

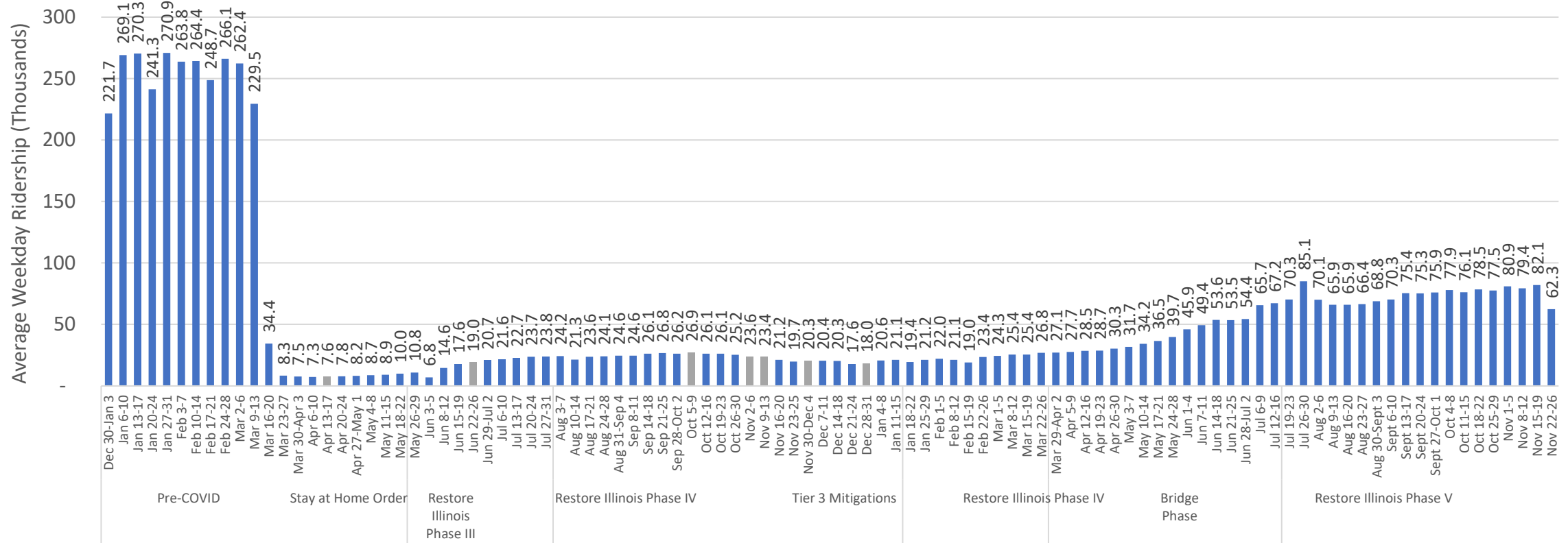


**RECOVERY  
STRATEGIES FOR  
RESILIENCE BY  
COMMUTER RAIL**

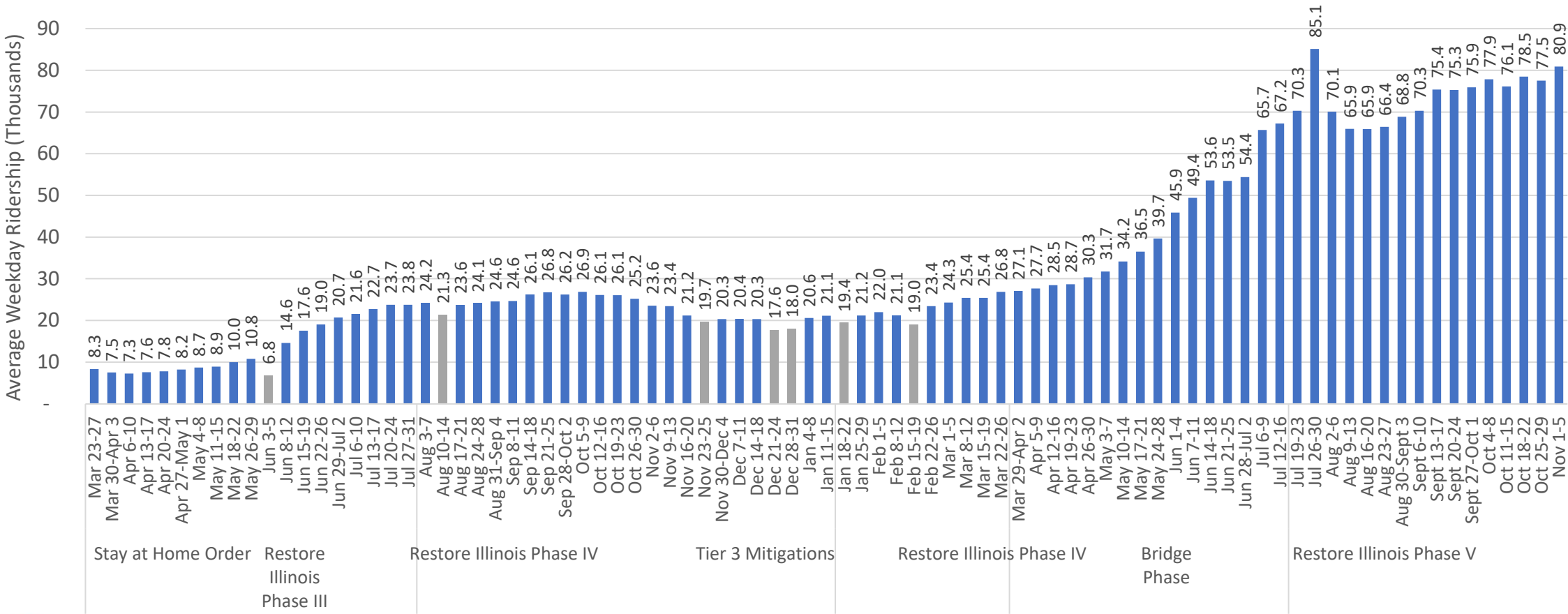
December 7, 2021

Presented By Jim Derwinski, Metra CEO/Executive Director

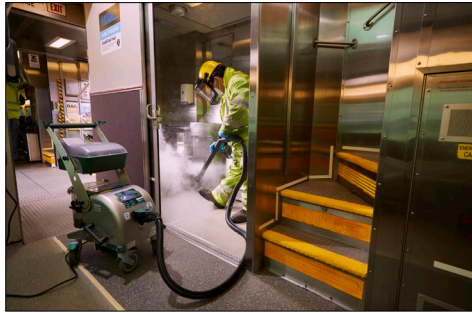
# Average Weekday Ridership




# Average Weekday Ridership



# A whole new meaning of safety: new cleaning protocols and a better air filtration and purification system coming

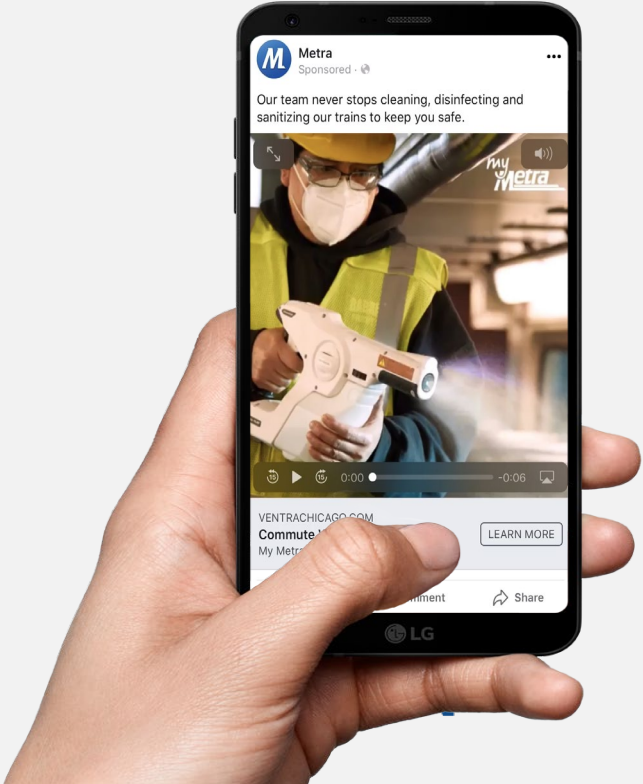




 "Hi, I'm Ayana Walker, for My Metra"

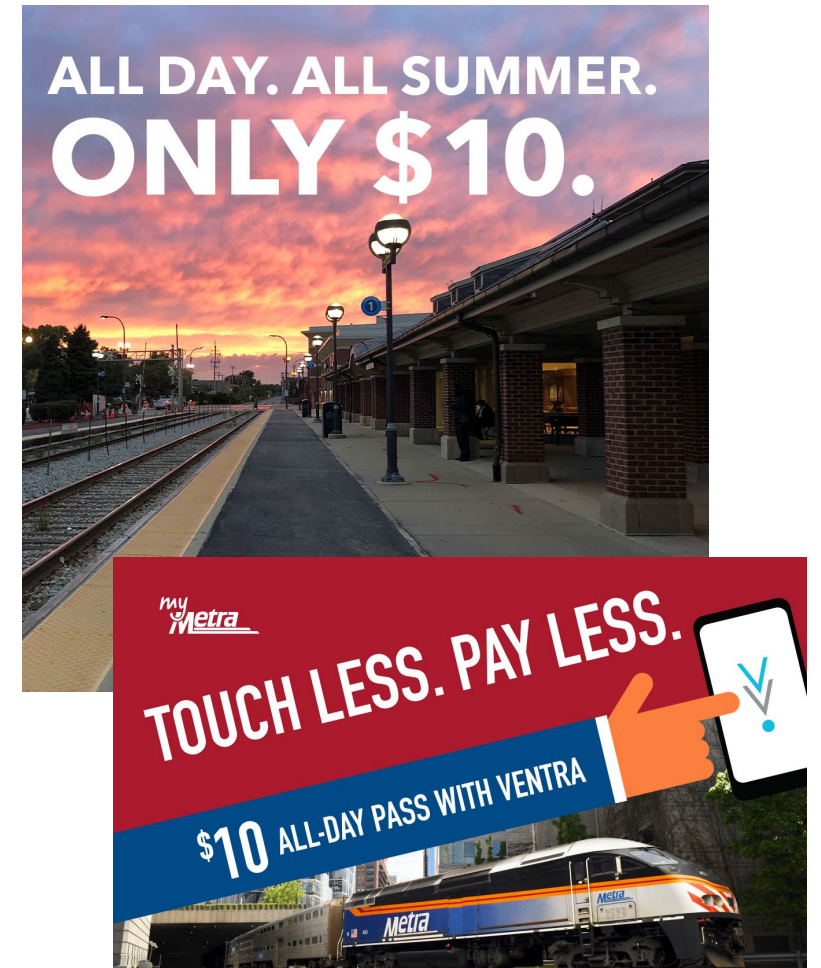


COMMUTE WITH CONFIDENCE



# Service Restoration Principles

- Easy to understand/ affordable/ and SAFE.
- Provide **consistent and frequent service** throughout the day with **easily understandable** and **memorable service patterns**
  - *Pilot schedules on 4 lines.*
- Include **new express service** when possible
- **Consider transfers** both within Metra and other transit services
- Explore **reverse commute** and **new ridership markets**
  - *Our \$10 Day Pass and new \$6 Day Pass*
- Promote **regional equity**
  - *Fair Transit South Cook Pilot (2021)*



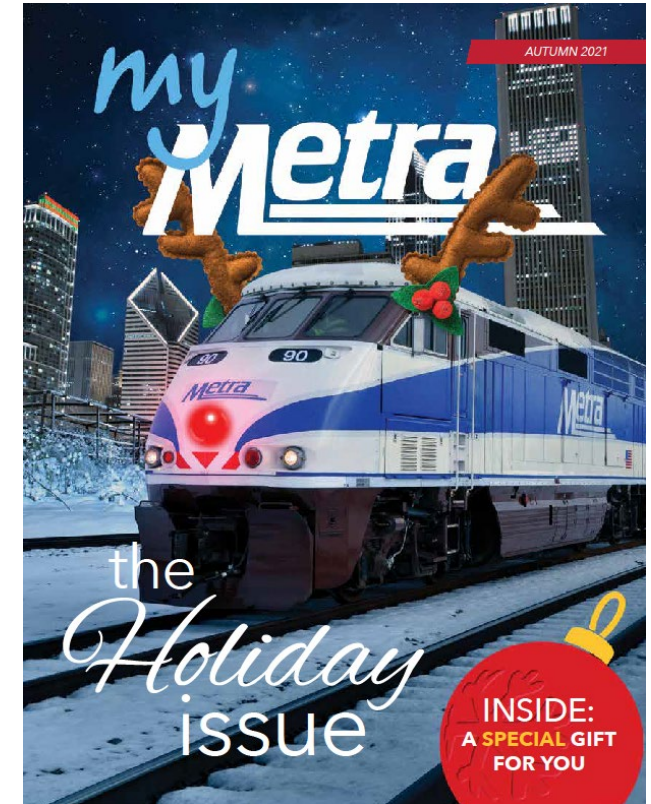
# Fair Transit South Cook Pilot



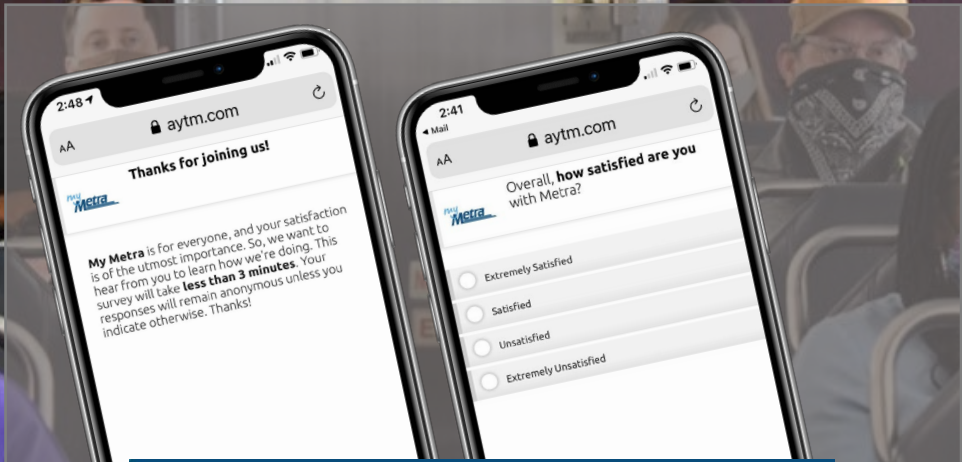
- Partnership with Cook County
- Demonstrates commitment to equitable transit
- Provides relief to a region that is more economically disadvantaged and transit-dependent than other areas
- Reduced fare rates for all riders on Metra Electric and Rock Island lines
- Pilot also includes increased service on Pace Route 352 Halsted

# Improving the Customer Experience

- Systemwide station enhancements/ADA work/shelters
- Signage: Enhanced track/platform identifiers, wayfinding, etc.
- Elevator replacements
- Parking lot improvements
- New Ticket Vending Machines (TVMs)
- Onboard survey
- *My Metra* Magazine







**TELL US HOW WE'RE DOING**  
Please take our short survey.



[aytm.com/r/Metra](https://aytm.com/r/Metra)



# Peer review and knowledge-sharing

