



ALL ABOARD METRA



**RIDER'S GUIDE
FOR
CUSTOMERS
WITH DISABILITIES**

Metra

The way to really fly



Welcome to Metra, the commuter rail system. This Rider's Guide is written to reflect the

needs of customers who are elderly or disabled. It describes and highlights Metra's diesel train system and aims toward our goal of making Metra the most accessible commuter rail system in the nation.

At Metra, every customer is important. We recognize there are many individuals with disabilities who may require accessible facilities in order to take advantage of the Metra system.



Since we are committed to making our commuter rail system accessible to everyone, select stations have been modified to provide improved amenities, signage and pathways.



In addition, Metra personnel have been trained to handle and understand transportation challenges in order to make travel as convenient as possible.

Today, Metra On-Board and Station Personnel, Ticket Sales Clerks and Passenger Services Employees are ready and willing to provide the necessary assistance for a stress-free trip.

While we anticipate that this guide will be helpful, it is not a substitute for a personal visit. We recommend that you visit the stations you plan to use or call in advance in order to prepare for your future trips on Metra.



KEY STATIONS

Metra's diesel train lines span six counties in Northeastern Illinois. All lines feed into one of three downtown Chicago stations.

On each of Metra's train lines, one station per five-mile fare zone is classified as a "key" station that meets ADA regulations. Key stations have accessible parking (where parking is available), ramps



and/or elevators, improved signage and tactile cues at platforms.

In addition, some non-key train stations may be fully accessible and other stations partially accessible. The designation “partially accessible” means that the station meets some, but not all, of the ADA requirements. Customers who use wheelchairs at partially accessible stations



will be able to access train platforms from the street. However, ramps, ticket counters, and/or buildings and shelters may not fully conform to ADA guidelines.

These stations are

designated as partially accessible so as not to deter customers from using facilities which may be useable to them. Customers should call ahead to check the level of accessibility at stations they plan to use.

Accompanying this Rider’s Guide is a large print sector map of the Metra system. Each sector includes the area’s rail lines and stations along the lines. The station names are color coded to identify accessible, partially accessible, and inaccessible stations. Included is a description of the area that each train line serves.

KEY STATION FACT SHEETS

Detailed “Fact Sheets” are available for all key stations along Metra’s diesel lines, including downtown stations, providing the following information:



- station address and location
- station and ticket sales clerk hours
- station amenities
- layout of the station
- accessible parking information
- available ramps and/or elevators
- suggested access routes to the platform
- connecting public transit information
- ticket purchasing information
- important telephone numbers

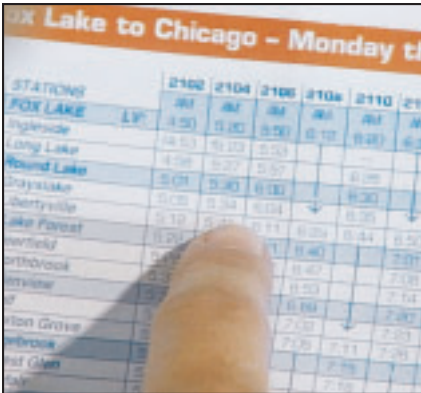
In addition, key stations have a visual public address system providing service messages for customers who are hearing impaired.

For customers who are visually impaired, audio mapping tapes of all downtown Metra stations are available by calling “Metra Direct.”

Fact Sheets are available at ticket windows of key stations where a sales clerk is on duty or by calling Metra Passenger Services.

BEFORE THE RIDE

The train schedule for each line provides a complete listing of all train arrival and departure times at each station.



Fox Lake to Chicago - Monday		2102	2104	2106	2108	2110	2112
STATIONS	LP	AM	AM	AM	AM	AM	AM
Ingleside		4:50	5:00	5:50	6:10	6:40	6:50
Long Lake		4:53	5:03	5:53			
Round Lake		4:56	5:07	5:57			
Dayton		5:01	5:40	6:10		6:30	
Berrysville		5:05	5:34	5:54		6:30	
Lake Forest		5:10	5:33	5:53	6:34	6:50	
Waukegan		5:15	5:31	5:51	6:40		7:00
Chicago					6:57		7:10
Chicago					7:03		7:14
Chicago					7:09		7:14
Chicago					7:15		7:14
Chicago					7:20		7:14
Chicago					7:25		7:14
Chicago					7:30		7:14
Chicago					7:35		7:14
Chicago					7:40		7:14
Chicago					7:45		7:14
Chicago					7:50		7:14
Chicago					7:55		7:14
Chicago					8:00		7:14
Chicago					8:05		7:14
Chicago					8:10		7:14
Chicago					8:15		7:14
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Chicago					8:45		7:14
Chicago					8:50		7:14
Chicago					8:55		7:14
Chicago					9:00		7:14
Chicago					9:05		7:14
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Chicago					10:00		7:14
Chicago					10:05		7:14
Chicago					10:10		7:14
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Chicago					11:25		7:14
Chicago					11:30		7:14
Chicago					11:35		7:14
Chicago					11:40		7:14
Chicago					11:45		7:14
Chicago					11:50		7:14
Chicago					11:55		7:14
Chicago					12:00		7:14

To read a train schedule, first locate at the top of the page in the colored block, the appropriate direction and the day of the week that you

plan to travel. Next, identify the boarding station and follow across to the right to determine the departure times of trains at that station. Select the train time that best meets your personal needs and move down that column to identify the arrival time at your destination station.

Train schedules are available at stations with ticket sales clerks or by calling Metra Passenger Services.

AT THE STATION

Accessible parking spaces with appropriate curb cuts are provided for convenient access at all key stations which have parking available. In addition, most non-key stations that have parking contain accessible park-

ing. Each key station has clearly identified barrier-free paths of travel, via ramps or elevators, to and through the station. Restrooms, where available at key stations, are accessible.



Information about accessible parking and station layout is available by calling Metra Passenger Services.

PURCHASING TICKETS

Metra offers a wide variety of ticket types to serve your travel needs, including monthly, 10-ride, one-way and weekend tickets. Your selection of ticket type depends on the day and frequency of your travel on Metra.

There are several ways to purchase Metra train tickets.

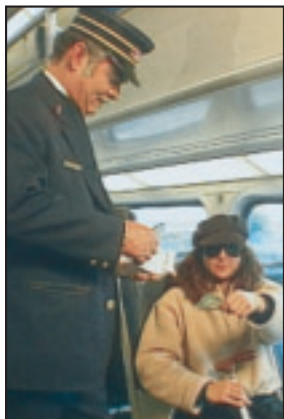
BY MAIL OR INTERNET: The Monthly Pass and 10-Ride ticket (both full fare and reduced) can be purchased by mail using the appropriate order form. Monthly tickets are sent automatically before the first of every month, and payment is due by the tenth of the month, with the flexibility to cancel and

resume delivery of your ticket each month. 10-Ride tickets can be purchased by mail via check, or ordered through the internet, with payment via automatic deduction from your checking account. Call Metra Passenger Services for the Monthly or 10-Ride order form or visit our website.

BY TICKET SALES CLERK: All ticket types can be purchased at stations where a sales clerk is on duty. Consult your train schedule, under Station Information, to determine if a sales clerk is available at your boarding station. Sales clerk hours vary at each non-downtown station. If the ticket office is closed, you may purchase a one-way ticket on the train.



ON THE TRAIN: One-way tickets, (both full fare and reduced), and the Weekend Pass can be purchased on the train. However, if a sales clerk was on duty at your time of boarding, a service fee will be charged for purchasing a ticket on the train.



With most of Metra's ticket options, special reduced fares are available to eligible customers who are part of the RTA Reduced Fare Program. An attendant who accompanies a customer with an RTA Reduced Fare Card, ADA Paratransit, (distinguished with a red "P" preceding the card number) may ride on a reduced fare one-way ticket.

ACCESSING THE PLATFORM

Stairways, as well as designated ramps or elevators, are clearly marked and lead to the station platform.

For the safety of customers who are visually impaired, platforms are "edged" with special textured tiles.

All service animals are permitted on the Metra system and are welcome on any car.



At crosswalks, gap fillers have been added next to outside rails to make it easier for passengers to cross the tracks. However, a gap still exists on the inside rails to allow the train's wheels to pass. Customers using wheelchairs, walkers or crutches should be alert to this inherent danger when crossing the tracks at crosswalks.

BOARDING THE TRAIN

Customers may board any traincar. There are three steps which lead to the train vestibule.



Each train will have at least one lift-equipped traincar, identified with the “access” symbol. For the convenience of customers who are mobility impaired, non-downtown platforms

have an “accessible boarding area(s)” where the lift-equipped traincar will stop for boarding. When boarding at a downtown station, the conductor on the platform can advise which car is lift-equipped.

Customers desiring to use the lift should place themselves at least five feet from

the edge of the platform to allow for the full extension of the lift. The conductor will lower the lift and advise when it is safe to board. After a customer is



positioned on the lift, (chair wheels should be locked, if applicable), the conductor will activate it—raising the lift from the station

platform to the vestibule. Handrails on the lift will provide stability for users, and a moveable plate will prevent the wheelchair from rolling off.

Lift operation takes about 60 seconds and a warning tone sounds before operation begins. In the unlikely event the lift's



electric system should fail, the lift platform can be operated manually.

Vestibules on lift-equipped cars are more spacious and have safety bars to keep wheelchairs away from steps. Doorways from the vestibule to the passenger compartment are wider and power-operated with upper and lower push plates. Either one activates the door.



Priority seating is available inside the traincar near the entrance. Each lift-equipped car has three wheelchair areas for riders who prefer to remain in their chair.

Customers can also transfer to a standard seat, if desired. Chair wheels should be locked while the train is moving. Fold-down

seats are also provided allowing anyone traveling with a wheelchair user to sit close by.

An accessible restroom is adjacent to the wheelchair seating area.

RIDING THE TRAIN

Metra is known for its comfort and on-time dependability, so customers are invited to sit back, work or relax.

Metra tickets, as well as the RTA Reduced Fare Card, should be displayed for the conductor. If riding on a one-way or 10-ride ticket, the ticket will be punched by the conductor.

Conductors travel through the train periodically. If assistance is needed on board the train, please let your conductor know.



ARRIVING AT YOUR DESTINATION

Audio announcements alert passengers to the next station stop. As the train arrives at each station, platform signs can aid in visual

identification. Customers who are hearing impaired may want to notify a conductor of their stop during ticket collection.

To depart from the train, customers should wait for the train to come to a complete stop, then exit slowly and



carefully. The train will not move until all doors are closed and the conductor approves passenger clearance.

To exit the train, customers should position themselves on the lift, with chair wheels locked. The conductor will lower the lift. Customers can access the station through identified pathways.

Fact Sheets of key stations provide the preferred path of travel.



QUESTIONS AND ANSWERS

Q: *As a visually impaired customer, how do I know which track my train will be on at my downtown Chicago station?*

A: On-board personnel are positioned at the downtown stations at each train platform prior to departure. They can provide directions to your train.

Q: *What is Metra's policy on personal care attendants?*

A: An attendant who accompanies a customer with an RTA Reduced Fare Card, ADA Paratransit, (distinguished with a red "P" preceding the card number) may ride on a reduced one-way ticket.

Q: *As a wheelchair customer, how can I be certain that there will be space available for me on a rail car, which accommodates three wheelchairs?*

A: Metra will make every attempt to accommodate wheelchair customers on each train. However, because each rail car has space for three wheelchairs, four or more wheelchair customers planning to travel together are requested to advise Metra Passenger Services one week prior to travel in order for Metra to make necessary arrangements.

Q: *What is a “partially accessible” station?*


A: The designation “partially accessible” means that the station meets some, but not all, of the ADA requirements. Customers who use wheelchairs at these stations may or may not have some difficulty. Metra has designated stations as partially accessible so as not to deter customers from using stations that may be accessible to them. Timetables indicate which stations are partially accessible and which are fully accessible.

Q: *As a hearing-impaired customer traveling on Metra in the evening, how will I know when the train is arriving at my destination station?*

A: Customers who are hearing impaired may want to notify the conductor of their destination during ticket collection or upon boarding. The conductor will make every effort to alert customers of their stop prior to arrival. Platform station signs can aid in visual identification during daylight hours.

IMPORTANT

Under the ADA a “common wheelchair” is one that does not exceed 30” in width, 48” in length (when measured 2” from the ground) and does not exceed 600 lbs when occupied. Metra Lifts are built to these specifications. Persons with larger mobility devices may **not** be able to access the Metra system.



Metra welcomes your suggestions. Should you have additional questions, comments or suggestions about how Metra can further improve our communication to customers with disabilities, please call or write:

Metra
Passenger Services
547 West Jackson Boulevard
Chicago, IL 60661

TELEPHONE NUMBERS

- Metra Passenger Services
(312) 322-6777
TTY: (312) 322-6774
- RTA Travel Information Center
- RTA Reduced Fare Card
836-7000 (city or suburbs)
TTY: (312) 836-4949
- Metra Direct Audio Tapes
(312) 322-8000
- Pace
(847) 364-7223
TTY: (847) 364-5093
- CTA
(312) 664-7200
TTY: (312) 664-2535

Web site: <http://www.metrarail.com>

