



July 11, 2019

VIA E-MAIL

Mr. Christopher Duncombe

RE: 19-FOIA-181 Card Payment Fraud Info 2014 - 2018

Dear Mr. Duncombe:

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

On July 3, 2019, we received your request for information as to:

1. How many incidents involving credit/debit card payment fraud (including contactless) have been recorded on the railway network owned/operated by, or branded by Metra, figures broken down into the time frames below, all dates inclusive:
 - 01/01/2018 – 31/12/2018
 - 01/01/2017 – 31/12/2017
 - 01/01/2016 – 31/12/2016
 - 01/01/2015 – 31/12/2015
 - 01/01/2014 – 31/12/2014
2. How many incidents involving payment card fraud were referred to the police or other law enforcement agency, in the time frames of question 1; and
3. If recorded, please provide an average loss per incident per year and a total loss for each year, in the time frames of question 1

(“Request”).

In response to your Request, Metra’s Finance department is providing you with the following information:

1. How many incidents involving credit/debit card payment fraud (including contactless) have been recorded on the railway network owned/operated by, or branded by Metra, figures broken down into the time frames below, all dates inclusive:

Number of Recorded Incidents

· 01/01/2018 – 31/12/2018	2,230
· 01/01/2017 – 31/12/2017	2,485
· 01/01/2016 – 31/12/2016	1,660
· 01/01/2015 – 31/12/2015	Data not available

· 01/01/2014 – 31/12/2014 *Data not available*

After performing a diligent search of Metra's records, we have been unable to locate any records responsive to your Request regarding years 2014 and 2015. Metra's Finance department advises the requested data was not available for these years.

2. How many incidents involving payment card fraud were referred to the Police or other law enforcement agency, in the time frames of question 1; – *After performing a diligent search of Metra's records, we have been unable to locate any records responsive to this portion of your Request. Metra's Finance department advises it does not keep records of specific items referred to law enforcement.*

3. Average loss per incident per year and a total loss for each year, in the time frames of question 1:

	<u><i>Average Loss Per Incident</i></u>	<u><i>Total</i></u>
· 01/01/2018 – 31/12/2018	<i>\$167.77</i>	<i>\$374,128.25</i>
· 01/01/2017 – 31/12/2017	<i>\$141.10</i>	<i>\$350,635.70</i>
· 01/01/2016 – 31/12/2016	<i>\$135.13</i>	<i>\$224,315.80</i>

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

Sincerely,



Kathleen E. Haton
Freedom of Information Officer
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