

METRA  
RIDER'S GUIDE & STATIONS GUIDE  
FOR  
CUSTOMERS WITH DISABILITIES

Third Edition



## Transcriber's Note

For more information on individual stations see the Table of Contents on page 00.

### All Aboard Metra Riders' Guide for Customers with Disabilities

Welcome to Metra the commuter rail system. This rider's guide informs customers with disabilities about the accessible features of Metra's train system. Our goal is to make Metra the most accessible commuter rail system in the nation.

At Metra, every customer is important. We recognize there are individuals with disabilities who may require accessible facilities in order to utilize the Metra system. Many stations have been modified to provide improved amenities, signage and pathways. Every Metra diesel train is equipped with at least one accessible railcar with a wheelchair lift. On the Metra Electric, all cars are accessible.

NOTE: All Metra accessible railcars have lifts that can accommodate a total weight of 600 pounds. Metra can accommodate wheelchairs and scooters that fit within a 30-inch by 48-inch space (measured 2 inches from the ground). Please contact Metra Passenger Services at (312) 322-6777 if you have any questions about whether you and your mobility aid can be transported.

In addition to providing safe, dependable and convenient train service, Metra personnel continue to be trained to understand the barriers a customer with a disability may encounter at a station, or on the train, and can provide the necessary assistance for a stress-free trip.

A companion piece to this rider's guide is the Metra Stations Guide. Stations are arranged by line from their Chicago downtown origin to the end of the particular rail line. All stations are coded to designate whether they are fully accessible, partially accessible or not accessible. Helpful directional information has been added to assist blind and visually impaired individuals to orient themselves at outlying stations. We have also added information for the Northern Indiana Commuter Transportation District (South Shore Railroad), since they share our Millennium (Randolph Street) Station.

#### ACCESSIBLE STATIONS

Metra's commuter train lines span six counties in Northeastern Illinois. All lines feed into one of five downtown Chicago stations. The main downtown diesel terminals; Chicago Union Station, LaSalle Street Station, and Ogilvie Transportation Center are all fully accessible. The main downtown electric terminal is Millennium

Station. The entrance on South Water Street (located in the 225 N. Michigan Ave. building) fully meets ADA requirements. The Randolph Street/Michigan Avenue entrance may be accessible to some individuals, but due to the steepness of the ramps and the lack of access to all train platforms, it only partially meets ADA requirements.

On each of Metra's train lines, many stations are fully accessible and meet ADA regulations. Fully accessible stations have accessible parking (where parking is available), ramps and/or elevators, improved signage and bright yellow tactile strips at platforms.

In addition, partially accessible train stations still may be usable by some individuals with disabilities. The designation "partially accessible," means that the station meets some, but not all, of the ADA requirements. Customers who use mobility devices 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 usable to them. At present, 80% of Metra's 241 stations are either fully or partially accessible. These stations represent more than 95% of Metra's system-wide boardings. Each year, more stations are adapted and reconfigured to meet ADA standards. Customers may refer to the Stations Guide for Customers with Disabilities, the Station Fact Sheets and/or call Metra's Passenger Services Department at (312) 322-6777 or TTY (312) 322-6774 to check the level of accessibility at stations you plan to use.

#### STATIONS FACT SHEETS

Detailed "Fact Sheets" are available for all stations along Metra's rail lines, including downtown stations and provide the following information:

- Station address and location
- Station and ticket agent hours and amenities
- Station layout
- Accessible parking information
- Available ramps and/or elevators
- Suggested platform access routes
- Connecting public transit information
- Ticket purchasing information
- Important telephone numbers

Fully accessible stations are also equipped with a visual public address system to provide service messages for customers who are deaf/hard of hearing. To assist passengers who are blind or visually impaired, all downtown terminals have audible track announcements and strategically positioned departures monitors with

continuous audible information.

## BEFORE THE RIDE

The train schedule for each rail line provides a complete listing of all train arrival and departure times at each station. To read a train schedule, first locate at the top of the page in 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 time 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. These schedules also indicate which stations are accessible. You can find this information to the left of the station listing in the column with the ADA access symbol. Train schedules are available at stations with ticket agents, by calling Metra's Passenger Services Department or by visiting [www.metrarail.com](http://www.metrarail.com). Upon request, Metra can have a given timetable produced in Braille. You can request this by calling (312) 322-6777.

## AT THE STATION

Metra provides accessible parking spaces with appropriate curb cuts for convenient access at all fully accessible stations, where parking is available. Each fully accessible station has clearly identified barrier-free paths of travel, via ramps or elevators. Restrooms, where available, are also accessible. Information about accessible parking and station layout is available by calling Metra's Passenger Services Department at (312) 322-6777.

At present, 21 Metra stations are equipped with elevators. Passengers can check the status of any of these elevators by calling (312) 322-6925. This elevator status hotline can also be accessed by calling Passenger Services at (312) 322-6777 and selecting the appropriate option on the menu.

## PURCHASING TICKETS

Metra offers a wide variety of ticket types to serve your traveling needs, including monthly, 10-ride, one-way and weekend tickets. Your selection of a ticket type depends on how you plan to travel on Metra. Reduced fares are available to eligible customers who have a valid RTA Reduced Fare Permit or ADA Paratransit ID card. Additionally, a personal care attendant riding with a customer who has an RTA ADA Paratransit ID card (distinguished with a "P" before the card ID number), may ride on a reduced fare one-way ticket. Qualified, low-income individuals may apply for an RTA Circuit Ride Free Permit. For more information about the RTA free and reduced fare programs, contact the RTA Customer Service Center at (312) 913-3110.

There are several ways to purchase Metra train tickets:

Metra accepts Visa, MasterCard, American Express and Discover credit cards for all ticket purchases at LaSalle Street Station, Millennium Station, Van Buren Street Station, Chicago Union Station and the Ogilvie Transportation Center. Metra also accepts credit cards at all 76 outlying stations where an agent is on duty and at the credit-card vending machines located at the 14 busiest Metra Electric stations and Metra downtown stations.

Note: Metra Electric stations are equipped with vending machines because stations on that line generally do not have ticket agents. The credit-card vending machines are in addition to the cash-based machines in place along the line.

Metra also accepts those credit cards on its website for monthly passes and 10-ride ticket purchases.

#### --TICKET BY MAIL OR INTERNET

Metra's monthly pass and 10-ride ticket (both full fare and reduced) can be purchased through the mail as well as our website ([www.metrarail.com](http://www.metrarail.com)).

For those wishing to purchase monthly or 10-ride tickets on a regular basis, Metra recommends its ticket-by-mail programs. Customers may sign up from these programs by obtaining application forms at one of our downtown stations or by creating an account on our website [www.metrarail.com](http://www.metrarail.com). The website is fully accessible to customers who use screen-reading software. Customers may also contact Metra Passenger Services at (312) 322-6516 or (312) 322-6517 to request a ticket-by-mail application or 10-ride order form. Union Pacific riders can request a ticket by mail application by calling (312) 777 2084. Participants in the ticket-by-mail program have the flexibility to cancel and resume delivery of their ticket on a month-by-month basis. Ticket-by-Internet customers can also set up recurring orders with a credit or debit card. Call Customer Service. Note: Tickets will not be shipped to P.O. Boxes.

#### --BY TICKET Agent

All ticket types can be purchased at stations where an agent is on duty. Consult your train schedule under *Station Information* to determine if an agent is available at your boarding station. Ticket agent hours vary at each non-downtown station. **If the ticket agent office is closed at your boarding station, you may purchase a one-way ticket on the train without a penalty charge.**

#### --METRA ELECTRIC SERVICE

Multi-ride tickets are only available through vending machines at outlying stations on the Metra Electric Line. Because the machines only sell full-fare tickets, RTA Reduced Fare Cardholders purchasing multi-ride tickets can receive a rate adjustment at a downtown ticket window. Passengers with an RTA Reduced Fare

Card who choose to purchase a one-way ticket from a conductor a Metra Electric train will not be charged an additional \$3 service charge.

#### --METRA DIESEL SERVICE

One-way tickets, (both full fare and reduced) can be purchased on the train. However, if a ticket agent is on duty at your time of boarding a service fee of \$3 will be charged for purchasing a ticket on the train. Metra's weekend pass can be purchased on the train with no additional service fee.

#### ACCESSING THE PLATFORM

Stairways, as well as designated ramps or elevators, are clearly marked and lead to the station platform. For the safety of all Metra customers, platforms are "edged" with special tactile, bright yellow tiles.

Service animals are permitted on the Metra system and are welcome on any open 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, scooters, walkers or crutches should be alert to this when crossing the tracks at crosswalks. If you have any questions about your station you should call Metra Passenger Services.

#### BOARDING THE TRAIN

The Metra Electric Service is unique in that most of the stations do not have ticket agents. Passengers who need information at these stations can use the blue Passenger Assistance Link (PAL) telephone. PAL telephones are located in the entrance of all Metra Electric stations. After picking up the telephone, passengers will be connected with the first available agent. Passengers who are deaf/hard of hearing can use the TTY at the PAL telephone.

All Metra Electric trains are accessible to passengers using a mobility device. Since the train doors are at the same level as the platform, the conductor will deploy a bridge plate that connects the small gap between the platform and the train car. The bridge plate may also be necessary for passengers who use a mobility aid with narrow wheels or casters that could lodge between the platform and the train car. The conductor can use the bridge plate on any car on the Metra Electric Line. Once on a Metra Electric Line car, there are two seating areas per car reserved for mobility devices. Areas for mobility devices are located closest to the vestibule and are accessed by lifting up the fold-down seats.

Metra Diesel Line Service has at least one lift-equipped railcar per train, which is identified with the International Symbol of Accessibility (i.e., the “wheelchair symbol”). At downtown Chicago stations, the conductors can advise which railcar is lift-equipped. At stations other than in downtown Chicago, passengers needing to board an accessible railcar should look for the accessible boarding area indicated by an ADA symbol sign.

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 wheel should be locked, if applicable), the conductor will activate the lift, raising it from the station platform.

Handrails on the lift provide stability for users, and a moveable plate prevents a wheelchair from rolling off the lift. 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. The doorways are also power-operated and riders can use either the upper or lower push plates to activate these interior doors..

Metra diesel trains have priority seating just inside the train car near the vestibule. 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. Fold-down seats are also provided allowing anyone traveling with a mobility device 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 conductor will punch the ticket. 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 deaf/hard of hearing are encouraged to notify a conductor of their stop, either when boarding or during ticket collection. Persons who use mobility devices should inform the conductor of their destination station so that exiting the train via the lift and/or bridge plate can be accomplished smoothly and quickly. 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 (if necessary). The conductor will lower the lift. When departing from a Metra Electric train, the passenger should wait for the conductor to deploy the bridge plate (if necessary). Customers can access the station through identified pathways.

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 CONTACT INFORMATION

Metra Passenger Services  
547 W. Jackson Boulevard  
14th Floor East  
Chicago, IL 60661  
(312) 322-6777  
TTY: (312) 322-6774  
[www.metrarail.com](http://www.metrarail.com)

#### RTA CONTACT INFORMATION

RTA Travel Information Center  
836-7000 (from any local area code)  
TTY (312) 836-4949  
[www.rtachicago.com](http://www.rtachicago.com)

#### PACE CONTACT INFORMATION

Pace Suburban Bus Service  
Customer Service  
550 W. Algonquin Road  
Arlington Heights, IL 60005  
(847) 364-7223  
TTY: (847) 364-5093  
[www.pacebus.com](http://www.pacebus.com)

#### CTA INFORMATION

Chicago Transit Authority  
567 W. Lake Street  
Chicago, IL 60661  
(888) 968-7282  
TTY: (888) 282-8891



## WHAT IS P-8?

Under the Americans with Disabilities Act of 1990, commuter rail systems are not required to operate complementary paratransit service. Accordingly, Metra does not operate such a system. However, Metra does provide what is called P-8 service (short for paragraph 8 of the Jones II Consent Decree).

P-8 is a shuttle service from a qualified origin to the next accessible station. Metra provides the service at no charge to the passenger and does not require certification of disability status. Reservations may be made any time the day before the ride is needed or with as little as three hours notice when necessary.

If someone who ordinarily rides from a non-accessible station were to break a leg, for example, he or she could use the service during recuperation without going through a formal certification process.

P-8 connections are guaranteed – that is, if you miss the train because the ride is late, and another train is not available right away, the driver will take you to your destination station. In the unusual event the train is late the driver will wait until it arrives.

## WHAT ARE THE RULES FOR P-8?

There are some rules governing the use of P-8 service. To qualify for the service:

- The origin or destination must be within ½ mile of a non-accessible Metra station. This is called the qualifying station.
- Travel is allowed only to or from the next accessible station of the same line.
- If an accessible bus or train operated within ½ mile of qualifying station to or from the next accessible Metra station, the trip is not eligible.

P-8 service exists temporarily and only to provide transportation for persons with disabilities to the next accessible station. It is not a paratransit service. Those who need paratransit should contact the RTA at (312) 663 -HELP.

As Metra stations, Pace and CTA buses, and CTA stations become

accessible, fewer P-8 trips will be eligible.

Please see the following for examples at the time of writing. For the most current information, please contact Metra Passenger Services or visit Metra's website at [www.metrarail.com](http://www.metrarail.com). P-8 service is provided by a private company, SCR Transportation. For service, contact SCR at (866)868 -5401.

#### EXAMPLES OF ELIGIBLE & NON-ELIGIBLE TRIPS

- Most trips within the city of Chicago are not eligible since all of Chicago is within ½ mile of an accessible bus line most of the time. There are, however, very limited exceptions.
- For example, because the accessible (#1 Indiana) bus does not operate weekday evenings after the rush hour, or on weekends, P-8 service is eligible on parts of the South Shore rail line to McCormick Place Station during those periods.
- Trips from Main Street Station in Evanston to Rogers Park Station are eligible because CTA buses do not go to Metra's Rogers Park Station. Trips to Central Street Station from Main Street Station are eligible only between 7:00 p.m. and 7:00 a.m. since a CTA bus operates during the day.
- Trips from Oak Park Station are not eligible since CTA's Green Line runs downtown.

If the elevator at an accessible Metra station is temporarily out of order, P-8 service will be provided to the next accessible station during this period. Signs at the elevator site will have detailed information including P-8 service numbers.

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## VOICE OF METRA

At all outlying Metra stations there are regular audio announcements of arriving trains. There are a variety of situations that may cause an alteration in the regular schedules and normal boarding of Metra trains. Freight interference, bad weather, accidents and derailments and mechanical difficulties are just a few of the reasons why trains may experience delays or why customers may have to board on a different platform or at a street grade crossing. Metra's primary concern is that our customers are safe and that they are given all the information they need to use our system. The Voice of Metra originates at Metra headquarters and relies on timely and accurate data provided by a Geofocus system. When needed, messages can be generated by authorized Metra personnel from anywhere in the system. Public address systems at all Metra stations are the means by which our passengers are informed of any changes in the movement of our trains. If trains are running behind schedule or if the boarding location has changed, these messages will be conveyed to our passengers on location via audio announcements. Our goal is to give our customers ample time to make their way to another platform or to another boarding area prior to the arrival of their train.

## ASK YOUR TICKET AGENT

Your ticket agent is a good source of directional information. At our downtown stations they can tell you at which track your train is departing and can point you in the right direction. At our outlying stations that have an agent on duty, you can ask about inbound and outbound, arrivals and departures and where you are to wait for your train.

BURLINGTON NORTHERN SANTA FE  
Chicago Union Station to Aurora

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

As a general rule, inbound trains to Chicago board on the south, or the depot platform and the outbound trains toward Aurora stop on the north platform. There is an adjoining Amtrak station at Naperville.

Chicago Union Station: A  
Halsted: N  
Western Ave: N  
Cicero: N  
LaVergne: A  
Berwyn: A  
Harlem Ave: A  
Riverside: P  
Hollywood: A  
Brookfield: P  
Congress Park: N  
LaGrange Rd: A  
LaGrange--Stone Ave: N  
Western Springs: A  
Highlands: N  
Hinsdale: A  
West Hinsdale: P  
Clarendon Hills: P  
Westmont: A  
Downers Grove--Fairview Ave: A  
Downers Grove--Main St: A  
Downers Grove Belmont: A  
Lisle: A  
Naperville: A  
Route 59: A  
Aurora: A

ROCK ISLAND DISTRICT  
LaSalle Street Station to Joliet

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

Monday thru Friday, the Rock Island District utilizes the longer, east platforms to accommodate the large volume of riders for both the morning and evening rush hours. Inbound passengers travelling to Chicago board on the east platforms up until the 1:30 pm train departure from LaSalle Street. After this the same east platforms become the outbound platforms toward Joliet for the duration of the day. After the 2:21 pm departure from Joliet, the west platforms become the inbound (to Chicago) platforms. On weekends and holidays the east platforms board inbound passengers and the west platforms are used for outbound traffic. Customers should be aware that in non-peak periods (9 am to 3 pm and 7 pm to 1 am on weekdays) and on weekends, there could be freight traffic. Voice of Metra announcements will indicate all platform changes. The Blue Island Vermont St. station is the transfer point for accessing the Metra Electric trains. There is an Amtrak station at Joliet.

La Salle St: A  
35<sup>th</sup> – Lou Jones: A  
Gresham: N  
95th St--Longwood: P  
103rd St--Washington Heights: A  
Brainerd: A  
91st St—Beverly Hills: P  
95th St--Beverly Hills: P  
99th St--Beverly Hills: A  
103rd St--Beverly Hills: A  
107th St--Beverly Hills: P  
111th St--Morgan Park: A  
115th St--Morgan Park: P  
119th St: P  
123rd St: N  
Prairie St: N  
Blue Island--Vermont St: A  
Robbins: A  
Midlothian: A  
Oak Forest: A  
Tinley Park: A  
Tinley Park--80th Ave: P  
Hickory Creek--Mokena: A  
Mokena--Front St: A

New Lenox: A  
Joliet: A

METRA ELECTRIC DISTRICT  
Millennium Station to University Park

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

On the Metra Electric, platforms are at the same level as the floor of the rail cars. The platform structures are elevated in excess of 6 feet above the ground. It is almost entirely a single platform system with tracks on either side of the platform. The warming houses are located in the middle of this central structure. In Hyde Park (51<sup>st</sup> thru 57<sup>th</sup>), there is an inbound and an outbound platform with the two tracks in the middle. Millennium Station and Van Buren Station are the only locations that have ticket agents. The 63rd Street station is the transfer point off the main line to transfer to the South Chicago Branch. The Kensington stop on the main line is the transfer point for accessing the Blue Island Branch. Monday thru Saturday, after 8 p.m., both the South Chicago and Blue Island Branches loop between their transfer points to their terminal stations for the remainder of the day. The Blue Island station on the Blue Island Branch is a transfer point for Rock Island District trains. There is no Blue Island Branch service on Sundays. At Homewood, there is an adjoining Amtrak station.

Millennium/South Water Station: A  
Van Buren: A  
11<sup>th</sup> Place Museum Campus: A  
18th St.: N  
McCormick Place: A  
27th St.: N  
47th St.--Kenwood: N  
51st, 53rd--Hyde Park: A  
55th, 56th, 57th Hyde Park: A  
59th St.--University of Chicago: N  
63rd St.: N  
75th St.--Grand Crossing: N  
79th St.--Chatham: N  
83rd St.--Avalon Park: N  
87th St.--Woodruff: N  
91st St.--Chesterfield: N  
95th St.--Chicago State University: N  
103rd St.--Rosemoor: N  
107th St.: N  
111th St.--Pullman: N



Kensington--115th St.: A  
Riverdale: N  
Ivanhoe: A  
147th St.--Sibley: N  
Harvey: A  
Hazel Crest: N  
Calumet: A  
Homewood: A  
Flossmoor: A  
Olympia Fields: N  
211th St.--Lincoln Highway: A  
Mattson: N  
Richton Park: A  
University Park: A

#### SOUTH CHICAGO BRANCH

Stony Island: A  
Bryn Mawr: A  
South Shore: A  
Windsor Park: A  
Cheltenham--79th St.: N  
83rd St: A  
87th St.: A  
93rd St.--South Chicago: A

#### BLUE ISLAND BRANCH

State St.: N  
Stewart Ridge: N  
West Pullman: N  
Racine Ave: N  
Ashland Ave: N  
Burr Oak: N  
Blue Island: A

MILWAUKEE DISTRICT NORTH LINE  
Chicago Union Station  
to Fox Lake

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

The general rule is that the inbound trains to Chicago board on the west platform and the outbound trains toward Fox Lake stop on the east side. The Golf and Glenview stations are the exception to this rule. After Lake Forest, this district goes from two tracks to a single track all the way to Fox Lake. The depots are on the west or inbound side. There is a second station in Lake Forest on the Union Pacific North Line (N. Western Ave). There is also another Grayslake station that is on the North Central Service (Washington Street). Glenview also has an Amtrak station.

Chicago Union Station: A  
Western Ave: A  
Healy: A  
Grayland: N  
Mayfair: N  
Forest Glen: N  
Edgebrook: A  
Morton Grove: A  
Golf: A  
Glenview: A  
North Glenview: A  
Northbrook: A  
Lake Cook Road: A  
Deerfield: A  
Lake Forest: A  
Libertyville: A  
Prairie Crossing: A  
Grayslake: A  
Round Lake: A  
Long Lake: P  
Ingleside: A  
Fox Lake: A

MILWAUKEE DISTRICT WEST LINE  
Chicago Union Station to  
Big Timber Road

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

As a general rule, inbound trains to Chicago board on the south, or depot platforms and outbound trains toward Big Timber Road stop on the north platforms. At Franklin Park and River Grove the depots are on the north side. River Grove is the transfer point for North Central Service trains.

Chicago Union Station: A  
Western Ave: A  
Grand/Cicero: A  
Hanson Park: A  
Galewood: A  
Mars: A  
Mont Claire: A  
Elmwood Park: A  
River Grove: A  
Franklin Park: A  
Mannheim: N  
Bensenville: A  
Wood Dale: A  
Itasca: A  
Medinah: A  
Roselle: A  
Schaumburg: A  
Hanover Park: A  
Bartlett: A  
Elgin--National St.: A  
Elgin--Chicago St.: A  
Big Timber Road: A

NORTH CENTRAL SERVICE  
Chicago Union Station  
to Antioch

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

On the North Central Service, the general rule is that the inbound trains to Chicago as well as the outbound trains to Antioch board on the west platforms. Because of the high volume of freight traffic on this line, it is not unusual for trains to alter their routine and board or alight passengers on the east side. For example, evening inbound trains #116, #118 and #120 to Chicago will stop on the east platforms between Mundelein and Prospect Heights. It is very important to listen to Voice of Metra announcements to make sure that you are on the right platform for boarding. The only ticket agents for this line are at Chicago Union Station. River Grove is the transfer point for Milwaukee West Line trains. There is a second station in Grayslake that is on the Milwaukee North Line. North Central Service does not operate on weekends or holidays.

Chicago Union Station: A  
Western Ave: A  
River Grove: A  
Belmont Ave – Franklin Park: A  
Schiller Park: A  
Rosemont: A  
O'Hare Transfer: A  
Prospect Heights: A  
Wheeling: A  
Buffalo Grove: A  
Prairie View: A  
Vernon Hills: A  
Mundelein: A  
Prairie Crossing--Libertyville: A  
Washington St – Grayslake: A  
Round Lake Beach: A  
Lake Villa: A  
Antioch: A

UNION PACIFIC NORTH LINE  
Ogilvie Transportation Center  
To Kenosha

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

This is a two-track system all the way to Kenosha. Generally, the inbound trains to Chicago stop on the east platforms and the outbound trains toward Kenosha stop on the west platforms. The east side is also the depot side with the exception of the Waukegan station. The Ravinia Park station is only open during Ravinia concert season. There is a second station in Lake Forest that is on the Milwaukee North Line. There are elevators at Evanston Main Street, Winnetka and Kenosha.

Ogilvie Transportation Center: A  
Clybourn: N  
Ravenswood: N  
Rogers Park: A  
Main St. Evanston: A  
Davis St. Evanston: A  
Central St. Evanston: A  
Wilmette: A  
Kenilworth: A  
Indian Hill: N  
Winnetka: A  
Hubbard Woods: N  
Glencoe: A  
Braeside: P  
Ravinia Park (seasonal): P  
Ravinia: A  
Highland Park: A  
Highwood: A  
Fort Sheridan: A  
Lake Forest: A  
Lake Bluff: A  
Great Lakes: A  
North Chicago: A  
Waukegan: A  
Zion: A  
Winthrop Harbor: A  
Kenosha: A

UNION PACIFIC NORTHWEST LINE  
Ogilvie Transportation Center  
to Harvard

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

During non-rush periods, inbound trains to Chicago will board on the north platforms and outbound trains will stop on the south platforms. From Clybourn to Palatine, this is a three-track system and the middle track is usually used for express trains. However, at peak periods, all tracks may be utilized to accommodate the large number of trains. With the exception of Arlington Park, Cary and Crystal Lake stations, the depots will also be located on the north side.

Ogilvie Transportation Center: A  
Clybourn: N  
Irving Park: A  
Jefferson Park: A  
Gladstone Park: N  
Norwood Park: A  
Edison Park: A  
Park Ridge: A  
Dee Road: A  
Des Plaines: P  
Cumberland: N  
Mount Prospect: A  
Arlington Heights: A  
Arlington Park: A  
Palatine: A  
Barrington: A  
Fox River Grove: P  
Cary: A  
Pingree Road--Crystal Lake: A  
Crystal Lake: A  
Woodstock: A  
McHenry: P  
Harvard: A

UNION PACIFIC WEST LINE  
Ogilvie Transportation Center  
to Elburn

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

As a general rule, inbound trains to Chicago board on the north platforms and outbound trains toward Elburn stop on the south platforms. The north side will be the depot side, with the exception of La Fox and Elburn. At La Fox, after 8:09 a.m., inbound trains board on the south platform and the south side is also the inbound at Elburn.

Ogilvie Transportation Center: A  
Kedzie: N  
Oak Park--Marion St.: A  
River Forest: N  
Maywood: P  
Melrose Park: P  
Bellwood: N\*  
Berkeley: N\*  
Elmhurst: A  
Villa Park: A  
Lombard: A  
Glen Ellyn: A  
Wheaton--College Ave: A  
Wheaton: A  
Winfield: A  
West Chicago: A  
Geneva: A  
La Fox: A  
Elburn: A

\* Bellwood and Berkely have been renovated with pedestrian underpasses. The platforms will be rebuilt in 2013.

SOUTHWEST SERVICE  
Chicago Union Station  
to Manhattan

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

As a general rule, inbound trains to Chicago board on the south platforms and the outbound trains toward Manhattan stop on the north platforms. The only ticket agents for this line are at Chicago Union Station and 153<sup>rd</sup> St (Orland Park). There is limited service on Saturdays and no service on Sundays or holidays.

Chicago Union Station: A  
Wrightwood: A  
Ashburn: A  
Oak Lawn: A  
Chicago Ridge: A  
Worth: A  
Palos Heights: A  
Palos Park: A  
Orland Park--143rd St.: A  
Orland Park--153rd St.: A  
Orland Park--179th St.: A  
Laraway Rd.--New Lenox: A  
Manhattan: A



HERITAGE CORRIDOR  
Chicago Union Station  
to Joliet

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

On the Heritage Corridor, the inbound trains to Chicago usually board on the south platforms and the outbound trains to Joliet stop on the north platforms. The only ticket agents for this line are at Chicago Union Station and Joliet (on the Rock Island side). The Heritage Corridor does not run on weekends or holidays.

Chicago Union Station: A  
Summit: A  
Willow Springs: A  
Lemont: A  
Lockport: A  
Joliet: A

NICTD  
Northern Indiana Commuter  
Transportation District  
South Shore Railroad

Chicago Millennium Station  
to South Bend

A: Fully Accessible  
P: Partially Accessible  
N: Not Accessible

The South Shore Railroad runs out of Millennium Station, utilizing Metra Electric track until it reaches Kensington, where it continues on to South Bend, Ind. There are double tracks at 57<sup>th</sup>, Hegewisch and Hammond. Otherwise, the South Shore is a single-track system. There are permanent tactile maps at each of the stations to assist blind riders as well as audio announcements.

Millennium Station: A  
Van Buren: A  
11<sup>th</sup> Place Museum Campus: A  
McCormick Place: A  
57th St.--Hyde Park: A  
63rd St.: N  
Hegewisch: A  
Hammond: A  
East Chicago: A  
Gary--Chicago Airport: N  
Gary Metro Center: A  
Miller: N  
Ogden Dunes: A  
Dune Park: A  
Beverly Shores: N  
11th St.--Michigan City: N  
Carroll Ave--Michigan City: A  
Hudson Lake: N  
South Bend: A