

All Aboard
Metra Riders' Guide
for Customers with Disabilities

Welcome to Metra, the Chicago area 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 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 use the system. Many stations have been modified to provide improved amenities, signage and pathways. Every Metra train is equipped with at least one accessible railcar with a wheelchair lift. On the Metra Electric Line, 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.

Metra personnel are trained to understand the barriers that 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.

At the end of this guide, stations are arranged by line from their Chicago downtown origin to the end of the 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 train lines span six counties in northeastern Illinois. All lines feed into one of four downtown Chicago terminals. Chicago Union Station, LaSalle Street Station and Ogilvie Transportation Center are all fully accessible. The downtown Metra Electric terminal is Millennium Station. The entrance on South Water Street (located in the 205 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 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 that may be usable to them. At present, 80 percent of Metra's 243 stations are either fully or partially accessible. These stations represent more than 96 percent of Metra's systemwide boardings. Each year, more stations are reconfigured to meet ADA standards. Customers may refer to the Stations Guide for Customers with Disabilities and/or call Metra's Passenger Services Department at 312-322-6777 to check the level of accessibility at stations they plan to use.

Fully accessible stations are also equipped with a visual public address system to provide service messages for customers who are hearing impaired. To assist passengers who are 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 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 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 metra.com. Upon request, Metra can have a 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 have 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 Passes, 10-Ride and One-Way tickets and Saturday or Sunday Day passes. Metra's Ventra app offers those fare options and two more exclusive to the app: the weekday Day Pass, good for unlimited rides on a single day between three zones (\$6) or all zones \$10), and Weekend Pass, good for unlimited rides on both weekend days. 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.

Metra tickets for any line may be purchased at the downtown stations or at outlying stations where a ticket agent is on duty. Consult your train schedule under *Station Information* to determine if an agent is available at your boarding station. There are also ticket vending machines at all downtown stations. On the Metra Electric Line, credit-card vending machines are available at the 14 busiest stations. (Metra Electric stations are equipped with vending machines because stations on that line generally do not have ticket agents.)

All Metra tickets can also be purchased on your Apple or Android smartphone with the free [Ventra app](#), available in the App Store or Google Play.

Where no ticket agent or vending machine exists, passengers may board the train and purchase a One-Way Ticket with cash from the conductor. However, if an agent is available you elect to purchase the ticket on the train, the conductor will charge an additional \$5. Saturday and Sunday Day Passes can be purchased on the trains without penalty.

Metra accepts Visa, MasterCard, American Express and Discover credit cards for all ticket purchases

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 at 312-322-6777

BOARDING THE TRAIN

The Metra Electric Line is unique in that most of the stations do not have ticket agents. Passengers who need information at these stations can use the call box that is located near the entrance of the station. These call boxes have a call button that will connect the customer with a GPS Operator at Metra's downtown headquarters. Not only can the GPS Operator communicate directly with the customer, but the Operator can also view the customer on a video screen. Also at the call box there is a number that deaf/hard of hearing customers can call to use the texting feature on their smart phones to communicate with the Operator.

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 covers 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 closest to the vestibule. Adjacent to the accessible seating area is an accessible lavatory.

On other Metra lines, each train has at least one lift-equipped railcar, identified with the International Symbol of Accessibility (i.e., the "wheelchair symbol"). At downtown stations, conductors can advise which railcar is lift-equipped. At stations other than downtown, 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, (the 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 fails, 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 cars 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. If you are using the Ventra app, show the ticket on your screen to the conductor; he or she will ask you to tap the screen to verify the ticket is valid. 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. Deaf/hard of hearing customers can also use the visual LED signs on all accessible cars to access the same information that is coming through the rail cars in audio format. Persons who use mobility devices should inform the conductor about 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:

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(312) 322 4265

METRA CONTACT INFORMATION

Metra Passenger Services
547 W. Jackson Boulevard
10th Floor East
Chicago, IL 60661
(312) 322-6777
metra.com

RTA CONTACT INFORMATION

RTA Travel Information Center
836-7000 (from any local area code)
rtachicago.org

PACE CONTACT INFORMATION

Pace Suburban Bus Service
Customer Service
550 W. Algonquin Road
Arlington Heights, IL 60005
(847) 364-7223
www.pacebus.com

CTA INFORMATION

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

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 at 312-322-6777. P-8 service is provided by SCR Transportation and can be ordered by calling 708-953-3511.

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, 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 Metra Electric 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 p.m. and 7 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.

ACCESSIBILITY AT METRA STATIONS

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. Public address announcements originate at Metra headquarters and rely on timely and accurate data provided by a GPS tracking 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 METRA PERSONNEL

METRA PERSONNEL are 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 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.

BNSF LINE
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 (depot) platform and the outbound trains toward Aurora, stop on the north platform.

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

ROCK ISLAND LINE
LaSalle Street Station to Joliet

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

The Rock Island Line is a true, right-handed railroad. Inbound trains to Chicago LaSalle St Station board on the east platform and outbound trains to Joliet board on the west platform. Customers should be aware that in non-peak periods (9 a.m. to 3 p.m. and 7 p.m. to 1 a.m. on weekdays) and on weekends, there can be substantial freight traffic. Announcements will be made for all platform changes. The Blue Island Vermont Street Station is the transfer point for accessing the Metra Electric trains.

La Salle Street: A
Gresham: N
95th Street-Longwood: A
103rd Street-Washington Heights: A
Brainerd: A
91st Street-Beverly Hills: P
95th Street-Beverly Hills: A
99th Street-Beverly Hills: A
103rd Street-Beverly Hills: A
107th Street-Beverly Hills: P
111th Street-Morgan Park: A
115th Street-Morgan Park: P
119th Street: P
123rd Street: N
Prairie Street: N
Blue Island-Vermont Street: A
Robbins: A
Midlothian: A
Oak Forest: A
Tinley Park: A
Tinley Park-80th Ave: A
Hickory Creek-Mokena: A
Mokena-Front St: A
New Lenox: A
Joliet: A

METRA ELECTRIC LINE
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. These platform structures are elevated in excess of six 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 (51st through 57th), 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 57th, 63rd and 67th stations are the transfer points 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 through Saturday, after 8 p.m., both the South Chicago and Blue Island Branches loop from the mainline transfer points to their terminal stations for the duration of the day. The Blue Island Station on the Blue Island Branch is a transfer point for accessing the Rock Island trains. There is no Blue Island Branch service on Sundays.

Millennium/South Water Station: A
Van Buren: A
11th Place Museum Campus: A
18th Street: N
McCormick Place: A
27th Street: N
47th Street-Kenwood: N
51st, 53rd Streets-Hyde Park: A
55th, 56th, 57th Streets--Hyde Park: A
59th Street-University of Chicago: N
63rd Street: N
75th Street-Grand Crossing: N
79th Street-Chatham: N
83rd Street-Avalon Park: N
87th Street-Woodruff: N
91st Street-Chesterfield: N
95th St.-Chicago State University: N
103rd Street-Rosemoor: N
107th Street: N
111th Street-Pullman: N
Kensington-115th Street: A
Riverdale: N
Ivanhoe: A
147th Street-Sibley: N
Harvey: A
Hazel Crest: A
Calumet: A
Homewood: A
Flossmoor: A
Olympia Fields: N

211th Street-Lincoln Highway: A
Matteson: N
Richton Park: A
University Park: A

SOUTH CHICAGO BRANCH

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

BLUE ISLAND BRANCH

State Street: N
Stewart Ridge: N
West Pullman: N
Racine Avenue: N
Ashland Avenue: 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. After Lake Forest, this line goes from two tracks to a single track all the way to Fox Lake. The depots are on the west or inbound side, with the exception of Golf and Glenview. There is a second station in Lake Forest on the Union Pacific North Line. There is also another station in Grayslake, Washington St., that is on the North Central Service Line.

Chicago Union Station: A
Western Avenue: 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: A
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 (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 accessing North Central Service trains.

Chicago Union Station: A
Western Avenue: 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 Street: A
Elgin-Chicago Street: 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 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 accessing Milwaukee District West Line trains. There is another station in Grayslake, Grayslake Station, that is on the Milwaukee District North Line. The North Central Service does not run on weekends or holidays.

Chicago Union Station: A
Western Avenue: A
River Grove: A
Belmont Avenue-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 Street-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 will be the depot side. The Ravinia Park Station is only open during Ravinia concert season. There is a second station in Lake Forest on the Milwaukee District North Line.

Ogilvie Transportation Center: A
Clybourn: N
Ravenswood: N
Rogers Park: A
Main Street-Evanston: A
Davis Street-Evanston: A
Central Street-Evanston: A
Wilmette: A
Kenilworth: A
Indian Hill: N
Winnetka: A
Hubbard Woods: N
Glencoe: A
Braeside: P
Ravinia Park: 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 board on the north platforms and outbound trains will stop on the south platforms. At peak periods, all tracks may be used to accommodate the large number of trains. With the exception of Arlington Park, Cary and Crystal Lake, the depots are on the north side. From Clybourn to Palatine, this is a three-track system and the middle track is usually used for express trains.

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: A
Cumberland: A
Mount Prospect: A
Arlington Heights: A
Arlington Park: A
Palatine: A
Barrington: A
Fox River Grove: A
Cary: A
Pingree Road-Crystal Lake: A
Crystal Lake: A
Woodstock: A
McHenry: A
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 is the depot side, with the exception of La Fox and Elburn. At La Fox, after 8:09 am, 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 Street: A
River Forest: N
Maywood: A
Melrose Park: A
Bellwood: A
Berkeley: A
Elmhurst: A
Villa Park: A
Lombard: A
Glen Ellyn: A
Wheaton-College Avenue: A
Wheaton: A
Winfield: A
West Chicago: A
Geneva: A
La Fox: A
Elburn: A

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 153rd St (Orland Park). The SouthWest Service does not operate on weekends 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 Street: A
Orland Park-153rd Street: A
Orland Park-179th Street: A
Laraway Road-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. This line runs limited rush hour service Monday through Friday. All trains make all stops. The only ticket agents for this line are at Chicago Union Station and Joliet. The Heritage Corridor does not run on weekends or holidays.

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

South Shore Line
Northern Indiana Commuter
Transportation District (NICTD)
Chicago Millennium Station to South Bend

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

The South Shore Line, which is operated by NICTD, not Metra, runs out of Millennium Station, using Metra Electric tracks until it reaches Kensington, where it continues on to South Bend. There are double tracks at 57th Street, Hegewisch and Hammond. Otherwise, the South Shore is a single-track system. There are permanent tactile maps at each of the stations as well as audio announcements.

Millennium Station: A
Van Buren: A
Roosevelt Road: N
McCormick Place: A
57th Street-Hyde Park: A
63rd Street: N
Kensington: A
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 Street-Michigan City: N
Carroll Avenue-Michigan City: A
Hudson Lake: N
South Bend: A