



April 23, 2019

VIA E-MAIL

Mr. Jorden Van Emmerik
[REDACTED]

RE: 19-FOIA-108 Service Delivery Policy

Dear Mr. Van Emmerik:

We are in receipt of your request under the Illinois Freedom of Information Act, 5 ILCS 140/1 *et seq.*

On April 9, 2019, we received your request for a policy similar to the MBTA's "Service Delivery Policy" which outlines services, schedules, frequencies and expected passenger comfort for each of its modes ("Request").

After performing a diligent search of Metra's records, we are unable to locate any records responsive to your Request. Metra's Long Range Planning department advises we do not have such a policy/document.

Please visit Metrarail.com/about-metra to learn more about Metra's vision and the steps it takes to fulfill its mission of providing safe, reliable, efficient commuter rail service that enhances the economic and environmental health of northeast Illinois.

If we can be of further assistance to you, please do not hesitate to contact us.

Sincerely,

Angela K. Ollie
Freedom of Information Officer
FOIA@metrarr.com
FOIA Hotline #312-663-3642