Metra
The way to really fly

To Our Riders:

Metra and the BNSF Railway apologize for the delays you have experienced over the past several weeks.

While several factors have contributed to the decline in the level of on-time performance that our customers expect, the primary cause has been a major project to replace 20,000 ties and resurface 17 miles of the center track between Chicago and Hinsdale. This project, which is the equivalent of replacing a lane of a major highway, is a part of the regular maintenance necessary to keep our rail lines in the best condition possible.

The majority of this work has been scheduled to occur at nighttime to minimize the impact to our commuter service. However, because the work is taking place between two active tracks used by both commuter and freight services, trains must operate at reduced speeds and work must be halted repeatedly so that trains can proceed safely through the work zone. Speed restrictions must also be put in place to allow the track to resettle once it has been disturbed. These factors have extended the time necessary to complete the project and have caused delays greater than originally anticipated – particularly for rush hour express trains which use the center track.

At this time, we expect that the majority of the work in this area will be completed by May 30. Once this project is finished, there are no additional major track projects planned for the BNSF line outside of regular track and signal system maintenance normally scheduled during the summer.

Metra and the BNSF want to assure you again that we are doing everything and will continue to do everything possible to reduce the impact on riders; and we ask for your continued patience while we complete this extremely important maintenance project. The end result will be better ride quality and more reliable service.

Sincerely,

Don Orseno
Executive Director/CEO
Metra

Metra is the registered service mark for the Northeast Illinois Regional Commuter Railroad Corporation.