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.

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, Metra provides translation services in over 200 different languages at no additional charge upon request.

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