact on Low-Income Residents (Supplemental Disproportionate Burden Analysis)

Table 15 shows the low-income and non-low-income populations by rail line based on ACS data. Populations by rail line range from 6.3 percent low-income along the NCS Line to 28.5 percent low-income along the ME-SC Line. The population of the entire Metra service area is 11.7 percent low-income and the population along both the ME and RI combined is 17.7 percent low-income.

Table 15: Populations by Line and Low-Income Status

Line	Low-Income	Non-Low-Income	Poverty Universe	Percent Low-Income	Percent Non-Income
ME	173,208	675,732	848,940	20.4%	79.6%
RI	109,255	637,008	746,263	14.6%	85.4%
ME and RI†	280,367	1,304,878	1,585,245	17.7%	82.3%
SWS	64,294	468,164	532,458	12.1%	87.9%
HC††	46,955	475,447	522,402	9.0%	91.0%
BNSF	133,388	998,550	1,131,938	11.8%	88.2%
UP-W	75,034	664,310	739,344	10.1%	89.9%
MD-W	98,237	844,313	942,550	10.4%	89.6%
UP-NW**	93,571	1,100,015	1,193,586	7.8%	92.2%
MD-N	53,134	532,251	585,385	9.1%	90.9%
NCS	23,234	344,729	367,963	6.3%	93.7%
UP-N**	140,396	966,298	1,106,694	12.7%	87.3%
Metra Service Area*	963,626	7,259,026	8,222,652	11.7%	88.3%

Source: U.S. Census Bureau, 2019 ACS 5-year estimates.

*Includes the Hegewisch NICTD Station served by the Chicago South Shore Line and excludes the Kenosha UP-N Station and double-counted market sheds at Blue Island/Vermont St., Joliet and Clybourn.

†A single market shed area for Blue Island/Vermont St. is included in both ME and RI line totals, but only once for ME and RI combined.

††A single market shed area for Joliet is included in both HC and RI totals.

**A single market shed area for Clybourn is included in both UP-N and UP-NW totals.

Table 16 shows the supplemental disproportionate burden analysis of the pilot project by comparing the low-income percentage of all residents who live along the ME and RI lines to that of the entire Metra service area. The low-income percentage of residents along the ME and RI lines is 6.0 percent higher than the low-income percentage of all residents in the Metra service area (17.7 percent vs. 11.7 percent).

The 6.0 percent difference in low-income percentages between the population likely to benefit from the Fair Transit South Cook pilot project and the population of the Metra service area is below Metra's disproportionate burden threshold of 10 percent. **Therefore, introduction of the Fair Transit South Cook pilot project did not result in a disproportionate burden on low-income residents along the ME and RI lines.**

Table 16: ME and RI and Metra Service Area Populations by Low-Income Status (Supplemental Disproportionate Burden Analysis)

Population Group	Percent Low-Income
ME and RI†	17.7%
Metra Service Area*	11.7%
Disproportionate Burden Comparison	6.0%
Disproportionate Burden Threshold	+/-10%
Exceeds Threshold?	No

Source: U.S. Census Bureau, 2019 ACS 5-year estimates.

*Includes the Hegewisch NICTD Station served by the Chicago South Shore Line and excludes the Kenosha UP-N Station and double-counted market sheds at Blue Island/Vermont St., Joliet and Clybourn.

†A single market shed area for Blue Island/Vermont St. is included in both ME and RI line totals, but only once for ME and RI combined.

5. Public Outreach Efforts

a. Public Outreach Summary

The Cook County Department of Transportation and Highways (DoTH) is the lead agency that coordinated the launch of the Fair Transit South Cook pilot project, along with the cooperation of Metra and Pace. Cook County DoTH developed a public engagement plan to ensure public awareness and participation in the pilot project. The Cook County engagement plan, which began during the pilot ramp-up phase, will be implemented throughout the project timeline to continuously gauge public feedback and to measure the effectiveness of the pilot project.

Elements of the Cook County public engagement plan include:

- Alignments with other planning initiatives in south Cook County;
- Core and community stakeholder engagement;
- Targeted outreach to current transit riders;
- Ongoing virtual and digital engagement; and
- Targeted outreach to potential new transit riders.

In November 2020 Cook County held meetings with community partners to preview the pilot details and to provide outreach plans. Cook County also assembled a community partner toolkit to provide resources for south Cook County communities to help notify their constituents of the benefits of the pilot. Cook County launched a survey in December 2020 to gauge travel patterns of community members prior to the pilot launch and will launch additional surveys throughout the project to measure the effectiveness of the pilot. Additionally, Cook County maintains a webpage that provides real-time updates on the pilot project (<https://www.cookcountyil.gov/service/fair-transit-south-cook>).

As a partner agency, Metra hosted Cook County officials at its October 2020 Board meeting to present an overview of the Fair Transit South Cook pilot project. On January 4, 2021, Metra held the kick-off event for the pilot project at the LaSalle Street Station. Throughout 2021 Metra, Pace and Cook County are conducting media campaigns to maintain public awareness of the Fair Transit South Cook pilot. Metra issued a news release in November 2020 to notify the public of the Board's approval of the Fair Transit South Cook agreement and issued another news release in January 2021 for the launch of the pilot project. The Metra public website includes a link to Cook County's Fair Transit South Cook webpage.

6. Conclusion: Equity Impact on Minority and Low-Income Riders

- Based on Metra survey results, the difference between the minority population percentage affected by the Fair Transit South Cook pilot and that of all Metra riders slightly exceeds the Metra Disparate Impact Threshold for Fare Changes by just 0.2%, but because the effect of the pilot fare change was favorable for a group with a higher percentage of minority riders than that of all Metra riders, there was no disparate impact on Metra minority riders (see Table 9 on page 8).
- Based on US Census data, the difference between the minority population percentage living along the Metra rail lines affected by the Fair Transit South Cook pilot and that of all residents of the Metra service area does not exceed the Metra Disparate Impact Threshold for Fare Changes (see Table 11 on page 9).
- Based on Metra survey results, the difference between the low-income population percentage affected by the Fair Transit South Cook pilot and that of all Metra riders does not exceed the Metra Disproportionate Burden Threshold for Fare Changes (see Table 14 on page 11).
- Based on US Census data, the difference between the low-income population percentage living along the Metra rail lines affected by the Fair Transit South Cook pilot and that of all residents of the Metra service area does not exceed the Metra Disproportionate Burden Threshold for Fare Changes (see Table 16 on page 12).
- **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the Fair Transit South Cook pilot launched on January 4, 2021. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Appendix A: Fare Tables

Table 17: Adult Fares

Zone	Ticket	A	B	C	D	E	F	G	H	I	J
A	Monthly	116.00									
	Ten-Ride	38.00									
	Round Trip Plus	8.00									
	One-Way	4.00									
B	Monthly	123.25	116.00				Weekend: \$10.00				
	Ten-Ride	40.50	38.00				Saturday/Sunday Day Pass: \$7.00				
	Round Trip Plus	8.50	8.00				On-Board Surcharge: \$5.00				
	One-Way	4.25	4.00								
C	Monthly	159.50	123.25	116.00							
	Ten-Ride	52.25	40.50	38.00							
	Round Trip Plus	11.00	8.50	8.00							
	One-Way	5.50	4.25	4.00							
D	Monthly	181.25	159.50	123.25	116.00						
	Ten-Ride	59.50	52.25	40.50	38.00						
	Round Trip Plus	12.50	11.00	8.50	8.00						
	One-Way	6.25	5.50	4.25	4.00						
E	Monthly	195.75	181.25	159.50	123.25	116.00					
	Ten-Ride	64.25	59.50	52.25	40.50	38.00					
	Round Trip Plus	13.50	12.50	11.00	8.50	8.00					
	One-Way	6.75	6.25	5.50	4.25	4.00					
F	Monthly	210.25	195.75	181.25	159.50	123.25	116.00				
	Ten-Ride	69.00	64.25	59.50	52.25	40.50	38.00				
	Round Trip Plus	14.50	13.50	12.50	11.00	8.50	8.00				
	One-Way	7.25	6.75	6.25	5.50	4.25	4.00				
G	Monthly	224.75	210.25	195.75	181.25	159.50	123.25	116.00			
	Ten-Ride	73.75	69.00	64.25	59.50	52.25	40.50	38.00			
	Round Trip Plus	15.50	14.50	13.50	12.50	11.00	8.50	8.00			
	One-Way	7.75	7.25	6.75	6.25	5.50	4.25	4.00			
H	Monthly	239.25	224.75	210.25	195.75	181.25	159.50	123.25	116.00		
	Ten-Ride	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00		
	Round Trip Plus	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00		
	One-Way	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00		
I	Monthly	261.00	239.25	224.75	210.25	195.75	181.25	159.50	123.25	116.00	
	Ten-Ride	85.50	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00	
	Round Trip Plus	18.00	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00	
	One-Way	9.00	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00	
J	Monthly	275.50	261.00	239.25	224.75	210.25	195.75	181.25	159.50	123.25	116.00
	Ten-Ride	90.25	85.50	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00
	Round Trip Plus	19.00	18.00	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00
	One-Way	9.50	9.00	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00

Table 18: Reduced (Special-User) Fares

Zone	Ticket	A	B	C	D	E	F	G	H	I	J
A	Monthly	70.00									
	Ten-Ride	19.00									
	Round Trip Plus	4.00									
	One-Way	2.00									
B	Monthly	70.00	70.00								
	Ten-Ride	19.00	19.00								
	Round Trip Plus	4.00	4.00								
	One-Way	2.00	2.00								
C	Monthly	96.25	70.00	70.00							
	Ten-Ride	26.25	19.00	19.00							
	Round Trip Plus	5.50	4.00	4.00							
	One-Way	2.75	2.00	2.00							
D	Monthly	105.00	96.25	70.00	70.00						
	Ten-Ride	28.50	26.25	19.00	19.00						
	Round Trip Plus	6.00	5.50	4.00	4.00						
	One-Way	3.00	2.75	2.00	2.00						
E	Monthly	113.75	105.00	96.25	70.00	70.00					
	Ten-Ride	31.00	28.50	26.25	19.00	19.00					
	Round Trip Plus	6.50	6.00	5.50	4.00	4.00					
	One-Way	3.25	3.00	2.75	2.00	2.00					
F	Monthly	122.50	113.75	105.00	96.25	70.00	70.00				
	Ten-Ride	33.25	31.00	28.50	26.25	19.00	19.00				
	Round Trip Plus	7.00	6.50	6.00	5.50	4.00	4.00				
	One-Way	3.50	3.25	3.00	2.75	2.00	2.00				
G	Monthly	131.25	122.50	113.75	105.00	96.25	70.00	70.00			
	Ten-Ride	35.75	33.25	31.00	28.50	26.25	19.00	19.00			
	Round Trip Plus	7.50	7.00	6.50	6.00	5.50	4.00	4.00			
	One-Way	3.75	3.50	3.25	3.00	2.75	2.00	2.00			
H	Monthly	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00		
	Ten-Ride	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00		
	Round Trip Plus	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00		
	One-Way	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00		
I	Monthly	157.50	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00	
	Ten-Ride	42.75	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00	
	Round Trip Plus	9.00	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00	
	One-Way	4.50	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00	
J	Monthly	166.25	157.50	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00
	Ten-Ride	45.25	42.75	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00
	Round Trip Plus	9.50	9.00	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00
	One-Way	4.75	4.50	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00

Appendix B: Data Sources and Tabulation Methodology

a. Metra Rider Characteristics: Rider Survey Data

As required under Federal Transit Administration (FTA) Title VI guidance, Metra conducts periodic rider surveys to collect information on ticket use, travel patterns and demographic data, including information that allows Metra to determine minority and low-income status of survey respondents. Metra conducted its most recent origin-destination survey of its riders in spring 2019. For this survey, field personnel distributed a paper questionnaire to riders on board weekday trains operating between the start of service through noon arrival or departure at downtown Chicago.

In addition to questions on trip origin and destination locations, the Metra 2019 Origin-Destination Survey questionnaire included questions on Metra ticket type as well as questions on race/ethnic background to determine minority status of respondents and household income and number of occupants to determine low-income status. The minority and low-income determinations can be used with reported ticket type and rail line information to estimate the minority and low-income percentages of ME and RI riders who use full-fare tickets and would become eligible for reduced-fare tickets under the Fair Transit South Cook pilot. Survey responses are weighted by rail line and station to Metra Fall Station 2018 Boarding and Alighting Count results in order to represent Metra ridership.

Table 19 shows weighted survey responses by race/ethnic background and grouped by minority status. For this analysis, “minority” refers to all survey respondents who selected at least one answer other than “White/Caucasian” in response to the question on primary ethnic background. Of the survey respondents that provided an answer on ethnic background, about 32 percent are minority and 68 percent are non-minority.

Table 19: Metra Riders by Race

Race/Ethnic Background	Number	Percent of All Races Known*	Percent of Total
White/Caucasian Alone (Non-Minority)	81,647	68.3%	62.8%
Black/African-American	14,530	12.2%	11.2%
Asian/Pacific Islander	11,832	9.9%	9.1%
Hispanic/Latino	8,379	7.0%	6.4%
Other Race	1,069	0.9%	0.8%
Two or More Races	2,132	1.8%	1.6%
Minority	37,942	31.7%	29.2%
All Races Known*	119,589	100.0%	92.0%
Race Unknown	10,432		8.0%
Total	130,021		100.0%

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 20 shows weighted survey responses for household income range by household size and low-income status. To determine low-income status, survey responses are grouped by reported household size and income range, which were then compared to the 2019 Health and Human Services (HHS) Poverty Guidelines, as shown in Table 22. All respondents in each household size/income range group that include at least some respondents that could be classified as being in poverty based on the HHS Poverty Guidelines are designated as low-income. Low-income status cannot be determined for approximately 35% of all survey respondents because responses for either household income or number of household residents were omitted.

Table 21 shows the percentages of survey responses by household size and low-income status for each reported household income band. For all responses reporting both household size and income, 2.6 percent are considered to be low-income, and 97.4 percent are non-low-income.

Table 20: Metra Riders by Household Size and Low-Income Status by Household Income

Household Income	Household Size										Low-Income	Non-Low-Income	All Known HH Size	HH Size Unknown	Total
	1	2	3	4	5	6	7	8	9	10+					
Less than \$15,000	284	161	132	126	68	28	15	11	3	13	841	0	841	185	1,026
\$15,000 - \$24,999	323	224	180	146	109	18	11	5	1	5	700	323	1,022	154	1,177
\$25,000 - \$39,999	595	528	346	303	167	85	25	18	11	7	615	1,469	2,084	302	2,386
\$40,000 - \$59,999	2,004	1,516	890	629	294	131	53	16	4	2	22	5,517	5,538	651	6,190
\$60,000 - \$74,999	1,922	2,050	1,132	826	382	134	31	14	8	1	0	6,500	6,500	678	7,178
\$75,000 - \$99,999	2,533	3,441	2,048	1,639	649	263	53	21	11	14	0	10,673	10,673	850	11,523
\$100,000 - \$124,999	1,411	4,364	2,746	2,648	946	325	83	20	11	12	0	12,566	12,566	780	13,346
\$125,000 - \$149,999	581	3,155	1,965	2,188	773	276	69	13	0	11	0	9,030	9,030	562	9,592
\$150,000 - \$199,999	479	4,504	3,105	3,633	1,405	375	77	31	11	0	0	13,621	13,621	725	14,346
\$200,000 and above	406	5,293	4,363	7,671	3,378	909	128	45	16	18	0	22,228	22,228	1,072	23,300
All Incomes Known	10,538	25,236	16,906	19,809	8,172	2,544	545	194	77	83	2,177	81,926	84,103	5,961	90,064
Income Unknown	2,598	8,771	6,108	7,797	3,341	989	233	79	35	47	n/a	n/a	29,997	9,961	39,957
Total	13,136	34,007	23,014	27,605	11,512	3,533	777	273	112	130	n/a	n/a	114,100	15,921	130,021

Source: Metra 2019 Origin-Destination Survey.

Table 21: Percent Household Size and Low-Income Status by Household Income

Household Income	Household Size										Low-Income	Non-Low-Income	All Known HH Size
	1	2	3	4	5	6	7	8	9	10+			
Less than \$15,000	33.7%	19.2%	15.7%	15.0%	8.1%	3.3%	1.8%	1.3%	0.4%	1.5%	100.0%	0.0%	100.0%
\$15,000 - \$24,999	31.6%	21.9%	17.6%	14.3%	10.7%	1.8%	1.1%	0.5%	0.1%	0.5%	68.4%	31.6%	100.0%
\$25,000 - \$39,999	28.6%	25.3%	16.6%	14.5%	8.0%	4.1%	1.2%	0.9%	0.5%	0.4%	29.5%	70.5%	100.0%
\$40,000 - \$59,999	36.2%	27.4%	16.1%	11.4%	5.3%	2.4%	1.0%	0.3%	0.1%	0.0%	0.4%	99.6%	100.0%
\$60,000 - \$74,999	29.6%	31.5%	17.4%	12.7%	5.9%	2.1%	0.5%	0.2%	0.1%	0.0%	0.0%	100.0%	100.0%
\$75,000 - \$99,999	23.7%	32.2%	19.2%	15.4%	6.1%	2.5%	0.5%	0.2%	0.1%	0.1%	0.0%	100.0%	100.0%
\$100,000 - \$124,999	11.2%	34.7%	21.9%	21.1%	7.5%	2.6%	0.7%	0.2%	0.1%	0.1%	0.0%	100.0%	100.0%
\$125,000 - \$149,999	6.4%	34.9%	21.8%	24.2%	8.6%	3.1%	0.8%	0.1%	0.0%	0.1%	0.0%	100.0%	100.0%
\$150,000 - \$199,999	3.5%	33.1%	22.8%	26.7%	10.3%	2.8%	0.6%	0.2%	0.1%	0.0%	0.0%	100.0%	100.0%
\$200,000 and above	1.8%	23.8%	19.6%	34.5%	15.2%	4.1%	0.6%	0.2%	0.1%	0.1%	0.0%	100.0%	100.0%
All Incomes Known	12.5%	30.0%	20.1%	23.6%	9.7%	3.0%	0.6%	0.2%	0.1%	0.1%	2.6%	97.4%	100.0%
Income Unknown	8.7%	29.2%	20.4%	26.0%	11.1%	3.3%	0.8%	0.3%	0.1%	0.2%	n/a	n/a	100.0%
Total	11.5%	29.8%	20.2%	24.2%	10.1%	3.1%	0.7%	0.2%	0.1%	0.1%	n/a	n/a	100.0%

Source: Metra 2019 Origin-Destination Survey.

Table 22: 2019 Poverty Guidelines for the 48 Contiguous States and the District of Columbia

Persons in family/household	Poverty guideline
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430
For families/households with more than 8 persons, add \$4,420 for each additional person.	

Source: U.S. Department of Health & Human Services

b. Calculation of Equity Impacts

The Fair Transit South Cook pilot expended eligibility of existing reduced-fare tickets to all ME and RI riders, but did not create any new ticket types and did not change or eliminate any existing fare levels or ticket types. Because the pilot did not change any existing fares, the disparate impact and disproportionate burden analyses compare the group of ME and RI riders newly eligible for reduced fares to all Metra riders.

Table 23 shows ticket type by rail line used for all survey respondents. Responses in the shaded area correspond to ME and RI riders who reported using full-fare tickets and would benefit from availability of reduced-fare tickets under the Fair Transit pilot.

Table 24 shows ticket type by rail line for minority and non-minority riders, as well as for those not reporting race in the survey results. The shaded areas in Table 24 correspond to ME and RI riders who would benefit from the Fair Transit program due to availability of lower fares, with the shaded areas of minority and non-minority making up the comparison group of riders included in the disparate impact analysis (see Table 8 on page 8).

Table 25 shows ticket type by rail line for low-income, non-low-income riders, and those not reporting household size and/or household income in the survey results. The shaded areas of Table 25 correspond to ME and RI riders who would benefit from the Fair Transit program, with the shaded areas of low-income and non-low-income making up the comparison group of riders included in the disproportionate burden analysis (see Table 13 on page 10).

Table 23: Riders by Ticket Type and Rail Line, All Respondents

Ticket Type	Rail Line											All
	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	
Monthly	7,467	8,381	2,807	884	16,070	7,672	6,024	9,982	5,490	1,677	6,772	73,227
10-Ride	2,803	2,706	1,029	321	7,819	3,843	2,440	4,771	3,697	950	5,275	35,653
One-Way	1,484	787	230	41	1,204	977	796	1,335	804	235	1,399	9,292
Reduced Monthly	446	377	114	45	771	369	298	497	375	128	501	3,920
Reduced 10-Ride	397	291	82	20	475	265	163	418	301	108	707	3,227
Reduced One-Way	157	101	28	2	117	89	82	157	78	17	179	1,007
RTA Ride Free Permit	175	73	11	1	66	55	52	78	32	7	114	665
Other/Unknown	250	174	46	24	359	489	221	563	329	130	446	3,030
Total	13,178	12,892	4,348	1,338	26,881	13,759	10,075	17,801	11,106	3,251	15,393	130,021

Source: Metra 2019 Origin-Destination Survey.

Table 24: Riders by Ticket Type, Rail Line and Minority Status

	Rail Line											
Ticket Type	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	All
Minority												
Monthly	4,715	2,457	799	189	4,404	1,402	2,315	2,088	1,320	467	1,295	21,451
10-Ride	1,769	873	290	60	1,941	700	887	821	864	253	796	9,253
One-Way	1,031	385	82	12	491	308	421	331	264	84	436	3,846
Reduced Monthly	256	111	21	13	198	79	103	101	90	28	76	1,077
Reduced 10-Ride	219	86	24	8	84	48	49	41	54	25	111	750
Reduced One-Way	113	60	8	2	45	32	51	56	21	3	68	458
RTA Ride Free Permit	132	46	7	1	25	34	23	23	13	2	63	368
Other/Unknown	97	37	7	2	115	96	89	77	79	43	98	739
Total	8,332	4,055	1,238	287	7,303	2,699	3,938	3,539	2,704	905	2,944	37,942
Non-Minority												
Monthly	1,985	5,300	1,801	629	10,305	5,739	3,195	7,240	3,748	1,060	5,081	46,084
10-Ride	817	1,638	670	244	5,310	2,907	1,366	3,668	2,578	629	4,117	23,943
One-Way	325	329	128	23	632	613	323	908	478	135	851	4,745
Reduced Monthly	147	231	82	29	496	260	168	357	263	91	368	2,491
Reduced 10-Ride	141	177	53	12	351	206	96	340	232	82	526	2,216
Reduced One-Way	31	36	19	0	64	55	29	96	50	13	94	487
RTA Ride Free Permit	23	18	4	0	30	17	26	54	17	5	39	233
Other/Unknown	36	59	18	15	107	310	76	346	181	64	235	1,447
Total	3,506	7,787	2,775	951	17,295	10,107	5,278	13,008	7,548	2,079	11,311	81,647
Race Unknown												
Monthly	766	624	207	65	1,361	531	515	654	422	149	396	5,691
10-Ride	216	196	69	17	568	236	187	282	255	68	362	2,457
One-Way	128	73	20	6	81	56	52	97	62	16	111	701
Reduced Monthly	43	35	11	3	77	29	26	39	22	9	58	352
Reduced 10-Ride	37	29	5	0	40	11	18	36	15	1	70	261
Reduced One-Way	12	5	2	0	8	2	2	6	7	1	16	63
RTA Ride Free Permit	21	9	0	0	11	5	4	0	3	0	12	64
Other/Unknown	117	79	21	8	136	83	56	139	68	23	113	843
Total	1,340	1,050	335	99	2,283	953	859	1,253	854	267	1,138	10,432

Source: Metra 2019 Origin-Destination Survey.

Table 25: Riders by Ticket Type, Rail Line and Low-Income Status

	Rail Line											
Ticket Type	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	All
Low-Income												
Monthly	85	64	10	9	107	61	86	69	57	17	69	633
10-Ride	144	55	15	1	61	29	31	32	38	22	41	470
One-Way	136	41	8	4	74	60	52	92	34	14	92	608
Reduced Monthly	9	9	0	0	12	7	4	9	0	0	8	57
Reduced 10-Ride	13	7	3	2	5	6	4	0	5	2	10	57
Reduced One-Way	34	7	2	0	8	13	14	4	2	0	15	99
RTA Ride Free Permit	42	18	3	0	22	11	11	22	5	0	41	175
Other/Unknown	15	7	0	0	9	13	16	3	0	2	13	78
Total	478	208	41	16	297	200	217	231	140	57	290	2,177
Non-Low-Income												
Monthly	4,891	5,398	1,783	549	10,190	5,044	3,881	6,296	3,455	996	4,641	47,124
10-Ride	1,797	1,768	654	205	5,112	2,551	1,528	3,151	2,418	621	3,692	23,497
One-Way	837	479	131	26	738	582	424	715	434	152	844	5,361
Reduced Monthly	247	222	73	27	467	201	199	301	211	70	261	2,280
Reduced 10-Ride	203	133	43	9	260	163	91	209	161	63	330	1,664
Reduced One-Way	62	63	10	2	46	31	33	85	25	9	72	437
RTA Ride Free Permit	49	26	2	1	19	23	17	40	12	2	27	217
Other/Unknown	81	45	10	14	146	282	78	262	175	66	188	1,346
Total	8,168	8,133	2,707	832	16,977	8,877	6,251	11,057	6,891	1,979	10,056	81,926
Income Status Unknown												
Monthly	2,490	2,919	1,014	325	5,774	2,567	2,058	3,618	1,979	664	2,062	25,469
10-Ride	861	884	359	115	2,646	1,264	881	1,588	1,241	307	1,541	11,686
One-Way	511	268	90	11	392	335	320	528	336	69	462	3,322
Reduced Monthly	190	146	41	18	292	160	95	187	164	58	232	1,582
Reduced 10-Ride	181	151	36	10	211	97	68	209	135	42	367	1,506
Reduced One-Way	61	31	16	0	64	45	35	68	51	8	93	472
RTA Ride Free Permit	85	29	7	0	25	22	24	16	15	5	46	273
Other/Unknown	154	123	36	11	204	194	127	298	154	62	245	1,606
Total	4,532	4,551	1,600	490	9,607	4,683	3,607	6,512	4,075	1,215	5,047	45,918

Source: Metra 2019 Origin-Destination Survey.

c. US Census Bureau/American Community Survey Data

It is a goal of the Fair Transit pilot project to lower transportation costs and improve service for residents of south Chicago, Cook and Will counties. Lower Metra fares on the ME and RI lines (as well as increased Pace bus service) under the pilot should attract new riders to Metra from areas adjacent to Metra stations. Because these potential new riders are not accounted for by Metra rider surveys, US Census/American Community Survey (ACS) data are used to compare potential beneficiaries of the pilot to the regional population.

Census block group data from 2019 ACS five-year estimates are used to determine the percentage minority and low-income populations for each Metra station market area. The entire population of each block group is assigned to the nearest station based on the geographic center (centroid) of the block group. The total population of all block groups assigned to each station is used to calculate total minority and low-income populations by station. For the supplemental disparate impact analysis, the percentage minority population of the ME and RI station market areas combined are compared to that of the Metra service area; for the disproportionate burden analysis, the percentage low-income population of the ME and RI station market areas combined are compared to that of the Metra service area. Table 26, beginning on page 21, shows total population, minority and non-minority populations, percentage minority, poverty universe (total population excluding residents of group quarters), low-income and non-low-income populations, percentage low-income and minority and low-income status of each Metra station.

Table 26: Minority and Low-Income Status by Station

Line-Branch	Station	Minority	Non-Minority	Total Population	Percent Minority	Low-Income	Non-Low-Income	Poverty Universe	Percent Low-Income	Minority/Non-Minority	Low-Income/Non-Low-Income
Downtown Chicago Stations											
ME	Millennium Park	23,204	58,044	81,248	28.6%	7,906	71,371	79,277	10.0%	Non-Minority	Non-Low-Income
ME	Van Buren St.	1,234	1,916	3,150	39.2%	120	969	1,089	11.0%	Non-Minority	Non-Low-Income
RI	LaSalle St. Station	6,830	9,924	16,754	40.8%	2,332	12,709	15,041	15.5%	Non-Minority	Low-Income
BNSF, HC, MD-N, MD-W, NCS, SWS	Union Station	3,836	4,317	8,153	47.1%	787	6,091	6,878	11.4%	Non-Minority	Non-Low-Income
UP-N, UP-NW, UP-W	Ogilvie Transportation Center	15,187	29,613	44,800	33.9%	3,559	40,766	44,325	8.0%	Non-Minority	Non-Low-Income
Non-Downtown Stations											
ME-SC	Stony Island	6,949	122	7,071	98.3%	3,173	3,871	7,044	45.0%	Minority	Low-Income
ME-SC	Bryn Mawr	10,828	145	10,973	98.7%	3,627	7,325	10,952	33.1%	Minority	Low-Income
ME-SC	South Shore	11,771	345	12,116	97.2%	3,049	8,779	11,828	25.8%	Minority	Low-Income
ME-SC	Windsor Park	13,661	415	14,076	97.1%	4,883	8,765	13,648	35.8%	Minority	Low-Income
ME-SC	Cheltenham, 79th St.	7,659	457	8,116	94.4%	2,153	5,770	7,923	27.2%	Minority	Low-Income
ME-SC	83rd Street	8,609	166	8,775	98.1%	2,534	6,241	8,775	28.9%	Minority	Low-Income
ME-SC	87th Street	12,468	370	12,838	97.1%	4,135	8,622	12,757	32.4%	Minority	Low-Income
ME-SC	South Chicago, 93rd St.	38,570	3,837	42,407	91.0%	9,215	33,034	42,249	21.8%	Minority	Low-Income
ME-BI	State Street	6,800	76	6,876	98.9%	1,233	5,636	6,869	18.0%	Minority	Low-Income
ME-BI	Stewart Ridge	10,216	75	10,291	99.3%	2,889	7,380	10,269	28.1%	Minority	Low-Income
ME-BI	West Pullman	8,083	153	8,236	98.1%	1,906	6,289	8,195	23.3%	Minority	Low-Income
ME-BI	Racine Avenue	5,933	37	5,970	99.4%	1,018	4,952	5,970	17.1%	Minority	Low-Income
ME-BI	Ashland Avenue	3,672	100	3,772	97.3%	904	2,868	3,772	24.0%	Minority	Low-Income
ME-BI	Burr Oak	5,233	204	5,437	96.2%	753	4,684	5,437	13.8%	Minority	Low-Income
ME-BI	Blue Island†	8,185	1,831	10,016	81.7%	2,096	7,862	9,958	21.0%	Minority	Low-Income
ME-ML	Museum Campus/11th St.	7,991	10,670	18,661	42.8%	943	17,634	18,577	5.1%	Non-Minority	Non-Low-Income
ME-ML	18th Street	5,236	4,972	10,208	51.3%	1,204	8,827	10,031	12.0%	Minority	Low-Income
ME-ML	McCormick Place	3,118	223	3,341	93.3%	1,244	2,097	3,341	37.2%	Minority	Low-Income
ME-ML	27th Street	10,774	1,080	11,854	90.9%	2,743	9,059	11,802	23.2%	Minority	Low-Income
ME-ML	47th St., Kenwood	31,955	3,831	35,786	89.3%	8,656	26,842	35,498	24.4%	Minority	Low-Income
ME-ML	53rd St., Hyde Park	9,841	6,635	16,476	59.7%	3,682	12,518	16,200	22.7%	Minority	Low-Income
ME-ML	55th-56th-57th St.	4,667	4,118	8,785	53.1%	1,998	6,348	8,346	23.9%	Minority	Low-Income
ME-ML	59th St., Univ. of Chi.	5,849	2,728	8,577	68.2%	1,858	4,916	6,774	27.4%	Minority	Low-Income
ME-ML	63rd Street	33,136	1,872	35,008	94.7%	12,998	20,605	33,603	38.7%	Minority	Low-Income
ME-ML	75th St., Grand Crossing	24,345	329	24,674	98.7%	7,349	16,776	24,125	30.5%	Minority	Low-Income
ME-ML	79th St., Chatham	16,747	58	16,805	99.7%	4,180	12,596	16,776	24.9%	Minority	Low-Income
ME-ML	83rd St., Avalon Park	15,833	464	16,297	97.2%	4,613	11,684	16,297	28.3%	Minority	Low-Income
ME-ML	87th St., Woodruff	9,296	155	9,451	98.4%	1,268	8,166	9,434	13.4%	Minority	Low-Income
ME-ML	91st St., Chesterfield	9,265	86	9,351	99.1%	1,888	7,457	9,345	20.2%	Minority	Low-Income
ME-ML	95th St., Chi. State Univ.	9,121	152	9,273	98.4%	1,721	7,400	9,121	18.9%	Minority	Low-Income
ME-ML	103rd St., Rosemoor	11,480	68	11,548	99.4%	2,676	8,839	11,515	23.2%	Minority	Low-Income
ME-ML	107th Street	3,007	52	3,059	98.3%	292	2,767	3,059	9.5%	Minority	Non-Low-Income
ME-ML	111th St., Pullman	8,551	619	9,170	93.2%	3,002	6,128	9,130	32.9%	Minority	Low-Income
ME-ML	Kensington, 115th St.	7,448	221	7,669	97.1%	2,688	4,951	7,639	35.2%	Minority	Low-Income
ME-ML	Riverdale	22,010	944	22,954	95.9%	7,642	15,239	22,881	33.4%	Minority	Low-Income
ME-ML	Ivanhoe	14,945	363	15,308	97.6%	3,347	11,921	15,268	21.9%	Minority	Low-Income
ME-ML	147th St., Sibley Blvd.	16,935	1,116	18,051	93.8%	3,765	14,035	17,800	21.2%	Minority	Low-Income
ME-ML	Harvey	28,227	2,491	30,718	91.9%	7,086	23,064	30,150	23.5%	Minority	Low-Income
ME-ML	Hazel Crest	17,983	6,363	24,346	73.9%	3,454	20,878	24,332	14.2%	Minority	Low-Income
ME-ML	Calumet	12,117	3,440	15,557	77.9%	1,455	13,962	15,417	9.4%	Minority	Non-Low-Income
ME-ML	Homewood	22,017	8,011	30,028	73.3%	2,929	26,630	29,559	9.9%	Minority	Non-Low-Income
ME-ML	Flossmoor	28,095	8,202	36,297	77.4%	5,192	30,895	36,087	14.4%	Minority	Low-Income
ME-ML	Olympia Fields	23,228	5,987	29,215	79.5%	7,183	21,872	29,055	24.7%	Minority	Low-Income
ME-ML	211th St., Lincoln Hwy	21,896	3,471	25,367	86.3%	4,400	20,448	24,848	17.7%	Minority	Low-Income
ME-ML	Matteson	13,737	6,676	20,413	67.3%	2,956	17,246	20,202	14.6%	Minority	Low-Income
ME-ML	Richton Park	25,676	10,741	36,417	70.5%	4,636	31,533	36,169	12.8%	Minority	Low-Income
ME-ML	University Park	15,984	24,915	40,899	39.1%	2,566	37,981	40,547	6.3%	Non-Minority	Non-Low-Income
RI-ML	35th St.	94,793	19,761	114,554	82.7%	31,430	79,932	111,362	28.2%	Minority	Low-Income
RI-ML	Gresham	56,821	696	57,517	98.8%	18,295	38,997	57,292	31.9%	Minority	Low-Income
RI-ML	95th Street, Longwood	16,220	359	16,579	97.8%	2,439	13,926	16,365	14.9%	Minority	Low-Income
RI-ML	103rd St., Wash. Hts	15,709	271	15,980	98.3%	3,622	12,077	15,699	23.1%	Minority	Low-Income
RI-ML	Vermont St. †	8,185	1,831	10,016	81.7%	2,096	7,862	9,958	21.0%	Minority	Low-Income
RI-ML	Robbins	18,545	5,555	24,100	77.0%	5,101	18,789	23,890	21.4%	Minority	Low-Income
RI-ML	Midlothian	10,941	15,940	26,881	40.7%	3,046	23,132	26,178	11.6%	Non-Minority	Non-Low-Income
RI-ML	Oak Forest	12,138	20,147	32,285	37.6%	2,203	29,987	32,190	6.8%	Non-Minority	Non-Low-Income
RI-ML	Tinley Park	7,498	27,684	35,182	21.3%	2,879	32,155	35,034	8.2%	Non-Minority	Non-Low-Income
RI-ML	80th Ave., Tinley Park	9,043	21,964	31,007	29.2%	1,633	29,340	30,973	5.3%	Non-Minority	Non-Low-Income
RI-ML	Hickory Creek	4,871	24,992	29,863	16.3%	838	28,884	29,722	2.8%	Non-Minority	Non-Low-Income
RI-ML	Mokena	2,307	27,170	29,477	7.8%	903	28,380	29,283	3.1%	Non-Minority	Non-Low-Income
RI-ML	New Lenox	2,820	21,660	24,480	11.5%	609	23,799	24,408	2.5%	Non-Minority	Non-Low-Income
RI-ML	Joliet††	89,608	101,553	191,161	46.9%	20,393	167,743	188,136	10.8%	Non-Minority	Non-Low-Income

Line-Branch	Station	Minority	Non-Minority	Total Population	Percent Minority	Low-Income	Non-Low-Income	Poverty Universe	Percent Low-Income	Minority/Non-Minority	Low-Income/Non-Low-Income
RI-Bev	91st St., Beverly Hills	7,038	1,244	8,282	85.0%	630	7,620	8,250	7.6%	Minority	Non-Low-Income
RI-Bev	95th St., Beverly Hills	2,819	2,288	5,107	55.2%	341	4,766	5,107	6.7%	Minority	Non-Low-Income
RI-Bev	99th St., Beverly Hills	3,787	2,876	6,663	56.8%	648	6,015	6,663	9.7%	Minority	Non-Low-Income
RI-Bev	103rd St., Beverly Hills	3,171	7,144	10,315	30.7%	331	9,803	10,134	3.3%	Non-Minority	Non-Low-Income
RI-Bev	107th St., Beverly Hills	1,537	7,057	8,594	17.9%	427	8,160	8,587	5.0%	Non-Minority	Non-Low-Income
RI-Bev	111th St., Morgan Park	4,788	6,302	11,090	43.2%	754	10,015	10,769	7.0%	Non-Minority	Non-Low-Income
RI-Bev	115th St., Morgan Park	4,881	7,157	12,038	40.5%	943	11,058	12,001	7.9%	Non-Minority	Non-Low-Income
RI-Bev	119th Street	4,652	3,248	7,900	58.9%	924	6,959	7,883	11.7%	Minority	Low-Income
RI-Bev	123rd Street	5,062	2,192	7,254	69.8%	862	6,392	7,254	11.9%	Minority	Low-Income
RI-Bev	Prairie Street	3,876	1,676	5,552	69.8%	598	4,924	5,522	10.8%	Minority	Non-Low-Income
RI-Bev	Vermont St. †	8,185	1,831	10,016	81.7%	2,096	7,862	9,958	21.0%	Minority	Low-Income
SWS	Wrightwood	161,783	10,735	172,518	93.8%	31,709	139,830	171,539	18.5%	Minority	Low-Income
SWS	Ashburn	31,784	13,610	45,394	70.0%	5,179	40,008	45,187	11.5%	Minority	Non-Low-Income
SWS	Oak Lawn Patriot	22,343	46,511	68,854	32.4%	6,025	61,495	67,520	8.9%	Non-Minority	Non-Low-Income
SWS	Chicago Ridge	16,045	33,982	50,027	32.1%	7,186	41,644	48,830	14.7%	Non-Minority	Low-Income
SWS	Worth	5,553	20,876	26,429	21.0%	2,982	23,252	26,234	11.4%	Non-Minority	Non-Low-Income
SWS	Palos Heights	2,285	14,512	16,797	13.6%	1,225	15,066	16,291	7.5%	Non-Minority	Non-Low-Income
SWS	Palos Park	1,863	12,236	14,099	13.2%	608	13,285	13,893	4.4%	Non-Minority	Non-Low-Income
SWS	Orland Park, 143rd St.	4,922	20,871	25,793	19.1%	1,098	24,424	25,522	4.3%	Non-Minority	Non-Low-Income
SWS	Orland Park, 153rd St.	6,010	25,991	32,001	18.8%	2,910	28,750	31,660	9.2%	Non-Minority	Non-Low-Income
SWS	Orland Park, 179th St.	4,110	24,282	28,392	14.5%	1,146	27,139	28,285	4.1%	Non-Minority	Non-Low-Income
SWS	Laraway Road	1,490	15,262	16,752	8.9%	544	16,081	16,625	3.3%	Non-Minority	Non-Low-Income
SWS	Manhattan	3,151	31,124	34,275	9.2%	2,895	31,099	33,994	8.5%	Non-Minority	Non-Low-Income
HC	Summit	38,560	31,138	69,698	55.3%	6,724	62,786	69,510	9.7%	Minority	Non-Low-Income
HC	Willow Springs	14,094	28,227	42,321	33.3%	5,220	37,034	42,254	12.4%	Non-Minority	Low-Income
HC	Lemont	25,447	42,405	67,852	37.5%	5,665	61,771	67,436	8.4%	Non-Minority	Non-Low-Income
HC	Romeoville	37,950	40,909	78,859	48.1%	4,024	74,437	78,461	5.1%	Non-Minority	Non-Low-Income
HC	Lockport	30,395	51,192	81,587	37.3%	4,929	71,676	76,605	6.4%	Non-Minority	Non-Low-Income
HC	Joliet††	89,608	101,553	191,161	46.9%	20,393	167,743	188,136	10.8%	Non-Minority	Non-Low-Income
BNSF	Halsted Street	28,886	12,159	41,045	70.4%	9,090	30,254	39,344	23.1%	Minority	Low-Income
BNSF	Western Avenue	108,024	11,531	119,555	90.4%	29,931	78,887	108,818	27.5%	Minority	Low-Income
BNSF	Cicero	137,264	8,210	145,474	94.4%	30,139	113,950	144,089	20.9%	Minority	Low-Income
BNSF	LaVergne	59,340	13,261	72,601	81.7%	9,382	62,249	71,631	13.1%	Minority	Low-Income
BNSF	Berwyn	9,442	4,010	13,452	70.2%	1,234	12,011	13,245	9.3%	Minority	Non-Low-Income
BNSF	Harlem Avenue	6,387	6,022	12,409	51.5%	1,633	10,731	12,364	13.2%	Minority	Low-Income
BNSF	Riverside	4,464	8,231	12,695	35.2%	786	11,843	12,629	6.2%	Non-Minority	Non-Low-Income
BNSF	Hollywood (Zoo Stop)	3,614	3,727	7,341	49.2%	506	6,757	7,263	7.0%	Minority	Non-Low-Income
BNSF	Brookfield	5,642	10,513	16,155	34.9%	960	15,159	16,119	6.0%	Non-Minority	Non-Low-Income
BNSF	Congress Park	6,048	9,999	16,047	37.7%	1,177	14,683	15,860	7.4%	Non-Minority	Non-Low-Income
BNSF	LaGrange Road	2,144	8,008	10,152	21.1%	415	9,592	10,007	4.1%	Non-Minority	Non-Low-Income
BNSF	Stone Avenue	3,903	16,482	20,385	19.1%	979	19,230	20,209	4.8%	Non-Minority	Non-Low-Income
BNSF	Western Springs	2,554	16,316	18,870	13.5%	758	17,593	18,351	4.1%	Non-Minority	Non-Low-Income
BNSF	Highlands	2,429	9,666	12,095	20.1%	399	11,623	12,022	3.3%	Non-Minority	Non-Low-Income
BNSF	Hinsdale	1,774	6,829	8,603	20.6%	152	8,199	8,351	1.8%	Non-Minority	Non-Low-Income
BNSF	West Hinsdale	2,735	8,063	10,798	25.3%	421	10,377	10,798	3.9%	Non-Minority	Non-Low-Income
BNSF	Clarendon Hills	4,397	15,330	19,727	22.3%	1,254	18,291	19,545	6.4%	Non-Minority	Non-Low-Income
BNSF	Westmont	11,800	23,844	35,644	33.1%	3,310	32,075	35,385	9.4%	Non-Minority	Non-Low-Income
BNSF	Fairview Avenue	4,464	18,738	23,202	19.2%	1,292	21,810	23,102	5.6%	Non-Minority	Non-Low-Income
BNSF	Downers Grove, Main St.	5,992	27,564	33,556	17.9%	1,772	31,386	33,158	5.3%	Non-Minority	Non-Low-Income
BNSF	Belmont	13,446	26,224	39,670	33.9%	2,608	36,770	39,378	6.6%	Non-Minority	Non-Low-Income
BNSF	Lisle	9,271	27,265	36,536	25.4%	1,564	34,153	35,717	4.4%	Non-Minority	Non-Low-Income
BNSF	Naperville	27,177	77,366	104,543	26.0%	3,976	98,646	102,622	3.9%	Non-Minority	Non-Low-Income
BNSF	Route 59	50,917	64,803	115,720	44.0%	6,094	108,590	114,684	5.3%	Non-Minority	Non-Low-Income
BNSF	Aurora	127,119	82,195	209,314	60.7%	23,556	183,691	207,247	11.4%	Minority	Non-Low-Income
UP-W	Kedzie	61,909	4,264	66,173	93.6%	22,530	42,783	65,313	34.5%	Minority	Low-Income
UP-W	Oak Park, Marion St.	42,547	38,947	81,494	52.2%	10,527	69,767	80,294	13.1%	Minority	Low-Income
UP-W	River Forest	3,909	5,821	9,730	40.2%	342	9,040	9,382	3.6%	Non-Minority	Non-Low-Income
UP-W	Maywood	18,124	3,869	21,993	82.4%	2,837	18,687	21,524	13.2%	Minority	Low-Income
UP-W	Melrose Park	28,003	3,212	31,215	89.7%	4,456	26,618	31,074	14.3%	Minority	Low-Income
UP-W	Bellwood	31,625	5,929	37,554	84.2%	3,680	33,350	37,030	9.9%	Minority	Non-Low-Income
UP-W	Berkeley	12,303	13,596	25,899	47.5%	1,635	23,916	25,551	6.4%	Non-Minority	Non-Low-Income
UP-W	Elmhurst	6,026	28,267	34,293	17.6%	1,153	31,973	33,126	3.5%	Non-Minority	Non-Low-Income
UP-W	Villa Park	21,722	28,726	50,448	43.1%	4,942	45,300	50,242	9.8%	Non-Minority	Non-Low-Income
UP-W	Lombard	16,591	29,697	46,288	35.8%	3,342	42,667	46,009	7.3%	Non-Minority	Non-Low-Income
UP-W	Glen Ellyn	25,962	37,967	63,929	40.6%	4,273	59,379	63,652	6.7%	Non-Minority	Non-Low-Income
UP-W	College Avenue	9,398	24,885	34,283	27.4%	3,048	28,951	31,999	9.5%	Non-Minority	Non-Low-Income
UP-W	Wheaton	5,163	25,159	30,322	17.0%	947	28,819	29,766	3.2%	Non-Minority	Non-Low-Income
UP-W	Winfield	9,372	27,277	36,649	25.6%	2,050	34,220	36,270	5.7%	Non-Minority	Non-Low-Income
UP-W	West Chicago	22,115	20,644	42,759	51.7%	3,634	38,152	41,786	8.7%	Minority	Non-Low-Income
UP-W	Geneva	13,235	78,871	92,106	14.4%	4,112	87,483	91,595	4.5%	Non-Minority	Non-Low-Income
UP-W	La Fox	4,284	21,671	25,955	16.5%	814	24,294	25,108	3.2%	Non-Minority	Non-Low-Income
UP-W	Elburn	1,872	17,784	19,656	9.5%	712	18,911	19,623	3.6%	Non-Minority	Non-Low-Income

Line-Branch	Station	Minority	Non-Minority	Total Population	Percent Minority	Low-Income	Non-Low-Income	Poverty Universe	Percent Low-Income	Minority/Non-Minority	Low-Income/Non-Low-Income
MD-W	Grand-Cicero	66,403	2,317	68,720	96.6%	18,471	49,833	68,304	27.0%	Minority	Low-Income
MD-W	Hanson Park	48,769	5,309	54,078	90.2%	10,353	43,238	53,591	19.3%	Minority	Low-Income
MD-W	Galewood	15,663	5,998	21,661	72.3%	2,154	19,423	21,577	10.0%	Minority	Non-Low-Income
MD-W	Mars	12,888	6,317	19,205	67.1%	2,045	17,126	19,171	10.7%	Minority	Non-Low-Income
MD-W	Mont Clare	11,384	10,640	22,024	51.7%	1,834	20,111	21,945	8.4%	Minority	Non-Low-Income
MD-W	Elmwood Park	14,756	19,858	34,614	42.6%	2,932	31,459	34,391	8.5%	Non-Minority	Non-Low-Income
MD-W, NCS	River Grove	8,242	20,689	28,931	28.5%	2,323	26,608	28,931	8.0%	Non-Minority	Non-Low-Income
MD-W	Franklin Park	9,214	4,887	14,101	65.3%	2,262	11,839	14,101	16.0%	Minority	Low-Income
MD-W	Mannheim	11,771	8,871	20,642	57.0%	3,056	17,556	20,612	14.8%	Minority	Low-Income
MD-W	Bensenville	10,380	8,122	18,502	56.1%	1,889	16,272	18,161	10.4%	Minority	Non-Low-Income
MD-W	Wood Dale	10,234	10,985	21,219	48.2%	1,998	19,081	21,079	9.5%	Non-Minority	Non-Low-Income
MD-W	Itasca	10,229	28,262	38,491	26.6%	1,986	36,334	38,320	5.2%	Non-Minority	Non-Low-Income
MD-W	Medinah	8,883	20,909	29,792	29.8%	1,980	27,261	29,241	6.8%	Non-Minority	Non-Low-Income
MD-W	Roselle	17,728	36,130	53,858	32.9%	2,083	51,145	53,228	3.9%	Non-Minority	Non-Low-Income
MD-W	Schaumburg	34,838	47,383	82,221	42.4%	4,988	77,027	82,015	6.1%	Non-Minority	Non-Low-Income
MD-W	Hanover Park	39,361	26,831	66,192	59.5%	5,368	60,445	65,813	8.2%	Minority	Non-Low-Income
MD-W	Bartlett	26,723	40,239	66,962	39.9%	3,209	63,428	66,637	4.8%	Non-Minority	Non-Low-Income
MD-W	National Street	35,532	35,923	71,455	49.7%	6,173	64,413	70,586	8.7%	Minority	Non-Low-Income
MD-W	Elgin	33,351	19,750	53,101	62.8%	6,910	45,435	52,345	13.2%	Minority	Low-Income
MD-W	Big Timber Road	35,655	72,526	108,181	33.0%	6,748	100,320	107,068	6.3%	Non-Minority	Non-Low-Income
UP-NW	Clybourn**	53,608	151,274	204,882	26.2%	16,817	184,014	200,831	8.4%	Non-Minority	Non-Low-Income
UP-NW	Irving Park	54,482	30,235	84,717	64.3%	11,227	71,697	82,924	13.5%	Minority	Low-Income
UP-NW	Jefferson Park	13,246	18,039	31,285	42.3%	2,430	28,735	31,165	7.8%	Non-Minority	Non-Low-Income
UP-NW	Gladstone Park	10,415	25,144	35,559	29.3%	2,888	32,173	35,061	8.2%	Non-Minority	Non-Low-Income
UP-NW	Norwood Park	7,129	25,445	32,574	21.9%	2,571	29,335	31,906	8.1%	Non-Minority	Non-Low-Income
UP-NW	Edison Park	3,516	21,257	24,773	14.2%	1,132	23,299	24,431	4.6%	Non-Minority	Non-Low-Income
UP-NW	Park Ridge	1,944	16,149	18,093	10.7%	456	17,607	18,063	2.5%	Non-Minority	Non-Low-Income
UP-NW	Dee Road	15,109	22,149	37,258	40.6%	2,738	33,976	36,714	7.5%	Non-Minority	Non-Low-Income
UP-NW	Des Plaines	15,286	20,979	36,265	42.2%	4,207	31,452	35,659	11.8%	Non-Minority	Low-Income
UP-NW	Cumberland	9,474	15,801	25,275	37.5%	1,759	23,102	24,861	7.1%	Non-Minority	Non-Low-Income
UP-NW	Mount Prospect	17,949	32,381	50,330	35.7%	3,649	46,640	50,289	7.3%	Non-Minority	Non-Low-Income
UP-NW	Arlington Heights	11,049	40,334	51,383	21.5%	2,634	48,165	50,799	5.2%	Non-Minority	Non-Low-Income
UP-NW	Arlington Park	18,146	34,620	52,766	34.4%	2,748	49,690	52,438	5.2%	Non-Minority	Non-Low-Income
UP-NW	Palatine	35,176	53,685	88,861	39.6%	7,708	80,604	88,312	8.7%	Non-Minority	Non-Low-Income
UP-NW	Barrington	12,273	45,248	57,521	21.3%	2,112	54,766	56,878	3.7%	Non-Minority	Non-Low-Income
UP-NW	Fox River Grove	16,282	24,767	41,049	39.7%	4,701	36,308	41,009	11.5%	Non-Minority	Non-Low-Income
UP-NW	Cary	8,640	40,245	48,885	17.7%	2,492	46,189	48,681	5.1%	Non-Minority	Non-Low-Income
UP-NW	Pingree Road	9,456	32,984	42,440	22.3%	3,038	39,193	42,231	7.2%	Non-Minority	Non-Low-Income
UP-NW	Crystal Lake	13,715	59,043	72,758	18.9%	3,068	69,351	72,419	4.2%	Non-Minority	Non-Low-Income
UP-NW	Woodstock	11,885	47,014	58,899	20.2%	5,635	51,877	57,512	9.8%	Non-Minority	Non-Low-Income
UP-NW	Harvard	5,825	10,301	16,126	36.1%	2,469	13,605	16,074	15.4%	Non-Minority	Low-Income
UP-NW	McHenry (Branch Line)	8,187	43,255	51,442	15.9%	3,533	47,471	51,004	6.9%	Non-Minority	Non-Low-Income
MD-N	Healy	71,067	30,739	101,806	69.8%	17,272	84,108	101,380	17.0%	Minority	Low-Income
MD-N	Grayland	29,383	12,286	41,669	70.5%	4,549	37,017	41,566	10.9%	Minority	Non-Low-Income
MD-N	Mayfair	17,264	15,396	32,660	52.9%	3,515	28,669	32,184	10.9%	Minority	Non-Low-Income
MD-N	Forest Glen	11,799	14,706	26,505	44.5%	2,743	23,498	26,241	10.5%	Non-Minority	Non-Low-Income
MD-N	Edgebrook	11,725	18,831	30,556	38.4%	2,338	27,843	30,181	7.7%	Non-Minority	Non-Low-Income
MD-N	Morton Grove	28,027	30,397	58,424	48.0%	5,475	52,602	58,077	9.4%	Non-Minority	Non-Low-Income
MD-N	Golf	8,843	15,903	24,746	35.7%	1,695	22,788	24,483	6.9%	Non-Minority	Non-Low-Income
MD-N	Glenview	5,905	18,624	24,529	24.1%	1,426	22,264	23,690	6.0%	Non-Minority	Non-Low-Income
MD-N	Glen of North Glenview	6,313	15,958	22,271	28.3%	1,109	21,121	22,230	5.0%	Non-Minority	Non-Low-Income
MD-N	Northbrook	4,114	17,216	21,330	19.3%	748	20,486	21,234	3.5%	Non-Minority	Non-Low-Income
MD-N	Lake Cook Road	2,906	13,336	16,242	17.9%	756	14,922	15,678	4.8%	Non-Minority	Non-Low-Income
MD-N	Deerfield	2,775	20,411	23,186	12.0%	623	21,752	22,375	2.8%	Non-Minority	Non-Low-Income
MD-N	Lake Forest	2,458	8,930	11,388	21.6%	553	10,697	11,250	4.9%	Non-Minority	Non-Low-Income
MD-N	Libertyville	3,387	20,491	23,878	14.2%	804	22,845	23,649	3.4%	Non-Minority	Non-Low-Income
MD-N	Prairie Crossing	4,495	17,813	22,308	20.1%	828	21,394	22,222	3.7%	Non-Minority	Non-Low-Income
MD-N	Grayslake	1,016	3,249	4,265	23.8%	276	3,945	4,221	6.5%	Non-Minority	Non-Low-Income
MD-N	Round Lake	20,680	21,823	42,503	48.7%	3,466	38,859	42,325	8.2%	Non-Minority	Non-Low-Income
MD-N	Long Lake	7,815	13,184	20,999	37.2%	1,665	19,282	20,947	7.9%	Non-Minority	Non-Low-Income
MD-N	Ingleside	1,292	6,423	7,715	16.7%	791	6,924	7,715	10.3%	Non-Minority	Non-Low-Income
MD-N	Fox Lake	3,301	30,551	33,852	9.8%	2,502	31,235	33,737	7.4%	Non-Minority	Non-Low-Income

Line-Branch	Station	Minority	Non-Minority	Total Population	Percent Minority	Low-Income	Non-Low-Income	Poverty Universe	Percent Low-Income	Minority/Non-Minority	Low-Income/Non-Low-Income
NCS	Schiller Park	2,275	8,201	10,476	21.7%	652	9,824	10,476	6.2%	Non-Minority	Non-Low-Income
NCS	Rosemont	3,163	6,383	9,546	33.1%	1,098	8,448	9,546	11.5%	Non-Minority	Non-Low-Income
NCS	O'Hare Transfer	9,145	7,185	16,330	56.0%	2,163	14,147	16,310	13.3%	Minority	Low-Income
NCS	Prospect Heights	13,173	21,514	34,687	38.0%	2,240	31,936	34,176	6.6%	Non-Minority	Non-Low-Income
NCS	Wheeling	23,973	30,239	54,212	44.2%	4,992	48,582	53,574	9.3%	Non-Minority	Non-Low-Income
NCS	Buffalo Grove	11,967	24,879	36,846	32.5%	1,781	34,813	36,594	4.9%	Non-Minority	Non-Low-Income
NCS	Prairie View	4,321	9,702	14,023	30.8%	469	13,279	13,748	3.4%	Non-Minority	Non-Low-Income
NCS	Vernon Hills	11,925	16,539	28,464	41.9%	1,573	26,842	28,415	5.5%	Non-Minority	Non-Low-Income
NCS	Mundelein	19,018	28,001	47,019	40.4%	2,300	44,478	46,778	4.9%	Non-Minority	Non-Low-Income
NCS	Prairie Crossing/Libertyville	2,150	4,659	6,809	31.6%	37	6,772	6,809	0.5%	Non-Minority	Non-Low-Income
NCS	Washington St./Grayslake	10,385	23,233	33,618	30.9%	1,667	31,940	33,607	5.0%	Non-Minority	Non-Low-Income
NCS	Round Lake Beach	8,447	15,094	23,541	35.9%	1,044	22,326	23,370	4.5%	Non-Minority	Non-Low-Income
NCS	Lake Villa	4,826	19,531	24,357	19.8%	1,079	23,122	24,201	4.5%	Non-Minority	Non-Low-Income
NCS	Antioch	3,340	19,719	23,059	14.5%	1,429	21,578	23,007	6.2%	Non-Minority	Non-Low-Income
UP-N	Clybourn**	53,608	151,274	204,882	26.2%	16,817	184,014	200,831	8.4%	Non-Minority	Non-Low-Income
UP-N	Ravenswood	83,958	141,855	225,813	37.2%	27,719	195,167	222,886	12.4%	Non-Minority	Low-Income
UP-N	Rogers Park	88,728	70,652	159,380	55.7%	33,379	119,153	152,532	21.9%	Minority	Low-Income
UP-N	Main St., Evanston	13,214	18,382	31,596	41.8%	2,429	28,607	31,036	7.8%	Non-Minority	Non-Low-Income
UP-N	Davis St., Evanston	16,672	15,054	31,726	52.5%	5,783	20,484	26,267	22.0%	Minority	Low-Income
UP-N	Central St., Evanston	6,428	17,184	23,612	27.2%	1,484	21,610	23,094	6.4%	Non-Minority	Non-Low-Income
UP-N	Wilmette	4,100	16,964	21,064	19.5%	1,095	19,212	20,307	5.4%	Non-Minority	Non-Low-Income
UP-N	Kenilworth	1,766	9,148	10,914	16.2%	201	10,713	10,914	1.8%	Non-Minority	Non-Low-Income
UP-N	Indian Hill	1,754	5,035	6,789	25.8%	164	6,615	6,779	2.4%	Non-Minority	Non-Low-Income
UP-N	Winnetka	944	6,904	7,848	12.0%	423	7,425	7,848	5.4%	Non-Minority	Non-Low-Income
UP-N	Hubbard Woods	640	4,395	5,035	12.7%	206	4,802	5,008	4.1%	Non-Minority	Non-Low-Income
UP-N	Glencoe	805	6,874	7,679	10.5%	158	7,521	7,679	2.1%	Non-Minority	Non-Low-Income
UP-N	Braeside	405	3,635	4,040	10.0%	142	3,898	4,040	3.5%	Non-Minority	Non-Low-Income
UP-N	Ravinia	522	4,485	5,007	10.4%	267	4,740	5,007	5.3%	Non-Minority	Non-Low-Income
UP-N	Highland Park	1,483	8,507	9,990	14.8%	301	9,576	9,877	3.0%	Non-Minority	Non-Low-Income
UP-N	Highwood	3,960	4,152	8,112	48.8%	1,075	6,951	8,026	13.4%	Non-Minority	Low-Income
UP-N	Fort Sheridan	1,067	8,340	9,407	11.3%	332	8,945	9,277	3.6%	Non-Minority	Non-Low-Income
UP-N	Lake Forest	1,242	7,358	8,600	14.4%	275	7,345	7,620	3.6%	Non-Minority	Non-Low-Income
UP-N	Lake Bluff	1,153	5,818	6,971	16.5%	119	6,773	6,892	1.7%	Non-Minority	Non-Low-Income
UP-N	Great Lakes	15,157	10,688	25,845	58.6%	2,381	13,429	15,810	15.1%	Minority	Low-Income
UP-N	North Chicago	20,187	3,340	23,527	85.8%	4,728	18,228	22,956	20.6%	Minority	Low-Income
UP-N	Waukegan	69,329	22,499	91,828	75.5%	14,771	75,672	90,443	16.3%	Minority	Low-Income
UP-N	Zion	21,972	14,156	36,128	60.8%	5,342	30,353	35,695	15.0%	Minority	Low-Income
UP-N	Winthrop Harbor	3,231	8,489	11,720	27.6%	600	11,120	11,720	5.1%	Non-Minority	Non-Low-Income
UP-N	Kenosha, Wisconsin	40,736	127,788	168,524	24.2%	20,205	143,945	164,150	12.3%	Non-Minority	Low-Income
CSS	Hegewisch	55,130	14,099	69,229	79.6%	12,431	55,773	68,204	18.2%	Minority	Low-Income
Metra Service Area*		4,113,535	4,243,678	8,357,213	49.2%	963,626	7,259,026	8,222,652	11.7%		

Source: U.S. Census Bureau, 2019 ACS 5-year estimates.

*Includes the Hegewisch NICTD Station served by the Chicago South Shore Line and excludes the Kenosha UP-N Station and double-counted market sheds at Blue Island/Vermont St., Joliet and Clybourn.

†A single market shed area is shared by the Blue Island ME Station and Vermont St. RI-ML and RI-Beverly stations.

††A single market shed area is shared by the Joliet HC and RI stations.

**A single market shed area is shared by the Clybourn UP-N and UP-NW stations.



Memorandum

DATE: November 13, 2020

TO: Board of Directors

FROM: Jim Derwinski
CEO/Executive Director

SUBJECT: Title VI Equity Analysis of New Saturday/Sunday One-Day Pass, Effective February 1, 2021

Metra is proposing a new \$7 One-Day Pass that will be valid for systemwide travel on either a Saturday or Sunday. This new pass will be available beginning February 1, 2021, for purchase through the Ventra App, station ticket agents, ticket vending machines, or on board the train from a conductor. This new Saturday/Sunday One-Day Pass is intended to entice more families and discretionary travelers to ride the system. Metra will continue to offer the \$10 Weekend Pass, which will be available only on the Ventra App.

Under Federal Transit Administration (FTA) guidelines all permanent fare changes must be evaluated to determine if they will be implemented in an equitable manner in regard to race, color, and national origin, as specified under Title VI of the Civil Rights Act of 1964. Fare changes must also be evaluated to determine if they will result in a disproportionate burden on low-income populations in accordance with federal environmental justice principles.

Staff has completed for your review and consideration the Title VI Equity Analysis of the new Saturday/Sunday One-Day Pass, to be implemented February 1, 2021. Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of this new ticket type and therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964. The equity analysis summary report on the Saturday/Sunday One-Day Pass is attached for your review.

ATTACHMENTS

A. Equity Analysis Report Summary: New Saturday/Sunday One-Day Pass, effective February 1, 2021

Prepared by:

Lynnette Ciavarella, Senior Division Director, Strategic Capital Planning
Jason Osborn, Department Head, System Performance & Data
Aaron Maertins, Manager, Transportation Planning, System Performance & Data
Jonathan Tremper, Principal Transportation Planner, System Performance & Data

Equity Analysis Report Summary: New Saturday/Sunday One-Day Pass, effective February 1, 2021

Title VI Equity Analysis:

This equity analysis document demonstrates that Metra follows Federal Transit Administration (FTA) guidelines pertaining to implementation of fare changes in an equitable manner in regard to race, color and national origin as specified under Title VI of the Civil Rights Act of 1964. This fare change equity analysis also considers the equitable treatment of low-income populations in accordance to federal environmental justice principles.

FTA Title VI guidance stipulates that transit agencies must brief their decision-making bodies (e.g., Board of Directors) regarding fare changes and the equity impacts of fare changes. Transit providers must also provide documentation to the FTA regarding consideration, awareness and approval of any fare change equity analyses by their respective decision-making bodies.

Certain fare changes, including systemwide ride free days, fare reductions enacted for mitigation measures, and promotional fare decreases, are exempt from the equity analysis requirement for up to six months from implementation. After six months, all promotional fare changes are considered permanent and require a Title VI equity analysis.

Due to the ongoing COVID-19 pandemic, the FTA has exempted transit agencies from temporary fare changes made in response to the pandemic until further notice. On June 1, 2020, Metra introduced a temporary \$10 All-Day Pass to provide an incentive for riders to return to Metra and provide an added measure of safety by reducing close interaction between passengers and crew members. Per FTA COVID-19 guidance, the \$10 All-Day Pass is exempt from Title VI equity analysis requirements.

However, the \$7 Saturday/Sunday One-Day Pass is proposed as a new permanent ticket type and is therefore subject to equity analysis requirements. This equity analysis summary applies only to the proposed \$7 Saturday/Sunday One-Day Pass. Metra may introduce additional fare changes, possibly under one or more fare pilot programs that could go into effect in mid-2021 or later. Equity analyses of any additional fare changes, if not exempt from Title VI equity evaluation requirements, will be included in a separate document.

The Proposed Fare Change:

Metra is facing an unprecedented fiscal challenge due to the ongoing Coronavirus pandemic that has resulted in a substantial decrease in ridership and passenger fare revenue. For 2021 Metra is anticipating an operating budget shortfall of \$70 million. Metra has ruled out a fare increase for 2021 and must replace the lost revenue from other sources, including federal relief funding, cuts in expenses, or a combination of new revenue and cuts totaling \$70 million.

Metra is proposing one change in fares: an adjustment to the Weekend Pass in order to entice more families and discretionary travelers to ride the system. Starting February 1, 2021, a new Saturday or Sunday Day Pass will be available for \$7 and valid only on either Saturday or Sunday. The existing \$10 two-day Weekend Pass would be retained, but only on the Ventra app.

The FTA requires Metra to determine whether or not any proposed fare change would create a discriminatory effect on riders based on race, color, national origin or poverty status. This is done by applying Metra's disparate impact and disproportionate burden policies, which were established by Metra in 2013 in accordance with FTA guidance. Metra has found that introduction of the new Saturday/Sunday One-Day Pass would not result in a disparate impact on Metra's minority riders or a disproportionate burden on Metra's low-income riders.

Equity Analysis Summary Results—Impact of new Saturday/Sunday One-Day Pass on Minority and Low-Income Riders:

Table 1 below shows results from the Metra 2017 Fare Study Survey on the number and percentages of responses of those who use a Weekend Pass and typically ride only one day per weekend (Saturday or Sunday) by minority status, as well as responses for all riders by minority status. This analysis assumes that the group of riders who use a Weekend Pass and typically ride only one per weekend are most likely to use the new Saturday/Sunday Day Pass due to the lower cost of the new pass compared to the existing Weekend Pass (\$7 instead of \$10). Table 1 also includes a comparison of the minority percentage of this group to the minority percentage of all riders. A disparate impact would occur if the absolute difference between the minority percentages of these two groups is 20 percent or more.

Table 2, below shows the number and percentages of responses of those who use a Weekend Pass and typically ride only one day per weekend (Saturday or Sunday) by low-income status, as well as responses for all riders by low-income status. Table 2 also includes a comparison of the low-income percentage of riders who use a Weekend Pass and typically ride only one per weekend to the low-income percentage of all riders. A disproportionate burden would occur if the absolute difference between the low-income percentages of these two groups is 10 percent or more.

This equity analysis shows that:

- Introduction of the new Saturday/Sunday One-Day Pass would not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes.
- Introduction of the new Saturday/Sunday One-Day Pass would not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes.
- **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of introduction of the proposed new fare product, scheduled to go into effect on February 1, 2021. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Table 1: One Day per Weekend Riders and All Riders by Minority Status (Disparate Impact Analysis)

Ridership Group	Minority	Non-Minority	Sum*	Percent Minority	Percent Non-Minority
One Day per Weekend Riders	393	2,168	2,561	15.3%	84.7%
All Riders	1,510	7,281	8,791	17.2%	82.8%
Disparate Impact Comparison (One Day per Weekend Riders vs. All Riders)				-1.8%	1.8%
Disparate Impact Threshold				+/-20%	
Disparate Impact?				No	No

Source: Metra 2017 Fare Study Survey.

* All respondents for whom minority status can be determined.

Table 2: One Day per Weekend Riders and All Riders by Low-Income Status (Disproportionate Burden Analysis)

Ridership Group	Low-Income	Non-Low-Income	Sum†	Percent Low-Income	Percent Non-Low-Income
One Day per Weekend Riders	81	2,294	2,375	3.4%	96.6%
All Riders	306	7,893	8,199	3.7%	96.3%
Disproportionate Burden Comparison (Ride One Day per Weekend vs. All Riders)				-0.3%	0.3%
Disproportionate Burden Threshold				+/-10%	
Disproportionate Burden?				No	No

Source: Metra 2017 Fare Study Survey.

† All respondents for whom income status can be determined.

**EQUITY ANALYSIS REPORT ON METRA'S PROPOSED FARE CHANGE
EFFECTIVE FEBRUARY 1, 2021**



Division of Strategic Planning & Performance
November 2020

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Equity Analysis Report on Metra's Proposed February 1, 2021 Fare Change

1. Executive Summary

Title VI Equity Analysis:

This equity analysis document demonstrates that Metra follows Federal Transit Administration (FTA) guidelines pertaining to implementation of fare changes in an equitable manner in regard to race, color and national origin as specified under Title VI of the Civil Rights Act of 1964. This fare change equity analysis also considers the equitable treatment of low-income populations in accordance to federal environmental justice principles.

FTA Title VI guidance stipulates that transit agencies must brief their decision-making bodies (e.g., Board of Directors) regarding fare changes and the equity impacts of fare changes. Transit providers must also provide documentation to the FTA regarding consideration, awareness and approval of any fare change equity analyses by their respective decision-making bodies.

Certain fare changes, including systemwide ride free days, fare reductions enacted for mitigation measures, and promotional fare decreases, are exempt from the equity analysis requirement for up to six months from implementation. After six months, all promotional fare changes are considered permanent and require a Title VI equity analysis.

Due to the ongoing COVID-19 pandemic, the FTA has exempted transit agencies from temporary fare changes made in response to the pandemic until further notice. On June 1, 2020, Metra introduced a temporary \$10 All-Day Pass to provide an incentive for riders to return to Metra and provide an added measure of safety by reducing close interaction between passengers and crew members. Per FTA COVID-19 guidance, the \$10 All-Day Pass is exempt from Title VI equity analysis requirements.

However, the \$7 Saturday/Sunday One-Day Pass is proposed as a new permanent ticket type and is therefore subject to equity analysis requirements. This equity analysis summary applies only to the proposed \$7 Saturday/Sunday One-Day Pass. Metra may introduce additional fare changes, possibly under one or more fare pilot programs that could go into effect in mid-2021 or later. Equity analyses of any additional fare changes, if not exempt from Title VI equity evaluation requirements, will be included in a separate document.

The Proposed Fare Change:

Metra is facing an unprecedented fiscal challenge due to the ongoing Coronavirus pandemic that has resulted in a substantial decrease in ridership and passenger fare revenue. For 2021 Metra is anticipating an operating budget shortfall of \$70 million. Metra has ruled out a fare increase for 2021 and must replace the lost revenue from other sources, including federal relief funding, cuts in expenses, or a combination of new revenue and cuts totaling \$70 million.

Metra is proposing one change in fares: an adjustment to the Weekend Pass in order to entice more families and discretionary travelers to ride the system. Starting February 1, 2021, a new Saturday or Sunday Day Pass will be available for \$7 and valid only on either Saturday or Sunday. The existing \$10 two-day Weekend Pass would be retained, but only on the Ventra app.

The FTA requires Metra to determine whether any proposed fare change would create a discriminatory effect on riders based on race, color, national origin or poverty status. This is done by applying Metra's disparate impact and disproportionate burden policies, which were established by Metra in 2013 in accordance with FTA guidance. Metra has, in the analysis contained herein, found that introduction of the new Saturday/Sunday One-Day Pass would not result in a disparate impact on Metra's minority riders or a disproportionate burden on Metra's low-income riders.

Equity Analysis Summary Results—Impact of new Saturday/Sunday One-Day Pass on Minority and Low-Income Riders:

Table 1 below shows results from the Metra 2017 Fare Study Survey on the number and percentages of responses of those who use a Weekend Pass and typically ride only one day per weekend (Saturday or Sunday) by minority status, as well as responses for all riders by minority status. This analysis assumes that the group of riders who use a Weekend Pass and typically ride only one day per weekend are most likely to use the new Saturday/Sunday Day Pass due to the lower cost of the new pass compared to the existing Weekend Pass (\$7 instead of \$10). Table 1 also includes a comparison of the minority percentage of this group to the minority percentage of all riders. A disparate impact would occur if the absolute difference between the minority percentages of these two groups is 20 percent or more.

Table 2, below shows the number and percentages of responses of those who use a Weekend Pass and typically ride only one day per weekend (Saturday or Sunday) by low-income status, as well as responses for all riders by low-income status. Table 2 also includes a comparison of the low-income percentage of riders who use a Weekend Pass and typically ride only one per weekend to the low-income percentage of all riders. A disproportionate burden would occur if the absolute difference between the low-income percentages of these two groups is 10 percent or more.

This equity analysis shows that:

- Introduction of the new Saturday/Sunday One-Day Pass would not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes.
- Introduction of the new Saturday/Sunday One-Day Pass would not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes.
- **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of introduction of the proposed new fare product, scheduled to go into effect on February 1, 2021. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Table 1: One Day per Weekend Riders and All Riders by Minority Status (Disparate Impact Analysis)

Ridership Group	Minority	Non-Minority	Sum*	Percent Minority	Percent Non-Minority
One Day per Weekend Riders	393	2,168	2,561	15.3%	84.7%
All Riders	1,510	7,281	8,791	17.2%	82.8%
Disparate Impact Comparison (One Day per Weekend Riders vs. All Riders)				-1.8%	1.8%
Disparate Impact Threshold				+/-20%	
Disparate Impact?				No	No

Source: Metra 2017 Fare Study Survey.

*All respondents for whom minority status can be determined.

Table 2: One Day per Weekend Riders and All Riders by Low-Income Status (Disproportionate Burden Analysis)

Ridership Group	Low-Income	Non-Low-Income	Sum†	Percent Low-Income	Percent Non-Low-Income
One Day per Weekend Riders	81	2,294	2,375	3.4%	96.6%
All Riders	306	7,893	8,199	3.7%	96.3%
Disproportionate Burden Comparison (Ride One Day per Weekend vs. All Riders)				-0.3%	0.3%
Disproportionate Burden Threshold				+/-10%	
Disproportionate Burden?				No	No

Source: Metra 2017 Fare Study Survey.

†All respondents for whom income status can be determined.

2. Introduction and Background

Beginning in March 2020, the global COVID-19 pandemic severely impacted Metra ridership and passenger revenue. Initially, average passenger loads fell to only about three percent of pre-COVID levels before slowly climbing to about 11 percent of pre-COVID ridership levels by October. For planning purposes, Metra anticipates ridership will increase to about 20 percent of pre-COVID levels by the end of 2020, and up to 50 percent of pre-COVID levels by the end of 2021.

Metra is proposing an operating budget \$770 million for 2021 that does not require any fare changes or cuts in the current service levels (which are approximately 58% of pre-COVID levels). Metra expects \$206 million in federal CARES Act funding to supplement an expected \$158 million in fare revenue and \$336 million in regional sales tax funding that will cover \$700 million of the proposed operating budget. Metra will need an additional \$70 million from either additional federal COVID relief funding, cuts in operating expenses, or identifying some other combination of expense cuts and revenue from new sources to cover the 2021 operating budget.

Metra is proposing one change in fares: an adjustment to the Weekend Pass in order to entice more families and discretionary travelers to ride the system. Effective February 1, 2021, a new Saturday or Sunday Day Pass will be available for \$7 and valid only on either Saturday or Sunday. The existing \$10 two-day Weekend Pass would be retained, but only on the Ventra app.

This fare change is included in the preliminary Metra 2021 Program and Budget released by the Metra Board of Directors for public comment on October 6, 2020, as required under state law. Metra is conducting a virtual public hearing on Thursday, November 5, 2020 from 4 p.m. to 7 p.m. to present and collect public feedback on the proposed 2021 Program and Budget.¹ Metra staff will also solicit feedback via other means (conventional mail, email, fax, etc.).

On November 13, 2020, the Metra Board of Directors is scheduled to vote on a resolution to approve the Metra 2021 Program and Budget, the proposed fare change for 2021, and the results of the equity analysis for the proposed fare change. Prior to this date, the Board will be provided a synopsis of public comments concerning the proposed 2021 budget and fare change, as well as this equity analysis.

If approved by the Board, the fare change will take effect on February 1, 2021. It should be noted that the fare change equity analysis that follows only applies to the fare change proposed for implementation on February 1, 2021, and excludes any other fare changes that may go into effect in mid-2021 or later, possibly under one or more fare pilot programs.

For reference, current full (adult) and reduced (special-user) fares are shown in 13 and 14 in [Appendix A: Fare Tables](#).

3. Title VI Guidelines

a. Federal Transit Administration Guidance

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.²

¹ In compliance with executive orders issued by Illinois Governor Pritzker that allow for modified public meeting requirements in response to the Coronavirus (COVID-19) pandemic, Metra is conducting a virtual meeting that is available to the public within Cook, DuPage, Kane, Lake, McHenry and Will counties through the online Webex application in lieu of conducting in-person hearings in each county.

² There are three exceptions to this requirement, which include promotional fare reductions up to six months in duration. (Source: FTA Circular 4702.1B, IV.7.b.(1)(a)).

b. Disparate Impact/Disproportionate Burden Policies

To measure such potential impacts, the FTA requires that each transit provider develop disparate impact and disproportionate burden policies, each of which establishes a threshold to determine when the adverse effects of fare changes [or major service changes] are borne disproportionately by minority and/or low-income populations.

These policies are described in FTA Title VI guidance as:

Disparate Impact Policy. The transit provider shall develop a policy for measuring disparate impact to determine whether minority riders are bearing a disproportionate impact of the change between the existing cost and the proposed cost. The impact may be defined as a statistical percentage. The disparate impact threshold must be applied uniformly, regardless of fare media, and cannot be altered until the next Title VI Program submission. *(Source: FTA Circular 4702.1B, IV.7.b.(3)(a))*

Disproportionate Burden Policy. The transit provider shall develop a policy for measuring the burden of fare changes on low-income riders to determine when low-income riders are bearing a disproportionate burden of the change between the existing fare and the proposed fare. The impact may be defined as a statistical percentage. The disproportionate burden threshold must be applied uniformly, regardless of fare media, and cannot be altered until the next program submission. *(Source: FTA Circular 4702.1B, IV.7.b.(3)(f))*

Following FTA Title VI guidance, the Metra Board of Directors adopted its current disparate impact and disproportionate burden policies in September 2013. These policies provide the framework for analyzing the effect of fare and major service changes on minority and low-income populations. These policies, which were included in the Metra 2013 Title VI Program and Policy and carried forward unchanged into the Metra 2016 Title VI Program and Policy and Metra 2019 Title VI Program and Policy unchanged, may not be changed until the next Metra Title VI Program submission to the FTA in 2022.

Disparate Impact Threshold for Fare Changes: For a proposed fare change to a single fare type only or for any proposed changes in fare media only, a disparate impact occurs when the absolute difference between the minority population percentage of those adversely affected and the overall minority population percentage is at least twenty percent. For proposed fare changes on two or more fare types, a disparate impact occurs when the absolute difference between the overall aggregate percentage fare change faced by minority riders and the overall aggregate percentage fare change faced by non-minority riders is at least five percent. The impact on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey, as transit fare type usage data are not available from the US Census Bureau.

If, by analysis, a proposed major service change or fare change would result in disparate impacts on minority riders, Metra may modify the proposed service or fare changes to avoid, minimize, or mitigate the potential impacts. If the final proposed major service change or fare change would result in disparate impacts on minority riders, Metra may implement the change only if the following requirements are met:

- There is a substantial legitimate justification for the proposed service [or fare] change, and
- Metra can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish Metra's legitimate program goals.

(Source: FTA Circular 4702.1B, IV.7.b.(3)(d)).

Disproportionate Burden Threshold for Fare Changes: For a proposed fare change to a single fare type only or for any proposed changes in fare media only, a disproportionate burden occurs when the absolute difference between the low-income population percentage of those adversely affected and the overall low-income population percentage is at least ten percent. For proposed fare changes on two or more fare types, a disproportionate burden occurs when the absolute difference between the overall aggregate percentage fare change faced by low-income riders and the overall aggregate percentage fare change faced by non-low-income riders is at least five percent. The impact on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey, as transit fare type usage data are not available from the US Census Bureau.

If, by analysis, a proposed major service change or fare change would require low-income riders to bear a disproportionate burden of the proposed changes, Metra may modify the proposed service or fare changes 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 service or fare changes.

c. Statistical Sources

When practicable, demographic data used for fare and major service change equity analyses should be derived from the most recent available rider survey. It is especially important to use rider survey data for fare change analyses because US Census Bureau data do not include information on the use of transit fare media. US Census Bureau data (decennial census or American Community Survey five-year estimates) may be used when necessary, such as for equity evaluations of proposed new transit stations or rail lines or rail line extensions, or where no rider survey data are available or would otherwise be insufficient for analysis.

To measure the demographic characteristics of Weekend Pass users, including those likely to use the new Saturday/Sunday Day Pass, this analysis uses the results of the 2017 Metra Fare Structure Study survey.³ For this analysis, “minority” refers to all survey respondents who selected at least one answer other than “White/Caucasian” in response to the question on primary ethnic background. To determine low-income status, survey responses were grouped by reported household size and income range, which were then compared to the 2017 Health and Human Services (HHS) Poverty Guidelines. All respondents in each household size/income range group that include at least some respondents that could be classified as being in poverty based on the HHS Poverty Guidelines were designated as low-income. For additional details concerning equity analysis methodology, see Appendix D: Data Sources and Tabulation Methodology, beginning on page 22.

4. Analysis of Fare Change Impacts

This analysis examines the demographic characteristics of riders who currently use Weekend Passes and are likely to use the proposed new Saturday/Sunday One-Day Pass. The percentages of Weekend Pass users, riders who travel only one of two days in a typical weekend, and riders overall who are minority and low-income can be calculated based on the data from the 2017 Metra fare study survey.

Current Weekend Pass users who typically ride only one day per weekend will benefit from the new Saturday/Sunday One-Day Pass by saving \$3 per weekend (they will pay \$7 for the Saturday/Sunday One-Day Pass rather than paying \$10 for the existing Weekend Pass). Weekend Pass users who ride both days each weekend will not have a fare change. Because the proposed fare change includes the addition of a new ticket type with no changes in fares of existing any ticket types, the disparate impact analysis is based on a comparison of the minority percentage of riders likely to use the new ticket type to the minority percentage of riders overall. The disproportionate burden analysis is based on a comparison of the low-income percentage of riders likely to use the new ticket type to the low-income percentage of riders overall. For a description of how the disparate impact and disproportionate burden thresholds are applied, see section 3.b (Disparate Impact/Disproportionate Burden Policies) on page 4. For an overview of how survey results were incorporated into the equity analysis, see Appendix D: Data Sources and Tabulation Methodology, beginning on page 22.

a. Impact on Minority Riders (Disparate Impact Analysis)

Table 3 shows survey responses by ticket type for minority and non-minority riders.⁴ Table 4 shows the percentages of minority and non-minority respondents using each ticket type. This table shows that a smaller percentage of riders who use the Weekend Pass are minority compared to riders overall: 12.0 percent of Weekend Pass users are minority compared to 17.2 percent overall.

³ Metra’s 2019 Origin-Destination survey primarily focused on Metra weekday riders and contains insufficient data to evaluate weekend ridership characteristics.

⁴ For a discussion on how “minority” status was determined for this analysis, see Appendix D: Data Sources and Tabulation Methodology.

Table 3: Ticket Type by Minority Status

Ticket Type	Minority	Non-Minority	Sum*	Race Unknown	Total
Monthly	767	3,170	3,937	465	4,402
10-Ride	318	1,700	2,018	221	2,239
One-Way	97	486	583	82	665
RTA Benefit Access Ride Free	7	21	28	5	33
Weekend Pass	50	368	418	44	462
Reduced Monthly	21	128	149	14	163
Reduced 10-Ride	20	303	323	29	352
Reduced One-Way	12	108	120	18	138
ALL KNOWN TICKETS	1,292	6,284	7,576	878	8,454
Other	7	81	88	14	102
Unknown/No Answer	211	916	1,127	725	1,852
All Riders	1,510	7,281	8,791	1,617	10,408

Source: Metra 2017 Fare Study Survey.

*All respondents for whom minority status can be determined.

Table 4: Percentage Minority/Non-Minority by Ticket Type

Ticket Type	Minority	Non-Minority	Sum*
Monthly	19.5%	80.5%	100.0%
10-Ride	15.8%	84.2%	100.0%
One-Way	16.6%	83.4%	100.0%
RTA Benefit Access Ride Free	25.0%	75.0%	100.0%
Weekend Pass	12.0%	88.0%	100.0%
Reduced Monthly	14.1%	85.9%	100.0%
Reduced 10-Ride	6.2%	93.8%	100.0%
Reduced One-Way	10.0%	90.0%	100.0%
ALL KNOWN TICKETS	17.1%	82.9%	100.0%
Other	8.0%	92.0%	100.0%
Unknown/No Answer	18.7%	81.3%	100.0%
All Riders	17.2%	82.8%	100.0%

Source: Metra 2017 Fare Study Survey.

*All respondents for whom minority status can be determined.

The 2017 Metra fare study survey asked riders which weekend days they typically ride Metra when using a Weekend Pass.⁵ Table 5 shows the responses for typical number of weekend days by minority status. Table 6 shows the percentages of minority and non-minority respondents by the number of weekend days they typically use the Weekend Pass. This table shows that a smaller percentage of Weekend Pass users who typically ride one weekend day and a higher percentage of Weekend Pass users who typically ride both weekend days are minority compared to riders overall: 15.3 percent of those riding a single weekend day are minority, 23.3 percent of those riding both weekend days are minority, while 17.2 percent of riders overall are minority.

⁵ Some of these respondents may have reported that they typically use ticket types other than the Weekend Pass but may use the Weekend Pass for weekend travel.

Table 5: Weekend Ridership by Minority Status

Weekend Pass Use	Minority	Non-Minority	Sum*	Race Unknown	Total
One day (Saturday or Sunday)	393	2,168	2,561	193	2,754
Both days (Saturday and Sunday)	291	957	1,248	120	1,368
I don't typically use the Weekend Pass	826	4,156	4,982	424	5,406
SUBTOTAL	1,510	7,281	8,791	737	9,528
No answer	0	0	0	880	880
All Riders	1,510	7,281	8,791	1,617	10,408

Source: Metra 2017 Fare Study Survey.

*All respondents for whom minority status can be determined.

Table 6: Percentage Minority/Non-Minority by Weekend Ridership

Weekend Pass Use	Minority	Non-Minority	Sum*
One day (Saturday or Sunday)	15.3%	84.7%	100.0%
Both days (Saturday and Sunday)	23.3%	76.7%	100.0%
I don't typically use the Weekend Pass	16.6%	83.4%	100.0%
SUBTOTAL	17.2%	82.8%	100.0%
No answer	-	-	-
All Riders	17.2%	82.8%	100.0%

Source: Metra 2017 Fare Study Survey.

*All respondents for whom minority status can be determined.

Table 7 shows the minority percentages of riders who typically use a Weekend Pass, those who typically ride one day per weekend using a Weekend Pass, and those who typically ride both days per weekend using a Weekend Pass. This disparate impact threshold analysis assumes that current riders who typically ride only one day per weekend using the Weekend Pass will likely use the new Saturday/Sunday One-Day Pass due to the lower cost but includes the other ridership groups as they may decide to use the new pass.

The disparate impact analysis compares the minority percentages of each of these ridership groups to the minority percentage of all riders (17.2 percent minority). The minority percentage of likely users of the new pass (Weekend Pass users who typically ride one day per weekend) is 1.8 percent lower than the minority percentage of riders overall (15.3 percent vs. 17.2 percent). The minority percentage of riders who typically use a Weekend Pass is 5.2 percent lower than that of riders overall (12.0 percent vs. 17.2 percent) and the minority percentage of Weekend Pass users who typically ride both days per weekend is 6.1 percent higher than that of riders overall (23.3 percent vs. 17.2 percent).

The differences in minority percentages between each of these ridership groups and riders overall are all below Metra's disparate impact threshold of 20.0 percent. **Therefore, the proposed introduction of the new Saturday/Sunday One-Day Pass would not result in a disparate impact on Metra's minority riders.**

Table 7: Disparate Impact Threshold Analysis

	Ridership Group		
	Use Weekend Pass	Ride One Day per Weekend	Ride Both Days per Weekend
Minority Percent	12.0%	15.3%	23.3%
Minority Percent, All Riders		17.2%	
Disparate Impact Comparison	-5.2%	-1.8%	6.1%
Disparate Impact Threshold		+/-20%	
Disparate Impact?	No	No	No

Source: Metra 2017 Fare Study Survey.

b. Impact on Low-Income Riders (Disproportionate Burden Analysis)

Table 8 shows survey responses by ticket type for low-income and non-low-income riders.⁶ Table 9 shows the percentages of low-income and non-low-income respondents using each ticket type. This table shows that a larger percentage of riders who use the Weekend Pass are low-income compared to riders overall: 7.5 percent of Weekend Pass users are low-income compared to 3.7 percent overall.

Table 8: Ticket Type by Low-Income Status

Ticket Type	Low-Income	Non-Low-Income	Sum†	Income Unknown	Total
Monthly	68	3,637	3,705	697	4,402
10-Ride	53	1,843	1,896	343	2,239
One-Way	49	506	555	110	665
RTA Benefit Access Ride Free	13	14	27	6	33
Weekend Pass	29	358	387	75	462
Reduced Monthly	4	125	129	34	163
Reduced 10-Ride	10	259	269	83	352
Reduced One-Way	8	97	105	33	138
ALL KNOWN TICKETS	234	6,839	7,073	1,381	8,454
Other	6	72	78	24	102
Unknown/No Answer	66	982	1,048	804	1,852
All Riders	306	7,893	8,199	2,209	10,408

Source: Metra 2017 Fare Study Survey.

†All respondents for whom income status can be determined.

Table 9: Percentage Low-Income/Non-Low-Income by Ticket Type

Ticket Type	Low-Income	Non-Low-Income	Sum†
Monthly	1.8%	98.2%	100.0%
10-Ride	2.8%	97.2%	100.0%
One-Way	8.8%	91.2%	100.0%
RTA Benefit Access Ride Free	48.1%	51.9%	100.0%
Weekend Pass	7.5%	92.5%	100.0%
Reduced Monthly	3.1%	96.9%	100.0%
Reduced 10-Ride	3.7%	96.3%	100.0%
Reduced One-Way	7.6%	92.4%	100.0%
ALL KNOWN TICKETS	3.3%	96.7%	100.0%
Other	7.7%	92.3%	100.0%
Unknown/No Answer	6.3%	93.7%	100.0%
All Riders	3.7%	96.3%	100.0%

Source: Metra 2017 Fare Study Survey.

†All respondents for whom income status can be determined.

Table 10 shows the responses for the typical number of weekend days when using a Weekend Pass by low-income status.⁷ Table 11 shows the percentages of low-income and non-low-income respondents by the number of weekend days they typically use the Weekend Pass. This table shows that a smaller percentage of Weekend Pass users who typically ride one weekend day and a higher percentage of Weekend Pass users who typically ride both weekend days are low-income compared to riders overall: 3.4 percent of those riding a single weekend day are low-income, 7.5 percent of those riding both weekend days are low-income, while 3.7 percent of riders overall are low-income.

⁶ For a discussion on how “low-income” status was determined for this analysis, see [Appendix D: Data Sources and Tabulation Methodology](#).

⁷ Some of these respondents may have reported that they typically use ticket types other than the Weekend Pass but may use the Weekend Pass for weekend travel.

Table 10: Weekend Ridership by Low-Income Status

Weekend Pass Use	Low-Income	Non-Low-Income	Sum†	Income Unknown	Total
One day (Saturday or Sunday)	81	2,294	2,375	379	2,754
Both days (Saturday and Sunday)	90	1,106	1,196	172	1,368
I don't typically use the Weekend Pass	135	4,493	4,628	778	5,406
SUBTOTAL	306	7,893	8,199	1,329	9,528
No answer	0	0	0	880	880
All Riders	306	7,893	8,199	2,209	10,408

Source: Metra 2017 Fare Study Survey.

†All respondents for whom income status can be determined.

Table 11: Percentage Low-Income/Non-Low-Income by Weekend Ridership

Weekend Pass Use	Low-Income	Non-Low-Income	Sum†
One day (Saturday or Sunday)	3.4%	96.6%	100.0%
Both days (Saturday and Sunday)	7.5%	92.5%	100.0%
I don't typically use the Weekend Pass	2.9%	97.1%	100.0%
SUBTOTAL	3.7%	96.3%	100.0%
No answer	-	-	-
All Riders	3.7%	96.3%	100.0%

Source: Metra 2017 Fare Study Survey.

†All respondents for whom income status can be determined.

Table 12 shows the low-income percentages of riders who typically use a Weekend Pass, those who typically ride one day per weekend using a Weekend Pass, and those who typically ride both days per weekend using a Weekend Pass. This disproportionate burden threshold analysis assumes that current riders who typically ride only one day per weekend using the Weekend Pass will likely use the new Saturday/Sunday One-Day Pass due to the lower cost but includes the other ridership groups as they may decide to use the new pass.

The disproportionate burden analysis compares the low-income percentages of each of these ridership groups to the low-income percentage of all riders (3.7 percent low-income). The low-income percentage of likely users of the new pass (Weekend Pass users who typically ride one day per weekend) is 0.3 percent lower than the low-income percentage of riders overall (3.4 percent vs. 3.7 percent). The low-income percentage of riders who typically use a Weekend Pass is 3.8 percent higher than that of riders overall (7.5 percent vs. 3.7 percent) and the low-income percentage of Weekend Pass users who typically ride both days per weekend is 3.8 percent higher than that of riders overall (7.5 percent vs. 3.7 percent).

The differences in minority percentages between each of these ridership groups and riders overall are all below Metra's disproportionate burden threshold of 10.0 percent. **Therefore, the proposed introduction of the new Saturday/Sunday One-Day Pass would not result in a disproportionate burden on Metra's low-income riders.**

Table 12: Disproportionate Burden Threshold Analysis

	Ridership Group		
	Use Weekend Pass	Ride One Day per Weekend	Ride Both Days per Weekend
Low-Income Percent	7.5%	3.4%	7.5%
Low-Income Percent, All Riders		3.7%	
Disproportionate Burden Comparison	3.8%	-0.3%	3.8%
Disproportionate Burden Threshold		+/-10%	
Disproportionate Burden?	No	No	No

Source: Metra 2017 Fare Study Survey.

5. Public Outreach Efforts

a. Public Outreach Summary

At the October 2020 Metra Board of Directors meeting, Metra staff presented an overview of the proposed Metra 2021 Program and Budget, which includes introduction of the new Weekend One-Day Pass. Documentation of this meeting, including a video recording of the entire meeting (except the closed session) is available on Metra's public website.

As announced in a press release, the Metra 2021 Proposed Program and Budget Book, which includes the proposed 2021 fare change, was released for public comment on October 6, 2020. In accordance with state guidelines for public meetings under the COVID-19 pandemic, Metra will hold a virtual public hearing on Thursday, November 5, 2020 from 4 p.m. to 7 p.m. to present and collect public feedback on the proposed 2021 Program and Budget. Metra staff will also solicit feedback via other means (conventional mail, email, fax, etc.). The virtual meeting will be available to the public within Cook, DuPage, Kane, Lake, McHenry and Will counties through the online Webex application.

In addition to posting the Metra 2021 Proposed Program and Budget Book to the Metra public website, Metra staff will distribute the proposed budget document by mail to 200 communities, all state and federal legislators, County Boards, City of Chicago Aldermen, and various Mayors and Managers' Councils and Government Leagues across the Metra service area.

After considering any public comment, the Board of Directors is scheduled to vote on a resolution to approve the final Metra 2021 Program and Budget, including the proposed fare change for 2021, at their regularly scheduled meeting on November 13, 2020.

b. Media Outreach

Metra also provided an overview of the proposed Metra 2021 Proposed Program and Budget in a press release that was distributed to most print, television and radio media outlets in Metra's six-county service area. The press release included a summary of Metra's operating and capital funding needs for 2021 and an overview of the proposed fare increase. The press release also lists the time and log-in information for the virtual public hearing on the proposed 2021 budget, as well as contact information for members of the public to provide comments on the proposed budget directly to Metra.

c. Public Comments

Metra staff will record oral testimony submitted by members of the public at the virtual public hearing for the Metra Proposed 2021 Program and Budget on November 5, 2020. Staff will also collect public comments on the proposed program and budget submitted through other means (U.S. Mail, email, fax, etc.). A summary of all comments submitted on the preliminary budget document and the proposed 2021 fare change will be provided under separate cover to the Metra CEO/Executive Director to forward on the Board of Directors. The public comment summary is shown in Appendix C: Synopsis of Testimony and Comments on Preliminary Metra 2021 Program and Budget.

6. Conclusion: Equity Impact on Minority and Low-Income Riders

- Introduction of the new Saturday/Sunday One-Day Pass would not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes (see Table 7 on page 7).
- Introduction of the new Saturday/Sunday One-Day Pass would not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes (see Table 12 on page 9).
- **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of introduction of the proposed new fare product, scheduled to go into effect on February 1, 2021. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Appendix A: Fare Tables

Table 13: Adult Fares

Zone	Ticket	A	B	C	D	E	F	G	H	I	J
A	Monthly	100.00									
	Ten-Ride	38.00									
	Round Trip Plus	8.00									
	One-Way	4.00									
B	Monthly	106.25	100.00				Weekend: \$10.00				
	Ten-Ride	40.50	38.00				Saturday/Sunday Day Pass: \$7.00				
	Round Trip Plus	8.50	8.00				On-Board Surcharge: \$5.00				
	One-Way	4.25	4.00								
C	Monthly	137.50	106.25	100.00							
	Ten-Ride	52.25	40.50	38.00							
	Round Trip Plus	11.00	8.50	8.00							
	One-Way	5.50	4.25	4.00							
D	Monthly	156.25	137.50	106.25	100.00						
	Ten-Ride	59.50	52.25	40.50	38.00						
	Round Trip Plus	12.50	11.00	8.50	8.00						
	One-Way	6.25	5.50	4.25	4.00						
E	Monthly	168.75	156.25	137.50	106.25	100.00					
	Ten-Ride	64.25	59.50	52.25	40.50	38.00					
	Round Trip Plus	13.50	12.50	11.00	8.50	8.00					
	One-Way	6.75	6.25	5.50	4.25	4.00					
F	Monthly	181.25	168.75	156.25	137.50	106.25	100.00				
	Ten-Ride	69.00	64.25	59.50	52.25	40.50	38.00				
	Round Trip Plus	14.50	13.50	12.50	11.00	8.50	8.00				
	One-Way	7.25	6.75	6.25	5.50	4.25	4.00				
G	Monthly	193.75	181.25	168.75	156.25	137.50	106.25	100.00			
	Ten-Ride	73.75	69.00	64.25	59.50	52.25	40.50	38.00			
	Round Trip Plus	15.50	14.50	13.50	12.50	11.00	8.50	8.00			
	One-Way	7.75	7.25	6.75	6.25	5.50	4.25	4.00			
H	Monthly	206.25	193.75	181.25	168.75	156.25	137.50	106.25	100.00		
	Ten-Ride	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00		
	Round Trip Plus	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00		
	One-Way	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00		
I	Monthly	225.00	206.25	193.75	181.25	168.75	156.25	137.50	106.25	100.00	
	Ten-Ride	85.50	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00	
	Round Trip Plus	18.00	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00	
	One-Way	9.00	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00	
J	Monthly	237.50	225.00	206.25	193.75	181.25	168.75	156.25	137.50	106.25	100.00
	Ten-Ride	90.25	85.50	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00
	Round Trip Plus	19.00	18.00	16.50	15.50	14.50	13.50	12.50	11.00	8.50	8.00
	One-Way	9.50	9.00	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00

Table 14: Reduced (Special-User) Fares

Zone	Ticket	A	B	C	D	E	F	G	H	I	J
A	Monthly	70.00									
	Ten-Ride	19.00									
	Round Trip Plus	4.00									
	One-Way	2.00									
B	Monthly	70.00	70.00								
	Ten-Ride	19.00	19.00								
	Round Trip Plus	4.00	4.00								
	One-Way	2.00	2.00								
C	Monthly	96.25	70.00	70.00							
	Ten-Ride	26.25	19.00	19.00							
	Round Trip Plus	5.50	4.00	4.00							
	One-Way	2.75	2.00	2.00							
D	Monthly	105.00	96.25	70.00	70.00						
	Ten-Ride	28.50	26.25	19.00	19.00						
	Round Trip Plus	6.00	5.50	4.00	4.00						
	One-Way	3.00	2.75	2.00	2.00						
E	Monthly	113.75	105.00	96.25	70.00	70.00					
	Ten-Ride	31.00	28.50	26.25	19.00	19.00					
	Round Trip Plus	6.50	6.00	5.50	4.00	4.00					
	One-Way	3.25	3.00	2.75	2.00	2.00					
F	Monthly	122.50	113.75	105.00	96.25	70.00	70.00				
	Ten-Ride	33.25	31.00	28.50	26.25	19.00	19.00				
	Round Trip Plus	7.00	6.50	6.00	5.50	4.00	4.00				
	One-Way	3.50	3.25	3.00	2.75	2.00	2.00				
G	Monthly	131.25	122.50	113.75	105.00	96.25	70.00	70.00			
	Ten-Ride	35.75	33.25	31.00	28.50	26.25	19.00	19.00			
	Round Trip Plus	7.50	7.00	6.50	6.00	5.50	4.00	4.00			
	One-Way	3.75	3.50	3.25	3.00	2.75	2.00	2.00			
H	Monthly	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00		
	Ten-Ride	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00		
	Round Trip Plus	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00		
	One-Way	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00		
I	Monthly	157.50	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00	
	Ten-Ride	42.75	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00	
	Round Trip Plus	9.00	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00	
	One-Way	4.50	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00	
J	Monthly	166.25	157.50	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00
	Ten-Ride	45.25	42.75	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00
	Round Trip Plus	9.50	9.00	8.00	7.50	7.00	6.50	6.00	5.50	4.00	4.00
	One-Way	4.75	4.50	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00

Appendix B: Ordinance for Approval of 2021 Metra Program & Budget

Commuter Rail Board Ordinance No. MET 20-14

2021 OPERATING AND CAPITAL PROGRAM AND BUDGET (JANUARY 1, 2021 TO DECEMBER 31, 2021),
THE 2022-2023 FINANCIAL PLAN, AND THE 2021-2025 CAPITAL PROGRAM

RECITALS

- A. This 2021 Operating and Capital Program and Budget (January 1, 2021 to December 31, 2021), the 2022-2023 Financial Plan, and the 2021-2025 Capital Program are based upon Regional Transportation Authority ("Authority") estimates of funds made available to the Board of Directors of the Commuter Rail Division of the Regional Transportation Authority ("Commuter Rail Board") and conform in all respects to the program and budget requirements of the Regional Transportation Authority Act (70 ILCS 3615, et seq.) ("RTA Act").
- B. The Commuter Rail Board has virtually conducted at least one public hearing which was made available to the public within each county in the metropolitan region in which Metra provides service;
- C. The Commuter Rail Board has held or virtually conducted at least one meeting for consideration of the program and budget with the county board of each of the several counties in the metropolitan region;
- D. Metra, as a recipient of federal funds, is required to comply with the Federal Transit Administration Circular 4702.1B ("Title VI"), effective October 1, 2012, which is an updated guidance for federal recipients' compliance with Title VI of the Civil Rights Act of 1964. Under Title VI, Metra is required to conduct a fare equity analysis for any proposed fare or major service changes to ensure such changes do not result in disparate impacts on the basis of race, color, or national origin. Additionally, Metra must determine whether low-income populations will bear a disproportionate burden of the changes to fares or service;
- E. The Federal Transit Administration has determined that temporary service and fare changes enacted in response to the COVID-19 pandemic are exempt from equity analysis requirements unless such changes are made permanent;
- F. Metra considers the current fare structure, including the proposed new weekend single-day pass, to be permanent and has, therefore, conducted an equity analysis of the proposed fare changes;
- G. Metra is currently providing a level of service that is temporarily adjusted for the COVID-19 pandemic; Metra will adjust future service levels in response to changes in ridership demand and will defer service change equity analysis until ridership demand has stabilized and the Federal Transit Administration provides updated guidance on COVID-19 equity analysis exemptions; and
- H. Based upon the discussion in its October 6, 2020 Board Meeting, public comment, and Title VI equity analysis, Metra believes a fare change with the introduction of new weekend single-day passes is necessary as specified and set forth in the published 2021 budget book.

NOW, THEREFORE, BE IT ORDAINED THAT:

- 1. The Commuter Rail Board, having considered the fare equity analysis under Title VI, has found that the proposed Metra fare changes would not result in a disparate impact on the basis of race, color, or

national origin; nor will low-income populations bear a disproportionate burden of the changes. Accordingly, the Commuter Rail Board hereby approves the fare equity analysis, as well as the fare changes set forth.

2. The Commuter Rail Board hereby authorizes the Chief Executive Officer/Executive Director of the Commuter Rail Division of the Regional Transportation Authority to establish validity dates and expiration policies for all Metra ticket products.
3. The Commuter Rail Board has reviewed and approves the fare policy.
4. Furthermore, a major service change equity analysis under Title VI is not required at this time because the Federal Transit Administration considers temporary emergency service changes made in response to the COVID-19 pandemic to be exempt from Title VI equity analysis requirements.
5. The Commuter Rail Board hereby approves the 2021 Operating and Capital Program and Budget (January 1, 2021 to December 31, 2021), the 2022-2023 Financial Plan, and the 2021-2025 Capital Program, copies of which are attached hereto and made a part hereof, and further authorizes their transmittal to the Board of Directors of the Authority in full compliance with Section 4.11 of the RTA Act.
6. The Chief Executive Officer/Executive Director of the Commuter Rail Division of the Regional Transportation Authority ("Commuter Rail Division") is hereby authorized and directed to take such action, as he deems necessary or appropriate to implement, administer, and enforce this Ordinance.
7. Section 5 of this Ordinance shall constitute the Annual Program of the Commuter Rail Division for services to be provided, operations to be continued or begun, and capital projects to be continued or begun during the fiscal year beginning January 1, 2021 and ending December 31, 2021. Authorization is hereby given for: 1) the programs and projects herein named, and 2) for the implementation and actions toward their implementation, during said fiscal year.
8. Sections 7 through 9 of this Ordinance shall constitute the Annual Budget for operations of the services ("Operations") provided by the Commuter Rail Division other than for capital projects and technical studies as provided in Sections 10 through 12 of this Ordinance for the fiscal year beginning January 1, 2021 and ending December 31, 2021. Sections 10 through 12 of this Ordinance shall constitute the Annual Budget for capital project and technical study expenditures incurred during the fiscal year beginning January 1, 2021 and ending December 31, 2021. Funds available from all sources during 2020 not identified herein for use in the operating or capital budget are to be used for potential funding shortfalls and working cash.
9. The estimated Commuter Rail Division Operating Funds expected to be available from all sources during 2021 are (in 000's):

Total Operating Revenues (excluding Capital Fare box Revenues)	\$157,490
CARES Act Funds	206,194
Metra 2021 Sales Tax 1	256,105
Metra 2021 Sales Tax 2 & PTF 2	77,711
<u>RTA Joint Self Insurance Fund</u>	<u>2,500</u>
Total Sources of Operating Funds	<u>\$700,000</u>

10. The following named sums, or so much as may be necessary, are hereby appropriated for the specified use (in 000's):

Operating Commuter Rail Division Services and Support	<u>\$700,000</u>
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11. The following are 2021 estimates of the revenues and expenses for the Commuter Rail Division (in 000's):

Operating Revenues	\$157,490
<u>Operating Expenses</u>	<u>700,000</u>
Total Funded Deficit	<u>\$542,510</u>

12. The following named sum, or so much thereof as may be necessary, respectively, for capital projects and technical studies which remain unexpended as of December 31, 2020, is hereby re-appropriated to meet all obligations of the Commuter Rail Division incurred during the fiscal year beginning January 1, 2021 and ending December 31, 2021 (in 000's):

Total	<u>\$1,447,693</u>
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13. The estimated Commuter Rail Division Capital Funds expected to be available from all sources to finance the 2021 Capital Program are (in 000's):

Federal Transit Administration	\$189,467
RTA Innovation, Coordination & Enhancement	4,158
State of Illinois Bonds	119,141
State of Illinois PAYGO Funds	73,775
CMAQ	<u>306</u>
Total Sources of 2021 Capital Funds	<u>\$386,847</u>

14. The following named sum, or so much thereof as may be necessary, respectively, for technical studies and capital projects, are hereby appropriated to meet all obligations of the Commuter Rail Division incurred during the fiscal year beginning January 1, 2021 and ending December 31, 2021 (in 000's):

Rolling Stock	\$141,144
Track & Structure	48,126
Signal, Electrical & Communications	75,882
Support Facilities & Equipment	56,457
Stations & Parking	47,306
<u>Support Activities</u>	<u>17,932</u>
Total Uses of 2021 Capital Funds	<u>\$386,847</u>

Appendix C: Synopsis of Testimony and Comments on Preliminary Metra 2021 Program and Budget

DATE: November 9, 2020

TO: Jim Derwinski
CEO/Executive Director

FROM: Janice R. Thomas, Chief of Staff
Office of Government and Community Relations

SUBJECT: FY2021 Budget Public Comment Summary

Official comments are compiled from voicemails left in the budget comment mailbox account, fax, 2021budgetcomments@metrarr.com, Public Hearing testimony, and letters submitted via U.S. Postal Service. The summaries of those comments are provided in this report. Full versions of the comments are available upon request.

Budget Comment Voicemail: 00
Emails: 24
Public Hearing Testimony: 06
U.S. Postal Service: 00
Fax: 00

TOTAL: 30

Comments submitted to 2021budgetcomments@metrarr.com:

- 1. Robert Kamen, rob.kamen@gmail.com**
Gallery cars should not be included in the budget. The design is outdated. Instead the money should be invested in securing the service and keeping service to all lines.
- 2. Hayden Harris, hayden.harris@outlook.com**
Do not cut any additional service. Reconsider the purchase of gallery cars.
- 3. Elliott Lewis, eelewis7@gmail.com**
Reconsider the design and purchase of gallery cars. Ideally all service would become electric. Kudos for a well-managed budget through the pandemic.

4. Katie McMillen, kmcmill2@gmail.com

UPN commuter urges Metra to consider alternative car designs. Commuter often bring their bike on the train and the current gallery design is cumbersome for those with bikes, strollers, wheelchairs, etc.

5. Dave Sorrell, d.sorrell@berkeley.edu

Former UPNW commuter, moved to CA five years ago. Metra should focus on growing ridership during off-peak hours. Car design should include multi-door entry points.

6. Paul Kaufmann, pkaufmann_der@yahoo.com

\$10 weekend pass should be available via all ticket sales, not exclusive to the Ventra app.

7. Peter VandeMotte, pvand6966485@gmail.com

UP North Line commuter, suggests Metra should accept state IDs to qualify for reduced fare. Hopes Metra will reach an agreement with the UP. Commuter enjoys being able to bring their bike on the train during rush hour.

8. John Paul Jones with Sustainable Englewood Initiatives, sustainableenglewood@gmail.com

1) Expand the list of ETOD Task Force participants to include Englewood and Far South side Redline Extension Advocates. These communities, despite the high level disrespect, carried the ball for Chicago regarding Transit access and infrastructure. Currently, these communities are not represented.

2) Add the 95th Street Redline Station Design to the Front cover page of the report to formally recognize its presence. This will help city planners remember the 95th station.

3) Include METRA to your ETOD Intergovernmental Task Group. METRA can add significant value to the work for they have a ready crew, that's eager to participate. In addition, the Mayor appoints members to its Board and can leverage grants beyond City hall and CTA.

4) Include a rendering of the Redline Extension Project along with a brief update on its Environmental Impact Study.

5) Include in the report a list of possible funding sources to advance ETOD in Chicago communities. Largely, local and Federal programs. This includes a Linked Development Agreement with the Southwest and Far South region, deriving from both the 78 Project Site and the North Branch district. No doubt about it, these two districts abused their political power and took captive the Southside.

6) Support an attached ordinance calling for an annual report of ETOD before the Chicago Plan Commission (CPC). Whenever possible, the CPC must support and advance ETOD.

7) Support local efforts to repurpose ETOD potentials for both the 63rd Racine and 55th Greenline Historic Stations.

9. Joshua Telser, jtelser@yahoo.com

MED and MWD commuter commends Metra for the outstanding work its done through the pandemic. Please retain the \$10 weekend pass option for overnight commuters.

10. D'Angelo Hartley, dhartley1002@gmail.com

Suggests using a rail manufacturer company called "Bombardier", specifically the "Bombardier Bi-Level". This car is a double decker car that can hold between 136 to 162 passengers in each car. These cars have 4 doors, two on each side.

11. J W, jillmwoodman@gmail.com

Metra should consider another railcar design and should not use the gallery car style for future use. Cars should be more easily accessible.

12. Roland Solinski, rsolinsk@gmail.com

Commuter agrees that railcars should be replaced, however, Metra should consider an alternative design other than the railcar.

13. Dan Rodgers, djrodgers27@gmail.com

BNSF commuter commends Metra for its continued efforts in regards to COVID. Although new railcars are needed, a new style should be considered.

14. Jacob Peters, jacob.e.peters@gmail.com

Metra should reconsider it's marketing to target three separate groups; rush hour commuters, short distance commuters, long distance commuters. Fares should be adjusted to reflect these groups. In particular, fares should be more comparable with the CTA. Metra frequency should be increased. Metra should be extended to Racine, Milwaukee, and DeKalb. Rolling stock should be reflective of the various lines. Lines which cater to shorter trips should have lighter cars without bathrooms. Longer trips benefit from the traditional gallery style.

15. John Becker, jbecker@gmail.com

Consideration should be given to a new style of car which is lighter and more fuel efficient. Trips should be made shorter and more frequent.

16. Jacob McCarthy, jmmccarthy2002@gmail.com

Do not purchase additional gallery cars. Consider a new style of car.

17. Mike Smith, sb5634@yahoo.com

Do not purchase additional gallery cars. Consider a new style of car.

18. Kurtis Pozsgay, kpozsgay@gmail.com

Do not purchase gallery cars. Do not cut service further in order to pay for new car purchase.

19. Colin McCarthy, cwmccarthy@gmail.com

Do not cut service any further. Consider a new style of car.

20. Kevin Schwarzwald, kevin.schwarzwald@gmail.com

Service levels and fares are important when commuters are considering returning to Metra. Do not reduce service any further. Ticket collection should be modernized to reduce staffing on trains. Consider a different style of car out of the gallery style.

21. David Fullarton, david.r.fullarton@gmail.com

Gallery style cars should not be considered for purchase. Project PE 5541 (Stoney Creek Bridge on the SWS) is listed as a replacement project. Can this be deferred to save funds?

22. Betty Dupar, duparbetty@yahoo.com – South Suburban Mass Transit District

Metra has done an excellent job in combating that COVID pandemic. Metra commended for participating in the 3-year pilot program with Cook County, PACE, and CTA.

23. Nick Carney, nick.d.carney@gmail.com

Do not move forward with the purchase of new gallery cars. Rather than allocate \$61.6 million to purchase the new gallery cars, allocate these funds to fill the \$70 million operating budget gap, thus avoiding most or all of the need to cut service.

24. David Zegeye, dzegeye@uchicago.edu

Commends and thanks the agency for moving forward with South Cook Fair Transit, which will reduce fares on the Metra Electric and Rock Island District. With the project \$70 million deficit for the 2021 budget, commuter is concerned that service cuts will be made to fill the budget gap. \$61.6 million planned for more gallery cars should instead be used to cover the budget deficit. Gallery car design should be reconsidered.

Comment Summary Received at Virtual Public Hearing:

1. Charles Paidock (Citizens taking Action for Transit)

Insufficient notification time of the virtual hearing. Board member should have been present because individual believes comments will not be presented to the Board. 2021 should focus on restoring ridership. FY2020 and FY2021 budget document are not compared. Individual does not see a decrease in sales tax after examining the document. Metra received funds from the federal government which should cover the loss of ridership. Metra may even have more revenue this year than in year's past. Individual would like to see data on the demographics of ridership.

2. Garland Armstrong

Data should be provided outlining demographics of the ADA community. All stations need to have flashing signals to avoid accidents. At Elmhurst Station, proper signage is needed to direct commuters to the proper platform.

3. Heather Armstrong

Fair tax was not passed in Illinois. Illinois governor should not cut ADA services.

4. Jamel Powell

Hopefully the budget deficit will be funded by the federal government. Does the agency have any contingency plans to protect the ADA community in light of the fair tax outcome? More express trains are needed on the MED.

5. Kevin

Inquired about the new car procurement status.

6. Keith Kalinkowski (FAP screen name)

Inquired about the new car procurement status.

Appendix D: Data Sources and Tabulation Methodology

a. Metra Rider Characteristics: Rider Survey Data

As required under Federal Transit Administration (FTA) Title VI guidance, Metra conducts periodic rider surveys to collect information on ticket use, travel patterns and demographic data, including information that allows Metra to determine minority and low-income status of survey respondents. As part of a fare structure study Metra initiated in 2016, Metra, along with Four Nines Technologies, conducted an online survey in March 2017 to obtain public feedback from riders and non-riders on the Metra fare structure and potential changes to the fare structure and fare products.

The Metra 2017 Fare Study Survey questionnaire included questions on race/ethnic background to determine minority status of respondents and questions on household income and number of occupants to determine low-income status. The survey questionnaire also included questions on typical ticket type used on Metra. Additionally, the survey asked respondents to report the number of weekend days they typically ride to gauge interest in a possible new single-day weekend pass.

Although Metra conducted an origin-destination survey in 2019 that also included questions on race, household size and income, and ticket type used, data from this survey could not be used for this fare change equity analysis because it primarily focused on Metra weekday riders and contains insufficient data to evaluate weekend ridership characteristics and Weekend Pass use.

Table 15 shows survey responses by race/ethnic background and grouped by minority status. For this analysis, “minority” refers to all survey respondents who selected at least one answer other than “White/Caucasian” in response to the question on primary ethnic background. Of the survey respondents that provided an answer on ethnic background, about 17 percent are minority and 83 percent are non-minority.

Table 15: Survey Responses by Race

Race/Ethnic Background	Number	Percent of All Races Known*	Percent of Total
White/Caucasian Alone (Non-Minority)	7,281	82.8%	70.0%
Black/African-American	457	5.2%	4.4%
Asian/Pacific Islander	473	5.4%	4.5%
Hispanic/Latino	345	3.9%	3.3%
Other Race	34	0.4%	0.3%
Two or More Races	201	2.3%	1.9%
Minority	1,510	17.2%	14.5%
All Races Known*	8,791	100.0%	84.5%
Race Unknown	1,617		15.5%
Total	10,408		100.0%

Source: Metra 2017 Fare Study Survey.

**All respondents for whom minority status can be determined.*

Table 16 shows the numbers of survey responses by household size and low-income status by household income range. To determine low-income status, survey responses are grouped by reported household size and income range, which were then compared to the 2017 Health and Human Services (HHS) Poverty Guidelines, as shown in Table 18. All respondents in each household size/income range group that include at least some respondents that could be classified as being in poverty based on the HHS Poverty Guidelines are designated as low-income. Low-Income status cannot be determined for approximately 21% of all survey respondents because responses for either household income or number of household residents were omitted.

Table 17 shows the percentages of survey responses by household size and low-income status for each reported household income band. For all responses reporting both household size and income, 3.7 percent are considered to be low-income, and 96.3 percent are non-low-income.

Table 16: Household Size and Low-Income Status by Household Income

Household Income	Household Size										Low-Income	Non-Low-Income	All Known HH Size	HH Size Unknown	Total
	1	2	3	4	5	6	7	8	9	10+					
Less than \$15,000	63	38	24	30	5	2	2	1	1	4	170	0	170	0	170
\$15,000 - \$24,999	68	34	30	16	4	9	3	2	1	0	99	68	167	0	167
\$25,000 - \$39,999	113	96	50	49	12	9	7	1	1	2	32	308	340	3	343
\$40,000 - \$59,999	258	226	95	84	29	19	3	1	2	2	5	714	719	4	723
\$60,000 - \$74,999	232	301	131	121	40	14	5	2	1	1	0	848	848	3	851
\$75,000 - \$99,999	251	518	223	201	70	16	11	5	0	3	0	1,298	1,298	3	1,301
\$100,000 - \$124,999	157	513	277	310	85	17	3	4	0	2	0	1,368	1,368	3	1,371
\$125,000 - \$149,999	42	355	187	249	74	13	10	1	1	0	0	932	932	3	935
\$150,000 - \$199,999	44	399	233	327	107	22	4	2	0	1	0	1,139	1,139	0	1,139
\$200,000 and above	23	360	224	441	124	27	11	3	1	4	0	1,218	1,218	1	1,219
All Incomes Known	1,251	2,840	1,474	1,828	550	148	59	22	8	19	306	7,893	8,199	20	8,219
Income Unknown	124	371	160	170	34	7	2	2	1	1	n/a	n/a	872	1,317	2,189
Total	1,375	3,211	1,634	1,998	584	155	61	24	9	20	n/a	n/a	9,071	1,337	10,408

Source: Metra 2017 Fare Study Survey.

Table 17: Percent Household Size and Low-Income Status by Household Income

Household Income	Household Size										Low-Income	Non-Low-Income	All Known HH Size
	1	2	3	4	5	6	7	8	9	10+			
Less than \$15,000	37.1%	22.4%	14.1%	17.6%	2.9%	1.2%	1.2%	0.6%	0.6%	2.4%	100.0%	0.0%	100.0%
\$15,000 - \$24,999	40.7%	20.4%	18.0%	9.6%	2.4%	5.4%	1.8%	1.2%	0.6%	0.0%	59.3%	40.7%	100.0%
\$25,000 - \$39,999	33.2%	28.2%	14.7%	14.4%	3.5%	2.6%	2.1%	0.3%	0.3%	0.6%	9.4%	90.6%	100.0%
\$40,000 - \$59,999	35.9%	31.4%	13.2%	11.7%	4.0%	2.6%	0.4%	0.1%	0.3%	0.3%	0.7%	99.3%	100.0%
\$60,000 - \$74,999	27.4%	35.5%	15.4%	14.3%	4.7%	1.7%	0.6%	0.2%	0.1%	0.1%	0.0%	100.0%	100.0%
\$75,000 - \$99,999	19.3%	39.9%	17.2%	15.5%	5.4%	1.2%	0.8%	0.4%	0.0%	0.2%	0.0%	100.0%	100.0%
\$100,000 - \$124,999	11.5%	37.5%	20.2%	22.7%	6.2%	1.2%	0.2%	0.3%	0.0%	0.1%	0.0%	100.0%	100.0%
\$125,000 - \$149,999	4.5%	38.1%	20.1%	26.7%	7.9%	1.4%	1.1%	0.1%	0.1%	0.0%	0.0%	100.0%	100.0%
\$150,000 - \$199,999	3.9%	35.0%	20.5%	28.7%	9.4%	1.9%	0.4%	0.2%	0.0%	0.1%	0.0%	100.0%	100.0%
\$200,000 and above	1.9%	29.6%	18.4%	36.2%	10.2%	2.2%	0.9%	0.2%	0.1%	0.3%	0.0%	100.0%	100.0%
All Known Income	15.3%	34.6%	18.0%	22.3%	6.7%	1.8%	0.7%	0.3%	0.1%	0.2%	3.7%	96.3%	100.0%
Income Unknown	14.2%	42.5%	18.3%	19.5%	3.9%	0.8%	0.2%	0.2%	0.1%	0.1%	n/a	n/a	100.0%
Total	15.2%	35.4%	18.0%	22.0%	6.4%	1.7%	0.7%	0.3%	0.1%	0.2%	n/a	n/a	100.0%

Source: Metra 2017 Fare Study Survey.

Table 18: 2017 Poverty Guidelines for the 48 Contiguous States and the District of Columbia

Persons in family/household	Poverty guideline
1	\$12,060
2	\$16,240
3	\$20,420
4	\$24,600
5	\$28,780
6	\$32,960
7	\$37,140
8	\$41,320
For families/households with more than 8 persons, add \$4,180 for each additional person.	

Source: U.S. Department of Health & Human Services

b. Calculation of Equity Impacts

The proposed fare change will result in one new fare type, with no changes to existing fares. Because this proposed fare change is the introduction of new ticket type (i.e., a change in fare media only), and not a change in fares for multiple ticket types, the appropriate disparate impact analysis is a comparison of the percentage minority population of riders likely to use the new fare medium compared to the overall percentage minority population. Similarly, the appropriate disproportionate burden analysis is a comparison of the percentage low-income population of riders likely to use the new fare medium compared to the overall percentage low-income population.

Table 19 shows ticket type by reported race and minority status and Table 20 shows the percentage by race and minority status for each ticket type. Table 20 also includes a comparison of the reported minority percentage using each ticket type to the minority percentage of all riders. By this comparison, Reduced 10-Ride Ticket users have the greatest difference in percentage minority ridership compared to overall ridership: 6.2 percent of Reduced 10-Ride users are minority compared to 17.2 percent overall, or a difference of 11.0 percent.

Table 19: Ticket Type by Race and Minority Status

Ticket Type	Asian	Black	Hispanic	Other	Multi	Minority	Non-Minority (White Alone)	Sum*	Race Unknown	Total
Monthly	263	225	169	23	87	767	3,170	3,937	465	4,402
10-Ride	115	82	68	6	47	318	1,700	2,018	221	2,239
One-Way	19	31	27	0	20	97	486	583	82	665
RTA Benefit Access Ride Free	0	5	2	0	0	7	21	28	5	33
Weekend Pass	9	13	19	0	9	50	368	418	44	462
Reduced Monthly	6	9	4	0	2	21	128	149	14	163
Reduced 10-Ride	6	9	1	1	3	20	303	323	29	352
Reduced One-Way	0	8	1	1	2	12	108	120	18	138
ALL KNOWN TICKETS	418	382	291	31	170	1,292	6,284	7,576	878	8,454
Other	1	2	2	0	2	7	81	88	14	102
Unknown/No Answer	54	73	52	3	29	211	916	1,127	725	1,852
All Riders	473	457	345	34	201	1,510	7,281	8,791	1,617	10,408

Source: Metra 2017 Fare Study Survey.

*All respondents for whom minority status can be determined.

Table 20: Ticket Type by Race and Minority Status, Percent by Ticket Type

Ticket Type	Asian	Black	Hispanic	Other	Multi	Minority	Non-Minority (White Alone)	Sum*	Minority, Difference from All Riders
Monthly	6.7%	5.7%	4.3%	0.6%	2.2%	19.5%	80.5%	100.0%	2.3%
10-Ride	5.7%	4.1%	3.4%	0.3%	2.3%	15.8%	84.2%	100.0%	-1.4%
One-Way	3.3%	5.3%	4.6%	0.0%	3.4%	16.6%	83.4%	100.0%	-0.5%
RTA Benefit Access Ride Free	0.0%	17.9%	7.1%	0.0%	0.0%	25.0%	75.0%	100.0%	7.8%
Weekend Pass	2.2%	3.1%	4.5%	0.0%	2.2%	12.0%	88.0%	100.0%	-5.2%
Reduced Monthly	4.0%	6.0%	2.7%	0.0%	1.3%	14.1%	85.9%	100.0%	-3.1%
Reduced 10-Ride	1.9%	2.8%	0.3%	0.3%	0.9%	6.2%	93.8%	100.0%	-11.0%
Reduced One-Way	0.0%	6.7%	0.8%	0.8%	1.7%	10.0%	90.0%	100.0%	-7.2%
ALL KNOWN TICKETS	5.5%	5.0%	3.8%	0.4%	2.2%	17.1%	82.9%	100.0%	-0.1%
Other	1.1%	2.3%	2.3%	0.0%	2.3%	8.0%	92.0%	100.0%	-9.2%
Unknown/No Answer	4.8%	6.5%	4.6%	0.3%	2.6%	18.7%	81.3%	100.0%	1.5%
All Riders	5.4%	5.2%	3.9%	0.4%	2.3%	17.2%	82.8%	100.0%	-

Source: Metra 2017 Fare Study Survey.

*All respondents for whom minority status can be determined.

The Metra 2017 Fare Structure Survey questionnaire included a question that asked Weekend Pass users if they ride both days of a typical weekend or just a single day (Saturday or Sunday). Table 21 shows typical Weekend Pass use by reported race and minority status and Table 22 shows the percentage by race and minority status for Weekend Pass use. Table 22 also includes a comparison of the reported minority percentage for Weekend Pass use to the minority percentage of all riders. By this comparison, Weekend Pass users riding both days have the greatest difference in percentage minority ridership compared to overall ridership: 23.3 percent of these riders are minority compared to 17.2 percent overall, or a difference of 6.1 percent.

Table 21: Weekend Ticket Use by Race and Minority Status

Weekend Ticket Use	Asian	Black	Hispanic	Other	Multi	Minority	Non-Minority (White Alone)	Sum*	Race Unknown	Total
One day (Saturday or Sunday)	136	96	94	9	58	393	2,168	2,561	193	2,754
Both days (Saturday and Sunday)	84	97	69	3	38	291	957	1,248	120	1,368
I don't typically use the Weekend Pass	253	264	182	22	105	826	4,156	4,982	424	5,406
SUBTOTAL	473	457	345	34	201	1,510	7,281	8,791	737	9,528
No answer	0	0	0	0	0	0	0	0	880	880
All Riders	473	457	345	34	201	1,510	7,281	8,791	1,617	10,408

Source: Metra 2017 Fare Study Survey.

*All respondents for whom minority status can be determined.

Table 22: Weekend Ticket Use by Race and Minority Status, Percent by Weekend Ticket Use

Weekend Ticket Use	Asian	Black	Hispanic	Other	Multi	Minority	Non-Minority (White Alone)	Sum*	Minority, Difference from All Riders
One day (Saturday or Sunday)	5.3%	3.7%	3.7%	0.4%	2.3%	15.3%	84.7%	100.0%	-1.8%
Both days (Saturday and Sunday)	6.7%	7.8%	5.5%	0.2%	3.0%	23.3%	76.7%	100.0%	6.1%
I don't typically use the Weekend Pass	5.1%	5.3%	3.7%	0.4%	2.1%	16.6%	83.4%	100.0%	-0.6%
SUBTOTAL	5.4%	5.2%	3.9%	0.4%	2.3%	17.2%	82.8%	100.0%	0.0%
No answer	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-17.2%
All Riders	5.4%	5.2%	3.9%	0.4%	2.3%	17.2%	82.8%	100.0%	-

Source: Metra 2017 Fare Study Survey.

*All respondents for whom minority status can be determined.

Table 23 shows ticket type by low-income status (based on reported household size and income as noted above) and Table 24 shows the percentage by low-income status for each ticket type. Table 24 also includes a comparison of low-income percentage using each ticket type to the low-income percentage of all riders. By this comparison, RTA Benefit Access Ride Free users have the greatest difference in percentage low-income ridership compared to overall ridership: 48.1 percent of these riders are low-income compared to 3.7 percent overall, or a difference of 44.4 percent. For paid ticket types, Adult One-Way Ticket users have the greatest difference in percentage low-income ridership compared to overall ridership: 8.8 percent of these riders are low-income compared to 3.7 percent overall, or a difference of 5.1 percent.

Table 23: Ticket Type by Low-Income Status

Ticket Type	Low-Income	Non-Low-Income	Sum†	Income Unknown	Total
Monthly	68	3,637	3,705	697	4,402
10-Ride	53	1,843	1,896	343	2,239
One-Way	49	506	555	110	665
RTA Benefit Access Ride Free	13	14	27	6	33
Weekend Pass	29	358	387	75	462
Reduced Monthly	4	125	129	34	163
Reduced 10-Ride	10	259	269	83	352
Reduced One-Way	8	97	105	33	138
ALL KNOWN TICKETS	234	6,839	7,073	1,381	8,454
Other	6	72	78	24	102
Unknown/No Answer	66	982	1,048	804	1,852
All Riders	306	7,893	8,199	2,209	10,408

Source: Metra 2017 Fare Study Survey.

†All respondents for whom income status can be determined.

Table 24: Ticket Type by Low-Income Status, Percent by Ticket Type

Ticket Type	Low-Income	Non-Low-Income	Sum†	Low-Income, Difference from All Riders
Monthly	1.8%	98.2%	100.0%	-1.9%
10-Ride	2.8%	97.2%	100.0%	-0.9%
One-Way	8.8%	91.2%	100.0%	5.1%
RTA Benefit Access Ride Free	48.1%	51.9%	100.0%	44.4%
Weekend Pass	7.5%	92.5%	100.0%	3.8%
Reduced Monthly	3.1%	96.9%	100.0%	-0.6%
Reduced 10-Ride	3.7%	96.3%	100.0%	0.0%
Reduced One-Way	7.6%	92.4%	100.0%	3.9%
ALL KNOWN TICKETS	3.3%	96.7%	100.0%	-0.4%
Other	7.7%	92.3%	100.0%	4.0%
Unknown/No Answer	6.3%	93.7%	100.0%	2.6%
All Riders	3.7%	96.3%	100.0%	-

Source: Metra 2017 Fare Study Survey.

†All respondents for whom income status can be determined.

The Metra 2017 Fare Structure Survey questionnaire included a question that asked Weekend Pass users if they ride both days of a typical weekend or just a single day (Saturday or Sunday).

Table 25 shows typical Weekend Pass use by low-income status and Table 26 shows the percentage by low-income status for Weekend Pass use. Table 26 also includes a comparison of low-income percentage for Weekend Pass use to the low-income percentage of all riders. By this comparison, Weekend Pass users riding both days have the greatest difference in percentage low-income ridership compared to overall ridership: 7.5 percent of these riders are low-income compared to 3.7 percent overall, or a difference of 3.8 percent.

Table 25: Weekend Ticket Use by Low-Income Status

Weekend Ticket Use	Low-Income	Non-Low-Income	Sum†	Income Unknown	Total
One day (Saturday or Sunday)	81	2,294	2,375	379	2,754
Both days (Saturday and Sunday)	90	1,106	1,196	172	1,368
I don't typically use the Weekend Pass	135	4,493	4,628	778	5,406
SUBTOTAL	306	7,893	8,199	1,329	9,528
No answer	0	0	0	880	880
All Riders	306	7,893	8,199	2,209	10,408

Source: Metra 2017 Fare Study Survey.

†All respondents for whom income status can be determined.

Table 26: Weekend Ticket Use by Low-Income Status, Percent by Weekend Ticket Use

Weekend Ticket Use	Low-Income	Non-Low-Income	Sum†	Low-Income, Difference from All Riders
One day (Saturday or Sunday)	3.4%	96.6%	100.0%	-0.3%
Both days (Saturday and Sunday)	7.5%	92.5%	100.0%	3.8%
I don't typically use the Weekend Pass	2.9%	97.1%	100.0%	-0.8%
SUBTOTAL	3.7%	96.3%	100.0%	0.0%
No answer	0.0%	0.0%	0.0%	-3.7%
All Riders	3.7%	96.3%	100.0%	-

Source: Metra 2017 Fare Study Survey.

†All respondents for whom income status can be determined.



Memorandum

DATE: November 12, 2021

TO: Board of Directors

FROM: Jim Derwinski
CEO/Executive Director

SUBJECT: Title VI Equity Analysis of Metra's Proposed Fare Change, Effective February 1, 2022

Staff has completed for your review and consideration the Title VI Equity Analysis of Metra's proposed fare change, effective February 1, 2022, which includes launching of the new \$6 Day Pass pilot program, elimination of the Round Trip Plus Ticket, and changes to the One-Way and 10-Ride validity periods. **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of these proposed fare changes and therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.** The equity analysis summary report on the proposed fare change is attached for your review.

Metra introduced a \$10 Day Pass in June 2020 to encourage riders to return to the system in the wake of the COVID-19 pandemic. Given the success and popularity of the \$10 Day Pass, Metra proposes a new \$6 Day Pass for trips of up to three fare zones to help grow the short-trip market. Metra plans to discontinue the Round Trip Plus Ticket as it is essentially replaced by the new \$6 Day Pass and the existing \$10 Day Pass and Saturday/Sunday Day Pass. Metra also plans to reduce the expiration dates on the 10-Ride Ticket from one year to 90 days and on the One-Way Ticket from 90 days to 14 days (this change is not subject to Title VI equity analysis requirements). All of these changes will go into effect on February 1, 2022.

Under Federal Transit Administration (FTA) guidelines all permanent fare changes must be evaluated to determine if they will be implemented in an equitable manner in regard to race, color, and national origin, as specified under Title VI of the Civil Rights Act of 1964. Fare changes must also be evaluated to determine if they will result in a disproportionate burden on low-income populations in accordance with federal environmental justice principles.

ATTACHMENTS

A. Equity Analysis Report Summary: Metra's Proposed February 1, 2022, Fare Change

Prepared by:

Lynnette Ciavarella, Senior Division Director, Strategic Capital Planning
Jason Osborn, Department Head, System Performance & Data
Jonathan Tremper, Principal Transportation Planner, System Performance & Data

Equity Analysis Summary: Metra's Proposed February 1, 2022, Fare Change

Overview:

Under Federal Transit Administration (FTA) guidelines all permanent fare changes must be evaluated to determine if they will be implemented in an equitable manner in regard to race, color, and national origin, as specified under Title VI of the Civil Rights Act of 1964. Fare changes must also be evaluated to determine if they will result in a disproportionate burden on low-income populations in accordance with federal environmental justice principles.

Effective February 1, 2022, Metra proposes a new \$6 Day Pass for trips of up to three fare zones to help grow the short-trip market. Metra plans to discontinue the Round Trip Plus Ticket as it is essentially replaced by the new \$6 Day Pass and the existing \$10 Day Pass and Saturday/Sunday Day Pass. Metra also plans to change the validity period of the 10-Ride Ticket from one year to 90 days and of the One-Way Ticket from 90 days to 14 days (this change is not subject to Title VI equity analysis requirements).

Staff has completed the Title VI Equity Analysis of these proposed fare changes, effective February 1, 2022. **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of these proposed fare changes and therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Title VI Equity Analysis:

This equity analysis document demonstrates that Metra follows Federal Transit Administration (FTA) guidelines pertaining to implementation of fare changes in an equitable manner in regard to race, color and national origin as specified under Title VI of the Civil Rights Act of 1964. This fare change equity analysis also considers the equitable treatment of low-income populations in accordance to federal environmental justice principles.

FTA Title VI guidance stipulates that transit agencies must brief their decision-making bodies (e.g., Board of Directors) regarding fare changes and the equity impacts of fare changes. Transit providers must also provide documentation to the FTA regarding consideration, awareness and approval of any fare change equity analyses by their respective decision-making bodies.

Certain fare changes, including systemwide ride free days, fare reductions enacted for mitigation measures, and promotional fare decreases, are exempt from the equity analysis requirement for up to six months from implementation. After six months, all promotional fare changes are considered permanent and require a Title VI equity analysis.

On June 1, 2020, Metra introduced a promotional \$10 All-Day Pass to provide customers with a flexible and affordable fare option during the COVID-19 pandemic. This pass was designed to create an incentive for riders to return to Metra by reducing travel costs for many riders and to provide an added measure of safety by reducing close interaction between passengers and crew members. In a separate fare equity analysis, Metra found that introduction of the \$10 All-Day Pass did not result in a disparate impact on Metra's minority riders or a disproportionate burden on Metra's low-income riders.

Metra initially planned to sell the \$10 All-Day Pass through at least the end of July 2020, but as the pandemic persisted for the rest of 2020 and throughout 2021, Metra has extended the promotional Day Pass multiple times in order to honor its commitment to making travel easy, affordable and safe for its riders.

To reinforce this commitment, Metra proposes a pilot program to offer a new \$6 Day Pass for unlimited trips of one to three fare zones on a single day and maintain the \$10 Day Pass for trips of four or more fare zones. The new \$6 Day Pass, along with the existing \$10 Day Pass will only be available through the Ventra app. Because the \$6 and \$10 Day Passes offer the same benefits to riders as the Round Trip Plus Ticket at a lower price, Metra proposes to eliminate the Round Trip Plus.

All of these fare changes are proposed to take effect February 1, 2022. Over the next year, Metra will evaluate the effectiveness of the Day Pass to grow ridership in new markets for intermediate and shorter trip travel. The results of this evaluation will inform Metra's decision to retain, alter or rescind the Day Pass pilot program.

The FTA requires Metra to determine whether any proposed fare change would create a discriminatory effect on riders based on race, color, national origin or poverty status. This is done by applying Metra's disparate impact and disproportionate burden policies, which were established by Metra in 2013 in accordance with FTA guidance. Metra has, in the analysis contained herein, found that introduction of the \$6 Day Pass, elimination of the Round Trip Plus Ticket, and changes in One-Way and 10-Ride validity periods will not result in a disparate impact on Metra's minority riders or a disproportionate burden on Metra's low-income riders.

Equity Analysis Summary Results—Impact of Proposed Fare Changes on Minority and Low-Income Riders:

The tables below use weighted results from the Metra 2019 Origin-Destination Survey to show the minority and low-income status of riders who are likely to use the proposed \$6 Day Pass or be affected by proposed changes to Round Trip Plus, One-Way and 10-Ride tickets. The minority and low-income percentages of each of the affected groups is compared to the minority and low-income percentages of all riders to determine if any of the proposed changes would have a disparate impact on minority riders or a disproportion burden on low-income riders. A proposed fare change would result in a disparate impact on minority riders if the absolute difference between the minority percentages of the affected group and all riders is 20 percent or more; a proposed fare change would result in a disproportionate burden on low-income riders if the absolute difference between the low-income percentages of the affected group and all riders is 10 percent or more.

Tables 1 and 2 on page 3 show the disparate impact and disproportionate burden analysis results for the proposed new \$6 Day Pass. This analysis assumes that riders who ride through one to three fare zones and use an Adult Monthly, 10-Ride or One-Way ticket are likely to use the \$6 Day Pass given the lower cost per ride. Although not included in this analysis, riders using these ticket types traveling through four or more fare zones are assumed to use the \$10 Day Pass.

Tables 3 and 4 show the disparate impact and disproportionate burden analysis results for the proposed elimination of the Round Trip Plus Ticket. This analysis assumes that Reduced 10-Ride and One-Way ticket users (including Metra Electric (ME) and Rock Island (RI) full-fare 10-Ride and One-Way users) are possible users of the Round Trip Plus Ticket and are thus affected by elimination of this ticket type. Full-fare 10-Ride and One-Way Ticket users on all but the ME and RI are assumed to use the \$6 or \$10 Day Pass instead of the Round Trip Plus.

This equity analysis shows that:

- Introduction of the proposed \$6 Day Pass will not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes.
- Introduction of the proposed \$6 Day Pass will not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes.
- The proposed elimination of the Round Trip Plus Ticket will not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes.
- The proposed elimination of the Round Trip Plus Ticket will not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes.
- **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the proposed introduction of the \$6 Day Pass, elimination of the Round Trip Plus Ticket, or change in One-Way and 10-Ride validity periods, effective February 1, 2022. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Table 1: Potential \$6 Day Pass Users by Minority Status (Disparate Impact Analysis)

Ridership Group	Minority	Non-Minority	Sum*	Percent Minority	Percent Non-Minority
Potential \$6 Day Pass Users	5,028	14,328	19,356	26.0%	74.0%
All Riders	37,942	81,647	119,589	31.7%	68.3%
Disparate Impact Comparison (Potential Day Pass Users vs. All Riders)				-5.8%	5.8%
Disparate Impact Threshold				+/-20%	
Disparate Impact?				No	

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 2: Potential \$6 Day Pass Users by Low-Income Status (Disproportionate Burden Analysis)

Ridership Group	Low-Income	Non-Low-Income	Sum†	Percent Low-Income	Percent Non-Low-Income
Potential \$6 Day Pass Users	267	14,088	14,355	1.9%	98.1%
All Riders	2,177	81,926	84,103	2.6%	97.4%
Disproportionate Burden Comparison (Potential Day Pass Users vs. All Riders)				-0.7%	0.7%
Disproportionate Burden Threshold				+/-10%	
Disproportionate Burden?				No	

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

Table 3: Reduced Round Trip Plus Users by Minority Status (Disparate Impact Analysis)

Ridership Group	Minority	Non-Minority	Sum*	Percent Minority	Percent Non-Minority
Possible Reduced Round Trip Plus Users	5,267	5,812	11,079	47.5%	52.5%
All Riders	37,942	81,647	119,589	31.7%	68.3%
Disparate Impact Comparison (Red. Round Trip Plus Users vs. All Riders)				15.8%	-15.8%
Disparate Impact Threshold				+/-20%	
Disparate Impact?				No	

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 4: Reduced Round Trip Plus Users by Low-Income Status (Disproportionate Burden Analysis)

Ridership Group	Low-Income	Non-Low-Income	Sum†	Percent Low-Income	Percent Non-Low-Income
Possible Reduced Round Trip Plus Users	532	6,982	7,513	7.1%	92.9%
All Riders	2,177	81,926	84,103	2.6%	97.4%
Disproportionate Burden Comparison (Red. Round Trip Plus Users vs. All Riders)				4.5%	-4.5%
Disproportionate Burden Threshold				+/-10%	
Disproportionate Burden?				No	

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

**EQUITY ANALYSIS REPORT ON METRA'S PROPOSED FARE CHANGE
EFFECTIVE FEBRUARY 1, 2022**



Division of Strategic Planning & Performance
November 2021

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Equity Analysis Report on Metra's Proposed February 1, 2022, Fare Change

1. Executive Summary

Overview:

Under Federal Transit Administration (FTA) guidelines all permanent fare changes must be evaluated to determine if they will be implemented in an equitable manner in regard to race, color, and national origin, as specified under Title VI of the Civil Rights Act of 1964. Fare changes must also be evaluated to determine if they will result in a disproportionate burden on low-income populations in accordance with federal environmental justice principles.

Effective February 1, 2022, Metra proposes a new \$6 Day Pass for trips of up to three fare zones to help grow the short-trip market. Metra plans to discontinue the Round Trip Plus Ticket as it is essentially replaced by the new \$6 Day Pass and the existing \$10 Day Pass and Saturday/Sunday Day Pass. Metra also plans to change the validity period of the 10-Ride Ticket from one year to 90 days and of the One-Way Ticket from 90 days to 14 days (this change is not subject to Title VI equity analysis requirements).

Staff has completed the Title VI Equity Analysis of these proposed fare changes, effective February 1, 2022. **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of these proposed fare changes and therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Title VI Equity Analysis:

This equity analysis document demonstrates that Metra follows Federal Transit Administration (FTA) guidelines pertaining to implementation of fare changes in an equitable manner in regard to race, color and national origin as specified under Title VI of the Civil Rights Act of 1964. This fare change equity analysis also considers the equitable treatment of low-income populations in accordance to federal environmental justice principles.

FTA Title VI guidance stipulates that transit agencies must brief their decision-making bodies (e.g., Board of Directors) regarding fare changes and the equity impacts of fare changes. Transit providers must also provide documentation to the FTA regarding consideration, awareness and approval of any fare change equity analyses by their respective decision-making bodies.

Certain fare changes, including systemwide ride free days, fare reductions enacted for mitigation measures, and promotional fare decreases, are exempt from the equity analysis requirement for up to six months from implementation. After six months, all promotional fare changes are considered permanent and require a Title VI equity analysis.

On June 1, 2020, Metra introduced a promotional \$10 All-Day Pass to provide customers with a flexible and affordable fare option during the COVID-19 pandemic. This pass was designed to create an incentive for riders to return to Metra by reducing travel costs for many riders and to provide an added measure of safety by reducing close interaction between passengers and crew members. In a separate fare equity analysis, Metra found that introduction of the \$10 All-Day Pass did not result in a disparate impact on Metra's minority riders or a disproportionate burden on Metra's low-income riders.

Metra initially planned to sell the \$10 All-Day Pass through at least the end of July 2020, but as the pandemic persisted for the rest of 2020 and throughout 2021, Metra has extended the promotional Day Pass multiple times in order to honor its commitment to making travel easy, affordable and safe for its riders.

To reinforce this commitment, Metra proposes a pilot program to offer a new \$6 Day Pass for unlimited trips of one to three fare zones on a single day and maintain the \$10 Day Pass for trips of four or more fare zones. The new \$6 Day Pass, along with the existing \$10 Day Pass will only be available through the Ventra app. Because the \$6 and \$10 Day Passes offer the same benefits to riders as the Round Trip Plus Ticket at a lower price, Metra proposes to eliminate the Round Trip Plus.

All of these fare changes are proposed to take effect February 1, 2022. Over the next year, Metra will evaluate the effectiveness of the Day Pass to grow ridership in new markets for intermediate and shorter trip travel. The results of this evaluation will inform Metra's decision to retain, alter or rescind the Day Pass pilot program.

The FTA requires Metra to determine whether any proposed fare change would create a discriminatory effect on riders based on race, color, national origin or poverty status. This is done by applying Metra's disparate impact and disproportionate burden policies, which were established by Metra in 2013 in accordance with FTA guidance. Metra has, in the analysis contained herein, found that introduction of the \$6 Day Pass and elimination of the Round Trip Plus Ticket will not result in a disparate impact on Metra's minority riders or a disproportionate burden on Metra's low-income riders.

Equity Analysis Summary Results—Impact of Proposed Fare Changes on Minority and Low-Income Riders:

The tables below use weighted results from the Metra 2019 Origin-Destination Survey to show the minority and low-income status of riders who are likely to use the proposed \$6 Day Pass or be affected by proposed changes to Round Trip Plus, One-Way and 10-Ride tickets. The minority and low-income percentages of each of the affected groups is compared to the minority and low-income percentages of all riders to determine if any of the proposed changes would have a disparate impact on minority riders or a disproportion burden on low-income riders. A proposed fare change would result in a disparate impact on minority riders if the absolute difference between the minority percentages of the affected group and all riders is 20 percent or more; a proposed fare change would result in a disproportionate burden on low-income riders if the absolute difference between the low-income percentages of the affected group and all riders is 10 percent or more.

Tables 1 and 2 on page 3 show the disparate impact and disproportionate burden analysis results for the proposed new \$6 Day Pass. This analysis assumes that riders who ride through one to three fare zones and use an Adult Monthly, 10-Ride or One-Way ticket are likely to use the \$6 Day Pass given the lower cost per ride. Although not included in this analysis, riders using these ticket types traveling through four or more fare zones are assumed to use the \$10 Day Pass.

Tables 3 and 4 show the disparate impact and disproportionate burden analysis results for the proposed elimination of the Round Trip Plus Ticket. This analysis assumes that Reduced 10-Ride and One-Way ticket users (including Metra Electric (ME) and Rock Island (RI) full-fare 10-Ride and One-Way users) are possible users of the Round Trip Plus Ticket and are thus affected by elimination of this ticket type. Full-fare 10-Ride and One-Way Ticket users on all but the ME and RI are assumed to use the \$6 or \$10 Day Pass instead of the Round Trip Plus.

This equity analysis shows that:

- Introduction of the proposed \$6 Day Pass will not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes.
- Introduction of the proposed \$6 Day Pass will not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes.
- The proposed elimination of the Round Trip Plus Ticket will not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes.
- The proposed elimination of the Round Trip Plus Ticket will not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes.
- **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the proposed introduction of the \$6 Day Pass or elimination of the Round Trip Plus Ticket, effective February 1, 2022. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Table 1: Potential \$6 Day Pass Users by Minority Status (Disparate Impact Analysis)

Ridership Group	Minority	Non-Minority	Sum*	Percent Minority	Percent Non-Minority
Potential \$6 Day Pass Users	5,028	14,328	19,356	26.0%	74.0%
All Riders	37,942	81,647	119,589	31.7%	68.3%
Disparate Impact Comparison (Potential Day Pass Users vs. All Riders)				-5.8%	5.8%
Disparate Impact Threshold				+/-20%	
Disparate Impact?				No	

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 2: Potential \$6 Day Pass Users by Low-Income Status (Disproportionate Burden Analysis)

Ridership Group	Low-Income	Non-Low-Income	Sum†	Percent Low-Income	Percent Non-Low-Income
Potential \$6 Day Pass Users	267	14,088	14,355	1.9%	98.1%
All Riders	2,177	81,926	84,103	2.6%	97.4%
Disproportionate Burden Comparison (Potential Day Pass Users vs. All Riders)				-0.7%	0.7%
Disproportionate Burden Threshold				+/-10%	
Disproportionate Burden?				No	

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

Table 3: Reduced Round Trip Plus Users by Minority Status (Disparate Impact Analysis)

Ridership Group	Minority	Non-Minority	Sum*	Percent Minority	Percent Non-Minority
Possible Reduced Round Trip Plus Users	5,267	5,812	11,079	47.5%	52.5%
All Riders	37,942	81,647	119,589	31.7%	68.3%
Disparate Impact Comparison (Red. Round Trip Plus Users vs. All Riders)				15.8%	-15.8%
Disparate Impact Threshold				+/-20%	
Disparate Impact?				No	

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 4: Reduced Round Trip Plus Users by Low-Income Status (Disproportionate Burden Analysis)

Ridership Group	Low-Income	Non-Low-Income	Sum†	Percent Low-Income	Percent Non-Low-Income
Possible Reduced Round Trip Plus Users	532	6,982	7,513	7.1%	92.9%
All Riders	2,177	81,926	84,103	2.6%	97.4%
Disproportionate Burden Comparison (Red. Round Trip Plus Users vs. All Riders)				4.5%	-4.5%
Disproportionate Burden Threshold				+/-10%	
Disproportionate Burden?				No	

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

2. Introduction and Background

Metra introduced a special promotional \$10 All-Day Pass in June 2020 to encourage ridership during the COVID pandemic and recovery. Since falling to about three percent of pre-pandemic passenger loads in spring 2020, Metra ridership has improved significantly, but is still far below pre-pandemic levels with passenger loads that are about 25 percent of pre-pandemic levels as of September 2021. Metra anticipates ridership will increase to about 40 percent of pre-COVID levels by the end of 2022.

To adjust to the challenges of operating under a global pandemic, Metra has implemented many system changes, including multiple schedule adjustments and new deep cleaning procedures. Metra has promoted the Day Pass to encourage the use of the Ventra App for fare payment to help reduce onboard interactions between Metra riders and onboard personnel. The \$10 All-Day Pass launched in 2020 allows unlimited single-day travel anywhere on the Metra system. For 2022, Metra is proposing to launch a pilot program that will introduce a new \$6 Day Pass for trips of up to three fare zones, while retaining the \$10 Day Pass for trips of four or more fare zones. With the new \$6 three-zone option, the Day Pass will be priced lower than the Round Trip Plus Ticket for all trips. As a result, Metra proposes to discontinue the Round Trip Plus.

The fare change equity analysis that follows applies to the proposed \$6 Day Pass implementation and Round Trip Plus Ticket elimination, effective February 1, 2022, and not to any other fare changes.

For reference, full (adult) and reduced (special-user) fares are shown in Tables 19 and 20 in Appendix A: Fare Tables.

3. Title VI Guidelines

a. Federal Transit Administration Guidance

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.¹

b. Disparate Impact/Disproportionate Burden Policies

To measure such potential impacts, the FTA requires that each transit provider develop disparate impact and disproportionate burden policies, each of which establishes a threshold to determine when the adverse effects of fare changes [or major service changes] are borne disproportionately by minority and/or low-income populations.

These policies are described in FTA Title VI guidance as:

Disparate Impact Policy. The transit provider shall develop a policy for measuring disparate impact to determine whether minority riders are bearing a disproportionate impact of the change between the existing cost and the proposed cost. The impact may be defined as a statistical percentage. The disparate impact threshold must be applied uniformly, regardless of fare media, and cannot be altered until the next Title VI Program submission. *(Source: FTA Circular 4702.1B, IV.7.b.(3)(a))*

Disproportionate Burden Policy. The transit provider shall develop a policy for measuring the burden of fare changes on low-income riders to determine when low-income riders are bearing a disproportionate burden of the change between the existing fare and the proposed fare. The impact may be defined as a statistical percentage. The disproportionate burden threshold must be

¹ There are three exceptions to this requirement, which include promotional fare reductions up to six months in duration. *(Source: FTA Circular 4702.1B, IV.7.b.(1)(a)).*

applied uniformly, regardless of fare media, and cannot be altered until the next program submission. (Source: FTA Circular 4702.1B, IV.7.b.(3)(f))

Following FTA Title VI guidance, the Metra Board of Directors adopted its current disparate impact and disproportionate burden policies in September 2013. These policies provide the framework for analyzing the effect of fare and major service changes on minority and low-income populations. These policies, which were included in the Metra 2013 Title VI Program and Policy and carried forward unchanged into the Metra 2016 Title VI Program and Policy and Metra 2019 Title VI Program and Policy unchanged, may not be changed until the next Metra Title VI Program submission to the FTA in 2022.

Disparate Impact Threshold for Fare Changes: For a proposed fare change to a single fare type only or for any proposed changes in fare media only, a disparate impact occurs when the absolute difference between the minority population percentage of those adversely affected and the overall minority population percentage is at least twenty percent. For proposed fare changes on two or more fare types, a disparate impact occurs when the absolute difference between the overall aggregate percentage fare change faced by minority riders and the overall aggregate percentage fare change faced by non-minority riders is at least five percent. The impact on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey, as transit fare type usage data are not available from the US Census Bureau.

If, by analysis, a proposed major service change or fare change would result in disparate impacts on minority riders, Metra may modify the proposed service or fare changes to avoid, minimize, or mitigate the potential impacts. If the final proposed major service change or fare change would result in disparate impacts on minority riders, Metra may implement the change only if the following requirements are met:

- There is a substantial legitimate justification for the proposed service [or fare] change, and
- Metra can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish Metra's legitimate program goals.

(Source: FTA Circular 4702.1B, IV.7.b.(3)(d)).

Disproportionate Burden Threshold for Fare Changes: For a proposed fare change to a single fare type only or for any proposed changes in fare media only, a disproportionate burden occurs when the absolute difference between the low-income population percentage of those adversely affected and the overall low-income population percentage is at least ten percent. For proposed fare changes on two or more fare types, a disproportionate burden occurs when the absolute difference between the overall aggregate percentage fare change faced by low-income riders and the overall aggregate percentage fare change faced by non-low-income riders is at least five percent. The impact on passengers will be estimated using system rider demographic data from the most recent customer satisfaction survey, as transit fare type usage data are not available from the US Census Bureau.

If, by analysis, a proposed major service change or fare change would require low-income riders to bear a disproportionate burden of the proposed changes, Metra may modify the proposed service or fare changes 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 service or fare changes.

c. Statistical Sources

When practicable, demographic data used for fare and major service change equity analyses should be derived from the most recent available rider survey. It is especially important to use rider survey data for fare change analyses because US Census Bureau data do not include information on the use of transit fare media. US Census Bureau data (decennial census or American Community Survey five-year estimates) may be used when necessary, such as for equity evaluations of proposed new transit stations or rail lines or rail line extensions, or where no rider survey data are available or would otherwise be insufficient for analysis.

This equity analysis uses the results of the 2019 Metra Origin-Destination survey to provide rider data including rail line, ticket type, number of fare zones traversed, minority status and low-income status. For this analysis, "minority" refers to all survey respondents who selected at least one answer other than "White/Caucasian" in response to the question on primary ethnic background. To determine low-income status, survey responses were grouped by

reported household size and income range, which were then compared to the 2019 Health and Human Services (HHS) Poverty Guidelines. All respondents in each household size/income range group that include at least some respondents that could be classified as being in poverty based on the HHS Poverty Guidelines were designated as low-income. For additional details concerning equity analysis methodology, see [Appendix E: Data Sources and Tabulation Methodology](#), beginning on page 23.

4. Analysis of Fare Change Impacts (Disparate Impact/Disproportionate Burden)

a. Current and Proposed Fares

Table 5 shows current full and reduced fares by fare zone and includes the proposed new \$6 Day Pass for trips of one to three zones (shaded green in the table). This table also includes the Round Trip Plus that Metra proposes to eliminate. Table 6 shows cost per trip by ticket type and fare zone (for trips to/from downtown Chicago) or number of fare zones traversed. These costs assume that Round Trip Plus and Day Pass users take two trips in one day, 10-Ride users take 10 trips, and Monthly users take 31 trips per month.² The \$3 and \$5 cost per trip for the Day Pass is based on the proposed \$6 Day Pass for trips of one to three zones and the existing \$10 Day Pass for trips of four or more zones. Costs per trip exceeding that of the new \$6 Day Pass for a given fare zone are shaded green and costs per trip exceeding that of the existing \$10 Day Pass are shaded blue.

Demographic data used for this analysis were collected from the 2019 Metra Origin-Destination Survey, which was conducted prior to Metra's launch of the Round Trip Plus and the \$10 Day Pass; Metra does not currently have demographic data on riders using these passes. This fare change analysis assumes that riders tend to choose the lowest-cost ticket type that meets their travel needs. Thus, riders who reported using any full-fare ticket for weekday travel in 2019 are likely to use the Day Pass instead because of its lower cost per ride (\$3 per trip for one to three zones and \$5 per trip for four or more zones).

However, riders who typically use a reduced-fare ticket may choose not to switch to the Day Pass due to its higher cost per ride. Reduced Monthly Pass users in some fare zones have a higher cost per ride than the Day Pass, but this analysis assumes that these riders would likely switch to Reduced One-Way or 10-Ride Tickets instead, both of which have a lower cost per trip than comparable Day Passes.

To evaluate elimination of the Round Trip Plus Ticket, this analysis assumes current full-fare Round Trip Plus users would switch to using the Day Pass to take advantage of the lower cost per ride. Reduced Round Trip Plus users are assumed to switch to Reduced One-Way or 10-Ride tickets, which have the same or lower cost per ride than the Reduced Round Trip Plus Ticket and a lower cost per ride than the Day Pass.

The disparate impact analysis for each of these proposed fare changes compares the minority percentages of each affected group of riders to the minority percentage of Metra ridership overall. The disproportionate burden impact analysis for each of these proposed fare changes compares the low-income percentages of each affected group of riders to the low-income percentage of Metra ridership overall.

Analysis of the proposed new \$6 Day Pass assumes that full-fare One-Way, 10-Ride and Monthly ticket users who take one- to three-zone trips on all lines except the ME and RI are potential users of the \$6 Day Pass. ME and RI riders are excluded because they are eligible for reduced fares (with a lower cost per ride than the \$6 Day Pass) under the Fair Transit South Cook Pilot. Analysis of the proposed Round Trip Plus Ticket elimination assumes that Reduced One-Way, 10-Ride and Monthly users on all lines (which includes ME and RI riders using full-fare tickets in 2019) would be affected by this fare change.

For a description of how the disparate impact and disproportionate burden thresholds are applied, see section 3.b ([Disparate Impact/Disproportionate Burden Policies](#)) on page 4. For an overview of how survey results were incorporated into the equity analysis, see [Appendix E: Data Sources and Tabulation Methodology](#), beginning on page 23.

² Based on January through October 2021 usage rates of approximately 31.2 trips per full-fare Monthly Tickets and 31.5 trips per Reduced Monthly Ticket.

Table 5: Current and Proposed Fares

Fare Zone	Number of Fare Zones	One-Way	Round Trip Plus	10-Ride	Monthly‡	Reduced One-Way	Reduced Round Trip Plus	Reduced 10-Ride	Reduced Monthly‡	Day Pass
A	1	\$4.00	\$8.00	\$38.00	\$116.00	\$2.00	\$4.00	\$19.00	\$70.00	\$6.00
B	2	\$4.25	\$8.50	\$40.50	\$123.25	\$2.00	\$4.00	\$19.00	\$70.00	\$6.00
C	3	\$5.50	\$11.00	\$52.25	\$159.50	\$2.75	\$5.50	\$26.25	\$96.25	\$6.00
D	4	\$6.25	\$12.50	\$59.50	\$181.25	\$3.00	\$6.00	\$28.50	\$105.00	\$10.00
E	5	\$6.75	\$13.50	\$64.25	\$195.75	\$3.25	\$6.50	\$31.00	\$113.75	\$10.00
F	6	\$7.25	\$14.50	\$69.00	\$210.25	\$3.50	\$7.00	\$33.25	\$122.50	\$10.00
G	7	\$7.75	\$15.50	\$73.75	\$224.75	\$3.75	\$7.50	\$35.75	\$131.25	\$10.00
H	8	\$8.25	\$16.50	\$78.50	\$239.25	\$4.00	\$8.00	\$38.00	\$140.00	\$10.00
I	9	\$9.00	\$18.00	\$85.50	\$261.00	\$4.50	\$9.00	\$42.75	\$157.50	\$10.00
J	10	\$9.50	\$19.00	\$90.25	\$275.50	\$4.75	\$9.50	\$45.25	\$166.25	\$10.00

Table 6: Cost per Trip by Ticket Type

Fare Zone	Number of Fare Zones	One-Way	Round Trip Plus	10-Ride	Monthly‡	Reduced One-Way	Reduced Round Trip Plus	Reduced 10-Ride	Reduced Monthly‡	Day Pass
A	1	\$4.00	\$4.00	\$3.80	\$3.74	\$2.00	\$2.00	\$1.90	\$2.26	\$3.00
B	2	\$4.25	\$4.25	\$4.05	\$3.98	\$2.00	\$2.00	\$1.90	\$2.26	\$3.00
C	3	\$5.50	\$5.50	\$5.23	\$5.15	\$2.75	\$2.75	\$2.63	\$3.10	\$3.00
D	4	\$6.25	\$6.25	\$5.95	\$5.85	\$3.00	\$3.00	\$2.85	\$3.39	\$5.00
E	5	\$6.75	\$6.75	\$6.43	\$6.31	\$3.25	\$3.25	\$3.10	\$3.67	\$5.00
F	6	\$7.25	\$7.25	\$6.90	\$6.78	\$3.50	\$3.50	\$3.33	\$3.95	\$5.00
G	7	\$7.75	\$7.75	\$7.38	\$7.25	\$3.75	\$3.75	\$3.58	\$4.23	\$5.00
H	8	\$8.25	\$8.25	\$7.85	\$7.72	\$4.00	\$4.00	\$3.80	\$4.52	\$5.00
I	9	\$9.00	\$9.00	\$8.55	\$8.42	\$4.50	\$4.50	\$4.28	\$5.08	\$5.00
J	10	\$9.50	\$9.50	\$9.03	\$8.89	\$4.75	\$4.75	\$4.53	\$5.36	\$5.00

Costs per trip exceeding that of the new \$6 Day Pass are shaded green; costs per trip exceeding that of the existing \$10 Day Pass are shaded blue.
 ‡Monthly cost per trip based on 31 trips per month.

Table 7 shows weighted responses from the Metra 2019 Origin-Destination Survey for minority and non-minority riders by ticket type.³ Table 8 shows the percentages of minority and non-minority respondents using each ticket type. This table shows that 31.7 percent of all survey respondents who provided an answer to the question on primary ethnic background are minority.

Table 7: Ticket Type by Minority Status

Ticket Type	Minority	Non-Minority	Sum*	Race Unknown	Total
Monthly	21,451	46,084	67,535	5,691	73,227
10-Ride	9,253	23,943	33,197	2,457	35,653
One-Way	3,846	4,745	8,590	701	9,292
Reduced Monthly	1,077	2,491	3,568	352	3,920
Reduced 10-Ride	750	2,216	2,966	261	3,227
Reduced One-Way	458	487	945	63	1,007
RTA Ride Free Permit	368	233	601	64	665
Other/Unknown	739	1,447	2,187	843	3,030
Total	37,942	81,647	119,589	10,432	130,021

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

³ For a discussion on how “minority” status was determined for this analysis, see [Appendix E: Data Sources and Tabulation Methodology](#).

Table 8: Percentage Minority/Non-Minority by Ticket Type

Ticket Type	Minority	Non-Minority	Sum*
Monthly	31.8%	68.2%	100.0%
10-Ride	27.9%	72.1%	100.0%
One-Way	44.8%	55.2%	100.0%
Reduced Monthly	30.2%	69.8%	100.0%
Reduced 10-Ride	25.3%	74.7%	100.0%
Reduced One-Way	48.5%	51.5%	100.0%
RTA Ride Free Permit	61.2%	38.8%	100.0%
Other/Unknown	33.8%	66.2%	100.0%
Total	31.7%	68.3%	100.0%

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 9 shows survey responses by ticket type for low-income and non-low-income riders.⁴ Table 10 shows the percentages of low-income and non-low-income respondents using each ticket type. This table shows that 2.6 percent of all survey respondents who provided an answer to the questions on household size and income are low-income.

Table 9: Ticket Type by Low-Income Status

Ticket Type	Low-Income	Non-Low-Income	Sum†	Income Unknown	Total
Monthly	633	47,124	47,757	25,469	73,227
10-Ride	470	23,497	23,967	11,686	35,653
One-Way	608	5,361	5,970	3,322	9,292
Reduced Monthly	57	2,280	2,338	1,582	3,920
Reduced 10-Ride	57	1,664	1,721	1,506	3,227
Reduced One-Way	99	437	535	472	1,007
RTA Ride Free Permit	175	217	392	273	665
Other/Unknown	78	1,346	1,424	1,606	3,030
Total	2,177	81,926	84,103	45,918	130,021

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

Table 10: Percentage Low-Income/Non-Low-Income by Ticket Type

Ticket Type	Low-Income	Non-Low-Income	Sum†
Monthly	1.3%	98.7%	100.0%
10-Ride	2.0%	98.0%	100.0%
One-Way	10.2%	89.8%	100.0%
Reduced Monthly	2.5%	97.5%	100.0%
Reduced 10-Ride	3.3%	96.7%	100.0%
Reduced One-Way	18.4%	81.6%	100.0%
RTA Ride Free Permit	44.6%	55.4%	100.0%
Other/Unknown	5.5%	94.5%	100.0%
Total	2.6%	97.4%	100.0%

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

b. Impacts on Minority and Low-Income Riders, \$6 Day Pass

In June 2020, Metra introduced a \$10 All-Day Pass, which allows unlimited single-day travel anywhere on the Metra system. Metra issued this ticket as an emergency response to the ongoing COVID pandemic, with a goal to encourage ridership while decreasing face-to-face ticket transactions. Under a pilot program for 2022, Metra is proposing a new

⁴ For a discussion on how “low-income” status was determined for this analysis, see [Appendix E: Data Sources and Tabulation Methodology](#).

\$6 Day Pass, which will allow unlimited single-day travel through one to three fare zones. The \$10 Day Pass will remain available to provide riders unlimited single-day travel through four or more fare zones.

The disparate impact analysis for the new \$6 Day Pass compares the minority percentage of potential users of the new ticket type to the minority percentage of riders overall. The disproportionate burden analysis compares the low-income percentage of potential users of the new ticket type to the low-income percentage of riders overall. The analysis assumes that riders who reported using full-fare One-Way, 10-Ride or Monthly tickets for one- to three-zone trips in the Metra 2019 Origin-Destination Survey are potential users of the new \$6 Day Pass. This analysis excludes ME and RI riders because they are eligible for reduced fares under the Fair Transit South Cook program, which have a lower cost per ride than the new \$6 Day Pass.

Disparate Impact Analysis

The Metra 2019 Origin-Destination Survey included questions on ticket type and boarding and alighting stations, so survey respondents can be grouped by ticket type and number of fare zones traversed. Table 11 shows the number of riders likely to use the \$6 Day Pass by ticket type and minority status, which includes full-fare One-Way, 10-Ride and Monthly ticket users who travel one to three fare zones.

Table 11 also shows the percentages of minority and non-minority respondents by ticket type for riders likely to use the Day Pass and for riders overall. Groups of riders likely to use the Day Pass range from 22.8 percent minority for 10-Ride users riding up to three zones to 39.3 percent for One-Way users riding up to three. Metra riders overall are 31.7 percent minority, based on survey results.

Table 11: Potential \$6 Day Pass Users by Ticket Type and Minority Status, System without ME and RI

Ticket Type (number of zones)	Minority	Non-Minority	Sum*	Race Unknown	Total
Monthly (1-3 Zones)	3,136	8,875	12,012	968	12,980
10-Ride (1-3 Zones)	1,377	4,658	6,035	403	6,438
One-Way (1-3 Zones)	514	795	1,309	131	1,441
Subtotal	5,028	14,328	19,356	1,502	20,858
All Riders	37,942	81,647	119,589	10,432	130,021
Percent of Sum					
Monthly (1-3 Zones)	26.1%	73.9%	100.0%		
10-Ride (1-3 Zones)	22.8%	77.2%	100.0%		
One-Way (1-3 Zones)	39.3%	60.7%	100.0%		
Subtotal	26.0%	74.0%	100.0%		
All Riders	31.7%	68.3%	100.0%		

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 12 shows the disparate impact analysis of the proposed \$6 Day Pass, which compares the minority percentage of potential \$6 Day Users (riders using full-fare One-Way, 10-Ride and Monthly tickets to ride one to three zones) to riders overall. The minority percentage of potential \$6 Day Pass users is 5.8 percent lower than the minority percentage of riders overall (26.0 percent vs. 31.7 percent).

The difference in minority percentages between the ridership group who may potentially use the \$6 Day Pass and riders overall is below Metra's disparate impact threshold of 20 percent. **Therefore, introduction of the proposed \$6 Day Pass will not result in a disparate impact on Metra's minority riders.**

Table 12: Disparate Impact Threshold Analysis, \$6 Day Pass

Ridership Group	Percent Minority
1-3 Zone One-Way, 10-Ride & Monthly Users	26.0%
All Riders	31.7%
Disparate Impact Comparison	-5.8%
Disparate Impact Threshold	+/-20%
Disparate Impact?	No

Source: Metra 2019 Origin-Destination Survey.

Disproportionate Burden Analysis

Table 13 shows weighted responses for riders likely to use the \$6 Day Pass by ticket type and low-income status, which includes full-fare One-Way, 10-Ride and Monthly ticket users who travel one to three fare zones.

Table 13 also shows the percentages of low-income and non-low-income respondents by ticket type for riders likely to use the Day Pass and for riders overall. Groups of riders likely to use the \$6 Day Pass range from 0.9 percent low-income for 10-Ride Ticket users riding up to three zones to 8.5 percent for One-Way Ticket users riding up to three zones. Metra riders overall are 2.6 percent low-income, based on survey results.

Table 13: Potential \$6 Day Pass Users by Ticket Type and Low-Income Status, System without ME and RI

Ticket Type (number of zones)	Low-Income	Non-Low-Income	Sum†	Income Unknown	Total
Monthly (1-3 Zones)	141	8,604	8,745	4,235	12,980
10-Ride (1-3 Zones)	40	4,567	4,607	1,831	6,438
One-Way (1-3 Zones)	86	918	1,003	437	1,441
Subtotal	267	14,088	14,355	6,503	20,858
All Riders	2,177	81,926	84,103	45,918	130,021
Percent of Sum					
Monthly (1-3 Zones)	1.6%	98.4%	100.0%		
10-Ride (1-3 Zones)	0.9%	99.1%	100.0%		
One-Way (1-3 Zones)	8.5%	91.5%	100.0%		
Subtotal	1.9%	98.1%	100.0%		
All Riders	2.6%	97.4%	100.0%		

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

Table 14 shows the disproportionate burden analysis of the proposed \$6 Day Pass, which compares the low-income percentage of potential \$6 Day Users (riders using full-fare One-Way, 10-Ride and Monthly tickets to ride one to three zones) to riders overall. The low-income percentage of potential \$6 Day Pass users is 0.7 percent lower than the low-income percentage of riders overall (1.9 percent vs. 2.6 percent).

The difference in low-income percentages between the ridership group who may potentially use the \$6 Day Pass and riders overall is below Metra's disproportionate burden threshold of 10 percent. **Therefore, introduction of the proposed \$6 Day Pass will not result in a disproportionate burden on Metra's low-income riders.**

Table 14: Disproportionate Burden Threshold Analysis, \$6 Day Pass

Ridership Group	Percent Low-Income
1-3 Zone One-Way, 10-Ride & Monthly Users	1.9%
All Riders	2.6%
Disproportionate Burden Comparison	-0.7%
Disproportionate Burden Threshold	+/-10%
Disproportionate Burden?	No

Source: Metra 2019 Origin-Destination Survey.

c. Impacts on Minority and Low-Income Riders, Round Trip Plus Elimination

Metra introduced the Round Trip Plus Ticket in September 2020 as part of a pilot fare program approved by the Metra Board of Directors in May 2018. The Round Trip Plus allows unlimited rides on a single service day between specified fare zones. Because the \$10 Day Pass offers the same rider benefits as the full-fare Round Trip Plus at a lower price for all but one- or two-zone trips, demand for the Round Trip Plus has been very low. Recent mobile ticket activation data show that Round Trip Plus users are only taking 1.8 trips per day,⁵ on average, and are therefore

⁵ Based on June through September 2021 Metra mobile ticket activations.

not benefitting from the unlimited rides available with the Round Trip Plus Ticket. Introduction of the proposed \$6 Day Pass is expected to eliminate any remaining demand for full-fare Round Trip Plus Tickets.

The disparate impact analysis for elimination of the Round Trip Plus Ticket compares the minority percentage of possible Round Trip Plus users to the minority percentage of riders overall. The disproportionate burden analysis compares the low-income percentage of possible Round Trip Plus users to the low-income percentage of riders overall.

This analysis assumes that 2019 Metra Origin-Destination Survey respondents who reported using Reduced 10-Ride or One-Way tickets are possible Reduced Round Trip Plus users who may be affected by its elimination. This analysis also includes full-fare 10-Ride and One-Way ticket users on the ME and RI as possible Reduced Round Trip Plus users because they are currently eligible for reduced fares under the Fair Transit South Cook Pilot project. Full-fare 10-Ride and One-Way ticket users (i.e., possible full-fare Round Trip Plus users) are not included in this analysis because they are assumed to use the Day Pass instead to take advantage of the lower cost per ride (this group is included in the analysis of the \$6 Day Pass, above, and in the previous analysis for the \$10 Day Pass).

Disparate Impact Analysis

Table 15 shows weighted responses for ME and RI full-fare 10-Ride and One-Way ticket users and all Reduced 10-Ride and One-Way ticket users (who are possible Reduced Round Trip Plus users) by minority status, plus all Metra riders by minority status. This table also shows the minority and non-minority percentages of possible affected riders and all Metra riders. The ridership group considered to be possible Reduced Round Trip Plus users are 47.5 percent minority, compared to 31.7 percent minority for all Metra riders.

Table 15: Possible Round Trip Plus Users by Ticket Type and Minority Status

Ridership Group	Minority	Non-Minority	Sum*	Race Unknown	Total
Full-Fare ME & RI 10-Ride/One-Way Users	4,059	3,109	7,168	613	7,780
All Reduced 10-Ride/One-Way Users	1,208	2,703	3,911	323	4,234
Possible Round Trip Plus Users	5,267	5,812	11,079	936	12,015
System	37,942	81,647	119,589	10,432	130,021
Percent of Sum					
Full-Fare ME & RI 10-Ride/One-Way Users	56.6%	43.4%	100.0%		
All Reduced 10-Ride/One-Way Users	30.9%	69.1%	100.0%		
Possible Round Trip Plus Users	47.5%	52.5%	100.0%		
System	31.7%	68.3%	100.0%		

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 16 shows the disparate impact analysis of elimination of the Round Trip Plus Ticket, which compares the minority percentage of affected riders to riders overall. The minority percentage of the affected group is 15.8 percent higher than the minority percentage of riders overall.

The difference in minority percentages between the ridership group who are possible Round Trip Plus users and riders overall is below Metra's disparate impact threshold of 20 percent. **Therefore, elimination of the Round Trip Plus Ticket will not result in a disparate impact on Metra's minority riders.**

Table 16: Disparate Impact Threshold Analysis, Round Trip Plus Ticket

Ridership Group	Percent Minority
Subtotal (Possible Round Trip Plus Users)	47.5%
All Riders	31.7%
Disparate Impact Comparison	15.8%
Disparate Impact Threshold	+/-20%
Disparate Impact?	No

Source: Metra 2019 Origin-Destination Survey.

Disproportionate Burden Analysis

Table 17 shows weighted responses for ME and RI full-fare 10-Ride and One-Way ticket users and all Reduced 10-Ride and One-Way ticket users (who are possible Reduced Round Trip Plus users) by low-income status, plus all Metra riders by low-income status. This table also shows the low-income and non-low-income percentages of possible affected riders and all Metra riders. The ridership group considered to be possible Reduced Round Trip Plus users are 7.1 percent low-income, compared to 2.6 percent low-income for all Metra riders.

Table 17: Possible Round Trip Plus Users by Ticket Type and Low-Income Status

Ridership Group	Low-Income	Non-Low-Income	Sum†	Income Unknown	Total
Full-Fare ME & RI 10-Ride/One-Way Users	376	4,881	5,257	2,523	7,780
All Reduced 10-Ride/One-Way Users	155	2,101	2,256	1,978	4,234
Possible Round Trip Plus Users	532	6,982	7,513	4,502	12,015
System	2,177	81,926	84,103	45,918	130,021
Percent of Sum					
Full-Fare ME & RI 10-Ride/One-Way Users	7.2%	92.8%	100.0%		
All Reduced 10-Ride/One-Way Users	6.9%	93.1%	100.0%		
Possible Round Trip Plus Users	7.1%	92.9%	100.0%		
System	2.6%	97.4%	100.0%		

Source: Metra 2019 Origin-Destination Survey.

†All respondents for whom income status can be determined.

Table 18 shows the disproportionate burden analysis of elimination of the Round Trip Plus Ticket, which compares the low-income percentage of affected riders to riders overall. The low-income percentage of the affected group is 4.5 percent higher than the low-income percentage of riders overall.

The difference in low-income percentages between the ridership group who are possible Round Trip Plus users and riders overall is below Metra's disproportionate burden threshold of 10 percent. **Therefore, elimination of the Round Trip Plus Ticket will not result in a disproportionate burden on Metra's low-income riders.**

Table 18: Disproportionate Burden Threshold Analysis, Round Trip Plus Ticket

Ridership Group	Percent Low-Income
Subtotal (Possible Round Trip Plus Users)	7.1%
All Riders	2.6%
Disproportionate Burden Comparison	4.5%
Disproportionate Burden Threshold	+/-10%
Disproportionate Burden?	No

Source: Metra 2019 Origin-Destination Survey.

5. Public Outreach Efforts

a. Public Outreach Summary

At the October 2021 Metra Board of Directors meeting, Metra staff presented an overview of the proposed Metra 2022 Program and Budget, which includes proposed fares change for 2022. Documentation of this meeting, including a video recording of the entire meeting is available on Metra's public website. Immediately following the October Board of Directors meeting, Metra released the 2022 Proposed Program and Budget Book, including the proposed 2022 fare changes, for public comment. In accordance with state law, Metra will hold public hearings on the proposed Metra Program and Budget in each of the six counties in the Metra service area and in the City of Chicago in November 2021. Metra will also provide online and phone access to a virtual public hearing. The schedule of public hearings for the Metra 2022 Proposed Program and Budget Book is listed in [Appendix B: Public Hearing Schedule](#).

Metra staff will collect oral and written testimony from members of the public at each of these hearings, and will also solicit public comments via conventional mail, email and voicemail.

In addition to posting the Metra 2022 Proposed Program and Budget Book to the Metra public website, Metra staff will distribute the proposed budget document by mail to 200 communities, County Boards, City of Chicago Aldermen, and various Mayors and Managers' Councils and Government Leagues across the Metra service area.

After considering any public comment, the Board of Directors is scheduled to vote on a resolution to approve the final Metra 2022 Program and Budget, including the proposed fare changes for 2022, at their regularly scheduled meeting on November 12, 2021.

b. Media Outreach

Metra provided an overview of the proposed Metra 2022 Proposed Program and Budget in a news release that was distributed to most print, television and radio media outlets in Metra's six-county service area. The news release included a summary of Metra's operating and capital funding needs for 2022 and an overview of the proposed fare changes. The news release also lists the times and locations for each of the scheduled public hearings on the proposed 2022 budget, as well as contact information for members of the public to provide comments on the proposed budget directly to Metra.

c. Public Comments

Metra staff will record oral testimony and collect written statements submitted by members of the public at each of the public hearings for the Metra Proposed 2022 Program and Budget. Staff will also collect public comments on the proposed program and budget submitted through U.S. Mail, email or voicemail. A summary of all comments submitted on the preliminary budget document and the proposed 2022 fare changes will be provided under separate cover to the Metra CEO/Executive Director to forward on the Board of Directors. The public comment summary is shown in Appendix D: Synopsis of Testimony and Comments on Preliminary Metra 2022 Program & Budget.

6. Conclusion: Equity Impact on Minority and Low-Income Riders

- Introduction of the proposed \$6 Day Pass will not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes (see Table 12 on page 9).
- Introduction of the proposed \$6 Day Pass will not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes (see Table 14 on page 10).
- The proposed elimination of the Round Trip Plus Ticket will not result in a disparate impact on Metra's minority riders, based on the Metra Disparate Impact Threshold for Fare Changes (see Table 16 on page 11).
- The proposed elimination of the Round Trip Plus Ticket will not result in a disproportionate burden on Metra's low-income riders, based on the Metra Disproportionate Burden Threshold for Fare Changes (see Table 18 on page 12).
- **Overall, no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the proposed introduction of the \$6 Day Pass or elimination of the Round Trip Plus Ticket, effective February 1, 2022. Therefore, Metra is in compliance with Title VI of the Civil Rights Act of 1964.**

Appendix A: Fare Tables

Table 19: Adult Fares

	Ticket	A	B	C	D	E	F	G	H	I	J
A	Monthly	\$116.00									
	10-Ride	38.00									
	Day Pass	6.00									
	One-Way	4.00									
B	Monthly	123.25	\$116.00				Weekend: \$10.00				
	10-Ride	40.50	38.00				Saturday/Sunday Day Pass: \$7.00				
	Day Pass	6.00	6.00				On-Board Surcharge: \$5.00				
	One-Way	4.25	4.00								
C	Monthly	159.50	123.25	\$116.00							
	10-Ride	52.25	40.50	38.00							
	Day Pass	6.00	6.00	6.00							
	One-Way	5.50	4.25	4.00							
D	Monthly	181.25	159.50	123.25	\$116.00						
	10-Ride	59.50	52.25	40.50	38.00						
	Day Pass	10.00	6.00	6.00	6.00						
	One-Way	6.25	5.50	4.25	4.00						
E	Monthly	195.75	181.25	159.50	123.25	\$116.00					
	10-Ride	64.25	59.50	52.25	40.50	38.00					
	Day Pass	10.00	10.00	6.00	6.00	6.00					
	One-Way	6.75	6.25	5.50	4.25	4.00					
F	Monthly	210.25	195.75	181.25	159.50	123.25	\$116.00				
	10-Ride	69.00	64.25	59.50	52.25	40.50	38.00				
	Day Pass	10.00	10.00	10.00	6.00	6.00	6.00				
	One-Way	7.25	6.75	6.25	5.50	4.25	4.00				
G	Monthly	224.75	210.25	195.75	181.25	159.50	123.25	\$116.00			
	10-Ride	73.75	69.00	64.25	59.50	52.25	40.50	38.00			
	Day Pass	10.00	10.00	10.00	10.00	6.00	6.00	6.00			
	One-Way	7.75	7.25	6.75	6.25	5.50	4.25	4.00			
H	Monthly	239.25	224.75	210.25	195.75	181.25	159.50	123.25	\$116.00		
	10-Ride	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00		
	Day Pass	10.00	10.00	10.00	10.00	10.00	6.00	6.00	6.00		
	One-Way	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00		
I	Monthly	261.00	239.25	224.75	210.25	195.75	181.25	159.50	123.25	\$116.00	
	10-Ride	85.50	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00	
	Day Pass	10.00	10.00	10.00	10.00	10.00	10.00	6.00	6.00	6.00	
	One-Way	9.00	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00	
J	Monthly	275.50	261.00	239.25	224.75	210.25	195.75	181.25	159.50	123.25	\$116.00
	10-Ride	90.25	85.50	78.50	73.75	69.00	64.25	59.50	52.25	40.50	38.00
	Day Pass	10.00	10.00	10.00	10.00	10.00	10.00	10.00	6.00	6.00	6.00
	One-Way	9.50	9.00	8.25	7.75	7.25	6.75	6.25	5.50	4.25	4.00

Table 20: Reduced (Special-User) Fares

Zone	Ticket	A	B	C	D	E	F	G	H	I	J
A	Monthly	70.00									
	Ten-Ride	19.00									
	One-Way	2.00									
B	Monthly	70.00	70.00								
	Ten-Ride	19.00	19.00								
	One-Way	2.00	2.00								
C	Monthly	96.25	70.00	70.00							
	Ten-Ride	26.25	19.00	19.00							
	One-Way	2.75	2.00	2.00							
D	Monthly	105.00	96.25	70.00	70.00						
	Ten-Ride	28.50	26.25	19.00	19.00						
	One-Way	3.00	2.75	2.00	2.00						
E	Monthly	113.75	105.00	96.25	70.00	70.00					
	Ten-Ride	31.00	28.50	26.25	19.00	19.00					
	One-Way	3.25	3.00	2.75	2.00	2.00					
F	Monthly	122.50	113.75	105.00	96.25	70.00	70.00				
	Ten-Ride	33.25	31.00	28.50	26.25	19.00	19.00				
	One-Way	3.50	3.25	3.00	2.75	2.00	2.00				
G	Monthly	131.25	122.50	113.75	105.00	96.25	70.00	70.00			
	Ten-Ride	35.75	33.25	31.00	28.50	26.25	19.00	19.00			
	One-Way	3.75	3.50	3.25	3.00	2.75	2.00	2.00			
H	Monthly	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00		
	Ten-Ride	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00		
	One-Way	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00		
I	Monthly	157.50	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00	
	Ten-Ride	42.75	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00	
	One-Way	4.50	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00	
J	Monthly	166.25	157.50	140.00	131.25	122.50	113.75	105.00	96.25	70.00	70.00
	Ten-Ride	45.25	42.75	38.00	35.75	33.25	31.00	28.50	26.25	19.00	19.00
	One-Way	4.75	4.50	4.00	3.75	3.50	3.25	3.00	2.75	2.00	2.00

Appendix B: Public Hearing Schedule

FY2022 Metra Proposed Program and Budget Public Hearing Schedule

Wednesday, Nov. 3 4-7 p.m.	Thursday, Nov. 4 4-7 p.m.
WILL COUNTY Will County Office Building County Board Room – 2nd Floor 302 North Chicago Street Joliet	SOUTH SUBURBAN COOK COUNTY East Hazel Crest Village Hall Village Board Room 1904 W. 174th Street East Hazel Crest
KANE COUNTY Kane County Government Center Building A – 1st Floor Auditorium 719 South Batavia Avenue Geneva	DUPAGE COUNTY Clarendon Hills Village Hall Village Board Room One North Prospect Avenue Clarendon Hills
CITY OF CHICAGO Metra Board Room 13th floor 547 West Jackson Boulevard Chicago	NORTH SUBURBAN COOK COUNTY Hanover Park Police Department Community Room 2011 Lake Street Hanover Park
LAKE COUNTY Mundelein Village Hall Village Board Room 300 Plaza Circle Mundelein	MCHENRY COUNTY Crystal Lake City Hall City Council Chambers 100 West Woodstock Street Crystal Lake
VIRTUAL PUBLIC HEARING www.Webex.com ID number: 2334 922 1380 Password: 2022budget Phone: 844-517-1442 Access Code: 2334 922 1380	

**Commuter Rail Board
Ordinance No. MET 21-22**

2022 OPERATING AND CAPITAL PROGRAM AND BUDGET (JANUARY 1, 2022 TO DECEMBER 31, 2022),
THE 2023-2024 FINANCIAL PLAN, AND THE 2022-2026 CAPITAL PROGRAM

RECITALS

- A. This 2022 Operating and Capital Program and Budget (January 1, 2022 to December 31, 2022), the 2023-2024 Financial Plan, and the 2022-2026 Capital Program are based upon Regional Transportation Authority ("Authority") estimates of funds made available to the Board of Directors of the Commuter Rail Division of the Regional Transportation Authority ("Commuter Rail Board") and conform in all respects to the program and budget requirements of the Regional Transportation Authority Act (70 ILCS 3615, et seq.) ("RTA Act").
- B. The Commuter Rail Board has held at least one public hearing in each county in the metropolitan region in which Metra provides service;
- C. The Commuter Rail Board has held at least one meeting for consideration of the program and budget with the county board of each of the several counties in the metropolitan region;
- D. Metra, as a recipient of federal funds, is required to comply with the Federal Transit Administration Circular 4702.1B ("Title VI"), effective October 1, 2012, which is an updated guidance for federal recipients' compliance with Title VI of the Civil Rights Act of 1964. Under Title VI, Metra is required to conduct a fare equity analysis for any proposed fare or major service changes to ensure such changes do not result in disparate impacts on the basis of race, color, or national origin. Additionally, Metra must determine whether low-income populations will bear a disproportionate burden of the changes to fares or service;
- E. The Federal Transit Administration has determined that temporary fare changes enacted in response to the COVID-19 pandemic, as well as promotional fare decreases, are exempt from equity analysis requirements for six months, after which such changes are considered permanent;
- F. The \$10 All-Day Pass and changes in reduced-fare eligibility under the Fair Transit South Cook pilot project subsidized by Cook County have been in place for more than six months and are subject to equity analysis requirements. Metra has therefore conducted an equity analysis of these past fare changes, as well as the proposed fare change as specified and set forth in the published 2022 budget book including the introduction of the Day Pass pilot program and the elimination of the Round Trip Plus Ticket.
- G. Metra is currently providing a level of service that is temporarily adjusted for the COVID-19 pandemic; Metra will adjust future service levels in response to changes in ridership demand and will defer service change equity analysis until service levels stabilize; and
- H. Based upon the discussion in its October 13, 2021 Board Meeting, public comment, and Title VI equity analysis, Metra believes a fare change with the introduction of the Day Pass pilot program, elimination of the Round Trip Plus Ticket, and adjustments to One-Way and 10-Ride validity periods is necessary as specified and set forth in the published 2022 budget book.

Approved: November 12, 2021

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NOW, THEREFORE, BE IT ORDAINED THAT:

1. The Commuter Rail Board, having considered the fare equity analyses under Title VI, has found that the previously implemented promotional Metra fare changes and the proposed Metra fare changes would not result in a disparate impact on the basis of race, color, or national origin; nor will low-income populations bear a disproportionate burden of the changes. Accordingly, the Commuter Rail Board hereby approves the fare equity analyses, as well as the fare changes set forth.
2. The Commuter Rail Board has reviewed and approves the fare policy.
3. The Commuter Rail Board hereby approves the 2022 Operating and Capital Program and Budget (January 1, 2022 to December 31, 2022), the 2023-2024 Financial Plan, and the 2022-2026 Capital Program, copies of which are attached hereto and made a part hereof, and further authorizes their transmittal to the Board of Directors of the Authority in full compliance with Section 4.11 of the RTA Act.
4. The Commuter Rail Board approves the 2022 Budget and the staffing level for the Audit Department of \$1.068 million and 5 personnel, respectively, in accordance with item 6 of MET 14-01, and included in item 8 below.
5. The Chief Executive Officer/Executive Director of the Commuter Rail Division of the Regional Transportation Authority ("Commuter Rail Division") is hereby authorized and directed to take such action, as he deems necessary or appropriate to implement, administer, and enforce this Ordinance.
6. Item 3 of this Ordinance shall constitute the Annual Program of the Commuter Rail Division for services to be provided, operations to be continued or begun, and capital projects to be continued or begun during the fiscal year beginning January 1, 2022 and ending December 31, 2022. Authorization is hereby given that the programs and projects herein named may be implemented, or actions toward their implementation taken, during said fiscal year.
7. Items 8 through 10 of this Ordinance shall constitute the Annual Budget for operations of the services ("Operations") provided by the Commuter Rail Division other than for capital projects and technical studies as provided in Sections 11 through 13 of this Ordinance for the fiscal year beginning January 1, 2022 and ending December 31, 2022. Sections 11 through 13 of this Ordinance shall constitute the Annual Budget for capital project and technical study expenditures incurred during the fiscal year beginning January 1, 2022 and ending December 31, 2022. Funds available from all sources during 2021 not identified herein for use in the operating or capital budget are to be used for potential funding shortfalls and working cash.
8. The following named sums, or so much as may be necessary, are hereby appropriated for the specified use (in 000's):

Operating Commuter Rail Division Services and Support	<u>\$900,000</u>
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Approved: November 12, 2021

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9. The estimated Commuter Rail Division Operating Funds expected to be available from all sources during 2022 are (in 000's):

Total Operating Revenues	\$146,400
Federal Relief Funds (CARES, CRRSA & ARP Acts)	294,790
Metra 2022 Sales Tax 1	352,691
<u>Metra 2022 Sales Tax 2 & PTF 2</u>	<u>106,119</u>
Total Sources of Operating Funds	<u>\$900,000</u>

10. The following are 2022 estimates of the revenues and expenses for the Commuter Rail Division (in 000's):

Operating Revenues	\$146,400
<u>Operating Expenses</u>	<u>900,000</u>
Total Funded Deficit	<u>\$753,600</u>

11. The following named sum, or so much thereof as may be necessary, respectively, for capital projects and technical studies which remain unexpended as of December 31, 2021, is hereby re-appropriated to meet all obligations of the Commuter Rail Division incurred during the fiscal year beginning January 1, 2022 and ending December 31, 2022 (in 000's):

Total	<u>\$1,823,468</u>
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12. The estimated Commuter Rail Division Capital Funds expected to be available from all sources to finance the 2022 Capital Program are (in 000's):

Federal Transit Administration	\$181,650
State of Illinois PAYGO Funds	73,775
<u>RTA Innovation, Coordination & Enhancement</u>	<u>5,530</u>
Total Sources of 2022 Capital Funds	<u>\$260,955</u>

13. The following named sum, or so much thereof as may be necessary, respectively, for technical studies and capital projects, are hereby appropriated to meet all obligations of the Commuter Rail Division incurred during the fiscal year beginning January 1, 2022 and ending December 31, 2022 (in 000's):

Rolling Stock	\$40,800
Track & Structure	46,200
Signal, Electrical & Communications	50,623
Support Facilities & Equipment	33,430
Stations & Parking	59,397
<u>Support Activities</u>	<u>30,505</u>
Total Uses of 2022 Capital Funds	<u>\$260,955</u>

Approved: November 12, 2021

3



Memorandum

DATE: November 8, 2021
TO: Jim Derwinski
Executive Director/CEO
FROM: Janice R. Thomas
Chief of Staff
SUBJECT: FY2022 Metra Budget Public Comment Summary

Official comments on the FY2022 Metra Proposed Program and Budget compiled from calls to the Board Secretary, messages to the budget voicemail box, 2022budgetcomments@metrarr.com, public hearing testimony, and letters submitted via U.S. Postal Service. The summaries of those comments are provided in this report. Full versions of the comments are available upon request.

Telephone calls: 00
Voice Messages: 00
Emails: 03
Public Hearing Testimony: 02
U.S. Postal Service: 00

TOTAL: 05

Comments submitted to 2022budgetcomments@metrarr.com:

1. P. Turula, x.rr@turula.com
Commuter travels various zones depending on their schedule. Reducing the expiration date would eliminate the 10-ride as a ticket option.
2. G. Laxton Graeme.laxton@gmail.com
Commuter understand the need to reduce the expiration date on the 10-ride tickets. Asks that tickets purchased before the start of the pandemic be extended for those still currently working from home.
3. C. Galitz cgalitz@gmail.com
Changing the expiration of the 10-ride ticket removes that ticket as option for this commuter. A 90-day expiration window removes the option of a discounted ticket for the occasional commuter.

Comments taken from public hearing testimony:

1. Mary Sullivan, representing self. Attendance at the Chicago public hearing. Union Pacific Northwest Line schedule needs improvement. Commuter appreciates the cleanliness of the train cars.
2. Baroness Davenport, representing self. Attendance at the Chicago public hearing. Individual is grateful for Metra's handling of the pandemic, but remains concerned about ridership improving. Questions what the service level will be if ridership does not improve. Appreciates Metra's efforts in keeping the train cars clean.

Appendix E: Data Sources and Tabulation Methodology

a. Metra Rider Characteristics: Rider Survey Data

As required under Federal Transit Administration (FTA) Title VI guidance, Metra conducts periodic rider surveys to collect information on ticket use, travel patterns and demographic data, including information that allows Metra to determine minority and low-income status of survey respondents. Metra conducted its most recent origin-destination survey of its riders in spring 2019. Field personnel conducted this survey by distributing a paper questionnaire to riders on board weekday trains operating between the start of service through noon arrival or departure at downtown Chicago.

In addition to questions on trip origin and destination locations, the Metra 2019 Origin-Destination Survey questionnaire included questions on race/ethnic background to determine minority status of respondents and questions on household income and number of occupants to determine low-income status. The survey questionnaire also included questions on ticket type used on Metra. The minority and low-income determinations can be used with ticket type and fare zone information (derived from reported origin and destination stations) to estimate the minority and low-income percentages of the groups of riders likely to be affected by the proposed fare changes. Survey responses are weighted by rail line and station to AM Metra Fall Station 2018 Boarding and Alighting Count results.

Table 21 shows weighted survey responses by race/ethnic background and grouped by minority status. For this analysis, “minority” refers to all survey respondents who selected at least one answer other than “White/Caucasian” in response to the question on primary ethnic background. Of the survey respondents that provided an answer on ethnic background, about 32 percent are minority and 68 percent are non-minority.

Table 21: Metra Riders by Race

Race/Ethnic Background	Number	Percent of All Races Known*	Percent of Total
White/Caucasian Alone (Non-Minority)	81,647	68.3%	62.8%
Black/African-American	14,530	12.2%	11.2%
Asian/Pacific Islander	11,832	9.9%	9.1%
Hispanic/Latino	8,379	7.0%	6.4%
Other Race	1,069	0.9%	0.8%
Two or More Races	2,132	1.8%	1.6%
Minority	37,942	31.7%	29.2%
All Races Known*	119,589	100.0%	92.0%
Race Unknown	10,432		8.0%
Total	130,021		100.0%

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 22 shows weighted survey responses for household income range by household size and low-income status. To determine low-income status, survey responses are grouped by reported household size and income range, which were then compared to the 2019 Health and Human Services (HHS) Poverty Guidelines shown in Table 24. All respondents in each household size/income range group that include at least some respondents that could be classified as being in poverty based on the HHS Poverty Guidelines are designated as low-income. Low-income status cannot be determined for approximately 35 percent of all survey respondents because they omitted responses for either household income or number of household residents.

Table 23 shows the percentages of survey responses by household size and low-income status for each reported household income band. For all responses reporting both household size and income, 2.6 percent are considered to be low-income, and 97.4 percent are non-low-income.

Table 22: Household Size and Low-Income Status by Household Income

Household Income	Household Size										Low-Income	Non-Low-Income	All Known HH Size	HH Size Unknown	Total
	1	2	3	4	5	6	7	8	9	10+					
Less than \$15,000	284	161	132	126	68	28	15	11	3	13	841	0	841	185	1,026
\$15,000 - \$24,999	323	224	180	146	109	18	11	5	1	5	700	323	1,022	154	1,177
\$25,000 - \$39,999	595	528	346	303	167	85	25	18	11	7	615	1,469	2,084	302	2,386
\$40,000 - \$59,999	2,004	1,516	890	629	294	131	53	16	4	2	22	5,517	5,538	651	6,190
\$60,000 - \$74,999	1,922	2,050	1,132	826	382	134	31	14	8	1	0	6,500	6,500	678	7,178
\$75,000 - \$99,999	2,533	3,441	2,048	1,639	649	263	53	21	11	14	0	10,673	10,673	850	11,523
\$100,000 - \$124,999	1,411	4,364	2,746	2,648	946	325	83	20	11	12	0	12,566	12,566	780	13,346
\$125,000 - \$149,999	581	3,155	1,965	2,188	773	276	69	13	0	11	0	9,030	9,030	562	9,592
\$150,000 - \$199,999	479	4,504	3,105	3,633	1,405	375	77	31	11	0	0	13,621	13,621	725	14,346
\$200,000 and above	406	5,293	4,363	7,671	3,378	909	128	45	16	18	0	22,228	22,228	1,072	23,300
All Incomes Known	10,538	25,236	16,906	19,809	8,172	2,544	545	194	77	83	2,177	81,926	84,103	5,961	90,064
Income Unknown	2,598	8,771	6,108	7,797	3,341	989	233	79	35	47	n/a	n/a	29,997	9,961	39,957
Total	13,136	34,007	23,014	27,605	11,512	3,533	777	273	112	130	n/a	n/a	114,100	15,921	130,021

Source: Metra 2019 Origin-Destination Survey.

Table 23: Percent Household Size and Low-Income Status by Household Income

Household Income	Household Size										Low-Income	Non-Low-Income	All Known HH Size
	1	2	3	4	5	6	7	8	9	10+			
Less than \$15,000	33.7%	19.2%	15.7%	15.0%	8.1%	3.3%	1.8%	1.3%	0.4%	1.5%	100.0%	0.0%	100.0%
\$15,000 - \$24,999	31.6%	21.9%	17.6%	14.3%	10.7%	1.8%	1.1%	0.5%	0.1%	0.5%	68.4%	31.6%	100.0%
\$25,000 - \$39,999	28.6%	25.3%	16.6%	14.5%	8.0%	4.1%	1.2%	0.9%	0.5%	0.4%	29.5%	70.5%	100.0%
\$40,000 - \$59,999	36.2%	27.4%	16.1%	11.4%	5.3%	2.4%	1.0%	0.3%	0.1%	0.0%	0.4%	99.6%	100.0%
\$60,000 - \$74,999	29.6%	31.5%	17.4%	12.7%	5.9%	2.1%	0.5%	0.2%	0.1%	0.0%	0.0%	100.0%	100.0%
\$75,000 - \$99,999	23.7%	32.2%	19.2%	15.4%	6.1%	2.5%	0.5%	0.2%	0.1%	0.1%	0.0%	100.0%	100.0%
\$100,000 - \$124,999	11.2%	34.7%	21.9%	21.1%	7.5%	2.6%	0.7%	0.2%	0.1%	0.1%	0.0%	100.0%	100.0%
\$125,000 - \$149,999	6.4%	34.9%	21.8%	24.2%	8.6%	3.1%	0.8%	0.1%	0.0%	0.1%	0.0%	100.0%	100.0%
\$150,000 - \$199,999	3.5%	33.1%	22.8%	26.7%	10.3%	2.8%	0.6%	0.2%	0.1%	0.0%	0.0%	100.0%	100.0%
\$200,000 and above	1.8%	23.8%	19.6%	34.5%	15.2%	4.1%	0.6%	0.2%	0.1%	0.1%	0.0%	100.0%	100.0%
All Incomes Known	12.5%	30.0%	20.1%	23.6%	9.7%	3.0%	0.6%	0.2%	0.1%	0.1%	2.6%	97.4%	100.0%
Income Unknown	8.7%	29.2%	20.4%	26.0%	11.1%	3.3%	0.8%	0.3%	0.1%	0.2%	n/a	n/a	100.0%
Total	11.5%	29.8%	20.2%	24.2%	10.1%	3.1%	0.7%	0.2%	0.1%	0.1%	n/a	n/a	100.0%

Source: Metra 2019 Origin-Destination Survey.

Table 24: 2019 Poverty Guidelines for the 48 Contiguous States and the District of Columbia

Persons in family/household	Poverty guideline
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430
For families/households with more than 8 persons, add \$4,420 for each additional person.	

Source: U.S. Department of Health & Human Services

b. Calculation of Equity Impacts

The proposed fare change will result in one new fare type, elimination of an existing fare type, and a policy change for two fare types. Because this proposed fare change will not result in a change in fares for multiple ticket types, the appropriate disparate impact analysis is a comparison of the percentage minority population of riders likely to be affected by each of the proposed changes compared to the overall percentage minority population. Similarly, the appropriate disproportionate burden analysis is a comparison of the percentage low-income population of riders likely to be affected by each fare change compared to the overall percentage low-income population.

\$6 Day Pass

The equity analysis for the new \$6 Day Pass assumes that full-fare Monthly, 10-Ride and One-Way ticket users taking one to three zone trips are likely to use the new ticket, given the lower cost-per-ride of the \$6 Day Pass (see Table 6 on page 7). This analysis excludes Metra Electric (ME) and Rock Island (RI) riders because they are eligible for reduced fares under the Fair Transit South Cook pilot program launched in January 2021.

Table 25 shows ridership by ticket type, number of fare zones traversed and minority status for riders on all lines except the ME and RI. Shaded areas represent riders using full-fare Monthly, 10-Ride and One-Way tickets for one-to three-zone trips and are considered likely to use the new \$6 Day Pass, with those for whom minority status can be determined making up the comparison group of riders included in the disparate impact analysis. (see Table 11 on page 9).

Table 26 shows ridership by ticket type, number of fare zones traversed and low-income status for riders on all lines except the ME and RI. Shaded areas represent riders using full-fare Monthly, 10-Ride and One-Way tickets for one-to three-zone trips and are considered likely to use the new \$6 Day Pass based on ticket type and number of fare zones traversed, with those for whom low-income status can be determined making up the comparison group of riders included in the disproportionate burden analysis. (see Table 13 on page 10).

Round Trip Plus Elimination

The equity analysis for elimination of the Round Trip Plus Ticket assumes that riders reporting using Reduced One-Way or 10-Ride tickets in the Metra 2019 Origin-Destination Survey are possible users of Round Trip Plus Tickets, and thus will be affected by its elimination. It is assumed that riders reporting using full-fare One-Way or 10-Ride tickets would use the Day Pass rather than the Round Trip Plus Ticket, and are not included in the group affected by elimination of the Round Trip Plus. However, ME and RI riders reporting using full-fare One-Way or 10-Ride tickets are included in the affected group because they are eligible for reduced fares under the Fair Transit South Cook pilot program.

Table 27 shows ridership by ticket type, rail line and minority status. Shaded areas represent riders who are considered possible users of the Round Trip Plus Ticket based on reported ticket type and rail line, with those for whom minority status can be determined making up the comparison group of riders included in the disparate impact analysis. (see Table 15 on page 11).

Table 28 shows ridership by ticket type, rail line and minority status. Shaded areas represent riders who are considered possible users of the Round Trip Plus Ticket based on reported ticket type and rail line, with those for whom low-income status can be determined making up the comparison group of riders included in the disproportionate burden analysis. (see Table 17 on page 12).

Table 25: Riders by Ticket Type, Number of Fare Zones and Minority Status, System without ME and RI

Ticket Type	Number of Fare Zones												Riders	
	1	2	3	4	5	6	7	8	9	10	n/a	Affected	All	
Minority														
Monthly	64	1,162	1,911	2,670	2,635	2,149	2,107	867	256	82	376	3,136	14,279	
10-Ride	53	507	817	1,017	1,290	1,031	1,030	480	136	49	202	1,377	6,611	
One-Way	19	184	312	387	394	306	241	271	80	73	162	514	2,429	
Reduced Monthly	15	57	76	92	173	96	102	41	9	1	48	0	710	
Reduced 10-Ride	2	46	65	77	72	59	42	49	10	2	21	0	446	
Reduced One-Way	5	31	53	28	42	23	36	24	16	5	22	0	285	
RTA Ride Free Permit	4	17	18	33	23	15	24	30	3	3	20	0	190	
Other/Unknown	9	23	87	97	98	96	92	50	3	7	44	0	606	
Total	171	2,025	3,339	4,401	4,726	3,775	3,675	1,813	512	223	894	5,028	25,556	
Non-Minority														
Monthly	140	2,350	6,386	8,251	9,423	4,903	2,648	2,683	1,043	406	567	8,875	38,799	
10-Ride	109	1,365	3,184	4,621	4,929	2,710	1,640	1,650	643	291	347	4,658	21,488	
One-Way	22	249	525	644	823	513	345	475	233	149	114	795	4,091	
Reduced Monthly	22	99	325	431	512	269	151	178	50	22	56	0	2,113	
Reduced 10-Ride	12	109	280	417	469	211	126	93	44	43	94	0	1,898	
Reduced One-Way	4	17	43	117	76	43	20	43	14	23	20	0	419	
RTA Ride Free Permit	1	14	33	25	32	20	5	31	7	4	19	0	192	
Other/Unknown	33	95	210	338	251	129	89	120	32	15	40	0	1,352	
Total	344	4,297	10,986	14,844	16,514	8,798	5,024	5,273	2,065	952	1,256	14,328	70,353	
SUM*														
Monthly	204	3,512	8,297	10,921	12,058	7,052	4,756	3,550	1,298	488	943	12,012	53,078	
10-Ride	162	1,872	4,001	5,638	6,219	3,741	2,670	2,130	778	340	549	6,035	28,099	
One-Way	41	432	836	1,031	1,217	819	586	746	313	223	276	1,309	6,520	
Reduced Monthly	37	156	401	523	685	365	253	219	58	23	103	0	2,823	
Reduced 10-Ride	15	155	346	494	541	270	167	142	54	45	115	0	2,344	
Reduced One-Way	9	47	95	145	118	66	56	67	30	28	41	0	705	
RTA Ride Free Permit	5	31	52	58	54	35	29	61	11	7	39	0	382	
Other/Unknown	42	118	298	435	349	225	180	171	35	22	84	0	1,957	
Total	515	6,322	14,325	19,246	21,240	12,573	8,699	7,085	2,577	1,176	2,150	19,356	95,909	
Race Unknown														
Monthly	43	276	649	857	944	565	482	250	103	34	98	968	4,301	
10-Ride	18	143	242	394	415	274	258	156	55	30	61	403	2,045	
One-Way	5	65	61	55	87	42	52	60	31	17	26	131	501	
Reduced Monthly	4	16	39	62	61	28	32	9	8	3	10	0	274	
Reduced 10-Ride	5	11	34	30	47	21	13	7	10	2	15	0	195	
Reduced One-Way	3	0	2	9	16	4	4	2	2	0	4	0	45	
RTA Ride Free Permit	2	2	2	2	0	8	2	9	0	3	5	0	34	
Other/Unknown	36	63	121	98	107	63	45	36	16	9	54	0	648	
Total	117	577	1,151	1,505	1,676	1,004	888	529	224	99	273	1,502	8,042	
SYSTEM														
Monthly	247	3,787	8,945	11,778	13,002	7,617	5,238	3,800	1,402	522	1,041	12,980	57,379	
10-Ride	180	2,015	4,243	6,031	6,633	4,015	2,928	2,285	833	370	610	6,438	30,144	
One-Way	46	498	897	1,086	1,303	861	638	806	343	240	302	1,441	7,020	
Reduced Monthly	41	172	440	586	746	394	285	228	66	26	113	0	3,097	
Reduced 10-Ride	19	166	379	524	588	290	181	149	64	48	130	0	2,539	
Reduced One-Way	13	47	98	154	134	70	60	69	32	28	45	0	749	
RTA Ride Free Permit	7	33	54	60	54	43	32	70	11	10	44	0	416	
Other/Unknown	78	181	419	533	456	288	226	206	51	31	137	0	2,606	
Monthly	632	6,899	15,476	20,751	22,916	13,578	9,587	7,614	2,802	1,274	2,423	20,858	103,951	

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 26: Riders by Ticket Type, Number of Fare Zones and Low-Income Status, System without ME and RI

Ticket Type	Number of Fare Zones											Riders	
	1	2	3	4	5	6	7	8	9	10	n/a	Affected	All
Low-Income													
Monthly	0	66	75	97	93	64	30	33	14	4	8	141	484
10-Ride	0	18	22	71	46	33	28	26	13	5	8	40	271
One-Way	3	33	50	64	41	52	42	62	38	31	16	86	431
Reduced Monthly	0	5	11	3	8	8	2	2	0	0	1	0	40
Reduced 10-Ride	0	0	13	2	2	3	9	2	1	1	3	0	36
Reduced One-Way	2	2	5	6	18	8	3	10	2	0	2	0	58
RTA Ride Free Permit	0	11	24	19	13	11	2	20	5	3	5	0	115
Other/Unknown	2	2	7	7	11	4	6	8	0	1	8	0	56
Total	7	137	208	270	231	184	121	163	73	45	52	267	1,490
Non-Low-Income													
Monthly	111	2,708	5,784	7,502	8,280	4,775	3,369	2,475	899	344	587	8,604	36,835
10-Ride	101	1,513	2,952	3,930	4,299	2,557	1,871	1,554	541	239	374	4,567	19,932
One-Way	18	337	563	604	774	505	351	459	183	128	124	918	4,046
Reduced Monthly	20	104	254	342	455	225	161	140	41	12	56	0	1,810
Reduced 10-Ride	5	72	169	263	335	178	107	97	32	29	43	0	1,329
Reduced One-Way	6	14	34	62	44	34	36	28	21	13	20	0	312
RTA Ride Free Permit	1	6	15	22	21	18	18	22	3	4	11	0	142
Other/Unknown	33	74	153	323	203	133	117	102	32	15	36	0	1,220
Total	295	4,828	9,924	13,048	14,410	8,425	6,029	4,878	1,754	784	1,250	14,088	65,626
SUM*													
Monthly	111	2,774	5,859	7,598	8,372	4,839	3,399	2,509	913	348	595	8,745	37,319
10-Ride	101	1,531	2,975	4,002	4,345	2,590	1,899	1,581	554	244	382	4,607	20,203
One-Way	20	370	613	668	815	557	393	520	222	158	141	1,003	4,477
Reduced Monthly	20	109	265	345	464	233	162	142	41	12	57	0	1,850
Reduced 10-Ride	5	72	182	266	337	181	115	99	33	30	45	0	1,365
Reduced One-Way	8	17	38	68	62	42	39	39	23	13	22	0	370
RTA Ride Free Permit	1	17	40	41	34	29	21	43	9	7	16	0	257
Other/Unknown	35	76	160	330	214	137	123	109	32	16	44	0	1,276
Total	302	4,965	10,131	13,319	14,641	8,609	6,150	5,041	1,827	829	1,302	14,355	67,116
Income Status Unknown													
Monthly	136	1,013	3,086	4,179	4,630	2,778	1,839	1,291	489	174	446	4,235	20,060
10-Ride	79	484	1,268	2,030	2,289	1,425	1,029	705	279	126	228	1,831	9,941
One-Way	25	128	284	418	489	304	245	286	122	82	161	437	2,544
Reduced Monthly	21	64	175	241	282	161	123	86	25	14	56	0	1,247
Reduced 10-Ride	15	94	198	258	251	109	65	50	30	17	85	0	1,174
Reduced One-Way	4	31	60	86	72	28	22	30	9	15	23	0	380
RTA Ride Free Permit	6	16	14	18	20	14	11	28	2	3	28	0	160
Other/Unknown	44	105	259	203	242	151	102	97	19	14	93	0	1,330
Total	330	1,934	5,345	7,432	8,275	4,969	3,436	2,573	975	445	1,121	6,503	36,835
SYSTEM													
Monthly	247	3,787	8,945	11,778	13,002	7,617	5,238	3,800	1,402	522	1,041	12,980	57,379
10-Ride	180	2,015	4,243	6,031	6,633	4,015	2,928	2,285	833	370	610	6,438	30,144
One-Way	46	498	897	1,086	1,303	861	638	806	343	240	302	1,441	7,020
Reduced Monthly	41	172	440	586	746	394	285	228	66	26	113	0	3,097
Reduced 10-Ride	19	166	379	524	588	290	181	149	64	48	130	0	2,539
Reduced One-Way	13	47	98	154	134	70	60	69	32	28	45	0	749
RTA Ride Free Permit	7	33	54	60	54	43	32	70	11	10	44	0	416
Other/Unknown	78	181	419	533	456	288	226	206	51	31	137	0	2,606
Total	632	6,899	15,476	20,751	22,916	13,578	9,587	7,614	2,802	1,274	2,423	20,858	103,951

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom low-income status can be determined.

Table 27: Riders by Ticket Type, Rail Line and Minority Status

Ticket Type	Rail Line											Riders	
	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Affected	All
Minority													
Monthly	4,715	2,457	799	189	4,404	1,402	2,315	2,088	1,320	467	1,295	0	21,451
10-Ride	1,769	873	290	60	1,941	700	887	821	864	253	796	2,642	9,253
One-Way	1,031	385	82	12	491	308	421	331	264	84	436	1,417	3,846
Reduced Monthly	256	111	21	13	198	79	103	101	90	28	76	0	1,077
Reduced 10-Ride	219	86	24	8	84	48	49	41	54	25	111	750	750
Reduced One-Way	113	60	8	2	45	32	51	56	21	3	68	458	458
RTA Ride Free Permit	132	46	7	1	25	34	23	23	13	2	63	0	368
Other/Unknown	97	37	7	2	115	96	89	77	79	43	98	0	739
Total	8,332	4,018	1,231	286	7,187	2,603	3,848	3,462	2,625	862	2,846	5,267	37,942
Non-Minority													
Monthly	1,985	5,300	1,801	629	10,305	5,739	3,195	7,240	3,748	1,060	5,081	0	46,084
10-Ride	817	1,638	670	244	5,310	2,907	1,366	3,668	2,578	629	4,117	2,455	23,943
One-Way	325	329	128	23	632	613	323	908	478	135	851	654	4,745
Reduced Monthly	147	231	82	29	496	260	168	357	263	91	368	0	2,491
Reduced 10-Ride	141	177	53	12	351	206	96	340	232	82	526	2,216	2,216
Reduced One-Way	31	36	19	0	64	55	29	96	50	13	94	487	487
RTA Ride Free Permit	23	18	4	0	30	17	26	54	17	5	39	0	233
Other/Unknown	36	59	18	15	107	310	76	346	181	64	235	0	1,447
Total	3,506	7,787	2,775	951	17,295	10,107	5,278	13,008	7,548	2,079	11,311	5,812	81,647
SUM*													
Monthly	6,700	7,757	2,600	818	14,709	7,141	5,510	9,328	5,068	1,527	6,376	0	67,535
10-Ride	2,587	2,510	960	304	7,250	3,607	2,253	4,489	3,442	882	4,912	5,097	33,197
One-Way	1,356	714	210	35	1,123	921	744	1,238	742	219	1,287	2,070	8,590
Reduced Monthly	403	342	102	42	694	340	272	458	353	119	444	0	3,568
Reduced 10-Ride	360	263	77	20	436	254	145	382	286	107	638	2,966	2,966
Reduced One-Way	144	96	27	2	109	87	79	152	71	16	163	945	945
RTA Ride Free Permit	154	64	11	1	55	51	48	78	30	7	102	0	601
Other/Unknown	134	96	25	16	222	406	165	423	260	107	333	0	2,187
Total	11,838	11,842	4,013	1,238	24,598	12,806	9,216	16,547	10,252	2,984	14,255	11,079	119,589
Race Unknown													
Monthly	766	624	207	65	1,361	531	515	654	422	149	396	0	5,691
10-Ride	216	196	69	17	568	236	187	282	255	68	362	412	2,457
One-Way	128	73	20	6	81	56	52	97	62	16	111	201	701
Reduced Monthly	43	35	11	3	77	29	26	39	22	9	58	0	352
Reduced 10-Ride	37	29	5	0	40	11	18	36	15	1	70	261	261
Reduced One-Way	12	5	2	0	8	2	2	6	7	1	16	63	63
RTA Ride Free Permit	21	9	0	0	11	5	4	0	3	0	12	0	64
Other/Unknown	117	79	21	8	136	83	56	139	68	23	113	0	843
Total	1,340	1,050	335	99	2,283	953	859	1,253	854	267	1,138	936	10,432
SYSTEM													
Monthly	7,467	8,381	2,807	884	16,070	7,672	6,024	9,982	5,490	1,677	6,772	0	73,227
10-Ride	2,803	2,706	1,029	321	7,819	3,843	2,440	4,771	3,697	950	5,275	5,509	35,653
One-Way	1,484	787	230	41	1,204	977	796	1,335	804	235	1,399	2,271	9,292
Reduced Monthly	446	377	114	45	771	369	298	497	375	128	501	0	3,920
Reduced 10-Ride	397	291	82	20	475	265	163	418	301	108	707	3,227	3,227
Reduced One-Way	157	101	28	2	117	89	82	157	78	17	179	1,007	1,007
RTA Ride Free Permit	175	73	11	1	66	55	52	78	32	7	114	0	665
Other/Unknown	250	174	46	24	359	489	221	563	329	130	446	0	3,030
Total	13,178	12,892	4,348	1,338	26,881	13,759	10,075	17,801	11,106	3,251	15,393	12,015	130,021

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom minority status can be determined.

Table 28: Riders by Ticket Type, Rail Line and Low-Income Status

Ticket Type	Rail Line											Riders	
	ME	RI	SWS	HC	BNSF	UP-W	MD-W	UP-NW	MD-N	NCS	UP-N	Affected	All
Low-Income													
Monthly	85	64	10	9	107	61	86	69	57	17	69	0	633
10-Ride	144	55	15	1	61	29	31	32	38	22	41	199	470
One-Way	136	41	8	4	74	60	52	92	34	14	92	177	608
Reduced Monthly	9	9	0	0	12	7	4	9	0	0	8	0	57
Reduced 10-Ride	13	7	3	2	5	6	4	0	5	2	10	57	57
Reduced One-Way	34	7	2	0	8	13	14	4	2	0	15	99	99
RTA Ride Free Permit	42	18	3	0	22	11	11	22	5	0	41	0	175
Other/Unknown	15	7	0	0	9	13	16	3	0	2	13	0	78
Total	478	208	41	16	297	200	217	231	140	57	290	532	2,177
Non-Low-Income													
Monthly	4,891	5,398	1,783	549	10,190	5,044	3,881	6,296	3,455	996	4,641	0	47,124
10-Ride	1,797	1,768	654	205	5,112	2,551	1,528	3,151	2,418	621	3,692	3,565	23,497
One-Way	837	479	131	26	738	582	424	715	434	152	844	1,316	5,361
Reduced Monthly	247	222	73	27	467	201	199	301	211	70	261	0	2,280
Reduced 10-Ride	203	133	43	9	260	163	91	209	161	63	330	1,664	1,664
Reduced One-Way	62	63	10	2	46	31	33	85	25	9	72	437	437
RTA Ride Free Permit	49	26	2	1	19	23	17	40	12	2	27	0	217
Other/Unknown	81	45	10	14	146	282	78	262	175	66	188	0	1,346
Total	8,168	8,133	2,707	832	16,977	8,877	6,251	11,057	6,891	1,979	10,056	6,982	81,926
SUM*													
Monthly	4,976	5,462	1,793	558	10,296	5,105	3,967	6,364	3,512	1,013	4,710	0	47,577
10-Ride	1,942	1,822	670	206	5,173	2,579	1,559	3,183	2,456	643	3,734	3,764	23,967
One-Way	973	520	140	30	812	642	476	807	468	165	937	1,493	5,970
Reduced Monthly	256	231	73	27	479	208	203	310	211	70	269	0	2,338
Reduced 10-Ride	216	140	45	10	265	169	95	209	166	65	340	1,721	1,721
Reduced One-Way	95	70	12	2	53	44	47	89	27	9	86	535	535
RTA Ride Free Permit	91	44	4	1	41	34	28	62	17	2	68	0	392
Other/Unknown	97	52	10	14	155	295	94	265	175	68	201	0	1,424
Total	8,646	8,341	2,748	848	17,274	9,077	6,468	11,288	7,031	2,036	10,346	7,513	84,103
Income Status Unknown													
Monthly	2,490	2,919	1,014	325	5,774	2,567	2,058	3,618	1,979	664	2,062	0	25,469
10-Ride	861	884	359	115	2,646	1,264	881	1,588	1,241	307	1,541	1,745	11,686
One-Way	511	268	90	11	392	335	320	528	336	69	462	778	3,322
Reduced Monthly	190	146	41	18	292	160	95	187	164	58	232	0	1,582
Reduced 10-Ride	181	151	36	10	211	97	68	209	135	42	367	1,506	1,506
Reduced One-Way	61	31	16	0	64	45	35	68	51	8	93	472	472
RTA Ride Free Permit	85	29	7	0	25	22	24	16	15	5	46	0	273
Other/Unknown	154	123	36	11	204	194	127	298	154	62	245	0	1,606
Total	4,532	4,551	1,600	490	9,607	4,683	3,607	6,512	4,075	1,215	5,047	4,502	45,918
SYSTEM													
Monthly	7,467	8,381	2,807	884	16,070	7,672	6,024	9,982	5,490	1,677	6,772	0	73,227
10-Ride	2,803	2,706	1,029	321	7,819	3,843	2,440	4,771	3,697	950	5,275	5,509	35,653
One-Way	1,484	787	230	41	1,204	977	796	1,335	804	235	1,399	2,271	9,292
Reduced Monthly	446	377	114	45	771	369	298	497	375	128	501	0	3,920
Reduced 10-Ride	397	291	82	20	475	265	163	418	301	108	707	3,227	3,227
Reduced One-Way	157	101	28	2	117	89	82	157	78	17	179	1,007	1,007
RTA Ride Free Permit	175	73	11	1	66	55	52	78	32	7	114	0	665
Other/Unknown	250	174	46	24	359	489	221	563	329	130	446	0	3,030
Total	13,178	12,892	4,348	1,338	26,881	13,759	10,075	17,801	11,106	3,251	15,393	12,015	130,021

Source: Metra 2019 Origin-Destination Survey.

*All respondents for whom low-income status can be determined.

**MAJOR SERVICE CHANGE EQUITY ANALYSIS REPORT ON METRA'S
ALTERNATE SERVICE SCHEDULES FOR THE COVID-19 PANDEMIC**

EFFECTIVE MARCH 23, 2020



September 2022

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**Title VI Major Service Change Analysis:
Alternate Service Schedules for COVID-19, effective beginning March 23, 2020**

Executive Summary

In March 2020, the effects of the global COVID-19 pandemic were beginning to take hold in northeast Illinois as federal, state and local governments issued work-from-home mandates and closed schools. To adjust for the dramatically reduced number of riders due to these and other consequences of the global COVID-19 pandemic, on Monday, March 23, 2020, Metra began operating reduced alternate weekday schedules on all lines, except the Heritage Corridor (HC). Metra made additional weekday service cuts in May 2020, including on the HC, which reduced weekday service to approximately half of what Metra provided prior to the pandemic. In May (diesel lines) and July (ME) 2020, Metra began operating Sunday schedules on Saturdays which eliminated Saturday service on the SouthWest Service Line and decreased service on all other lines.

In order to fulfill its federally-mandated obligation to provide transit service in an equitable manner in regard to race, color, and national origin, Metra is required to perform an equity analysis on all proposed fare and major service changes as specified in Federal Transit Administration (FTA) guidance on Title VI of the Civil Rights Act of 1964. This requirement does not apply to service changes that are not considered major.¹ Thus, any proposed permanent service change needs be analyzed to determine whether or not it would be considered a major service change that is subject to a Title VI equity analysis.

To address the unprecedented circumstances of the global COVID-19 pandemic, the FTA provided supplemental guidance to transit agencies, including guidance on Title VI reporting requirements. The supplemental guidance stated that service changes made in response to the COVID-19 pandemic are exempt from Title VI equity analysis requirements, but only for 12 months. Most of Metra's COVID-related service adjustments implemented between March and July 2020 were still in place 12 months later, and thus subject to Title VI equity analysis requirements.

Metra staff completed a major service change threshold analysis on the March through July 2020 service changes that were still in place after the 12-month exemption expired and found that these changes are considered "major" as defined by the updated Metra Major Service Change Policy adopted by the Metra Board of Directors on September 21, 2016. **Metra is therefore required to complete an equity analysis on these service changes.**

The equity analysis that follows the threshold analysis below examines adverse effects of the schedule changes to determine if they result in a disparate impact on minority riders or a disproportionate burden on low-income riders. The analysis is based on changes from the pre-COVID schedules to those in place upon expiration of the 12-month equity analysis exemption and the current schedules to capture cumulative service changes. Possible adverse effects of service changes used for this analysis are listed in the Metra Major Service Change policy and below:

Reduction in span of service: Riders on a rail line are considered to experience an adverse effect if the decrease in service span under a weekday, Saturday or Sunday schedule exceeds two hours. The minority and low-income percentages of riders experiencing this adverse effect are compared to the minority and low-income percentages of all riders. There would be a disparate impact if the

¹ A service and fare equity analysis is required for any New Start, Small Start, or other new fixed guideway capital projects six months prior to revenue operation, regardless of whether or not the change in service would be considered a major service change.

difference between the minority percentage of affected riders and all riders exceeds 20 percent; there would be a disproportionate burden if the difference between the low-income percentage of affected riders and all riders exceeds 10 percent.

This analysis found no disparate impact on minority riders and no disproportionate burden on low-income riders resulting from changes in weekday or Saturday service spans.

Reduction of service frequency (revenue train miles): This analysis measures adverse effects of changes in service frequency by calculating changes in revenue train miles to capture changes in level of service. Minority and low-income population percentages are used to weight percentage changes in route miles by line to compare adverse effects of these changes on all minority/low-income riders to those for all non-minority/non-low-income riders.

Applying percentages by minority and low-income status to the total changes in revenue train miles allows a quantitative comparison of changes in revenue train miles by minority and low-income status. Differences in revenue train miles exceeding five percent that favor non-minority over minority riders or non-low-income riders over low-income riders would indicate a disparate impact or disproportionate burden, respectively.

This analysis found no disparate impact on minority riders due to changes in weekday revenue miles and no disproportionate burden on low-income riders due to changes in weekday or Saturday revenue miles. The analysis did find a disparate impact on minority riders due to changes in Saturday revenue miles. However, this disparate impact was only in place for a single Saturday following the expiration of the 12-month equity analysis exemption on July 4, 2021, and was alleviated by the July 17, 2021, restoration of Saturday schedules on the ME. It should also be noted that the 5.2 percent difference in Saturday revenue train miles exceeds the disparate impact threshold by only 0.2 percent.

Elimination of a rail line or rail segment: These service changes did not result in the elimination of a rail line or rail segment, so there is no disparate impact or disproportionate burden based on this possible adverse effect.

Rerouting of any part of a rail line: These service changes did not result in rerouting of any part of a rail line, so there is no disparate impact or disproportionate burden based on this possible adverse effect.

Overall, this analysis finds that Metra weekday service changes still in effect one year after the launch of alternate service schedules in March 2020, as well as for the cumulative changes under the current schedules, effective June 20, 2022, resulted in **no disparate impact on minority riders and no disproportionate burden on low-income riders.**

Saturday service changes in effect one year after Metra began operation of Sunday schedules on Saturday in May (diesel lines) and July (ME) 2020, **resulted in a disparate impact on minority riders, but no disproportionate burden on low-income riders. However, the disparate impact was only 0.2 percent above the 5.0 percent threshold and was present for only one Saturday after the equity analysis exemption period. Since July 17, 2021, there is no disparate impact on minority riders and no disproportionate burden on low-income riders due to these service changes. Metra is therefore in compliance with Title VI of the Civil Rights Act of 1964 in regard to this major service change.**

Service Change Summary

In March 2020 the COVID-19 pandemic began to take hold throughout the United States, resulting in a drastic reduction in travel demand in northeast Illinois and elsewhere. Metra began operating an alternate weekday schedule on Monday, March 23 to adjust service for the reduced number of riders due to school closures, work-from-home mandates and other consequences of the coronavirus pandemic. Metra initially operated normal weekend schedules but shifted Saturday service to Sunday schedules on May 9 (diesel lines) and July 4 (Metra Electric (ME)), thus eliminating Saturday service on the SouthWest Service (SWS) Line. Metra also reduced weekday service on the Heritage Corridor (HC), North Central Service (NCS) and SWS on May 4, 2020. Metra increased weekday ME service on May 18, 2020, to allow for positive train control implementation and testing.

As the pandemic continued through the rest of 2020 and throughout 2021, Metra adjusted schedules as needed to accommodate changing ridership patterns. Metra restored Saturday schedules on all diesel lines, except SWS, in May 2021, and on the ME in July 2021. Also in July 2021, Metra increased weekday service on all lines, which included increasing service to near pre-pandemic levels under a pilot program on the BNSF, ME, Rock Island (RI) and Union Pacific North (UP-N) lines. After implementing slight decreases in weekday service on the UP-N and UP-NW in September 2021 and the BNSF in November 2021 to accommodate resource constraints and improve service reliability, Metra increased service on the BNSF on March 28, 2022, and restored near pre-pandemic weekday service on the Union Pacific Northwest (UP-NW) Line on April 25, 2022. Metra also decreased service slightly on the UP-N due to ongoing construction projects.

Federal Title VI guidance requires transit agencies to conduct an equity analysis for all major service changes. Due to the extraordinary circumstances of the COVID-19 pandemic, the Federal Transit Administration (FTA) provided supplementary guidance that emergency service and fare changes due to the pandemic were exempt from equity analysis requirements. The FTA later updated the supplementary guidance to clarify that the service change equity analysis exemption would be limited to 12 months.

Table 1 shows the number of scheduled weekday revenue trains by rail line for the schedule in effect before the COVID-19 pandemic (schedule effective November 4, 2019), the alternate schedule implemented at the start of the pandemic (effective March 23, 2020), and all schedule changes since the start of the COVID-19 pandemic through the weekday schedule in place as of August 2022 (effective June 20, 2022). Table 2 shows the number of scheduled Saturday revenue trains by rail line prior to the COVID-19 pandemic and all schedule changes since then that changed the Saturday level of service. Since the start of the pandemic, Metra changed the Sunday level of service once by increasing the number of ME Sunday trains from 40 to 44 on May 16, 2021. This change increased the total number of Metra Sunday trains from 181 to 185.

These tables reflect Metra's efforts to restore pre-COVID service levels on much of the system over the course of the pandemic. These efforts are continuing, as Metra is planning to restore the level of service on additional lines later in 2022. Metra is also taking the opportunity to explore new service patterns as it continues to restore service to meet the evolving needs of Metra riders in a post-pandemic environment.

Table 1: Scheduled Weekday Trains by Line

Effective Date	BNSF	HC	ME	MD-N	MD-W	NCS	RI	SWS	UP-N	UP-NW	UP-W	SYSTEM
11/4/2019	97	7	155	63	58	20	68	30	70	65	59	692
3/23/2020	41	7	88	28	32	14	38	20	36	36	34	374
4/1/2020	41	7	88	28	32	14	39	20	36	37	34	376
5/4/2020	41	2	89	28	32	2	38	4	36	37	34	343
5/18/2020	41	2	110	28	32	2	38	4	36	37	34	364
6/29/2020	41	4	110	28	32	4	40	10	36	37	34	376
8/3/2020	43	4	110	28	32	4	44	10	36	37	34	382
11/2/2020	43	4	110	28	32	4	44	10	40	43	34	392
1/11/2021	43	4	110	30	36	4	44	10	40	43	34	398
2/1/2021	43	4	110	30	36	4	54	10	40	43	34	408
4/12/2021	47	4	110	34	36	6	54	10	40	43	34	418
5/10/2021	47	4	114	34	36	6	54	10	40	43	34	422
7/12/2021	94	6	125	38	40	12	54	12	76	45	42	544
7/19/2021	94	6	125	38	40	12	80	12	76	45	42	570
9/13/2021	94	6	125	38	40	12	80	12	74	45	40	566
11/15/2021	86	6	125	38	40	12	80	12	74	45	40	558
3/28/2022	91	6	125	38	40	12	80	12	74	45	40	563
4/25/2022	91	6	125	38	40	12	80	12	70	66	40	580
5/23/2022	91	6	127	38	40	12	80	12	70	66	40	582
6/20/2022	91	6	127	38	40	12	80	12	70	66	40	582

Table 2: Scheduled Saturday Trains by Line

Eff. Saturday	BNSF	ME	MD-N	MD-W	RI	SWS	UP-N	UP-NW	UP-W	SYSTEM
11/9/2019	30	80	20	24	33	6	26	34	20	273
5/9/2020	20	80	18	18	28	0	18	21	18	221
7/4/2020	20	40	18	18	28	0	18	21	18	181
5/15/2021	20	44	18	18	28	0	18	21	18	185
5/29/2021	30	44	20	24	33	0	26	34	20	231
7/17/2021	30	82	20	24	33	0	26	34	20	269

Excludes Saturday promotional service on the HC Line in summer 2021 and 2022.

Federal Title VI Guidance and Metra Major Service Change Definition

Under Federal Transit Administration (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 major service 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. If an equity analysis determines that a proposed major service change would create a discriminatory effect on riders based on race, color, national origin, or poverty status, the transit provider may only proceed with the proposed change if:

- 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.

However, a transit agency only falls under this requirement to evaluate the effects of proposed service changes on protected populations if the proposed service change meets each transit agency's local definition of "major service change." Under the guidelines of the most recent FTA Title VI Circular, Metra's established a new "major service change" definition in 2013. Metra has since updated this "major service change" definition to better account for the differences between rail lines with high train frequencies and those with far less train frequencies. The updated major service change policy, which includes a revised set of major service change thresholds and a new level-of-service definition, in addition to the existing

definition of “adverse effects,” is incorporated in the Metra 2016 Title VI Program and Policy as adopted by the Board of Directors on September 21, 2016, and is also included in the Metra 2019 Title VI Program and Policy as adopted by the Board of Directors on September 11, 2019. All proposed permanent service changes, effective on or after September 21, 2016, are subject to analysis under the updated Metra major service change policy shown below.

Metra Major Service Change Policy

I. Major service changes shall be defined by any of the following thresholds:

- a) A change of 25% or more in route miles (route length) per route.²
- b) A cumulative increase of 25% or more in weekday revenue train miles per full-service route within a consecutive 24 month period, a cumulative increase of 40% or more in weekday revenue train miles per medium-service route within a consecutive 24 month period, or an increase in service on any limited-service route which would cause the affected route to be reclassified as a medium- or full-service route.
- c) A cumulative decrease of 25% or more in weekday revenue train miles per route within a consecutive 24 month period.²
- d) A change of 50% or more in weekend revenue train miles per route.²
- e) A cumulative change of 25% or more in revenue train miles system-wide within a consecutive 24 month period.
- f) A change in the service span³ of more than two hours per route in a single year.²

II. The definition of a major service change shall apply to both service additions and service reductions.

III. The definition of a major service change shall exclude any changes to service which are caused by:

- a) Temporary Service Changes: seasonal or promotional service changes for a period not exceeding twelve months; or
- b) Construction and maintenance of track infrastructure; or
- c) Forces of Nature, such as earthquakes, wildfires, storms; or
- d) New line or station “Break-In” period: an adjustment to service levels for new transit lines/stations which have been in revenue service for less than two years (allowing Metra to respond to actual ridership levels observed on those new transit lines/stations).
- e) An increase in service on any limited-service route that does not result in reclassification of that route as a medium- or full-service route.

Adverse Effects of Major Service Changes

For the purpose of major service change equity analyses, an “adverse effect” is defined as any of the following geographical or time-based service changes: reduction in span of service, reduction of service frequency, elimination of a rail line or rail line segment, or re-routing of any part of a rail line. This

² Refers to all routes, regardless of level of service, unless specified otherwise.

³ Number of hours during which revenue rail service is scheduled to operate on each route on a given service day (i.e., total number of hours between the first and last trains on a rail line on one service day—note: a service day may extend to as late as 3:00 a.m. on the following calendar day).

definition of adverse effects does not apply to reductions in service resulting from any of the exclusions to the major service change definition shown above.

Level of Service Definition for Metra Routes

Metra rail lines (routes) shall each be designated as a full-, medium-, or limited-service route, based on the total number of scheduled weekday revenue trains per route. The level of service thresholds are as follows:

Level of Service	Number of Weekday Trains
Limited-Service	1-19
Medium-Service	20-49
Full-Service	50+

For each route, the applicable level of service in effect immediately prior to any proposed permanent service change shall be used in applying the established major service change thresholds to determine whether or not the proposed service change would be considered a major service change. Also, where applicable, the number of trains operated on any branch lines shall be included with the number of trains operated on their respective main line when determining the level of service.

Major Service Change Threshold Analysis

The analysis below compares the alternate service schedules implemented systemwide on March 23, 2020, to each of the major service change thresholds. FTA supplemental guidance states that emergency schedule changes due to COVID-19 are exempt from Title VI equity analysis requirements for 12 months. Therefore, the threshold analysis below compares the schedule in effect 12 months after Metra's March 23, 2020, alternate schedule implementation (schedule effective February 1, 2021) to the schedules in effect immediately prior to March 23, 2020 (schedule effective November 4, 2019), one year prior to March 23, 2020 (schedule effective March 4, 2019) and two years prior to March 23, 2020 (schedule effective February 5, 2018).

a) A change of 25% or more in route miles (route length) per route.

Table 3 shows route miles by line as of under the schedule in effect prior to March 23, 2020, and the schedule in effect one year after March 23, 2020. There was no change in route miles on any line.

Table 3: Changes in Route Miles

Rail Line	Route Miles			Difference	Pct. Difference
	Pre-COVID (11/4/2019)	Alternate (3/23/2020)	Alternate +1 Year (2/1/2021)		
BNSF	37.5	37.5	37.5	0.0	0.0%
HC	37.2	37.2	37.2	0.0	0.0%
MR	40.6	40.6	40.6	0.0	0.0%
MD-N	49.5	49.5	49.5	0.0	0.0%
MD-W	39.8	39.8	39.8	0.0	0.0%
NCS	52.8	52.8	52.8	0.0	0.0%
RI	46.6	46.6	46.6	0.0	0.0%
SWS	40.8	40.8	40.8	0.0	0.0%
UP-N	51.6	51.6	51.6	0.0	0.0%
UP-NW	70.5	70.5	70.5	0.0	0.0%
UP-W	43.6	43.6	43.6	0.0	0.0%
SYSTEM*	510.5	510.5	510.5	0.0	0.0%

*Route miles shared by multiple rail lines may be double-counted.

- b) A cumulative increase of 25% or more in weekday revenue train miles per full-service route within a consecutive 24 month period, a cumulative increase of 40% or more in weekday revenue train miles per medium-service route within a consecutive 24 month period, or an increase in service on any limited-service route which would cause the affected route to be reclassified as a medium- or full-service route.

Application of this threshold depends on the level of service classification for each route, which is based on the number of weekday revenue trains. Table 4 shows the number of weekday trains by route under the schedule that was in effect on March 23, 2018, under the prior schedule, under the March 23, 2020, alternate schedule, and under the schedule in effect one year after March 23, 2020. Shading denotes a change in the weekday level of service classification.

Table 4: Level of Service by Rail Line, Prior and Current

Rail Line	Schedule 24 mo. Prior (2/5/2018)		Pre-COVID Schedule (11/4/2019)		Alternate Schedule (3/23/2020)		Alt. Schedule +1 Year (2/1/2021)	
	Weekday Trains	Level of Service	Weekday Trains	Level of Service	Weekday Trains	Level of Service	Weekday Trains	Level of Service
BNSF	94	Full	97	Full	41	Medium	43	Medium
HC	7	Limited	7	Limited	7	Limited	4	Limited
ME	156	Full	155	Full	88	Full	110	Full
MD-N	60	Full	63	Full	28	Medium	30	Medium
MD-W	58	Full	58	Full	32	Medium	36	Medium
NCS	20	Medium	20	Medium	14	Limited	4	Limited
RI	67	Full	68	Full	38	Medium	54	Full
SWS	30	Medium	30	Medium	20	Medium	10	Limited
UP-N	70	Full	70	Full	36	Medium	40	Medium
UP-NW	65	Full	65	Full	36	Medium	43	Medium
UP-W	59	Full	59	Full	34	Medium	34	Medium
System	686		692		374		408	

Metra implemented the following permanent service changes within the two years prior to March 23, 2020:

- Union Pacific North (UP-N): April 9, 2018,
- Metra Electric (ME): April 23, 2018,
- BNSF: June 11, 2018,
- Rock Island (RI): January 28, 2019,
- Milwaukee District-North (MD-N): March 4, 2019,⁴
- BNSF, RI and Union Pacific Northwest (UP-NW): June 1, 2019,
- BNSF, Heritage Corridor (HC), RI and UP-NW: September 3, 2019, and
- MD-N: November 4, 2019.

As the coronavirus pandemic continued, Metra adjusted schedules multiple times to account for changing ridership demand while providing sufficient seating capacity to allow for social distancing. In the year following the implementation of the alternative schedules on March 23, 2020, Metra enacted nine schedule changes that resulted in changes in the numbers of scheduled trains on weekdays or Saturdays. On May 4, 2020, weekday HC, NCS and SWS schedules were cut significantly and Saturday service on all diesel lines began operating on Sunday schedules, which eliminated Saturday service on the SWS.

⁴ Includes changes made to stop times at MD-N stations on NCS Train 120.

On May 18, 2020, Metra increased weekday ME service to accommodate needed Positive Train Control system testing. On July 4, 2020, Metra began operating ME Saturday service on Sunday schedules.

The initial effect of March 23, 2020, service change was a systemwide decrease in the number of weekday revenue trains from 686 to 374, or a decrease of 312 weekday revenue trains. Subsequent schedule changes over the following year resulted in an increase in weekday revenue trains to 408. Twelve months after the launch of the alternate schedules on March 23, 2020, weekday decreases by line ranged from a decrease of three HC (from seven to three trains) to a decrease of 54 on the BNSF (from 97 to 43 trains).

These decreases in weekday revenue trains resulted in changes in level of service classifications for all but three rail lines. The BNSF, MD-N, MD-W, UP-N, UP-NW and UP-W lines were reclassified as medium-service lines; the NCS and SWS were reclassified as limited-service lines. The HC remained classified as a limited-service line and the ME remained classified as a full-service line; the RI was initially reclassified as a medium-service line but the February 1, 2021, service change restored the full-service classification for the RI line.

Table 5 shows changes in weekday revenue train miles since March 23, 2018 (two years prior to implementation of the alternate COVID schedules) through March 23, 2021 (one year after implementation of the alternate schedules). During this period, there was a decrease in weekday revenue train miles on all routes. Therefore, under the schedules in effect one year after the March 23, 2020 alternate schedule change, there is no cumulative increase in weekday revenue train miles on any line. (*Cumulative decreases are discussed in the next section.*)

c) *A cumulative decrease of 25% or more in weekday revenue train miles per route within a consecutive 24 month period.*

Table 5 shows that there was a cumulative decrease in weekday revenue miles on all lines one year after implementation of the alternate COVID schedule on March 23, 2020. Decreases in weekday revenue train miles ranged between a 25.3 percent decrease on the RI to an 80.0 percent decrease on the NCS. For all rail lines, the decrease in weekday revenue train miles exceeds the 25 percent threshold for cumulative decreases in weekday revenue train miles per route.

Table 5: Changes in Weekday Revenue Train Miles

Rail Line	Prior Level of Service	Schedule Effective Date*	Revenue Train Miles			Difference, 2/1/2021 vs. 2/5/2018	Pct. Difference
			24 mo. Prior (2/5/2018)	Alternate (3/23/2020)	Alternate +1 Year (2/1/2021)		
BNSF	Full	8/3/2020	2,994.8	1,469.1	1,493.7	-1,501.1	-50.1%
HC	Limited	6/29/2020	260.4	260.4	148.8	-111.6	-42.9%
ME	Full	1/11/2021	3,373.1	2,042.1	2,496.3	-876.8	-26.0%
MD-N	Full	1/11/2021	2,535.0	1,343.8	1,400.6	-1,134.4	-44.7%
MD-W	Full	1/11/2021	2,139.8	1,264.0	1,418.8	-721.0	-33.7%
NCS	Medium	1/11/2021	1,054.5	739.2	211.2	-843.3	-80.0%
RI	Full	2/1/2021	2,181.9	1,194.5	1,629.4	-552.5	-25.3%
SWS	Medium	6/29/2020	907.2	618.2	348.5	-558.7	-61.6%
UP-N	Full	11/2/2020	2,523.0	1,467.9	1,572.8	-950.2	-37.7%
UP-NW	Full	11/2/2020	3,077.7	1,773.6	2,006.3	-1,071.4	-34.8%
UP-W	Full	6/29/2020	2,297.9	1,482.4	1,482.4	-815.5	-35.5%
SYSTEM			23,345.3	13,655.2	14,208.8	-9,136.5	-39.1%

* As of 2/1/2021.

d) A change of 50% or more in weekend revenue train miles per route.

Table 6 shows weekend revenue train miles under the schedule prior to March 23, 2020, under the initial alternate COVID schedule, and the schedule in effect one year later. There is a reduction in weekend revenue train miles on all routes, except HC and NCS, which had no weekend service prior to March 23, 2020.

Reductions in weekend revenue train miles ranges from a 3.1 percent reduction on the MD-N to a 100.0 percent reduction on the SWS. The 100.0 percent reduction in weekend revenue train on the SWS is due to suspension of Saturday service on this line and exceeds the 50.0 percent threshold for changes in weekend revenue train miles.

Table 6: Changes in Weekend Revenue Train Miles

Rail Line	Service Day	Revenue Train Miles				
		Pre-COVID (11/4/2019)	Alternate (3/23/2020)	Alternate +1 Year (2/1/2021)	Difference	Pct. Difference
BNSF	Saturday	1,125.0	1,125.0	750.0	-375.0	-33.3%
	Sunday	750.0	750.0	750.0	0.0	0.0%
	Weekend	1,875.0	1,875.0	1,500.0	-375.0	-20.0%
HC	Saturday	0.0	0.0	0.0	0.0	n/a
	Sunday	0.0	0.0	0.0	0.0	n/a
	Weekend	0.0	0.0	0.0	0.0	n/a
ME	Saturday	1,833.6	1,833.6	894.0	-939.6	-51.2%
	Sunday	894.0	894.0	894.0	0.0	0.0%
	Weekend	2,727.6	2,727.6	1,788.0	-939.6	-34.4%
MD-N	Saturday	947.8	947.8	891.0	-56.8	-6.0%
	Sunday	891.0	891.0	891.0	0.0	0.0%
	Weekend	1,838.8	1,838.8	1,782.0	-56.8	-3.1%
MD-W	Saturday	878.4	878.4	658.8	-219.6	-25.0%
	Sunday	658.8	658.8	658.8	0.0	0.0%
	Weekend	1,537.2	1,537.2	1,317.6	-219.6	-14.3%
NCS	Saturday	0.0	0.0	0.0	0.0	n/a
	Sunday	0.0	0.0	0.0	0.0	n/a
	Weekend	0.0	0.0	0.0	0.0	n/a
RI	Saturday	1,043.1	1,043.1	839.6	-203.5	-19.5%
	Sunday	839.6	839.6	839.6	0.0	0.0%
	Weekend	1,882.7	1,882.7	1,679.2	-203.5	-10.8%
SWS	Saturday	244.8	244.8	0.0	-244.8	-100.0%
	Sunday	0.0	0.0	0.0	0.0	n/a
	Weekend	244.8	244.8	0.0	-244.8	-100.0%
UP-N	Saturday	1,121.8	1,121.8	740.4	-381.4	-34.0%
	Sunday	740.4	740.4	740.4	0.0	0.0%
	Weekend	1,862.2	1,862.2	1,480.8	-381.4	-20.5%
UP-NW	Saturday	1,812.5	1,812.5	1,185.3	-627.2	-34.6%
	Sunday	1,185.3	1,185.3	1,185.3	0.0	0.0%
	Weekend	2,997.8	2,997.8	2,370.6	-627.2	-20.9%
UP-W	Saturday	872.0	872.0	784.8	-87.2	-10.0%
	Sunday	784.8	784.8	784.8	0.0	0.0%
	Weekend	1,656.8	1,656.8	1,569.6	-87.2	-5.3%
SYSTEM	Saturday	9,879.0	9,879.0	6,743.9	-3,135.1	-31.7%
	Sunday	6,743.9	6,743.9	6,743.9	0.0	0.0%
	Weekend	16,622.9	16,622.9	13,487.8	-3,135.1	-18.9%

e) A cumulative change of 25% or more in revenue train miles system-wide within a consecutive 24 month period.

Table 7 shows the system-wide cumulative net effect of changes in revenue train miles from March 23, 2018 (two years prior to implementation of alternate COVID schedules) through March 23, 2021 (one year after implementation of alternate COVID schedules).

The systemwide effect of the alternate COVID schedules one year after implementation and all other permanent service changes in the preceding 24-month period is a 39.1 percent decrease in weekday revenue train miles, a 27.8 percent decrease in Saturday revenue train miles, a 5.9 percent increase in Sunday revenue train miles, and a 14.2 percent decrease in weekend revenue train miles. Overall, there is a 36.2 percent cumulative decrease in weekly revenue train miles, which exceeds the threshold of a cumulative change of 25 percent in revenue train miles systemwide within 24 months.

Table 7: Changes in System Revenue Train Miles

Service Day	Revenue Train Miles				
	24 mo. Prior (2/5/2018)	Alternate (3/23/2020)	Alternate +1 Year (2/1/2021)	Difference	Pct. Difference
Weekday	23,345.3	13,655.2	14,208.8	-9,136.5	-39.1%
Saturday	9,345.8	9,879.0	6,743.9	-2,601.9	-27.8%
Sunday	6,370.4	6,743.9	6,743.9	373.5	5.9%
Weekend	15,716.2	16,622.9	13,487.8	-2,228.4	-14.2%
WEEK	132,442.7	84,898.9	84,531.8	-47,910.9	-36.2%

f) A change in the service span of more than two hours per route in a single year.

Table 8 shows the service spans by line and day type for the schedules in effect one year prior to March 23, 2020, immediately prior to March 23, 2020, on March 23, 2020, and one year after March 23, 2020. This table also shows the change in service spans from one year prior to one year after March 23, 2020. The alternate service schedules in place one year after implementation result in a decrease in weekday service span on all lines except the ME and UP-NW. Weekday service span decreases on the BNSF, MD-W, NCS, SWS and UP-N exceed the two-hour threshold.

There were Saturday service span decreases on the BNSF, RI, SWS, UP-N and UP-NW lines. The decrease on the SWS exceeded the two-hour threshold as all Saturday service was eliminated on this line (decrease of 17 hours, 40 minutes). There was a two-hour service span increase on the UP-NW during this period that fell just short of the threshold due to a schedule change effective June 1, 2019.

Table 8: Changes in Service Span in Past Year

Rail Line	Service Day	Changes in Service Span				
		Service Span*				Difference, One Year Prior to One Year After 3/23/2020
		Prior year (3/4/2019)	Pre-COVID (11/4/2019)	Alternate (3/23/2020)	Alternate +1 Year (2/1/2021)	
BNSF	Weekday	21 hr, 48 min	21 hr, 53 min	19 hr, 00 min	19 hr, 00 min	-2 hr, 48 min
	Saturday	20 hr, 46 min	20 hr, 46 min	20 hr, 46 min	19 hr, 36 min	-1 hr, 10 min
	Sunday	19 hr, 36 min	19 hr, 36 min	19 hr, 36 min	19 hr, 36 min	0 hr, 0 min
HC	Weekday	13 hr, 33 min	13 hr, 33 min	13 hr, 33 min	12 hr, 06 min	-1 hr, 27 min
	Saturday	n/a	n/a	n/a	n/a	n/a
	Sunday	n/a	n/a	n/a	n/a	n/a
ME	Weekday	21 hr, 45 min	21 hr, 45 min	20 hr, 45 min	21 hr, 45 min	0 hr, 0 min
	Saturday	21 hr, 05 min	21 hr, 05 min	21 hr, 05 min	21 hr, 05 min	0 hr, 0 min
	Sunday	21 hr, 05 min	21 hr, 05 min	21 hr, 05 min	21 hr, 05 min	0 hr, 0 min
MD-N	Weekday	21 hr, 13 min	21 hr, 13 min	19 hr, 26 min	19 hr, 26 min	-1 hr, 47 min
	Saturday	20 hr, 19 min	20 hr, 19 min	20 hr, 19 min	20 hr, 19 min	0 hr, 0 min
	Sunday	20 hr, 19 min	20 hr, 19 min	20 hr, 19 min	20 hr, 19 min	0 hr, 0 min
MD-W	Weekday	21 hr, 42 min	21 hr, 42 min	19 hr, 13 min	19 hr, 13 min	-2 hr, 29 min
	Saturday	20 hr, 00 min	20 hr, 00 min	20 hr, 00 min	20 hr, 00 min	0 hr, 0 min
	Sunday	20 hr, 00 min	20 hr, 00 min	20 hr, 00 min	20 hr, 00 min	0 hr, 0 min
NCS	Weekday	16 hr, 44 min	16 hr, 44 min	16 hr, 44 min	13 hr, 17 min	-3 hr, 27 min
	Saturday	n/a	n/a	n/a	n/a	n/a
	Sunday	n/a	n/a	n/a	n/a	n/a
RI	Weekday	20 hr, 47 min	20 hr, 47 min	18 hr, 15 min	19 hr, 00 min	-1 hr, 47 min
	Saturday	19 hr, 55 min	19 hr, 55 min	19 hr, 55 min	18 hr, 40 min	-1 hr, 15 min
	Sunday	18 hr, 40 min	18 hr, 40 min	18 hr, 40 min	18 hr, 40 min	0 hr, 0 min
SWS	Weekday	19 hr, 34 min	19 hr, 34 min	18 hr, 24 min	14 hr, 07 min	-5 hr, 27 min
	Saturday	17 hr, 40 min	17 hr, 40 min	17 hr, 40 min	n/a	-17 hr, 40 min
	Sunday	n/a	n/a	n/a	n/a	n/a
UP-N	Weekday	21 hr, 52 min	21 hr, 52 min	19 hr, 35 min	19 hr, 35 min	-2 hr, 17 min
	Saturday	21 hr, 17 min	21 hr, 17 min	21 hr, 17 min	19 hr, 26 min	-1 hr, 51 min
	Sunday	19 hr, 26 min	19 hr, 26 min	19 hr, 26 min	19 hr, 26 min	0 hr, 0 min
UP-NW	Weekday	21 hr, 33 min	21 hr, 33 min	19 hr, 08 min	21 hr, 33 min	0 hr, 0 min
	Saturday	20 hr, 05 min	20 hr, 05 min	20 hr, 05 min	19 hr, 45 min	-0 hr, 20 min
	Sunday	17 hr, 45 min	19 hr, 45 min	19 hr, 45 min	19 hr, 45 min	2 hr, 0 min
UP-W	Weekday	21 hr, 18 min	21 hr, 18 min	19 hr, 38 min	19 hr, 38 min	-1 hr, 40 min
	Saturday	19 hr, 41 min	19 hr, 41 min	19 hr, 41 min	19 hr, 41 min	0 hr, 0 min
	Sunday	19 hr, 41 min	19 hr, 41 min	19 hr, 41 min	19 hr, 41 min	0 hr, 0 min
SYSTEM	Weekday	22 hr, 06 min	22 hr, 11 min	21 hr, 05 min	22 hr, 05 min	-0 hr, 1 min
	Saturday	21 hr, 40 min	21 hr, 40 min	21 hr, 40 min	21 hr, 40 min	0 hr, 0 min
	Sunday	21 hr, 40 min	21 hr, 40 min	21 hr, 40 min	21 hr, 40 min	0 hr, 0 min

* Includes inbound and outbound combined.

Threshold Analysis Determination

The FTA set up a “Frequently Asked Questions” webpage to provide transit agencies with clarification on Title VI requirements under the ongoing COVID-19 pandemic. Initial FTA guidance indicated that service changes implemented in response to the pandemic, including service reductions, would be considered temporary emergency service changes not subject to equity analysis requirements. As the pandemic continued, the FTA updated the guidance to note that any service change in effect for more than 12 months, even if implemented as a temporary emergency service change, would be subject to equity analysis requirements if the service change exceeds a transit agency’s locally-developed major service change thresholds. Most of the alternate service changes Metra implemented in March 2020 were still in effect more than 12 months later and are subject Title VI equity analysis requirements.

The above analysis shows that the alternate service schedule implemented on March 23, 2020, in response to the COVID-19 pandemic exceeded the following major service change thresholds as defined by the Metra Major Service Change Policy, effective September 21, 2016:

- *A cumulative decrease of 25% or more in weekday revenue train miles per route within a consecutive 24 month period;*
- *A cumulative change of 25% or more in revenue train miles system-wide within a consecutive 24 month period; and*
- *A change in the service span of more than two hours per route in a single year;*

As of March 23, 2021, the alternate service schedule that Metra implemented in response to the COVID-19 pandemic is subject to Title VI equity analysis requirements. Because this service change exceeded at least one of Metra's major service change thresholds, this service change is considered a major service change. In accordance with FTA Title VI guidance, **Metra is required to complete an equity analysis for this service change.**

Equity Analysis

Basis of Analysis

As shown in the major service change threshold analysis above, the alternate schedules for the COVID-19 pandemic that were in effect after expiration of the 12-month equity analysis exemption on March 23, 2021, exceeded Metra major service change thresholds for changes in revenue miles and service span and are therefore subject to an equity analysis. Additional weekday service changes implemented in May 2020, and Saturday service changes implemented in May (diesel lines) and July (ME) 2020 were still in place after 12 months.

This equity analysis compares service attributes of pre-COVID schedules to those of the schedules in place at the expiration of the 12-month equity analysis exemption and of the current schedules. Current schedules are used to capture cumulative service changes Metra has made to respond to continually evolving ridership demand and travel patterns. This Analysis uses the schedules in place on March 23, 2021 (effective February 1, 2021) to evaluate adverse effects of weekday service changes in place at the expiration of the 12-month equity analysis exemption; this analysis uses the schedules in place on May 9, 2021 (diesel lines) and July 4, 2021 (ME) to evaluate Saturday service changes in place at the expiration of 12-month equity analysis exemption. For both weekday and Saturday service change analyses, the schedules in place on March 22, 2020 (effective November 4, 2019) are used as the basis of pre-COVID service and the schedules effective June 20, 2022, are used for current schedules.

The analysis uses Metra rider survey data results by minority and low-income status to measure the effects of changes in service span and revenue train miles on these populations. For changes in service span, the analysis compares the minority and low-income populations of riders on lines with service span changes exceeding two hours to the minority and low-income populations of all riders. The analysis of revenue train mile changes uses minority and low-income population percentages for each rail line to calculate weighted changes in revenue train miles.

Disparate impact and disproportionate burden thresholds are specified in the Metra Major Service Change, Disparate Impact, and Disproportionate Burden Policies as adopted by the Metra Board of Directors on September 21, 2016. A disparate impact occurs if the absolute difference between the minority population percentage of riders adversely affected by a service change and the minority population percentage of all Metra riders exceeds 20 percent. Similarly, a disproportionate burden occurs

if the absolute difference between the low-income population percentage of riders adversely affected by a service change and the low-income population percentage of all Metra riders exceeds 10 percent. These thresholds are applied to the analysis of service span changes because the populations of affected riders can be compared to all riders.

However, the effect of changes in revenue train miles for each rail line can be weighted by percentage minority and low-income by line. The overall percentage change in revenue trains miles for minority or low-income riders can be compared to the change in revenue train miles for all riders. Because this measurement of adverse effects is similar to the weighted calculations used for analyses of fare changes of multiple ticket types at one time, the lower threshold of a five percent difference between the percent change in train miles for all minority riders and all non-minority riders is used for the disparate impact analysis of changes in revenue train miles. The same five percent threshold is used to compare the change in revenue train miles for low-income riders and non-low-income riders for the disproportionate burden impact analysis.

Minority and Low-Income Status of Metra Riders by Rail Line

Under Federal Transit Administration Title VI guidance, survey data should be used to evaluate the effects of service and fare changes on existing riders, except for conducting equity analyses of new transit service or where survey data are not adequate or available for analysis.

In the spring of 2019, Metra conducted an origin and destination survey to collect rider data on travel patterns, ticket use and demographics. Survey demographic questions included race, household income and household size, which allows classification of riders by minority and low-income status. Table 9 shows the results from Metra 2019 Origin-Destination survey on minority and low-income status by rail line. Overall, 31.7 percent of the respondents are minority and 2.6 percent are low-income. A higher percentage of riders on Metra Electric, Milwaukee District West and Rock Island lines are minority compared to riders overall. A higher percentage of riders on Metra Electric, Milwaukee District West, North Central Service and UP North lines are low-income compared to riders overall.

Table 9: Minority and Low-Income Status, Metra Survey Results

Rail Line	Ridership by Minority Status				Ridership by Low-Income Status			
	Minority	Non-Minority	SUM*	Percent Minority	Low-Income	Non-Low-Income	SUM**	Percent Low-Income
BNSF	7,303	17,295	24,598	29.7%	297	16,977	17,274	1.7%
HC	287	951	1,238	23.2%	16	832	848	1.9%
ME	8,332	3,506	11,838	70.4%	478	8,168	8,646	5.5%
MD-N	2,704	7,548	10,252	26.4%	140	6,891	7,031	2.0%
MD-W	3,938	5,278	9,216	42.7%	217	6,251	6,468	3.4%
NCS	905	2,079	2,984	30.3%	57	1,979	2,036	2.8%
RI	4,055	7,787	11,842	34.2%	208	8,133	8,341	2.5%
SWS	1,238	2,775	4,013	30.8%	41	2,707	2,748	1.5%
UP-N	2,944	11,311	14,255	20.7%	290	10,056	10,346	2.8%
UP-NW	3,539	13,008	16,547	21.4%	231	11,057	11,288	2.0%
UP-W	2,699	10,107	12,806	21.1%	200	8,877	9,077	2.2%
SYSTEM	37,942	81,647	119,589	31.7%	2,177	81,926	84,103	2.6%

Source: Metra 2019 Origin-Destination Survey.

* Excludes responses with no race reported.

** Excludes responses with no income and/or household size reported.

Adverse Effects of the Service Change

The Metra major service change policy defines an “adverse effect” as either a reduction in span of service, reduction of service frequency, elimination of a rail line or rail line segment, or re-routing of any part of a rail line. This definition of adverse effects does not apply to service changes excluded from equity analysis requirements under federal Title VI guidance or the Metra major service change definition. Supplemental FTA guidance clarified that service changes made in response to the COVID-19 pandemic would be exempt from equity analysis requirements for 12 months.

None of the service changes implemented since the start of the COVID-19 pandemic in 2020 and still in place 12 months later resulted in the elimination of a rail line or rail line segment on any rail line, nor were parts of any rail line re-routed. However, the service changes did result in changes in service span and service frequency on multiple rail lines. The service span and revenue train miles analyses will evaluate weekday and weekend service changes for the schedules in place one year after implementation of the initial COVID alternate service changes and under the current schedules.

Service Change Overview

On March 23, 2020, Metra began operation of alternate weekday schedules on all rail lines (except the HC) as the spreading COVID-19 pandemic resulted in widespread travel restrictions, which drastically reduced Metra ridership. In May 2020 Metra decreased weekday service on the HC, NCS and SWS lines. Metra also reduced Saturday service to Sunday levels on all diesel lines in May 2020, and on the ME in July 2020. This change eliminated Saturday service on the SWS Line.

Metra increased the number of weekday ME trains on May 18, 2020, to allow for operational testing of the Positive Train Control system. In June 2020, Metra implemented modest service increases on the HC, NCS, RI and SWS lines as ridership slowly recovered from the steep declines of early spring 2020. Over the next 12 months, Metra implemented minor service increases throughout the system.

In May 2021, Metra restored pre-COVID Saturday service levels to the BNSF, MD-N, MD-W, RI, and all three UP lines. In July 2021, Metra restored Saturday service on the ME Line. Metra also launched weekday pilot programs in July 2021 on the BNSF, ME, RI and UP-N lines that restored service on these lines to near pre-COVID levels, and also implemented minor service increases on all other rail lines. In April 2022, Metra restored the UP-NW weekday level of service to near pre-COVID levels.

Service Span

Table 10 shows the effects of COVID service changes on weekday service span by comparing pre-COVID service spans by rail line to those in effect one year after the start of the alternate COVID schedules and the current schedules. This analysis considers any service span decrease exceeding two hours to be an adverse effect, any of which are shaded in the table.

Under the schedules in effect at the end of the one-year service analysis exemption, decreases in service span from the pre-COVID schedules exceeded two hours on the BNSF, MD-W, NCS, SWS and UP-N lines. Under the current schedule, decreases in service span from the pre-COVID schedules exceeded two hours on the MD-W, NCS and SWS lines.

Table 10: Weekday Service Span by Rail Line

Rail Line	Service Span*			Change From pre-COVID Schedule	
	Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)
BNSF	21 hr, 53 min	19 hr, 00 min	21 hr, 50 min	-2 hr, 53 min	-0 hr, 3 min
HC	13 hr, 33 min	12 hr, 06 min	12 hr, 46 min	-1 hr, 27 min	-0 hr, 47 min
ME	21 hr, 45 min	21 hr, 45 min	21 hr, 45 min	no change	no change
MD-N	21 hr, 13 min	19 hr, 26 min	19 hr, 26 min	-1 hr, 47 min	-1 hr, 47 min
MD-W	21 hr, 42 min	19 hr, 13 min	19 hr, 13 min	-2 hr, 29 min	-2 hr, 29 min
NCS	16 hr, 44 min	13 hr, 17 min	14 hr, 20 min	-3 hr, 27 min	-2 hr, 24 min
RI	20 hr, 47 min	19 hr, 00 min	20 hr, 55 min	-1 hr, 47 min	0 hr, 8 min
SWS	19 hr, 34 min	14 hr, 07 min	14 hr, 07 min	-5 hr, 27 min	-5 hr, 27 min
UP-N	21 hr, 52 min	19 hr, 35 min	21 hr, 46 min	-2 hr, 17 min	-0 hr, 6 min
UP-NW	21 hr, 33 min	21 hr, 33 min	22 hr, 10 min	no change	0 hr, 37 min
UP-W	21 hr, 18 min	19 hr, 38 min	19 hr, 38 min	-1 hr, 40 min	-1 hr, 40 min
SYSTEM	22 hr, 11 min	22 hr, 05 min	22 hr, 25 min	-0 hr, 6 min	0 hr, 14 min

*Includes inbound and outbound combined.

Using the survey results shown in Table 9, the minority percentages of all rail lines with adverse decreases in service span (over two hours) can be combined and compared to the minority percentage of all riders to determine if the change in service span results in a disparate impact on minority riders. Table 11 shows the minority, non-minority and total populations of riders adversely affected by weekday service span decreases under the February 1, 2021, and June 20, 2022, schedules, as well as the minority, non-minority and total populations of all riders.

The population of riders on lines with more than a two-hour decrease in weekday service span from pre-COVID service spans under the schedules in effect on March 23, 2021 (effective as of February 1, 2021) is 29.6 percent minority, which is 2.1 percent lower than the minority percentage of all riders (31.7 percent). Under the current schedule, the population of riders on lines with more than a two-hour decrease in weekday service span from pre-COVID service spans is 37.5 percent minority, or 5.8 percent greater than the minority percentage of all riders. Both of these differences are under the 20 percent disparate impact threshold for service changes.

Table 11: Minority Status of Lines with Weekday Service Span Change Exceeding Two Hours

Schedule (effective date)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)	System
Minority Population	16,327	6,080	37,942
Non-Minority Population	38,738	10,132	81,647
Sum*	55,065	16,212	119,589
Percent Minority	29.6%	37.5%	31.7%
Difference from System	-2.1%	5.8%	-

Source: Metra 2019 Origin-Destination Survey.

* Excludes responses with no race reported.

Table 12 shows the low-income, non-low-income and total populations of riders adversely affected by weekday service span decreases under the February 1, 2021, and June 20, 2022, schedules, as well as the low-income, non-low-income and total populations of all riders.

The population of riders on lines with more than a two-hour decrease in weekday service span from pre-COVID service spans under the schedules in effect on March 23, 2021, is 2.3 percent low-income, which is 0.3 percent lower than the low-income percentage of all riders (2.6 percent). Under the current schedule, the population of riders on lines with more than a two-hour decrease in weekday service span from pre-COVID service spans is 2.8 percent low-income, or 0.2 percent greater than the low-income percentage of all riders. Both of these differences are under the 10 percent disproportionate burden threshold for service changes.

Table 12: Low-Income Status of Lines with Weekday Service Span Change Exceeding Two Hours

Schedule (effective date)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)	System
Low-Income Population	903	316	2,177
Non-Low-Income Population	37,969	10,937	81,926
Sum**	38,873	11,252	84,103
Percent Low-Income	2.3%	2.8%	2.6%
Difference from System	-0.3%	0.2%	-

Source: Metra 2019 Origin-Destination Survey.

** Excludes responses with no income and/or household size reported.

Table 13 shows weekend service spans by line under the pre-COVID schedule, the schedules in effect on the diesel lines May 9, 2021 (effective April 12, 2021) and the ME on July 4, 2021 (effective May 23, 2021), and the current schedule (effective June 20, 2022), as well as the changes in service span from the pre-COVID schedule. Under the schedule in effect on May 9, 2021 (July 4, 2021 on ME), five rail lines had decreases in weekend service span (BNSF, RI, SWS, UP-N and UP-NW), but under the current schedule only the SWS has a decrease in weekend service span compared to the pre-COVID schedule. There is no change in Sunday service span on any line.

However, only the SWS had a decrease in weekend service span exceeding two hours; all Saturday service was eliminated on this rail line, resulting in a 17 hour and 40-minute decrease in the Saturday service span. As shown in Table 9, the affected SWS riders are 30.8 percent minority, compared to 31.7 minority for all riders, or 0.9 percent less. This table also shows that the affected SWS riders are 1.5 percent low-income, compared to 2.6 percent low-income for all riders, or 1.1 percent less. Therefore, there is no disparate impact or disproportionate burden on SWS riders from elimination of Saturday service on this line.

Table 13: Weekend Service Span by Rail Line

Rail Line	Service Day	Service Span*			Change From pre-COVID	
		Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (4/12/2021) [†]	Current Schedule (6/20/2022)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)
BNSF	Saturday	20 hr, 46 min	19 hr, 36 min	20 hr, 46 min	-1 hr, 10 min	no change
	Sunday	19 hr, 36 min	19 hr, 36 min	19 hr, 36 min	no change	no change
ME	Saturday	21 hr, 05 min	21 hr, 05 min	21 hr, 05 min	no change	no change
	Sunday	21 hr, 05 min	21 hr, 05 min	21 hr, 05 min	no change	no change
MD-N	Saturday	20 hr, 19 min	20 hr, 19 min	20 hr, 19 min	no change	no change
	Sunday	20 hr, 19 min	20 hr, 19 min	20 hr, 19 min	no change	no change
MD-W	Saturday	20 hr, 00 min	20 hr, 00 min	20 hr, 00 min	no change	no change
	Sunday	20 hr, 00 min	20 hr, 00 min	20 hr, 00 min	no change	no change
RI	Saturday	19 hr, 55 min	18 hr, 40 min	19 hr, 55 min	-1 hr, 15 min	no change
	Sunday	18 hr, 40 min	18 hr, 40 min	18 hr, 40 min	no change	no change
SWS	Saturday	17 hr, 40 min	n/a	n/a	-17 hr, 40 min	-17 hr, 40 min
UP-N	Saturday	21 hr, 17 min	19 hr, 26 min	21 hr, 17 min	-1 hr, 51 min	no change
	Sunday	19 hr, 26 min	19 hr, 26 min	19 hr, 26 min	no change	no change
UP-NW	Saturday	20 hr, 05 min	19 hr, 45 min	20 hr, 05 min	-0 hr, 20 min	no change
	Sunday	19 hr, 45 min	19 hr, 45 min	19 hr, 45 min	no change	no change
UP-W	Saturday	19 hr, 41 min	19 hr, 41 min	19 hr, 41 min	no change	no change
	Sunday	19 hr, 41 min	19 hr, 41 min	19 hr, 41 min	no change	no change
SYSTEM	Saturday	21 hr, 40 min	21 hr, 40 min	21 hr, 40 min	no change	no change
	Sunday	21 hr, 40 min	21 hr, 40 min	21 hr, 40 min	no change	no change

*Includes inbound and outbound combined.

[†]Schedule effective 5/23/2021 for ME.

Weekday Revenue Train Miles

This analysis uses revenue train miles rather than service frequency to measure the adverse effects of changes in level of service in order to account for variations in route length between rail lines and for

varying lengths of train runs on certain rail lines. Percentages of minority and low-income populations from Metra survey results are used to weight route miles by rail line under each schedule to compare the percentage change in route miles for minority/low-income riders to that for non-minority/non-low-income riders.

Table 14 shows weekday revenue train miles by line under the pre-COVID schedule, the schedule in effect March 23, 2021, and the current schedule, as well as the changes revenue train miles from the pre-COVID schedule. Shaded figures in the table show where the decreases in weekday revenue train miles from pre-COVID levels exceed the 25 percent major service change threshold. Under the schedules in effect on March 23, 2021, the decreases in weekday revenue train miles exceeded 25 percent on all lines; under the current schedule, decreases in weekday revenue train miles exceed 25 percent on the MD-N, MD-W, NCS and SWS lines.

This table shows a great variation in weekday revenue train miles between rail lines under all three schedules. For this reason, it is appropriate to account these variations in revenue train miles in the equity analyses of the service changes by weighting revenue train miles by minority and low-income status for each rail line. Because this methodology is similar to the weighting by minority and low-income status used for equity analyses of fare changes of multiple ticket types, a threshold of a five percent difference in revenue mileage change between minority and non-minority riders is used for the disparate impact analysis and a threshold of a five percent difference in revenue mileage change between low-income and non-low-income riders is used for the disproportionate burden analysis.

Table 14: Changes in Weekday Revenue Train Miles by Rail Line

Rail Line	Revenue Train Miles			Change in Revenue Train Miles			
	Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)
BNSF	3,071.2	1,493.7	2,953.4	-1,577.5	-117.8	-51.4%	-3.8%
HC	260.4	148.8	223.2	-111.6	-37.2	-42.9%	-14.3%
ME	3,359.9	2,496.3	2,824.6	-863.6	-535.3	-25.7%	-15.9%
MD-N	2,624.4	1,400.6	1,661.6	-1,223.8	-962.8	-46.6%	-36.7%
MD-W	2,139.8	1,418.8	1,521.0	-721.0	-618.8	-33.7%	-28.9%
NCS	1,054.5	211.2	540.4	-843.3	-514.1	-80.0%	-48.8%
RI	2,207.0	1,629.4	2,361.0	-577.6	154.0	-26.2%	7.0%
SWS	907.2	348.5	406.3	-558.7	-500.9	-61.6%	-55.2%
UP-N	2,523.0	1,572.8	2,308.6	-950.2	-214.4	-37.7%	-8.5%
UP-NW	3,077.7	2,006.3	3,139.6	-1,071.4	61.9	-34.8%	2.0%
UP-W	2,297.9	1,482.4	1,744.0	-815.5	-553.9	-35.5%	-24.1%
SYSTEM	23,523.0	14,208.8	19,683.7	-9,314.2	-3,839.3	-39.6%	-16.3%

Table 15 shows the total weekday revenue train miles by rail line under the pre-COVID schedule, the schedule in effect on March 23, 2021, and the current schedule, each multiplied by the minority and non-minority population percentages for each rail line. Total system revenue train miles by minority status for each schedule is shown near the bottom of the table and includes the percent change from the pre-COVID schedule for the schedule in effect March 23, 2021, and for the current schedule.

To determine if the schedule changes resulted in minority riders facing a disparate impact, the overall percentage change in revenue train miles from the pre-COVID schedule for minority riders is compared to that of non-minority riders for each schedule change. For the schedule in effect on March 23, 2021, weekday revenue train miles decreased 37.3 percent for minority riders, compared to a 40.7 decrease for non-minority riders, which 3.4 percent greater decrease for non-minority riders compared to minority riders. Under the current schedule, weekday revenue train miles decreased 16.3 percent for both minority

and non-minority riders, resulting in comparable effects on all riders. Because the differences in weekday revenue train mile changes between minority and non-minority riders is less than 5.0 percent, there is no disparate impact on minority riders from these changes in weekday revenue train miles.

Table 15: Changes in Weekday Revenue Train Miles by Rail Line and Minority Status

Rail Line	Percent Minority*	Percent Non-Minority*	Minority Revenue Train Miles			Non-Minority Revenue Train Miles		
			Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)	Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)
BNSF	29.7%	70.3%	911.8	443.5	876.8	2,159.4	1,050.2	2,076.6
HC	23.2%	76.8%	60.4	34.5	51.8	200.0	114.3	171.4
ME	70.4%	29.6%	2,364.7	1,756.9	1,988.0	995.2	739.4	836.6
MD-N	26.4%	73.6%	692.2	369.4	438.2	1,932.2	1,031.2	1,223.4
MD-N	26.4%	73.6%	564.4	374.2	401.2	1,575.4	1,044.6	1,119.8
NCS	30.3%	69.7%	319.8	64.1	163.9	734.7	147.1	376.5
RI	34.2%	65.8%	755.7	557.9	808.4	1,451.3	1,071.5	1,552.6
SWS	30.8%	69.2%	279.8	107.5	125.3	627.4	241.0	281.0
UP-N	20.7%	79.3%	521.0	324.8	476.7	2,002.0	1,248.0	1,831.9
UP-NW	21.4%	78.6%	658.2	429.1	671.5	2,419.5	1,577.2	2,468.1
UP-W	21.1%	78.9%	484.3	312.4	367.5	1,813.6	1,170.0	1,376.5
SYSTEM			7,612.3	4,774.2	6,369.3	15,910.7	9,434.6	13,314.4
Percent Change from pre-COVID			Minority	-37.3%	-16.3%	Non-Minority	-40.7%	-16.3%
Absolute Percent Difference from Non-Minority				3.4%	0.0%			

*Source: Metra 2019 Origin-Destination Survey.

Table 16 shows the total weekday revenue train miles by rail line under the pre-COVID schedule, the schedule in effect on March 23, 2021, and the current schedule, each multiplied by the low-income and non-low-income population percentages for each rail line. Total system revenue train miles by low-income status for each schedule is shown near the bottom of the table and includes the percent change from the pre-COVID schedule for the schedule in effect March 23, 2021, and for the current schedule.

As with the disparate impact analysis above, the overall percentage change in revenue train miles from the pre-COVID schedule for low-income riders is compared to that of non-low-income riders for each schedule change to determine if low-income riders bear a disproportionate burden of the schedule changes. For the schedule in effect on March 23, 2021, weekday revenue train miles decreased 36.8 percent for low-income riders, compared to a 39.7 decrease for non-low-income riders, which is a 2.9 percent greater decrease for non-low-income riders compared to low-income riders. For the current schedule, weekday revenue train miles decreased 15.9 percent for low-income riders compared to a decrease of 16.3 percent for non-low-income riders, which is a 0.4 percent greater decrease for non-low-income riders compared to low-income riders. Because the differences in weekday revenue train mile changes between low-income and non-low-income riders is less than 5.0 percent, low-income riders do not bear a disproportionate impact of these changes in weekday revenue train miles.

Table 16: Changes in Weekday Revenue Train Miles by Rail Line and Low-Income Status

Rail Line	Percent Low-Income*	Percent Non-Low-Income*	Low-Income Revenue Train Miles			Non-Low-Income Revenue Train Miles		
			Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)	Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (2/1/2021)	Current Schedule (6/20/2022)
BNSF	1.7%	98.3%	52.9	25.7	50.8	3,018.3	1,468.0	2,902.6
HC	1.9%	98.1%	4.9	2.8	4.2	255.5	146.0	219.0
ME	5.5%	94.5%	185.9	138.1	156.3	3,174.0	2,358.2	2,668.3
MD-N	2.0%	98.0%	52.2	27.9	33.1	2,572.2	1,372.7	1,628.5
MD-N	2.0%	98.0%	42.6	28.2	30.3	2,097.2	1,390.6	1,490.7
NCS	2.8%	97.2%	29.5	5.9	15.1	1,025.0	205.3	525.3
RI	2.5%	97.5%	55.1	40.7	58.9	2,151.9	1,588.7	2,302.1
SWS	1.5%	98.5%	13.5	5.2	6.1	893.7	343.3	400.2
UP-N	2.8%	97.2%	70.8	44.1	64.8	2,452.2	1,528.7	2,243.8
UP-NW	2.0%	98.0%	63.1	41.1	64.4	3,014.6	1,965.2	3,075.2
UP-W	2.2%	97.8%	50.6	32.7	38.4	2,247.3	1,449.7	1,705.6
SYSTEM			621.1	392.4	522.3	22,901.9	13,816.4	19,161.4
Percent Change from pre-COVID			Low-Income	-36.8%	-15.9%	Non-Low-Income	-39.7%	-16.3%
Absolute Percent Difference from Non-Low-Income				2.9%	0.4%			

*Source: Metra 2019 Origin-Destination Survey.

Saturday Revenue Train Miles

Metra reduced weekday service on March 23, 2020, in response to the COVID-19 pandemic, but did not alter Saturday service until May 9, 2020, on the diesel lines and July 4, 2020, on the ME. On these dates Metra began operating Sunday schedules on Saturdays, which resulted in a 31.7 percent systemwide decrease in Saturday revenue train miles and elimination of all Saturday service on the SWS Line. Metra did not reduce and Sunday service.

Metra restored Saturday service on all diesel lines, except SWS, on May 29, 2021, and on the ME on July 17, 2021. However, the May 2020 Saturday service reductions are subject to an equity analysis because they were in place for more than 12 months. Table 17 shows Saturday revenue train miles by line for the pre-COVID schedule, the schedules in effect one year after the Saturday service reductions (effective April 12, 2021, on diesel lines and effective May 23, 2021, on the ME), and the current schedule, as well as the changes from the pre-COVID schedule. As indicated by shading, decreases in Saturday service from pre-COVID levels exceeded 50 percent on the SWS under the schedule in effect on May 9, 2021, and the current schedule, due to the elimination of all Saturday service on this line.

Table 17: Saturday Revenue Train Miles by Line

Rail Line	Revenue Train Miles			Change in Revenue Train Miles			
	Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (4/12/2021)*	Current Schedule (6/20/2022)	End of 12 Mo. Exemption (4/12/2021)*	Current Schedule (6/20/2022)	End of 12 Mo. Exemption (4/12/2021)*	Current Schedule (6/20/2022)
BNSF	1,125.0	750.0	1,125.0	-375.0	0.0	-33.3%	0.0%
HC	0.0	0.0	0.0	n/a	n/a	n/a	n/a
ME	1,833.6	1,020.0	1,896.6	-813.6	63.0	-44.4%	3.4%
MD-N	947.8	891.0	947.8	-56.8	0.0	-6.0%	0.0%
MD-W	878.4	658.8	878.4	-219.6	0.0	-25.0%	0.0%
NCS	0.0	0.0	0.0	n/a	n/a	n/a	n/a
RI	1,043.1	839.6	1,043.1	-203.5	0.0	-19.5%	0.0%
SWS	244.8	0.0	0.0	-244.8	-244.8	-100.0%	-100.0%
UP-N	1,121.8	740.4	1,121.8	-381.4	0.0	-34.0%	0.0%
UP-NW	1,812.5	1,185.3	1,812.5	-627.2	0.0	-34.6%	0.0%
UP-W	872.0	784.8	872.0	-87.2	0.0	-10.0%	0.0%
SYSTEM	9,879.0	6,743.9	9,697.2	-3,135.1	-181.8	-31.7%	-1.8%

*Schedule effective 5/23/2021 for ME.

Table 18 shows the Saturday revenue train miles by rail line under the pre-COVID schedule, the schedules in effect one year after the Saturday service reductions, and under the current schedule, each multiplied by the minority and non-minority population percentages for each rail line. Total system revenue train miles by minority status for each schedule is shown near the bottom of the table and includes the percent change from the pre-COVID schedule for the schedules in effect one year after the Saturday service reductions, and for the current schedule.

The overall percentage change in weekend revenue train miles from the pre-COVID schedule for minority riders is compared to that of non-minority riders for each schedule change to determine if there is a disparate impact on minority riders. For the schedule in effect one year after the Saturday service reductions, Saturday revenue train miles decreased 33.9 percent for minority riders, compared to a 28.7 percent decrease for non-minority riders, which is a 5.2 percent greater decrease for minority riders compared to non-minority riders. Saturday revenue train miles under the current schedule decreased 0.9 percent from pre-COVID schedules for minority riders and 2.3 percent for non-minority riders, which is a 1.4 percent lower decrease for minority riders compared to non-minority riders. The absolute difference in Saturday revenue train mile changes between minority and non-minority riders for the schedules in effect at the end of the 12-month equity analysis exemption exceeds the 5.0 percent threshold, indicating a disparate impact on minority riders from these changes.

However, this disparate impact was only in place for a single Saturday following the expiration of the 12-month equity analysis exemption on July 4, 2021, and was alleviated with increased service under the July 17, 2021, restoration of Saturday schedules on the ME. It should also be noted that the 5.2 percent difference in Saturday revenue train miles exceeds the disparate impact threshold by only 0.2 percent. Metra had intended Sunday service on Saturday to be a temporary measure in response to the unprecedented consequences of the COVID-19 pandemic and was unable to restore it sooner than July 17, 2021, because of manpower and other operational resource constraints.

Table 18: Changes in Saturday Revenue Train Miles by Rail Line and Minority Status

Rail Line	Percent Minority†	Percent Non-Minority†	Minority Revenue Train Miles			Non-Minority Revenue Train Miles		
			Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (4/12/2021)*	Current Schedule (6/20/2022)	Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (4/12/2021)*	Current Schedule (6/20/2022)
BNSF	29.7%	70.3%	334.0	222.7	334.0	791.0	527.3	791.0
HC	23.2%	76.8%	0.0	0.0	0.0	0.0	0.0	0.0
ME	70.4%	29.6%	1,290.5	717.9	1,334.8	543.1	302.1	561.8
MD-N	26.4%	73.6%	250.0	235.0	250.0	697.8	656.0	697.8
MD-N	26.4%	73.6%	231.7	173.8	231.7	646.7	485.0	646.7
NCS	30.3%	69.7%	0.0	0.0	0.0	0.0	0.0	0.0
RI	34.2%	65.8%	357.2	287.5	357.2	685.9	552.1	685.9
SWS	30.8%	69.2%	75.5	0.0	0.0	169.3	0.0	0.0
UP-N	20.7%	79.3%	231.7	152.9	231.7	890.1	587.5	890.1
UP-NW	21.4%	78.6%	387.6	253.5	387.6	1,424.9	931.8	1,424.9
UP-W	21.1%	78.9%	183.8	165.4	183.8	688.2	619.4	688.2
SYSTEM			3,341.9	2,208.6	3,310.7	6,537.1	4,661.3	6,386.5
Percent Change from pre-COVID			Minority	-33.9%	-0.9%	Non-Minority	-28.7%	-2.3%
Absolute Percent Difference from Non-Minority				5.2%	1.4%			

†Source: Metra 2019 Origin-Destination Survey.

*Schedule effective 5/23/2021 for ME.

Table 19 shows the Saturday revenue train miles by rail line under the pre-COVID schedule, the schedules in effect one year after the Saturday service reductions, and under the current schedule, each multiplied by the low-income and non-low-income population percentages for each rail line. Total system revenue train miles by low-income status for each schedule is shown near the bottom of the

table and includes the percent change from the pre-COVID schedule for the schedules in effect one year after the Saturday service reductions, and for the current schedule.

The overall percentage change in revenue train miles from the pre-COVID schedule for low-income riders is compared to that of non-low-income riders for each schedule change to determine if low-income riders bear a disproportionate burden of the schedule changes. For the schedule in effect one year after the Saturday service reductions, Saturday revenue train miles decreased 33.2 percent for low-income riders, compared to 30.4 percent for non-low-income riders, which is a 2.8 percent greater decrease for low-income riders compared to non-low-income riders. Saturday revenue train miles under the current schedule decreased 0.1 percent from pre-COVID schedules for low-income riders and 1.9 percent for non-low-income riders, which is a 1.8 percent lower decrease for low-income riders compared to non-low-income riders. Because the absolute differences in Saturday revenue train mile changes between low-income and non-low-income riders is less than the 5.0 percent threshold, low-income riders do not bear a disproportionate burden of these changes in Saturday revenue train miles.

Table 19: Changes in Saturday Revenue Train Miles by Rail Line and Low-Income Status

Rail Line	Percent Low-Income†	Percent Non-Low-Income†	Low-Income Revenue Train Miles			Non-Low-Income Revenue Train Miles		
			Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (4/12/2021)*	Current Schedule (6/20/2022)	Pre-COVID Schedule (11/4/2019)	End of 12 Mo. Exemption (4/12/2021)*	Current Schedule (6/20/2022)
BNSF	1.7%	98.3%	19.4	12.9	19.4	1,105.6	737.1	1,105.6
HC	1.9%	98.1%	0.0	0.0	0.0	0.0	0.0	0.0
ME	5.5%	94.5%	101.5	56.4	104.9	1,732.1	963.6	1,791.7
MD-N	2.0%	98.0%	18.9	17.7	18.9	928.9	873.3	928.9
MD-N	2.0%	98.0%	17.5	13.1	17.5	860.9	645.7	860.9
NCS	2.8%	97.2%	0.0	0.0	0.0	0.0	0.0	0.0
RI	2.5%	97.5%	26.0	21.0	26.0	1,017.1	818.6	1,017.1
SWS	1.5%	98.5%	3.7	0.0	0.0	241.1	0.0	0.0
UP-N	2.8%	97.2%	31.5	20.8	31.5	1,090.3	719.6	1,090.3
UP-NW	2.0%	98.0%	37.2	24.3	37.2	1,775.3	1,161.0	1,775.3
UP-W	2.2%	97.8%	19.2	17.3	19.2	852.8	767.5	852.8
SYSTEM			274.7	183.5	274.5	9,604.3	6,686.4	9,422.7
Percent Change from pre-COVID			Low-Income	-33.2%	-0.1%	Non-Low-Income	-30.4%	-1.9%
Absolute Percent Difference from Non-Low-Income				2.8%	1.8%			

†Source: Metra 2019 Origin-Destination Survey.

*Schedule effective 5/10/2021 for ME.

SWS Saturday Service

As of May 9, 2020, Metra eliminated all Saturday service on the SWS Line. This service change is reflected in the significant decrease in Saturday service span shown in Table 13 and the 100 percent decrease in Saturday revenue train miles shown in Table 17 for this rail line. There were no other service changes since the start of the COVID-19 pandemic that resulted in elimination of all service on a rail line on any service day. Saturday service began on the SWS began in 2009 under a subsidized pilot program. From March 2009 through April 2020, Metra operated three inbound and three outbound Saturday trains on the SWS.

Given the significance of this service change on the SWS Line, it is appropriate to evaluate this change separately. Table 9 shows that 30.8 percent of SWS riders are minority, compared to 31.7 minority for all riders, or 0.9 percent less. Therefore, there is no disparate impact on SWS riders from elimination of Saturday service on this line. Table 9 also shows that 1.5 percent of SWS riders are low-income, compared to 2.6 percent low-income for all riders, or 1.1 percent less. Therefore, there is no disproportionate burden on SWS riders from elimination of Saturday service on this line.

Conclusion

The global COVID-19 pandemic has had a profound and unprecedented effect on regional travel demand and Metra service. Metra reduced the level of service on weekdays in March 2020, and on Saturdays in May and July 2020. However, Metra began implementing modest weekday service increases on multiple rail lines beginning in May 2020, which continued throughout the rest of the year and into 2021. In May 2021, Metra increased weekday service on all lines, including pilot programs on the BNSF, ME, RI and UP-N lines to restore the level of weekday service on these lines to near pre-COVID levels. Also in May, Metra restored Saturday service on all diesel lines, except the SWS, and restored ME Saturday service in July 2021. Metra launched a weekday pilot on the UP-NW in April 2022, which restored service to a near pre-COVID level. Metra also made additional minor schedule adjustments in the first half of 2022.

The FTA issued clarification on its Title VI guidance that service changes made in response to the COVID-19 pandemic would be exempt from equity analysis requirements for 12 months. As the major service change threshold analysis above shows, Metra's COVID-related service changes and subsequent service adjustments that were in effect one year after initial implementation are subject to Title VI equity analysis requirements. The equity analysis above examines whether the adverse effects of service changes resulted in a disparate impact on minority riders or a disproportionate burden on low-income riders. The analysis is based on the schedules in effect one year after implementation of the alternate COVID schedules (March 23, 2020, for weekday service, May 9, 2020, for Saturday service on diesel lines, and May 23, 2020, for Saturday service on the ME), as well the current schedules (effective June 20, 2022).

Adverse Effect Summary

The Metra major service change policy defines "adverse effect" for use in equity analyses as a: reduction in span of service, reduction of service frequency, elimination of a rail line or rail line segment, or re-routing of any part of a rail line.

Reduction in span of service: For this analysis, riders on a rail line are considered to experience an adverse effect if the decrease in service span on a given service day type exceeds the two-hour threshold used for the major service change threshold analysis. Table 20 shows a comparison of the minority and low-income percentages of riders experiencing this adverse effect for weekday service span changes to the minority and low-income percentages of all riders. There would be a disparate impact if the difference between the minority percentage of affected riders and all riders exceeded a threshold of 20 percent; there would be a disproportionate burden if the difference between the low-income percentage of affected riders and all riders exceeded a threshold of 10 percent.

Table 20: Adverse Effects of Weekday Service Span Change, Minority and Low-Income Percentages

Percent Minority			Percent Low-Income		
End of 12 Mo. Exemption Current Schedule			End of 12 Mo. Exemption Current Schedule		
Affected Riders	29.6%	37.5%	Affected Riders	2.3%	2.8%
System	31.7%	31.7%	System	2.6%	2.6%
Difference from System	-2.1%	5.8%	Difference from System	-0.3%	0.2%
Threshold	20.0%		Threshold	10.0%	

Only SWS riders experienced an adverse effect in reduction in weekend service span, as Saturday service was eliminated on this line. There was no disparate impact on minority riders or disproportionate burden on low-income riders as the percentages of minority and low-income riders on the SWS are both lower than the percentages of minority and low-income riders on the entire system.

This analysis found no disparate impact on minority riders and no disproportionate burden on low-income riders resulting from adverse effects of changes in weekday or Saturday service spans.

Reduction of service frequency (revenue train miles): This analysis measures the adverse effects of changes in service frequency by calculating changes in revenue train miles to capture changes in level of service. Minority and low-income populations percentages are used to weight percentage changes in route miles by line to compare adverse effects of these changes on all minority/low-income riders to those for all non-minority/non-low-income riders.

Table 21 shows the percentage change in weekday revenue train miles from the pre-COVID schedule by minority and low-income status for the schedule in effect after the 12-month equity analysis exemption and for the current schedule. Table 22 shows the percentage change in Saturday revenue train miles from the pre-COVID schedule by minority and low-income status. Differences exceeding five percent that favor non-minority or non-low-income riders would indicate a disparate impact or disproportionate burden, respectively.

This analysis found no disparate impact on minority riders due to changes in weekday revenue miles and no disproportionate burden on low-income riders due to changes in weekday or Saturday revenue miles. The analysis did find a disparate impact on minority riders due to changes in Saturday revenue miles. However, this disparate impact was only in place for a single Saturday following the expiration of the 12-month equity analysis exemption on July 4, 2021, and was alleviated by the July 17, 2021, restoration of Saturday schedules on the ME. It should also be noted that the 5.2 percent difference in Saturday revenue train miles exceeds the disparate impact threshold by only 0.2 percent.

Table 21: Percent Change in Weekday Revenue Train Miles by Minority and Low-Income Status

Pct. Change from pre-COVID, Minority Status			Pct. Change from pre-COVID, Low-Income Status		
	End of 12 Mo. Exemption	Current Schedule		End of 12 Mo. Exemption	Current Schedule
Pct. Change, Minority	-37.3%	-16.3%	Pct. Change, Low-Income	-36.8%	-15.9%
Pct. Change, Non-Minority	-40.7%	-16.3%	Pct. Change, Non-Low-Income	-39.7%	-16.3%
Absolute Difference	3.4%	0.0%	Absolute Difference	2.9%	0.4%
Threshold	5.0%		Threshold	5.0%	

Table 22: Percent Change in Saturday Revenue Train Miles by Minority and Low-Income Status

Pct. Change from pre-COVID, Minority Status			Pct. Change from pre-COVID, Low-Income Status		
	End of 12 Mo. Exemption	Current Schedule		End of 12 Mo. Exemption	Current Schedule
Pct. Change, Minority	-33.9%	-0.9%	Pct. Change, Low-Income	-33.2%	-0.1%
Pct. Change, Non-Minority	-28.7%	-2.3%	Pct. Change, Non-Low-Income	-30.4%	-1.9%
Absolute Difference	5.2%	1.4%	Absolute Difference	2.8%	1.8%
Threshold	5.0%		Threshold	5.0%	

Elimination of a rail line or rail segment: These service changes did not result in the elimination of a rail line or rail segment, so there is no disparate impact or disproportionate burden based on this possible adverse effect.

Rerouting of any part of a rail line: These service changes did not result in rerouting of any part of a rail line, so there is no disparate impact or disproportionate burden based on this possible adverse effect.

Overall, this analysis finds that Metra weekday service changes that were in effect one year after the launch of alternate service schedules in March 2020 for the global COVID-19 pandemic, as well as for the cumulative changes included in the current schedules as launched on June 20, 2022, resulted in **no disparate impact on minority riders and no disproportionate burden on low-income riders.**

Saturday service changes in effect one year after Metra began operation of Sunday schedules on Saturdays in May 2020 on diesel lines and in July 2020 on the ME **resulted in a disparate impact on minority riders, but no disproportionate burden on low-income riders.** However, the disparate impact was only 0.2 percent above the 5.0 percent threshold and was present for only one Saturday after expiration of the 12-month equity analysis exemption for the ME on July 4, 2021. Since July 17, 2021, there has been no disparate impact on minority riders and no disproportionate burden on low-income riders. Metra is therefore in compliance with Title VI of the Civil Rights Act of 1964 in regard to this major service change.



2022 Title VI Program & Policy

**In compliance with Title VI of the Civil Rights Act of 1964 and Federal Transit Administration Circular 4702.1B,
*Title VI Requirements and Guidelines for Federal Transit Administration Recipients***

September 14, 2022

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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Appointing Authority: Suburban Members, Cook
County Board

Metra Executive Team

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KEVIN MCCANN, Deputy Executive Director -
Operations

JOHN A. MILANO, Deputy Executive Director -
Administration

JANICE R. THOMAS, Deputy Executive Director -
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SUE-ANN ROSEN, General Counsel

JOHN MORRIS, Chief Financial Officer

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VICTOR FLORES, Chief Transportation Officer

HILARY KONCZAL, Chief Safety and
Environmental Officer

CHRIS KRAKAR, Chief Engineering Officer

JOSEPH M. PEREZ, Chief of Police

STEVEN RADECKI, Chief Information Officer

DAVID LEE, Chief Audit Officer

WILLIAM "SKIP" BENZ, Chief Ethics Officer &
Special Projects

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

–Section 601 of the Civil Rights Act of 1964

Title VI Program Objectives:

- *Ensure that the level and quality of transportation service is provided in a nondiscriminatory manner;*
- *Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;*
- *Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency;*

–FTA Circular 4702.1B, II.1

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- B. Metra's Title VI Complaint Policy and Complaint Form
- C. Metra's Public Involvement Process
- D. Metra's Limited English Proficiency (LEP) Program and Language Assistance Plan (LAP)
- E. System-Wide Standards and Policies and Monitoring Program
- F. Base Maps and Demographic Maps of Metra's Service Area
- G. Metra 2019 Origin-Destination Survey, Summary Demographic Results
- H. Metra Major Service Change, Disparate Impact, and Disproportionate Burden Policies
- I. Equity Analysis Report on Metra's \$10 All-Day Pass, Introduced June 1, 2020
- J. Equity Analysis Report on Fair Transit South Cook Pilot, Launched January 4, 2021
- K. Equity Analysis Report on Metra's Proposed Fare Change, Effective February 1, 2021
- L. Equity Analysis Report on Metra's Proposed Fare Change, Effective February 1, 2022
- M. Equity Analysis Report on Metra's COVID-19 Service Changes, Effective March 23, 2020

I. Introduction

Metra is the service mark of the Regional Transportation Authority's (RTA) Commuter Rail Division, which is responsible for the provision of public transportation by commuter rail. The Metra service mark is also used for the Northeast Illinois Regional Commuter Railroad Corporation (NIRCRC), which operates commuter rail in the northeastern Illinois region.

Metra is one of the largest and most complex commuter rail systems in North America, serving Cook, DuPage, Will, Lake, Kane and McHenry counties in northeastern Illinois. The agency provides service to and from downtown Chicago with 242 stations over 11 routes totaling nearly 500 route miles and approximately 1,200 miles of track. Metra operates nearly 700 trains and provides nearly 290,000 passenger trips each weekday.¹ Metra operates service directly on seven lines and through purchase of service agreements with two freight railroads on four lines.

Metra's Mission:

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 vision is to be a world-class commuter rail agency linking communities throughout the region by:

- Providing the safest, most efficient and most reliable service to our customers.
- Sustaining our infrastructure for future generations.
- Leading the industry in achieving continuous improvement, innovation and transparency.
- Facilitating economic vitality throughout northeast Illinois.

Metra is committed to ensuring that no one is denied participation in, denied the benefits of, or is otherwise discriminated against in the provision of public transportation by commuter rail because of race, color, or national origin. Metra fully complies with Title VI of the Civil Rights Act of 1964 and related statutes, executive orders, and regulations in all programs and activities.

This document is Metra's policy and program with respect to Title VI, and follows the guidelines outlined in the Federal Transit Administration (FTA) Circular, *Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients* (FTA C 4702.1B), issued October 1, 2012.

¹ These numbers are from before the onset of the COVID-19 pandemic, which greatly impacted Metra ridership and operations.

II. Ordinance

COMMUTER RAIL BOARD ORDINANCE MET 22-08

2022 TITLE VI PROGRAM

RECITALS

WHEREAS, the Federal Transit Administration of the U. S. Department of Transportation (FTA) issued Circular 4702.1B, effective October 1, 2012, which is an updated guidance for federal recipients' compliance with Title VI of the Civil Rights Act of 1964 (Title VI);

WHEREAS, Title VI states that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance;

WHEREAS, all transit providers that receive federal funds are required every three years by the FTA to complete and submit a Title VI Program that demonstrates compliance with Title VI of the Civil Rights Act of 1964;

WHEREAS, in MET 19-12, the Board of Directors of the Commuter Rail Division of the Regional Transportation Authority (Board of Directors) adopted Metra's existing Title VI Program in compliance with the Title VI regulations;

WHEREAS, Metra established its Major Service Change, Disparate Impact and Disproportionate Burden Policies under the 2013 Title VI Program in compliance with FTA Title VI regulations;

WHEREAS, Metra updated its Major Service Change Policy under the 2016 Title VI Program in compliance with FTA Title VI regulations;

WHEREAS, Metra's current 2019 Title VI Program expires on November 30, 2022 and Metra's 2022 Title VI Program must be submitted to the FTA no later than October 1, 2022;

WHEREAS, Metra has created a 2022 Title VI Program in compliance with FTA Title VI regulations;

WHEREAS, the enclosed policies are in conformance with said regulations;

WHEREAS, the Board of Directors has reviewed the results of the monitoring program included herein as part of the 2022 Title VI Program;

WHEREAS, the Federal Transit Administration has determined that temporary service changes enacted in response to the COVID-19 pandemic are exempt from equity analysis requirements for 12 months, after which such changes are considered permanent;

WHEREAS, Metra enacted alternate service schedules in response to the COVID-19 pandemic on March 23, 2020, and adjusted service levels throughout the ongoing pandemic due to changes in ridership demand; many of these service changes have been in place for more than 12 months and are subject to equity analysis requirements;

WHEREAS, Metra completed an equity analysis of the these past service changes; and

WHEREAS, the Board of Directors has reviewed the results of Major Service Change Equity Analysis Report on Metra's Alternate Service Schedules for the COVID-19 Pandemic included herein as part of the 2022 Title VI Program.

NOW, THEREFORE, BE IT ORDAINED THAT:

1. Metra's 2022 Title VI Program in its entirety, attached hereto as Exhibit A, is adopted and effective immediately;
2. The results of the monitoring program included as Appendix E of the 2022 Title VI Program are approved;
3. The results of the Major Service Change Equity Analysis Report on Metra's Alternate Service Schedules for the COVID-19 Pandemic are approved;
4. The Chief Executive Officer/Executive Director is directed to implement the 2022 Title VI Program;
5. To the extent the FTA requires modifications or updates to the 2022 Title VI Program, the Executive Director is authorized to make such changes and required to report them to the Board of Directors; and
6. Upon passage of this ordinance, a copy of it shall be included in the 2022 Title VI program.

Approved: September 14, 2022

III. General Reporting Requirements for all FTA Grant Recipients

The Title VI requirements in this section apply to all public or private entities that receive federal funding through the Federal Transit Administration (FTA), whether as primary recipient or indirectly through a primary recipient. These requirements apply to all recipients regardless of the size of the receiving entity or the service area in which it operates.

1. How Metra Notifies Beneficiaries of Their Title VI Rights

Metra utilizes printed materials and the agency's website to notify the public of its rights under Title VI of the Civil Rights Act of 1964 (Title VI). Notice of Title VI Protection signs in English are currently displayed in Metra's five downtown stations and 44 outlying stations. Metra will be identifying additional outlying stations to display the Notice of Title VI Protection sign in English and Spanish. Appendix A (Metra's Public Notice of Title VI Compliance) includes copies of the Notice of Title VI Protection sign in English and Spanish and a list of the downtown and outlying stations where the signs are displayed.

Notice of Title VI Protection signs in English are also displayed in public areas in the following offices at Metra Headquarters: CEO/Executive Director, Law, and Procurement. Over the past three years, the Metra Headquarters building has undergone significant interior renovations in many departments. As these renovations are completed, Metra will continue to assess where these posters should be placed within the headquarters building. Metra also plans to post Title VI notices on its internal Visual Information Network (VIN) which Metra uses to project valuable information to its employees at the headquarters building and other employee sites throughout the Metra system.

Title VI Understanding Your Rights brochures in English are available for the public in the five downtown stations and are available to Metra employees by request from the Metra Operations Planning & Analysis Department. Metra will be identifying additional stations to display the brochure in Spanish. Appendix A includes copies of the Title VI Understanding Your Rights brochure in English, Spanish and Polish.

Metra's Title VI policy statement, Notice of Title VI protection, Title VI complaint process, Title VI complaint form and frequently asked questions are available on the agency's website. The Title VI complaint form can be downloaded in English, Spanish and Polish on the website or by contacting the Operations Planning & Analysis Department. Appendix A includes examples of the content provided on Metra's website to notify beneficiaries of their rights under Title VI.

2. Metra's Title VI Complaint Procedures and Complaint Form

Metra has developed complaint procedures for filing, tracking and investigating Title VI complaints in accordance with 49 CFR Section 21.9 (d). Metra's Title VI complaint procedures are available on the agency's website, in the Title VI Understanding Your Rights brochure, and may also be obtained upon request by contacting:

Metra Operations Planning & Analysis
Attn: Title VI Manager
547 W. Jackson, Blvd.
Chicago, IL 60661

Metra's Title VI complaint procedures and a copy of Metra's Title VI complaint form in English, Spanish and Polish are provided in Appendix B (Metra's Title VI Complaint Policy).

3. Title VI Investigations, Complaints, or Lawsuits

Since Metra last prepared its Title VI Program in 2019, no Title VI related complaint or lawsuit has been filed with or against Metra.

4. Promoting Inclusive Public Participation/Public Outreach Summary

Metra recognizes the importance of providing information and receiving public input on transportation decisions from traditionally underserved populations, such as low income, minority, disabled, and limited English proficient (LEP), as required by Title VI and the Civil Rights Act of 1964 and its implementing regulations.

Metra's Public Involvement Process, as shown in Appendix C (Metra's Public Involvement Process), is a guide for Metra's ongoing public participation. This process ensures the most effective means of providing information and receiving public input on transportation decisions and enhances access to Metra's transportation decision-making process from underserved populations. The content and consideration of Title VI, Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000) and the US Department of Transportation (US DOT) LEP Guidance are integrated into Metra's established public involvement process.

Metra's Public Involvement Process document details the regional public involvement through the Chicago Metropolitan Agency for Planning (CMAP), the Metropolitan Planning Organization (MPO) Policy Committee, and the Regional Transportation Authority (RTA). In addition to regional public involvement, Metra's Public Involvement Process also details Metra's direct public involvement, which includes community outreach, citizen outreach, public comment process for fare and major service changes, presentations to other entities, and for Metra's Program & Budget.

Each of these areas shall include, when appropriate: outreach to low-income, minority, disabled, LEP communities, and other underserved communities through direct outreach to municipal, local government officials, community leaders, ethnic cultural centers; churches and faith-based organizations; neighborhood and community groups; civic groups; business organizations; educational facilities, including schools providing English as a Second Language programs; families and persons with disabilities; and senior-oriented organizations.

Metra shall conduct public forums when necessary to engage customers and stakeholders in the decision-making process. Public forum venues shall be chosen based on location in service area, relationship with LEP community, proximity to public transportation, services provided to low-income populations, and accessibility. Reasonable auxiliary aids or services necessary to afford an individual with a disability an equal opportunity to participate in the decision-making process shall be provided at the public forums. Information and materials provided at the forums shall be in accessible formats and in languages other than English to accommodate the needs of LEP individuals.

Metra will make every effort to provide adequate notice to the public whenever public comment is being sought in the decision-making process. Public notices shall be published in various publications including minority and local ethnic media to reach LEP populations in Metra's service area. Notices may also be published on Metra's website, posted in train stations and aboard trains, sent via direct mail, sent electronically to community and interest groups and other methods as necessary.

The commitment to inclusive public involvement is shared throughout Metra. This is manifested through the actions of a variety of departments including Communications, Marketing, Office of Diversity & Business Enterprise, Strategic Planning & Performance, Capital Delivery Department, Operations Planning & Analysis, Train Reporting & Customer Communications, as well as others.

5. Metra's Limited English Proficiency (LEP) Program and Language Assistance Plan (LAP)

Background

Title VI of the Civil Rights Act of 1964, U.S. Department of Transportation (DOT) implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance and recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other portions of their programs and activities for individuals who are limited-English proficient (LEP).

To assist recipients in carrying out these responsibilities, the U.S. Department of Justice (DOJ) issued a Policy Guidance Document, "Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons with Limited English Proficiency." This LEP guidance sets forth the compliance standards that recipients must follow to ensure that their programs and activities normally provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI's prohibition against national origin discrimination.

FTA guidance in Title VI Circular 4702.1B defines Limited English Proficient (LEP) persons as "persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all."

Policy

In accordance with Title VI of the Civil Rights Act of 1964, U.S. Department of Transportation (DOT) implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), Metra is committed to ensuring no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance and shall take reasonable steps to ensure that individuals who are limited-English proficient (LEP) have meaningful access to benefits, services, information, programs, and activities that Metra provides.

The current Metra LEP Program, which incorporates the Metra language assistance plan, is in Appendix D (Metra's Limited English Proficiency (LEP) Program and Language Assistance Plan (LAP)).

6. Minority Representation on Planning and Advisory Bodies

Federal regulations stipulate that recipients of federal financial assistance may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program" (Title 49 CFR Section 21.5(b)(1)(vii)). To address this regulation, the FTA Title VI guidance directs transit providers to show the racial breakdown of all transit-related, non-elected planning boards, advisory councils or committees, or similar committees, and the membership of which is selected by the recipient. Transit providers must also provide a description of efforts made to encourage the participation of minorities on such committees.

Metra considers both the Citizens Advisory Board (CAB) and ADA (Americans with Disabilities Act of 1990) Advisory Committee to fall under the requirement to provide a racial breakdown of membership as the members of the Metra Board of Directors appoint members to the CAB, and Metra staff chose the initial members to the ADA Advisory Committee. The Metra Board of Directors is exempt from this reporting requirement as its members are selected by external political entities.

a. Citizens Advisory Board

Metra has established a Citizens Advisory Board (CAB) in accordance with the Regional Transportation Authority Act, which states:

The Commuter Rail Board shall establish a citizens advisory board composed of ten or more residents of those portions of the metropolitan region in which the Commuter Rail Board provides service and who have an interest in public transportation. The members of the advisory board shall be named for two year terms, shall select one of their members to serve as chairman and shall serve without compensation. The citizens' advisory board shall meet with the Commuter Rail Board at least quarterly and advise the Commuter Rail Board of the impact of its policies and programs on the communities it serves. Appointments to the citizens advisory board should, to the greatest extent possible, reflect the ethnic, cultural, and geographic diversity of all persons residing within the Commuter Rail Division's jurisdiction.

The CAB is comprised of 13 members who meet at least quarterly. The meeting dates, meeting agendas and minutes are posted on Metra's website. Under the Illinois Public Meeting Act, these meetings are open to the public and there is a provision for public comments at each meeting.

The racial breakdown of the CAB is displayed in Table 1, below:

Table 1: Citizens Advisory Board Racial Breakdown

Ethnicity	Percentage of Representation*
African American	8%
American Indian	0%
Asian	0%
Hispanic	0%
Caucasian	92%

*as of May 2022

b. ADA Advisory Committee

The ADA Advisory Committee is comprised of 11 representatives with disabilities from the six-county area. The purpose of the committee is to provide Metra with recommendations on Metra's compliance with the ADA, facilitate a dialogue between Metra and the disability community, and increase the use of Metra's service by people with disabilities.

Selection criteria for ADA Advisory Committee membership does consider diversity by race and gender, however, it is vital to the mission of the committee to include representation of a broad band of disabilities to best serve all of Metra's ADA customers, and to include representation of as many Metra lines as possible.

The advisory committee meets quarterly and the meeting dates as well as the meeting agendas are posted on Metra's website. Under the Illinois Public Meeting Act, these meetings are open to the public and there is a provision for public comments at each meeting.

The racial breakdown of the advisory committee is displayed in Table 2, on page 13:

Table 2: ADA Advisory Committee Racial Breakdown

Ethnicity	Percentage of Representation*
African American	9%
American Indian	0%
Asian	0%
Hispanic	0%
Caucasian	91%

**as of August 2022*

7. Providing Assistance to Subrecipients

Metra does not provide Federal financial assistance to any other recipients, and therefore does not have subrecipients.

8. Monitoring Subrecipients

Metra does not provide Federal financial assistance to any other recipients, and therefore does not have subrecipients.

9. Determination of Site or Location of Facilities

Metra is exploring options for the construction of new transit facilities (e.g., storage facilities, maintenance facilities, operations centers, etc.) at several locations. To comply with the requirements of Title VI, Metra will engage a consultant to complete a Title VI Equity Analysis for the proposed locations. Once these analyses are completed, the results of the analysis will be included in Metra's next Title VI Program.

IV. Program-Specific Reporting Requirements for Fixed-Route Transit Providers

In addition to the Title VI requirements discussed above that apply to all recipients of Federal financial assistance, FTA guidance also includes specific requirements for operators of fixed-route transit service. All fixed-route transit providers are required to establish system-wide standards and policies to ensure that transit service is provided in an equitable manner in regard to race, color, and national origin. Transit providers that operate 50 or more fixed-route vehicles in peak transit service and are located in an urbanized area of 200,000 or more in population must also collect and report demographic data, evaluate service and fare change equity analyses, and monitor transit service in regard to established system-wide service standards and policies.

A summary of the system-wide standards and policies as well as the results of the monitoring program are shown below. The complete system-wide standards and policies, along with the full results of the monitoring program are included in Appendix E (System-Wide Standards and Policies and Monitoring Program). Appendix F (Base Maps and Demographic Maps of Metra's Service Area) includes demographic maps of the Metra service area, based on U.S. Census Bureau results. Appendix G (Metra 2019 Origin-Destination Survey, Summary Demographic Results) provides a demographic profile of Metra's riders based on rider survey results.

Under Title VI guidance, all fixed-route transit providers are required to establish system-wide service standards and policies by which to measure the distribution of transit service and amenities throughout each provider's service area and to ensure transit service is provided in an equitable manner in regard to race, color, and national origin. At a minimum, transit providers are required to set system-wide standards for the following service areas:

- Vehicle load;
- Vehicle headway;
- On-time performance; and
- Service availability.

Transit providers must also set system-wide policies in these service delivery areas:

- Transit amenities (seating, shelters and canopies, provision of information, escalators, elevators, and waste receptacles); and
- Vehicle assignment.

Transit providers must monitor the performance of their transit systems relative to their respective system-wide service standards at least once every three years. The system-wide service policies, unlike the service standards, are not necessarily quantitative in nature. Transit system monitoring shall compare the level of service provided to minority areas or routes with service provided to non-minority areas or routes to ensure the results of policies and decision-making is equitable. Transit providers must submit the results of their monitoring programs to their respective governing bodies for consideration, awareness, and approval.

Where monitoring activities uncover cases where service delivery creates a disparate impact on the basis of race, color, or national origin, transit providers must, to the extent possible, take corrective action to remedy the disparate impact. The system-wide service standards and policies, along with the results of the monitoring program of these standards and policies, is in Appendix E.

1. System-Wide Service Standards and Monitoring Program Summary

Appendix E includes all system-wide service standards and the results of the monitoring program. A summary of each standard and summary monitoring results are below. Because of the significant impact of the ongoing COVID-19 pandemic on Metra passenger loads and system schedules, the vehicle load and vehicle headway standards are based on system characteristics in place in late 2019, prior to the onset of the global pandemic.

a. Vehicle Load

Metra measures vehicle load as the maximum number of passengers on each train divided by the total number of available seats. Daily maximum passenger load counts are made by conductors on board each train as it enters or leaves the downtown area, or at some other point where maximum passenger loads occur. Metra staff compiles and reports on average passenger loads and capacity utilization on a monthly basis. For the purpose of monitoring vehicle load performance for Title VI, results are averaged together by rail line and service period from the records of all trains run for the most recent October. (The month of October is chosen for this analysis as it represents a “typical” month with a minimum likelihood of ridership volatility resulting from rider vacations, inclement weather, major holidays, etc.)²

Metra’s standard for vehicle load is 98 percent by rail line and service period, meaning that, on average, all available onboard seating should accommodate 98 percent of all riders with 2 percent of the total seats still available.

Table 3, on page 15, shows average capacity utilization by rail line and service period for the month of October 2019. As indicated, all minority and non-minority rail lines achieve less than 98 percent capacity utilization for all service periods. Therefore, no minority rail lines are deficient in the vehicle load standard.

² Metra used 2019 for capacity utilization monitoring rather than 2020 or 2021 due to the significant decrease in passenger loads resulting from the impact of the COVID-19 pandemic beginning in March 2020.

Table 3: Capacity Utilization by Service Period and Rail Line
October 2019

Rail Line	Minority Designation	Weekday Peak Period/Direction	Weekday Off-Peak	Saturday	Sunday	Meets Standard
Metra Electric (ME)	Minority	45.5%	12.5%	11.3%	13.6%	yes
Rock Island (RI)	Minority	54.1%	11.1%	9.5%	9.6%	yes
SouthWest Service (SWS)	Non-Minority	66.4%	6.8%	5.4%	--	yes
Heritage Corridor (HC)	Minority	57.8%	23.5%	--	--	yes
BNSF	Minority	75.4%	32.3%	37.4%	37.8%	yes
Union Pacific West (UP-W)	Non-Minority	74.4%	17.8%	24.9%	23.0%	yes
Milwaukee District West (MD-W)	Minority	60.6%	12.4%	16.3%	17.1%	yes
Union Pacific Northwest (UP-W)	Non-Minority	81.2%	35.7%	33.3%	29.2%	yes
Milwaukee District North (MD-N)	Non-Minority	68.2%	19.4%	16.6%	20.1%	yes
North Central Service (NCS)	Non-Minority	60.9%	12.4%	--	--	yes
Union Pacific North (UP-N)	Non-Minority	89.0%	40.0%	35.7%	35.8%	yes
All Minority Lines		60.6%	17.3%	17.9%	19.1%	
All Non-Minority Lines		76.5%	24.2%	27.3%	27.1%	
System		67.4%	20.7%	22.1%	22.8%	

b. Vehicle Headway

Typically, vehicle headway refers to the time intervals between transit vehicles along a fixed route. Metra operates rail transit service using published timetables. Most Metra service is concentrated during the weekday peak period and direction (service period definitions are shown in Table 7, on page 16). Since Metra operates on a published schedule and not every train stops at each intermediate station along a run, the average number of scheduled stops per station provides a more meaningful measurement of train service than does average headways by rail line or station.

The level of service on a given rail line or at a given rail station is generally based on ridership demand, which Metra staff measures using the results of periodic comprehensive passenger boarding and alighting counts. Total weekday station boardings are used to classify each station into one of four station group categories for the purpose of establishing a vehicle headway standard as shown in Table 4, below:

Table 4: Station Group Classification

Station Group*	Weekday Boardings
1	1,000+
2	500-999
3	250-499, plus stations on Medium-Service Lines with 500+ boardings
4	1-249, plus all stations on Limited-Service Lines

*Excludes downtown Chicago, seasonal, transfer-only, and employee-only stations.

The rail station groupings incorporate rail line service type in addition to weekday boardings (ridership). As shown in Table 5 on page 16, Metra rail lines are classified as either Full-Service, Medium-Service, or Limited-Service depending on ridership as well as operational constraints. Metra operates passenger rail service along a vast infrastructure that is shared with many outside rail companies. Except for the Metra Electric Line, all Metra rail lines intersect one or more freight railroads or share at least some route mileage with freight railroads. On some rail lines, the cooperative arrangement between Metra and its freight railroad partners creates significant constraints on Metra's ability to add passenger rail service to very limited service.

Table 5: Service Level by Rail Line

Full-Service		Medium-Service	Limited-Service
ME	MD-W	SWS	HC
RI	UP-NW	NCS	
BNSF	MD-N		
UP-W	UP-N		

Metra's standard for headway is shown in Table 6, below. According to this standard, each Metra station should have a minimum of station stops by service period in each direction dependent on station group classification. Service period definitions used for the headway standards are shown in Table 7, below.

Table 6: Minimum Number of Revenue Stops per Station in each Direction by Service Period

Station Group	Peak	Midday	Reverse	Evening	Saturday	Sunday
1	7	4	3	4	10	7
2	5	1	2	0	0	0
3	3	0	0	0	0	0
4	2	0	0	0	0	0

Table 7: Metra Service Periods

Service Period	Inbound Trains Arriving Chicago*	Outbound Trains Departing Chicago*
AM Peak	Start of Service - 9:15 a.m.	Start of Service - 9:15 a.m.
Midday	9:16 a.m. - 3:29 p.m.	9:16 a.m. - 3:29 p.m.
PM Peak	3:30 p.m. - 6:45 p.m.	3:30 p.m. - 6:45 p.m.
Evening	6:46 p.m. - End of Service	6:46 p.m. - End of Service
Saturday	All Day	All Day
Sunday	All Day	All Day

*For inbound trains, service period is based on the time each train is scheduled to arrive at its last revenue stop, which is usually, but not always, at one of four downtown Chicago terminal stations (Van Buren St. Station is excluded as no trains originate or terminate at this station); for outbound trains, service period is based on the time each train is scheduled to depart from its first revenue stop, which is usually, but not always, at one of four downtown Chicago terminal stations.

Table 8 on page 17 shows that all but four stations meet Metra's vehicle headway standard, based on the permanent rail schedules in effect prior to implementation of the alternate COVID schedules on March 23, 2020 (effective date November 4, 2019).³ These four stations (Oak Forest, 80th Ave., Hickory Creek and New Lenox) are all on the minority RI Line and are all in station group 1 (at least 1,000 weekday boardings).

These stations each have three weekday evening inbound stops. According to the vehicle headway standard, stations in group 1 should have four weekday evening inbound stops. However, in the weekday PM peak period these stations each have one more stop than what is required. For the weekday inbound PM peak and evening service periods combined, these stations each have the same number of station stops as the headway standard.

³ Vermont St. (RI-ML & Branch), Joliet (RI and HC) and Clybourn (UP-N and UP-NW) stations are each considered to be two separate stations—one for each of the two rail lines that serve each station on separate tracks and platforms. Although Western Ave. (MD-N, MD-W & NCS) and River Grove (MD-W & NCS) stations are each considered to be one station, for the headway standard they are counted once for each rail line that serves these stations because the station stop count analysis examines each rail line separately.

Table 8: Non-Downtown Stations Meeting Vehicle Headway Standards by Rail Line (eff. Nov. 4, 2019)

Rail Line	Minority Designation	Total Stations*	Meets Standard	Does Not Meet Standard
ME	Minority	47	47	0
RI	Minority	26	22	4
SWS	Non-Minority	12	12	0
HC	Minority	6	6	0
BNSF	Minority	25	25	0
UP-W	Non-Minority	18	18	0
MD-W	Minority	21	21	0
UP-NW	Non-Minority	22	22	0
MD-N	Non-Minority	21	21	0
NCS	Non-Minority	17	17	0
UP-N	Non-Minority	25	25	0
All Minority Lines		125	121	4
All Non-Minority Lines		115	115	0
Total*		240	236	4

*Totals exclude downtown Chicago, seasonal, transfer-only and employee stations; totals include Western Ave. and River Grove once for each line providing service (Western Ave.: MD-W, MD-N and NCS; River Grove: MD-W and NCS).

c. On-Time Performance

Metra defines on-time as fully scheduled revenue trains, including regularly scheduled trains and any added “extra” (special-event) trains for which all scheduled stops are published, arriving at their last station stop less than six minutes behind schedule. Trains that are six minutes or more behind schedule, including annulled trains (trains that do not complete their scheduled runs), are regarded as late. Trains canceled in advance of the service day (not annulled), extra trains without published schedules, and non-revenue trains are excluded from on-time performance calculations.

Metra’s standard for on-time performance is 90 percent by rail line for overall service and peak-period/peak-direction service, on average, for the most recent calendar year. Table 9, on page 18, shows overall and peak-period/peak-direction on-time performance for each rail line for the full year in 2021. All rail lines except the minority Heritage Corridor Line exceeded the 90 percent on-time performance standard for the year, for both peak-period/peak direction service and overall.

Heritage Corridor trains run on a major freight route owned and operated by the Canadian National and are also subject to freight delays at multiple freight line grade crossings. Also, the small number of Heritage Corridor trains leaves little room for errors, so even a few delayed trains significantly impacts on-time performance.

Figure 1, on page 18, shows overall on-time performance results in 2021 by month for all minority rail lines combined and all non-minority rail lines combined. Overall on-time performance for minority rail lines combined exceeded the 90 percent on-time performance standard for all months in 2021; non-minority rail lines combined exceeded the 90 percent on-time performance standard in every month except February (87.8 percent on-time performance). Figure 2, on page 19, shows peak-period/peak-direction on-time performance results in 2021 by month. Peak-period and peak-direction on-time performance for both minority rail lines combined and non-minority rail lines combined exceeded the 90 percent on-time performance standard except in February (89.7 percent on-time performance for minority lines and 87.1 percent on-time performance for non-minority lines).

Given the high importance Metra’s riders place on reliable, on-time rail service, Metra staff closely monitors on-time performance on all rail lines on an ongoing basis. Metra also maintains a continuous dialogue with its purchase-of-service commuter rail partners (BNSF Railway and Union Pacific Railroad), which together operate four of Metra’s 11 rail lines; Amtrak, which controls operations at Chicago Union Station and operates passenger service alongside many of Metra’s lines; Canadian Pacific, which dispatches freight and Metra

trains on the MD-N and MD-W lines; and several freight partners, which own much of the right-of-way used by Metra trains and operate numerous freight trains alongside Metra trains. In particular, Metra is working with Canadian National, the host railroad for the Heritage Corridor Line, to reduce the number trains delayed due to freight.

Table 9: Overall and Peak-Period/Peak-Direction On-Time Performance by Rail Line, 2021

Rail Line	Minority Status	Overall OTP	Peak OTP
ME	Minority	98.0%	97.8%
RI	Minority	95.7%	96.1%
SWS	Non-Minority	91.0%	93.4%
HC	Minority	86.5%	86.5%
BNSF	Minority	97.1%	97.3%
UP-W	Non-Minority	90.5%	90.8%
MD-W	Minority	94.1%	93.1%
UP-NW	Non-Minority	95.2%	94.8%
MD-N	Non-Minority	93.0%	92.7%
NCS	Non-Minority	90.4%	91.5%
UP-N	Non-Minority	96.0%	96.1%
All Minority Lines		96.6%	96.2%
All Non-Minority Lines		93.7%	93.6%
System		95.5%	95.1%

Figure 1: Overall On-Time Performance, Minority and Non-Minority Lines, 2021

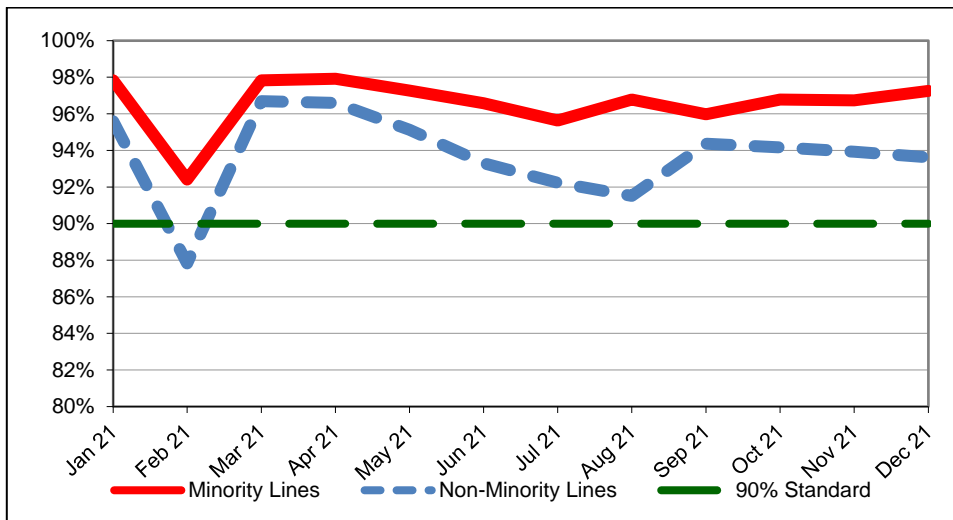
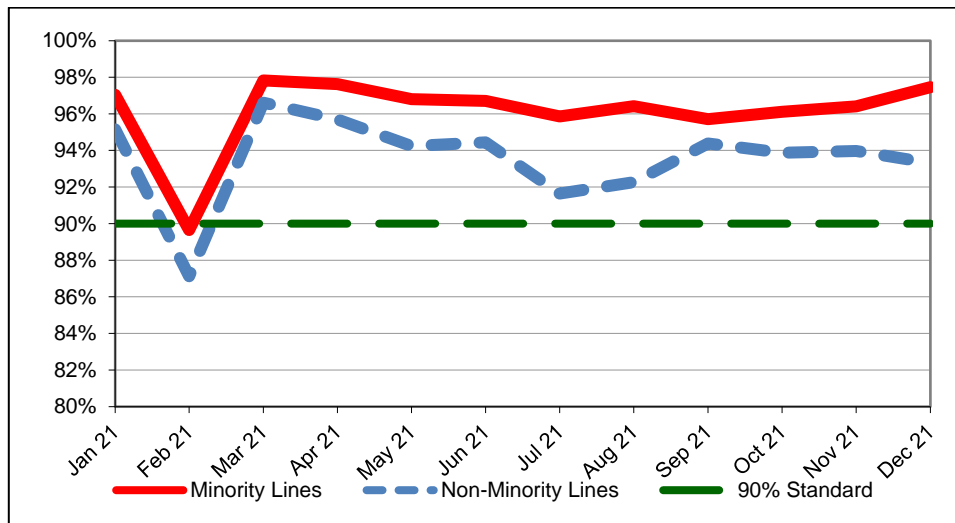


Figure 2: Peak-Period/Peak-Direction On-Time Performance, Minority and Non-Minority Lines, 2021



d. Service Availability

Service availability is measured by transit station distribution to the regional population, which is estimated by distance from each census tract to each transit station. Service availability is calculated as the percentage of the regional population within a given distance of a rail station based on the distance from the centroid (geometric center) of each census tract to the nearest Metra or Chicago Transit Authority (CTA) rail station. CTA stations are included in these calculations because both transit systems provide rail service to downtown Chicago. One caveat of a fixed-guideway rail network such as Metra operates is the physical limitation as to where stations can be located or moved.

For this service standard, the Metra service area is broken down into three concentric rings emanating from downtown Chicago (0-10 miles, 10-25 miles, and over 25 miles). The standard varies for each ring in recognition that rail transit riders residing a long distance from a given central business district (CBD), such as downtown Chicago, are more likely to travel a longer distance to reach a rail station than those living closer to a given CBD.

Metra's standard for transit station distribution for each of the three concentric rings is:

- Within 10 miles of downtown Chicago, at least 70 percent of the population should reside in census tracts in which the centroids are located no more one mile from the nearest Metra or CTA rail station;
- Between 10 and 25 miles from downtown Chicago, at least 70 percent of the population should reside in census tracts in which the centroids are located no more two miles from the nearest Metra or CTA rail station;
- For 25 or more miles from downtown Chicago, at least 70 percent of the population should reside in census tracts in which the centroids are located no more five miles from the nearest Metra or CTA rail station;

This standard only applies to populations within census tracts that are entirely contained within the Metra six-county service area.

Table 10 below shows the percentage of the regional population that lives within the given maximum distance from a Metra or CTA rail station for each of the concentric rings. In the first concentric ring (up to 10 miles from downtown Chicago), 82.0 percent of the minority population, 87.2 percent of the non-minority population, and 83.6 percent of overall population live within one mile of either a Metra or CTA rail station. For the second concentric ring (between 10 and 25 miles from downtown Chicago), 75.6 percent of the minority population, 76.7 percent of the non-minority population, and 76.2 percent of overall population live within two miles of either a Metra or CTA rail station. In the outermost concentric ring (25 or more miles from downtown Chicago), 86.6 percent of the minority population, 82.2 percent of the non-minority population, and 84.1 percent of overall population live within five miles of either a Metra or CTA rail station.

Region-wide, 81.3 percent of the minority population, 81.1 percent of the non-minority population, and 81.2 percent of the overall population live in census tracts that comply with the Metra standard. For all three concentric rings and for the Metra service area as a whole, rail transit service is available to more than 70 percent of the population within the distances specified by the Metra service availability standard.

Table 10: Population within Specified Distance from Census Tract Centroid to Nearest Metra or CTA Station

Miles from Downtown Chicago	Minority Population	Non-Minority Population	Total Population
0 -10 miles, % within 1.0 miles	82.0%	87.2%	83.6%
10-25 miles, % within 2.0 miles	75.6%	76.7%	76.2%
Over 25 miles, % within 5.0 miles	86.6%	82.2%	84.1%
Percent within standard	81.3%	81.1%	81.2%

2. System-Wide Service Policies and Monitoring Program Summary

In addition to the system-wide service standards discussed above, Appendix E also includes all system-wide service policies and the results of the monitoring program. A summary of each policy and summary monitoring results are below. It should be noted that unlike service standards, service policies are not necessarily quantitative in nature.

a. Distribution of Transit Amenities

The transit amenity policies refer to system assets that contribute to the comfort, convenience, and safety of Metra's riders, which are generally encountered at the stations. Metra offers commuter rail service at five downtown Chicago stations and 237 outlying stations.⁴ Many of the stations were created prior to Metra's existence. Most stations opened or rehabilitated since the start of Metra were done so in partnerships between Metra and the communities it serves. Metra provides minimum standards to be followed in the design and construction of new or rehabilitated station facilities, but partner communities may exceed certain design standards at their own discretion and cost. The policies listed below are intended to reflect minimum acceptable thresholds for each of the transit amenities listed.

The Title VI Circular stipulates that transit providers shall monitor, at a minimum, the following transit amenities at stations or stops: seating, shelters and platform canopies, escalators, elevators, waste receptacles and provision of information, which includes signs, maps, schedules and digital information equipment.

⁴ Excludes seasonal and non-revenue (employee-only) stations.

When evaluating existing stations, station areas and amenities shall be compared to Metra guidelines to identify any deficiencies. It is Metra's goal when renovating a station to bring existing stations into close compliance with the guidelines. The cost to do this must be weighed against the benefits derived from increased ridership, increased revenue, and/or decreased maintenance. Existing structures may be supplemented with an additional structure to bring the overall station facility closer to guidelines. In some cases, local communities may contribute funding for station construction or rehabilitation projects that will allow for inclusion of design features in the completed station that exceed Metra's design guidelines.

i. Seating

Anchored seating shall be provided to accommodate at least 10 percent of peak train boardings.⁵ Seating shall be distributed along the platform(s) and in station structures, except where seating may create a safety hazard or is prohibited by host railroads or other outside entities. Anchored benches should be provided on inbound platforms, as well as on outbound platforms when there is significant reverse commute ridership. Seating should also be provided at designated passenger pickup areas.

As shown in Table 11 below, six non-minority stations do not meet the transit amenity policy for sufficient seating. At one of the non-minority stations, Lockport Station on the Heritage Corridor Line, Metra is prohibited by the host railroad from adding seating on the platforms and is studying the feasibility of adding seating elsewhere. Potential seating locations at some stations are limited due to physical constraints or host railroad restrictions. Elsewhere, Metra will need to allocate sufficient funding for additional seating.

Table 11: Non-Downtown Stations with Sufficient Seating by Minority Status and Rail Line

Rail Line	Minority Stations			Non-Minority Stations		
	Yes	No	n/a	Yes	No	n/a
ME	45	0	0	2	0	0
RI	14	0	0	12	0	0
SWS	2	0	0	10	0	0
HC	1	0	0	4	1	0
BNSF	7	0	0	16	2	0
UP-W	6	0	0	12	0	0
MD-W	11	0	0	10	0	0
UP-NW	1	0	0	20	1	0
MD-N	4	0	0	15	1	0
NCS	1	0	0	14	0	0
UP-N	6	0	0	18	1	0
TOTAL	98	0	0	133	6	0

ii. Covered Waiting Area

The required waiting area for each station is based upon the peak train boardings at the station. Square foot allowances for each type of waiting area structure are shown in Table 12 on page 22. The waiting area can be provided by the various types of station structures: depots, depot loggia, warming houses, shelters and canopies; the waiting area requirement can be met by adding the requirements of one or more of these types of station structures at each station. The guidelines will have to be uniquely applied to each station. Site conditions and station type will dictate the waiting area structures to be used.

⁵ Peak train boardings are the maximum number of riders boarding any one train at a given station, as determined from the most recent system-wide boarding and alighting count, which was administered in fall 2018.

Table 12: Cumulative Square Footage Allowance

Waiting Area Structure	Allowance
Depot	4.75 s.f. per peak train boarding passenger
Depot Loggia	2.0 s.f. per peak train boarding passenger
Warming House	4.3 s.f. per peak train boarding passenger
Shelter	4.3 s.f. per peak train boarding passenger
Canopy	2.0 s.f. per peak train boarding passenger

Table 13 below shows that all but one minority station complies with the transit amenity policy for covered waiting area. Halsted Station on the BNSF Line does not comply with the covered waiting area policy. Metra will study the feasibility of adding sufficient covered waiting area at this station.

Table 13: Non-Downtown Stations with Sufficient Covered Waiting Area by Minority Status and Rail Line

Rail Line	Minority Stations			Non-Minority Stations		
	Yes	No	n/a	Yes	No	n/a
ME	45	0	0	2	0	0
RI	14	0	0	12	0	0
SWS	2	0	0	10	0	0
HC	1	0	0	5	0	0
BNSF	6	1	0	18	0	0
UP-W	6	0	0	12	0	0
MD-W	11	0	0	10	0	0
UP-NW	1	0	0	21	0	0
MD-N	4	0	0	16	0	0
NCS	1	0	0	14	0	0
UP-N	6	0	0	19	0	0
TOTAL	97	1	0	139	0	0

iii. Provision of Information

Metra can provide targeted (station, rail line, or system-wide) real-time aural and text messaging to passengers at stations through the “Voice of Metra” public address system and Visual Information System (VIS) electronic text messaging signage system. Metra also provides printed route, schedule and fare information at each station.

- a) The “Voice of Metra” public address system is required at all stations.
- b) When stations are constructed, reconstructed, or rehabilitated, at least one VIS electronic messaging sign is required; two VIS signs shall be installed at a station where the station straddles a roadway at grade. At a minimum, all key stations shall have at least one VIS electronic messaging sign, as is required for ADA accessibility. (To facilitate compliance with the ADA, Metra designated “key stations” on each rail line and pledged to ensure, at a minimum, that all key stations would be ADA accessible.)
- c) Each station shall have at least one 22 by 22-inch frame for housing printed route maps, timetables, and fare tables. Where more than one rail line serves a given station, printed materials should be available for each rail line.

Table 14 on page 23 shows a summary of minority and non-minority non-downtown stations by rail line that comply with Metra’s transit amenity policy on provision of information. One minority station, 18th Street Station on the Metra Electric Line, is not in compliance with this policy. There is no public address system at this station because it is used primarily for Chicago Bears home games at nearby Soldier Field.

Table 14: Non-Downtown Stations with Sufficient Passenger Information by Minority Status and Rail Line

Rail Line	Minority Stations			Non-Minority Stations		
	Yes	No	n/a	Yes	No	n/a
ME	44	1	0	2	0	0
RI	14	0	0	12	0	0
SWS	2	0	0	10	0	0
HC	1	0	0	5	0	0
BNSF	7	0	0	18	0	0
UP-W	6	0	0	12	0	0
MD-W	11	0	0	10	0	0
UP-NW	1	0	0	21	0	0
MD-N	4	0	0	16	0	0
NCS	1	0	0	14	0	0
UP-N	6	0	0	19	0	0
TOTAL	97	1	0	139	0	0

iv. Escalators

Metra does not install escalators at its stations, but other entities may install escalators in buildings adjacent to Metra stations that are available to Metra riders. Currently, escalators installed by various other entities are available for use by Metra riders at the four downtown Chicago terminal stations (Ogilvie Transportation Center, Chicago Union Station, LaSalle St. Station, and Millennium Station), and at the Jefferson Park Station on the UP Northwest Line.

Metra does not monitor the distribution of escalators at Metra stations.

v. Elevators /ADA Compliance

All newly-constructed station facilities, as well as existing station facilities when undergoing rehabilitation or reconstruction, shall comply with the ADA and be fully accessible to disabled persons. Where feasible, ramps shall be used to provide handicap accessible routes between station access points and station buildings and platforms. Elevators shall be provided for platform access when other methods of providing handicap access are not feasible. At a minimum, all key stations shall be ADA accessible.

Metra monitors stations for compliance with ADA accessibility requirements. Table 15 on page 24 shows the number of minority and non-minority stations by rail line that are ADA accessible, partially ADA accessible, or not ADA accessible. Table 15 also shows the ADA accessibility status of the 68 outlying “key stations” by rail line.⁶ To facilitate compliance with the ADA, Metra designated “key stations” on each rail line and pledged to ensure, at a minimum, that all key stations would be ADA accessible. 185 outlying stations, including all 68 key stations, are currently ADA accessible.

⁶ At least one station in each fare zone on every rail line, plus all downtown Chicago stations except Van Buren St., was designated as a “key station.” All new stations constructed since the advent of the ADA Act of 1990 are ADA accessible, but are not designated as key stations.

Table 15: Non-Downtown Stations by ADA-Accessible Status by Minority Status and Rail Line

Rail Line	Minority Stations			Key Minority Stations		Non-Minority Stations			Key Non-Minority Stations	
	Yes	partial	No	Yes	No	Yes	partial	No	Yes	No
ME	21	0	24	7	0	2	0	0	1	0
RI	8	3	3	1	0	10	2	0	6	0
SWS	2	0	0	1	0	10	0	0	2	0
HC	1	0	0	1	0	5	0	0	3	0
BNSF	5	0	2	2	0	13	4	1	5	0
UP-W	5	0	1	2	0	11	0	1	5	0
MD-W	10	0	1	4	0	10	0	0	2	0
UP-NW	1	0	0	0	0	19	0	2	10	0
MD-N	2	0	2	1	0	15	0	1	7	0
NCS	1	0	0	0	0	14	0	0	0	0
UP-N	6	0	0	4	0	14	1	4	4	0
TOTAL	62	3	33	23	0	123	7	9	45	0

vi. Waste Receptacles

At least one waste receptacle shall be provided at each station, except at any station where a waste receptacle may create a potential security risk or safety hazard. Trash containers should be adjacent to the inbound platforms near the station building. They should also be located at access points such as crosswalks and stairs that service both the inbound and outbound platforms.

Table 16 below shows that all Metra stations are in compliance with this transit amenity policy.

Table 16: Non-Downtown Stations with Sufficient Waste Receptacles by Minority Status and Rail Line

Rail Line	Minority Stations			Non-Minority Stations		
	Yes	No	n/a	Yes	No	n/a
ME	45	0	0	2	0	0
RI	14	0	0	12	0	0
SWS	2	0	0	10	0	0
HC	1	0	0	5	0	0
BNSF	7	0	0	18	0	0
UP-W	6	0	0	12	0	0
MD-W	11	0	0	10	0	0
UP-NW	1	0	0	21	0	0
MD-N	4	0	0	16	0	0
NCS	1	0	0	14	0	0
UP-N	6	0	0	19	0	0
TOTAL	98	0	0	139	0	0

b. Vehicle Assignment

Metra's fleet consists of two different types of passenger equipment used in commuter transportation across the five rail lines encompassing 13 various branches.

First is Metra's only electrified line, the Electric Line (ex-Illinois Central), which is made up of three branches (Main Line, Blue Island and South Chicago) and uses Electric Multiple Units (EMUs). Metra has completed the process of replacing its EMU fleet; the first 26 new EMUs were purchased and delivered between 2005 and 2006, while delivery of the remaining 160 EMUs began in 2012, with final delivery completed in August 2016. Metra's original EMU fleet has been retired. Because of the uniqueness of the EMU, use is restricted to the Electric Line and its three branches.

Second are the various Metra diesel operating districts (UP, MWD, BNSF, RID), which make up the remaining 10 lines and branches (UP-North, UP-Northwest, UP-West, MWD-North, MWD West, MWD-HC, BNSF-Main Line, BNSF-SWS, RID-Main Line and RID-Blue Island Branch) and use gallery-type passenger coaches designed for push-pull service. The diesel line passenger coaches vary in manufacturer, age, size, configuration and type (cab control and trailer). Passenger coaches, although interchangeable, are typically assigned to one of the four districts, but not specifically to a certain line or branch. Criteria used to assign passenger coaches includes consist type, consist size (which can vary from 3 to 11 coaches), ridership demands, ADA requirements (wheelchair lifts, lavatories, LED signs), Automated External Defibrillator (AED) requirements, bicycle accommodations, maintenance trends/capabilities and yard storage capacities.

Metra has placed an order for new coaches for use on its diesel operating districts. The initial order is for 200 coaches, with delivery of the first coach currently scheduled for September 2024, and delivery of the remaining coaches continuing through spring 2027. The new coaches will replace many of Metra's oldest cars, some of which first entered service in the 1950s. Currently, there is no specific plan for how the new coaches will be distributed to each of the four diesel operating districts, but distribution will be primarily based on Metra's operating needs at the time of delivery.

3. Demographic Analysis of the Metra Service Area—U.S. Census Bureau Results

Transit providers are required under FTA Title VI guidelines to gather demographic information about both their riders and the population living in their service areas. Metra considers all residents of the six-county RTA region in Northeast Illinois to be potential Metra riders. Demographic information of those living in the six-county service area is obtained from U.S. Census Bureau/American Community Survey (ACS) 5-year estimates. Metra also obtains demographic information about riders from periodic customer satisfaction surveys. A summary demographic profile of Metra riders and service area residents is in the following sections.

a. Regional Profile (Base Maps)

Appendix F includes a series of base maps that show the layout of the Metra system within the region, along with major highways and the Chicago Transit Authority rail system. Three of the maps highlight census tracts in which the percentage minority population exceeds that of the overall Metra service area. One of these maps also shows the locations of many major trip generators in the region, including major employment areas, colleges and universities, hospitals and major shopping centers. Another map shows the locations of major Metra capital projects that have been recently completed or are planned over the next several years. The remaining maps highlight census tracts that exceed the regional percentage populations for various races and for low-income persons.

b. Demographic Summary for NE Illinois

Table 17 on page 26 shows the population by race, Hispanic/Latino status, and minority status for the Metra six-county service area, based on Census 2020 results. Table 17 also shows the population by low-income status for each county, based on 2020 American Community Survey (ACS) 5-year estimates. Overall, 51.8 percent of the population in the Metra service area is minority and 11.2 percent of the population is low-income.⁷ Appendix F includes a table that shows population by race, Hispanic/Latino status, and minority status for each county in the Metra service area.

⁷ Minority status is based on both race and Hispanic/Latino status; non-minority respondents are those who report only white for race and non-Hispanic for Hispanic/Latino status. Low-income population figures are based on the "poverty universe" for total population, which excludes persons living in group quarters (such as college residence halls, residential treatment centers, skilled nursing facilities, group homes, military barracks, correctional facilities, and workers' dormitories).

Table 17: Regional Population by Race and Low-Income Status for the Metra Service Area

Race	Population	Percent
White Alone	4,399,499	52.1%
Black or African American Alone	1,413,176	16.7%
American Indian and Alaska Native Alone	81,665	1.0%
Asian Alone	665,619	7.9%
Native Hawaiian and Other Pacific Islander Alone	3,023	0.0%
Some Other Race Alone	1,011,896	12.0%
Two or More Races	870,988	10.3%
Total	8,445,866	100.0%
Hispanic or Latino	Population	Percent
Hispanic	2,046,182	24.2%
Non-Hispanic	6,399,684	75.8%
Total	8,445,866	100.0%
Minority / Non-Minority	Population	Percent
Minority	4,371,449	51.8%
Non-Minority (White, Non-Hispanic)	4,074,417	48.2%
Total	8,445,866	100.0%
Low-Income / Non-Low-Income	Population	Percent
Low-Income	913,723	11.2%
Non Low-Income	7,272,694	88.8%
Total (Poverty Universe)	8,186,417	100.0%

Source: U.S. Census Bureau, Census 2020 (minority); 2020 ACS 5-year estimates (low-income)

i. Census Tracts Above and Below Regional Average Minority Population

Exhibit 1, on page 27, shows the relationship between minority census tracts and the Metra system. Census tracts in which the percentage minority population exceeds the Metra service area average minority population percentage of 51.8 percent are highlighted.

ii. Census Tracts Above and Below Regional Average Low-Income Population

Although low-income persons are not a protected class under Title VI regulations, Metra needs to understand the distribution of low-income persons in order to properly address environmental justice principles. Exhibit 2, on page 28, shows the relationship between low-income census tracts and the Metra system by highlighting the tracts in which the percentage low-income population exceeds the Metra service area average low-income population percentage of 11.2 percent.

iii. Census Tracts by Race

The maps in Appendix F show the regional distribution of population by race by highlighting census tracts in which the proportional population of a particular race exceeds the regional average for that race for each of the racial categories shown in Table 17 above.

Exhibit 1: Census Tracts Above and Below Regional Average Minority Population

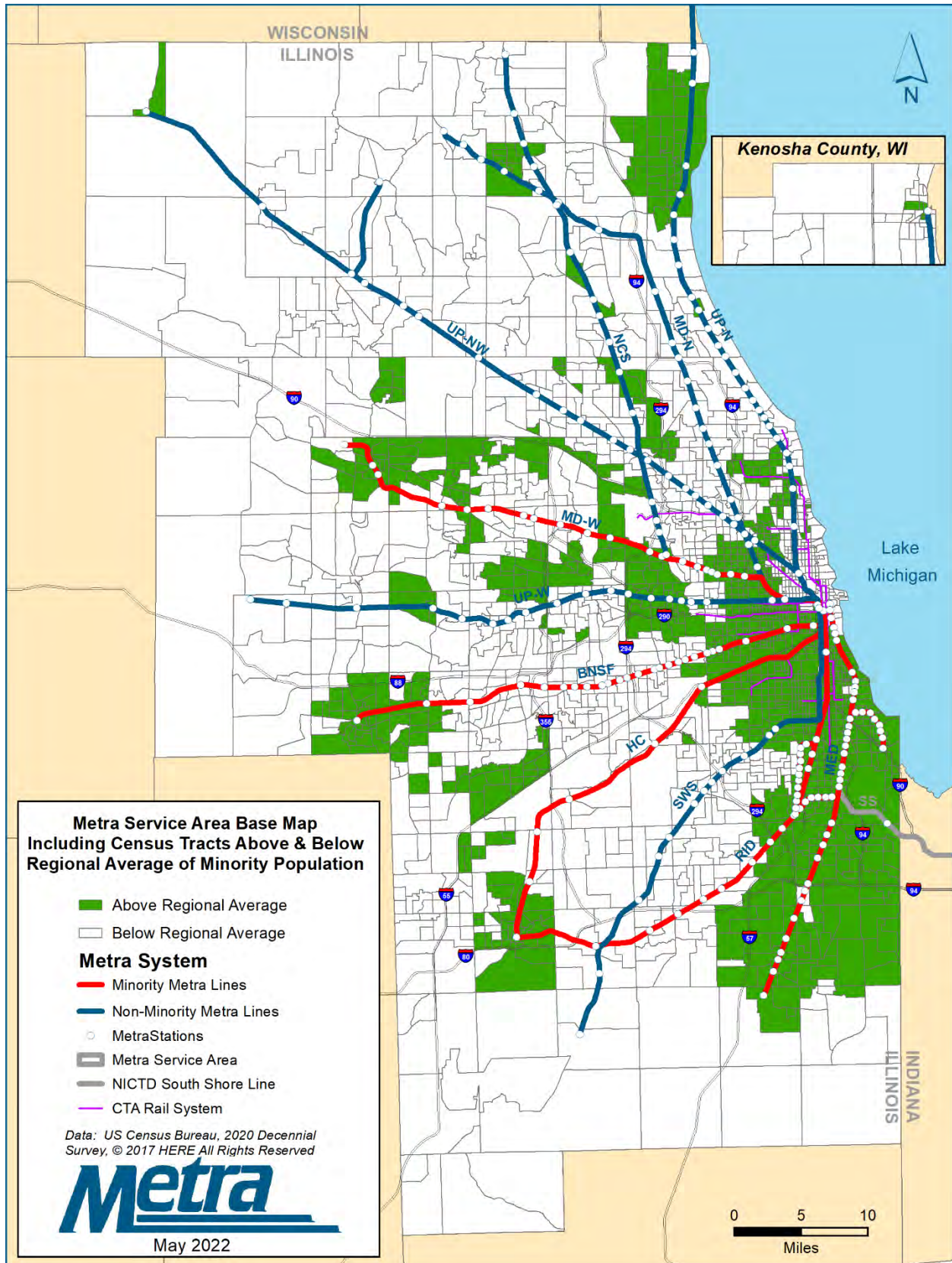
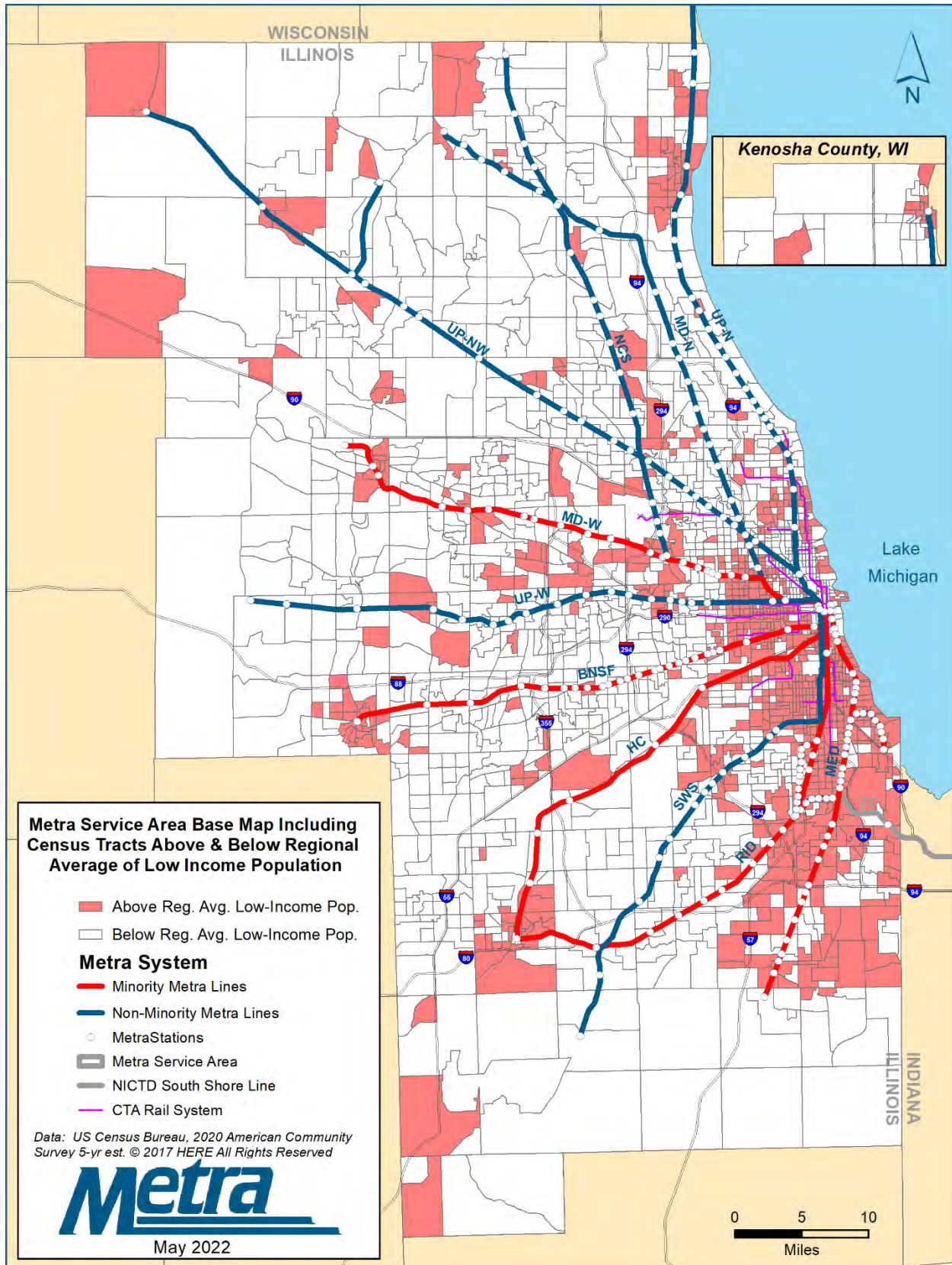


Exhibit 2: Census Tracts Above and Below Regional Average Low-Income Population



4. Demographic Analysis of Metra Lines and Station Areas

i. Determination of Minority Rail Lines

Transit providers are required to designate transit routes as minority or non-minority for the purpose of monitoring the performance of transit service against each provider's respective system-wide service standards and policies. Following FTA Title VI guidance, Metra defines a "minority transit route" as a rail line that has at least 1/3 of its total revenue mileage in census tracts with a percentage minority population that exceeds the percentage minority population for the entire Metra six-county service area. Table 18 below shows the total number and percentage of route miles for each rail line that passes through minority and non-minority census tracts, based on Census 2020 results. By this definition, the Metra Electric, Rock Island, Heritage Corridor, BNSF and Milwaukee District West lines are designated "minority" routes.

Table 18: Determination of Metra's Minority Rail Lines

Rail Line	Route Miles Minority	Percent of Total Miles	Route Miles Non-Minority	Percent of Total Miles	Total Route Miles	Line Designation
ME	34.6	87.9%	4.8	12.1%	39.4	Minority
RI	27.2	58.2%	19.5	41.8%	46.8	Minority
SWS	12.7	31.5%	27.6	68.5%	40.3	Non-Minority
HC	17.1	46.1%	20.0	53.9%	37.1	Minority
BNSF	16.9	45.3%	20.4	54.7%	37.2	Minority
UP-W	13.9	31.7%	29.9	68.3%	43.8	Non-Minority
MD-W	18.8	47.0%	21.2	53.0%	40.0	Minority
UP-NW	2.4	3.5%	68.3	96.5%	70.7	Non-Minority
MD-N	10.1	20.3%	39.7	79.7%	49.7	Non-Minority
NCS	15.0	28.4%	37.9	71.6%	52.9	Non-Minority
UP-N	15.7	30.4%	35.9	69.6%	51.6	Non-Minority

Source: U.S. Census Bureau, Census 2020, Tables P1 and P2

ii. Station Market Area Analysis

To properly monitor certain system-wide service standards and policies, it is necessary to determine the minority status of each Metra station market area using U.S. Census Bureau data. In addition, both minority and low-income status by station market area may be used to complete equity analyses for certain proposed major service changes where rider survey data provide insufficient detail.

The market area of each Metra station is made up of the census block groups that are closer to that station than to any other.⁸ The total populations of each block group, by both minority status and low-income status, are aggregated by station market area based on proximity. The percentage minority and low-income populations of each station market area are then compared to the percentage minority and low-income populations of the entire region. Station market areas that exceed the regional average minority population are designated as a minority and station market areas that exceed the regional average low-income population are designated as low-income.

Table 19 on page 30 shows the numbers of minority, non-minority, low-income, and non-low-income non-downtown stations by rail line.⁹ Of the 237 non-downtown stations, 98 are designated minority and 84

⁸ Distance between each census block group (a geographic subdivision of a census tract, consisting of a cluster of blocks within a census tract) and the nearest station is measured from the geographic center, or centroid, of the block group; centroids that are outside the boundaries of its block group are relocated to a point within the block group ("forced" centroid).

⁹ The five downtown Chicago stations are used by nearly all Metra riders, not just those residing nearby, so they are not designated minority or non-minority; Joliet (RI and HC), Vermont St. (RI Main Line and Branch), and Clybourn (UP-NW and UP-N) are each counted as two stations (one for each line) but share market areas.

are designated low-income based. Minority and low-income status for each station are shown in Appendix E.

Table 19: Minority and Low-Income Non-Downtown Stations by Rail Line

Rail Line	Minority	Non-Minority	Low-Income	Non-Low-Income
ME	45	2	43	4
RI	14	12	12	14
SWS	2	10	4	8
HC	1	5	0	6
BNSF	7	18	4	21
UP-W	6	12	3	15
MD-W	11	10	5	16
UP-NW	1	21	2	20
MD-N	4	16	1	19
NCS	1	14	2	13
UP-N	6	19	8	17
TOTAL	98	139	84	153

5. Analysis of Metra Survey Results

Metra periodically collects data directly from its riders through customer satisfaction and origin-destination surveys to determine demographic information and travel patterns. Metra is required under Title VI guidance to collect information at least once every five years on the race, color, national origin, English proficiency, language spoken at home, household income and travel patterns of riders using customer surveys. Metra is also required to collect fare usage information from riders for use in fare equity analyses. Within the past five years, the best rider survey data available for Metra to use for demographic analysis is derived from the spring 2019 Metra Origin-Destination (O-D) Survey.

Results from this survey provide information on population distribution by rail line, time of day and direction, ticket type, frequency of travel, trip purpose, and number of fare zones traversed are analyzed by race and minority status to develop a profile of Metra's riders and to provide necessary data for equity analyses of fare and service changes. 2019 Metra O-D results also provide a profile of Metra's low-income riders by rail line and select ticket use characteristics to satisfy environmental justice principles in the completion of equity analyses of fare and service changes.

In addition to the summary tables below, Appendix G (Metra 2019 Origin-Destination Survey, Summary Demographic Results) includes summary analysis of select characteristics of Metra riders, broken down by race, minority status, and low-income status.

a. Overall Ridership Demographic Profile

Based on the results of the 2019 O-D Metra Survey, minority riders make up 31.7 percent of Metra ridership and non-minority riders make up 68.3 percent of ridership. Table 20 on page 31 shows that the proportion of minority ridership is lowest on the Union Pacific North Line (20.7 percent) and highest on the Metra Electric Line (70.4 percent).

Table 20: Minority Status by Rail Line

Rail Line	Weighted Ridership					Percent of SUM		
	Minority	Non-Minority	SUM	No Race Reported	TOTAL	Minority	Non-Minority	SUM
ME	8,332	3,506	11,838	1,340	13,178	70.4%	29.6%	100.0%
RI	4,055	7,787	11,842	1,050	12,892	34.2%	65.8%	100.0%
SWS	1,238	2,775	4,013	335	4,348	30.8%	69.2%	100.0%
HC	287	951	1,238	99	1,338	23.2%	76.8%	100.0%
BNSF	7,303	17,295	24,598	2,283	26,881	29.7%	70.3%	100.0%
UP-W	2,699	10,107	12,806	953	13,759	21.1%	78.9%	100.0%
MD-W	3,938	5,278	9,216	859	10,075	42.7%	57.3%	100.0%
UP-NW	3,539	13,008	16,547	1,253	17,801	21.4%	78.6%	100.0%
MD-N	2,704	7,548	10,252	854	11,106	26.4%	73.6%	100.0%
NCS	905	2,079	2,984	267	3,251	30.3%	69.7%	100.0%
UP-N	2,944	11,311	14,255	1,138	15,393	20.7%	79.3%	100.0%
SYSTEM	37,942	81,647	119,589	10,432	130,021	31.7%	68.3%	100.0%

Source: Metra 2019 Origin-Destination Survey

As shown in Table 21 below, the results of the 2019 Metra O-D Survey indicate that low-income riders make up 2.6 percent of Metra ridership and non-low-income riders make up 97.4 percent of ridership. The proportion of low-income ridership is lowest on the SouthWest Service (1.5 percent) and highest on the Metra Electric Line (5.5 percent).

Table 21: Low-Income Status by Rail Line

Rail Line	Weighted Ridership					Percent of SUM		
	Low-Income	Non-Low-Income	SUM	No Income Reported	TOTAL	Low-Income	Non-Low-Income	SUM
ME	478	8,168	8,646	4,532	13,178	5.5%	94.5%	100.0%
RI	208	8,133	8,341	4,551	12,892	2.5%	97.5%	100.0%
SWS	41	2,707	2,748	1,600	4,348	1.5%	98.5%	100.0%
HC	16	832	848	490	1,338	1.9%	98.1%	100.0%
BNSF	297	16,977	17,274	9,607	26,881	1.7%	98.3%	100.0%
UP-W	200	8,877	9,077	4,683	13,759	2.2%	97.8%	100.0%
MD-W	217	6,251	6,468	3,607	10,075	3.4%	96.6%	100.0%
UP-NW	231	11,057	11,288	6,512	17,801	2.0%	98.0%	100.0%
MD-N	140	6,891	7,031	4,075	11,106	2.0%	98.0%	100.0%
NCS	57	1,979	2,036	1,215	3,251	2.8%	97.2%	100.0%
UP-N	290	10,056	10,346	5,047	15,393	2.8%	97.2%	100.0%
SYSTEM	2,177	81,926	84,103	45,918	130,021	2.6%	97.4%	100.0%

Source: Metra 2019 Origin-Destination Survey

b. Ridership and Travel Pattern Characteristics

In addition to the results shown above for overall ridership and population distribution by rail by minority and low-income status, the results of the 2019 Metra O-D Survey provide the following travel pattern characteristics of Metra's minority riders:

- Ticket type use by minority riders is generally similar to that of non-minority riders, except for an increased tendency for minority riders to use One-Way Tickets and RTA Ride Free permits, and a decreased tendency to use 10-Ride Tickets compared to riders overall;
- Minority riders are more likely to take trips traversing two, six or seven fare zones, and less likely to take trips traversing five or eight fare zones compared to riders overall;
- Most minority and non-minority riders take Metra for trips to or from work or business related to work; minority riders are somewhat more likely to take Metra for trips to or from school or some other reason compared to riders overall;

- Most minority and non-minority riders typically ride Metra five days per week; a higher percentage of minority riders ride Metra five to seven days per week than riders overall;
- Most minority and non-minority riders ride peak-period/peak-direction trains, but minority riders are somewhat more likely to ride AM peak outbound and midday inbound and outbound trains compared to riders overall.

Results of the 2019 Metra O-D Survey also show that:

- Low-income riders are more likely to use One-Way Tickets and RTA Ride Free Permits, and less likely to use full-fare Monthly and 10-Ride tickets compared to riders overall;
- Low-income riders are more likely to take trips traversing two or eight to 10 fare zones and less likely to take trips traversing three, five or seven fare zones compared to riders overall.

Detailed analysis that expands on the above profiles of minority and low-income Metra riders shown above is included in Appendix G.

6. Major Service Change, Disparate Impact, and Disproportionate Burden Policies

Under FTA Title VI guidance, transit providers are required to establish disparate impact and disproportionate burden policies to be used in fare and service change equity analyses. These policies establish a threshold to determine whether any adverse effects of proposed fare and major service changes would create a disparate impact on minority populations or cause low-income populations to bear a disproportionate burden of any proposed changes. Transit providers must engage the public in development of these policies, and then demonstrate consideration, awareness, and approval of these policies by their respective governing bodies. Once established, transit providers may not change these policies until their next Title VI Program submission to the FTA. Metra established its current disparate impact and disproportionate burden policies in September 2013, in accordance with FTA guidance. Documentation of the public outreach and board approval process for these policies is in Appendix H (Metra Major Service Change, Disparate Impact, and Disproportionate Burden Policies).

Transit providers are also required to establish major service change policies that are used to determine whether service changes would be considered “major” and thus subject to equity analyses. Along with its disparate impact and disproportionate burden policies, Metra established a major service change policy in 2013, following FTA guidelines. Metra updated the major service change policy in 2016 to allow for modest service increases on rail lines with limited service without the need for an equity analysis and Board review.

The updated major service change policy, effective September 2016, is intended to account for the differences between rail lines with high train frequencies and those with far less train frequencies without diminishing Metra’s responsibility to analyze significant equity effects of service changes on Metra riders. The updated policy considers that service decreases generally have a greater impact on Metra riders (and the general public to an extent) than service increases. For this reason, changes to the major service change thresholds and exclusions in the updated policy only apply to service increases; thresholds for service decreases were not changed from the major service change policy established in 2013. The updated policy also includes a new level-of-service definition for Metra rail lines (routes), based on the number of scheduled weekday revenue trains. The major service change policy (as updated in 2016), disparate impact and disproportionate burden policies are shown in Appendix H.

a. Public Engagement Process

In developing the prior major service change policy and the current disparate impact and disproportionate burden policies in 2013, Metra published the draft policies on its internet site to inform the public of the proposed policies and to solicit feedback. Metra staff also conducted a series of public open house meetings throughout the Metra service area to provide information about the draft policies and give the opportunity for members of the public to leave written comments. To meet the needs of limited English proficient (LEP)

persons, copies of the draft policies translated into Spanish were provided at all of the meetings and Spanish-speaking staff attended most of the meetings. Additionally, access to a language translation service was made available to Metra staff at these meetings.

For the updated major service change policy, Metra published a notice with the updated draft policy on its website and social media outlets to provide information and solicit feedback. Metra also conducted an all-day public meeting at the Metra headquarters building for the updated policy. Metra staff provided printed copies of the draft policy in both English and Spanish at the public meeting, and had access to a translation service. Documentation of the public engagement process used for the development of the current disparate impact and disproportionate burden policies, as well as the public engagement process used for the updated major service change policy is included in Appendix H.

b. Board Approval

For documentation of Board approval of the disparate impact, disproportionate burden and major service change policies, please see the Metra Board ordinances shown in Appendix H. Documentation of Board approval of these policies is also included in the Metra 2013 Title VI Program & Policy and Metra 2016 Title VI Program & Policy.

7. Equity Analyses of Fare and Major Service Changes made since Metra's Last Title VI Program Submission

Since Metra last submitted its Title VI Program and Policy to the FTA in September 2019, Metra implemented four fare changes (June 2020, January 2021, February 2021, and February 2022). Metra implemented the June 2020 fare change by offering a discounted day pass in response to the global COVID-19 pandemic. Beginning in March 2020, Metra also implemented extensive service changes in response to the pandemic.

Supplementary FTA guidance noted that emergency fare changes made in response to the COVID-19 pandemic would be exempt from analysis requirement for six months and emergency service changes would be exempt for 12 months. The June 2020 fare change was still in place after six months, and therefore subject to equity analysis. Also, many of the emergency service changes were still in place after 12 months. Subsequent analysis showed that these service changes exceeded the minimum thresholds under the applicable Metra major service change policy and were therefore subject to an equity analysis.

a. Fare Change: June 2020

In response to the unparalleled impact the COVID-19 pandemic on Metra and its customers, Metra introduced a temporary \$10 All-Day Pass on June 1, 2020, to provide customers with a flexible and affordable fare option. The temporary pass was designed to create an incentive for riders to return to Metra by reducing travel costs for many riders and to provide an added measure of safety by reducing close interaction between passengers and crew members. There were no other fare changes made at this time.

The FTA provided supplemental guidance on Title VI reporting requirements under the global COVID-19 pandemic, which noted that fare and service changes made in response to the pandemic would be exempt from equity analysis requirements. The FTA later clarified the guidance to note that the equity analysis exemption would be limited to six months for fare changes and 12 months for service changes. Following the FTA supplemental guidance, Metra subsequently completed an equity analysis for the \$10 All-Day Pass.

The equity analysis for this fare change is in Appendix I (Equity Analysis Report on Metra's \$10 All-Day Pass, Introduced June 1, 2020). This equity analysis indicates that no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the fare change, effective June 1, 2020.

b. Fare Change: January 4, 2021

On January 4, 2021, Cook County Board President Toni Preckwinkle and officials from Metra, Pace and the Regional Transportation Authority launched the three-year Fair Transit South Cook pilot project to address transportation disparity experienced by south Cook and north Will County residents compared to north side residents. Cook County is providing a subsidy under the pilot program that allows Metra to sell all ME and RI tickets at reduced fares. The pilot program does not change any existing Metra fares or ticket types but allows all riders on these lines access to reduced fares. As a pilot program that resulted in no fare increases, the Fair Transit South Cook pilot project was exempt from equity analysis requirements for six months. Metra subsequently completed the equity analysis for this fare change.

The equity analysis for this fare policy change is in Appendix J (Equity Analysis Report on Fair Transit South Cook Pilot, Launched January 4, 2021). This equity analysis indicates that no disparate impact on minority riders or disproportionate burden on low-income riders has been identified as a result of the fare change which became effective on January 4, 2021.

c. Fare Change: January 1, 2021

On February 1, 2021, Metra introduced an adjustment to the existing \$10 Weekend Pass with a new \$7 Saturday or Sunday Day Pass, valid only on either Saturday or Sunday. The new \$7 Saturday/Sunday Day Pass was intended to entice more families and discretionary travelers to ride the system. The existing \$10 two-day Weekend Pass would be retained, but only on the Ventra app.

The equity analysis for this fare change is shown in Appendix K (Equity Analysis Report on Metra's Proposed Fare Change, Effective February 1, 2021). The equity analysis shows that this fare change did not create a disparate impact on minority riders or cause low-income riders to bear a disproportionate burden of the effects of the fare change.

d. Fare Change: February 1, 2022

On February 1, 2022, Metra launched a new \$6 Day Pass for unlimited single-day trips within up to three consecutive fare zones. The new \$6 Day Pass is intended to attract riders for one to three-zone trips and supplements the existing (but renamed) \$10 Day Pass. Metra also discontinued the existing Round Trip Plus Ticket as the \$6 and \$10 Day Passes offer the same utility for a lower price. Metra also changed the validity period of 10-Ride Tickets from one year to 90 days, and of the One-Way Ticket from 90 days to 14 days.

The equity analysis for this fare change is shown in Appendix L (Equity Analysis Report on Metra's Proposed Fare Change, Effective February 1, 2022). The equity analysis shows that this fare change did not create a disparate impact on minority riders or cause low-income riders to bear a disproportionate burden of the effects of the fare change.

e. Service Change: March 23, 2020

On March 23, 2020, Metra drastically reduced weekday service by implementing alternate weekday schedules on all lines except the HC in response to the effects of the unprecedented COVID-19 pandemic on Metra ridership. In May and July 2020, Metra implemented additional reductions on weekday service, including the HC, and began operating Sunday schedules on Saturdays, which reduced Saturday service levels and eliminated all SWS Saturday trains.

The equity analysis for this service change is shown in Appendix M (Equity Analysis Report on Metra's COVID-19 Service Changes, Effective March 23, 2020). The equity analysis shows that the July 2020 reduction in Saturday service on the ME Line did result in a disparate impact on minority riders. However, this disparate impact was only present for one Saturday after the 12-month equity analysis exemption expired. Metra

restored the pre-COVID level of Saturday service on the ME Line on July 17, 2021, which eliminated the disparate impact. The equity analysis shows that none of the COVID service adjustments caused low-income riders to bear a disproportionate burden on the changes.

f. Board Consideration and Approval of Fare and Major Service Changes

FTA Title VI guidance stipulates that transit providers are required to seek governing body consideration, awareness, and approval of all equity analyses of proposed fare and major service changes *prior* to implementation.

Documentation of consideration, awareness, and approval of the equity analyses for the February 2021 and February 2022 fare changes by the Metra Board of Directors are included in Appendices J and L, respectively.

The \$10 All-Day Pass was offered in June 2020 as an emergency fare action in response to the COVID-19 pandemic and was initially exempt from Title VI equity analysis requirements. The 2021 Fair Transit South Cook program was launched as a pilot project that lowered fares for most ME and RI riders. As such, it was exempt from equity analysis requirements for six months. As both fare changes remained in place for more than six months, they were no longer exempt from this requirement. Equity analyses were completed retroactively for both fare changes, and documentation of Metra Board consideration, awareness and approval of these analyses are included with the documentation for the 2022 fare change analysis included in Appendix L.

As with the \$10 All-Day Pass, Metra launched the March 2020 service change as an emergency response to the COVID-19 pandemic. Per FTA supplemental guidance, emergency service changes due to the pandemic were exempt from equity analysis requirements for 12 months. Many of the emergency service changes were still in place more than 12 months later and an equity analysis was required. The equity analysis was completed retroactively in 2022; proof of Metra Board consideration, awareness and approval shown in section II on page 7 (Ordinance).