

Preventing Overcrowding at Union Station



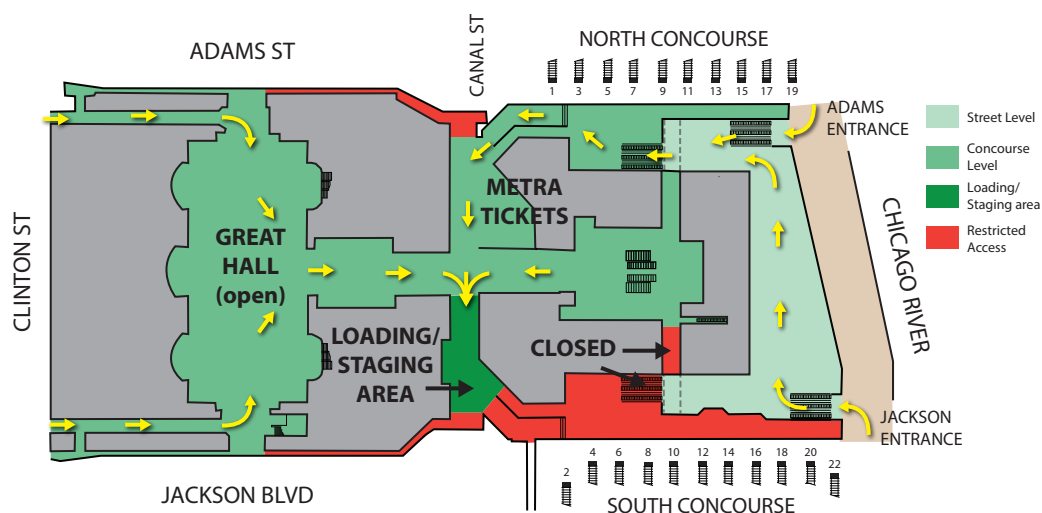
If a service disruption affects BNSF, SouthWest Service and/or Heritage Corridor trains at Union Station, Metra, BNSF Railway and Amtrak will implement a plan to control the flow of pedestrians and prevent overcrowding in the South Concourse waiting area. The plan will require all passengers to enter to the South Concourse through the wide corridor from the Metra ticket area. This will be accomplished primarily by shutting off access to the escalators/stairs that feed the concourse from the food court level. Passengers who use the entrance at Jackson and the Chicago River will have to walk north, use the escalators/stairs that feed the North Concourse and double back south past the Metra ticket area to the wide corridor to the South Concourse. That corridor will serve as the main loading/staging area for trains until service returns to normal.

If the Great Hall is open ([MAP 1](#)), passengers will be encouraged to wait there. Metra will provide updates with public address system announcements supplemented by staff members with bullhorns. Riders who enter Union Station from Clinton/Adams and Clinton/Jackson will have to walk through the Great Hall to get to the staging area.

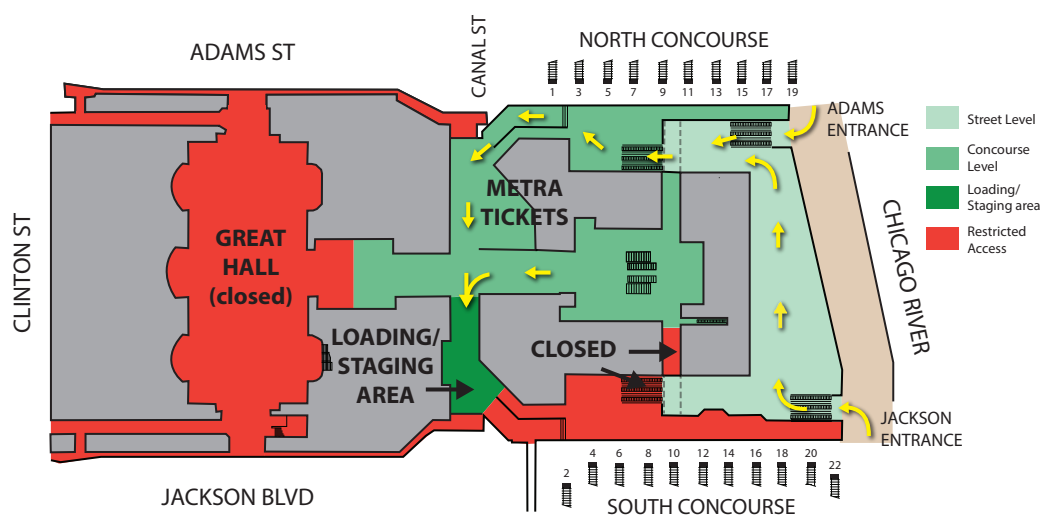
If the Great Hall is closed, passengers will have to use a different entrance/path to the staging area, as shown on [MAP 2](#).

In the event of a disruption that is only affecting BNSF trains, SouthWest Service and Heritage Corridor passengers will be allowed to enter the South Concourse via the hallway that connects the South and North Concourses to the Amtrak ticket area, as shown on [MAP 3](#). BNSF riders will be directed to the staging area.

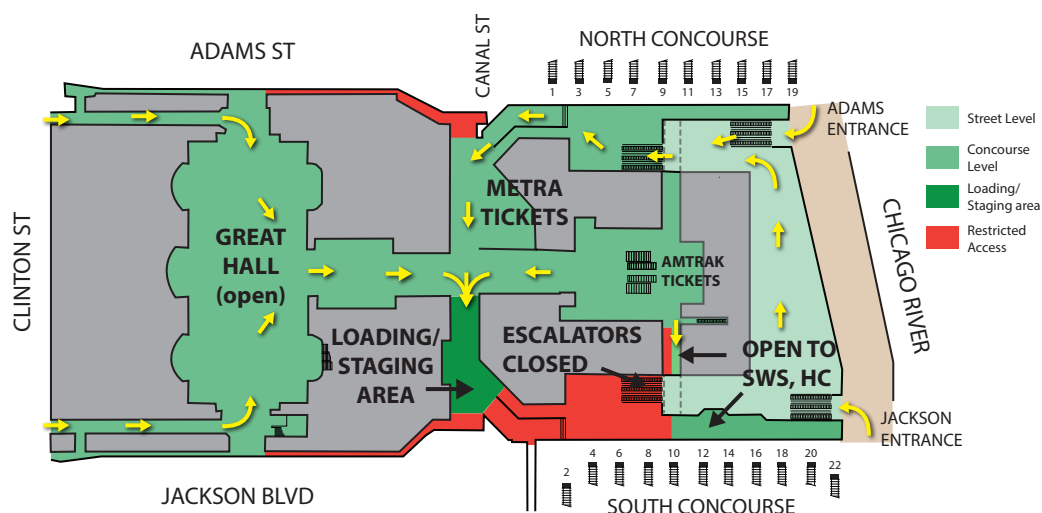
Please obey instructions from Metra, BNSF and Amtrak personnel and police. Metra, BNSF and Amtrak thank you for your cooperation and understanding.



▲ [MAP 1](#)



▲ [MAP 2](#) This map shows the pedestrian walkways that will be used during a service interruption when the Great Hall is closed.



▲ [MAP 3](#) This map shows the walkways that will be used when the BNSF Line is experiencing service issues but the SouthWest Service and Heritage Corridor are operating. SWS and HC riders will enter the South Concourse through the corridor that connects the concourses to the Amtrak ticketing area in the center.

Please save
for future reference.