

## **METRA STATIONS GUIDE**

Welcome to Metra, the commuter rail system that serves northeast Illinois. Metra operates 11 rail lines that serve the six counties surrounding the Chicago metro area. There are 242 stations in the Metra system. Over 80 percent of these stations are accessible to riders with disabilities. These stations represent 96 percent of systemwide boardings.

This Stations Guide has been produced to assist customers who are blind and visually impaired who require the same information that other customers access in print format. In this document, there is an emphasis on directional and way-finding information to assist these customers navigating the Metra system. In lieu of maps, each rail district is laid out with stations listed from the downtown terminus point to the end of that line.

### **Metra's Downtown Terminals**

Metra is a true hub-and-spoke rail system. All 11 lines radiate out from the Chicago downtown area. The majority of riders come into the city center from outlying communities to access employment and entertainment. Metra has five major downtown stations: Chicago Union Station, Millennium Station, the Ogilvie Transportation Center, LaSalle Street Station and the Van Buren Station. At all these facilities, there is an audio system to assist blind and visually impaired customers determine which track their train is departing from and track enunciators to help locate their track. This is in place so that a customer with significant visual loss can navigate to their train without assistance.

### **Chicago Union Station**

This is one of Chicago's great landmarks and is nearly 100 years old. The facility is owned by Amtrak and is one of their main hubs. However, 85 percent of the trains that come in and out of this station are Metra trains. It is bounded by the Chicago River on the east, Clinton Street on the west, Adams Street on the north and Jackson Boulevard on the south. Canal Street runs north and south and separates the old and the newer station complex. Customers can access the main entrances on Canal Street. The main entrance on the east side of Canal Street (in the middle of the block between Adams and Jackson) has both an escalator and elevator that will take customers down to the main concourse area. On the west side of Canal Street there is now an elevator in the middle of that block that will take customers down to the Metra ticket area as well. The Metra ticket windows are centrally located so customers can purchase tickets prior to boarding their trains. Walking north, you will drop down into the North Concourse. Just before you make your way down a set of stairs and/or ramp, there is a departures monitor that uses a screen reader, so you can stop and check which track your train is departing from. Trains on the Milwaukee District North, Milwaukee District West and North Central Service depart from the North Concourse. These are odd-numbered tracks and audio track enunciators will help you locate your train. Walking south from the Metra ticket windows, you will come to the South Concourse. Again, there will be an audio

departures monitor to tell you which track your train is departing from. BNSF, Heritage Corridor and Southwest Service trains depart from the South Concourse, which has even-numbered tracks. There are additional access/egress points to use Chicago Union Station. There are entrances at the corners of Clinton/Adams and Clinton/Jackson. Entering on this west side, you will come through the magnificent Great Hall. There also is an entrance to Chicago Union Station on the south side of Madison Street, just east of Canal Street. From the street, you will walk down into the far north end of the station. A stairway will give access to tracks on the North Concourse.

### Ogilvie Transportation Center

The Ogilvie Transportation Center is adjacent to the Accenture Tower at 500 W Madison. The train platforms on the second level can be reached through the Accenture Tower or via entrances on Clinton and Canal between Washington and Randolph. Coming up the main escalator from Madison Street and then to the left, you will find the ticket office. Through a long line of revolving doors, you will enter the train shed where there are sixteen tracks. They are numbered 1 to 16, moving from west to east. This is the main hub for all Union Pacific North, Northwest and West line trains. Across from the actual tracks, there are three departures monitors. These monitors have screen readers and will give continuous audio departure information. These monitors are aligned with Tracks 3, 8 and 13. At the actual tracks, there are audio enunciators that let customers know which track is in front of them. The departures monitors will let you know which track your train is departing from, and the track enunciators will direct you to your track. In the middle of each platform, there is a stairway that leads down to another concourse that runs between the Clinton and Canal entrances and provides access to the Chicago French Market, where food and other items can be purchased. There are audio departures monitors and track enunciators on this lower level to help you navigate back up to the trains.

### Millennium Station

The Metra Electric Line originates at Millennium Station at Michigan Avenue and Randolph and runs south to University Park. This is an underground complex that can be accessed by both stairs and elevator at the southwest corner of Michigan and Randolph. Once underground, a pedway will take you directly to the Metra ticket windows and to the trains. Along this pedway, there will be a variety of shops and eateries. Also along this pedway, there will be the main terminal and ticket area for the South Shore Railroad, which operates from Chicago to South Bend, Indiana. Another way of accessing the station is through the 205 N. Michigan Avenue Building. An elevator will take you down into the South Water St. station entrance. What is unique about the Millennium Station is that live, audio announcements will be made to announce train departures and track assignments. Armed with this information, customers go through doors into an area where track enunciators indicate which stairwell will lead to the desired tracks.

### Van Buren Station

Van Buren is the first outbound stop on the Metra Electric Line after Millennium Station. Van Buren Station can be accessed at entrances on the southwest or northwest corners of Michigan Avenue and Van Buren. Either entrance will lead you down to a central tunnel that points westward to two ramps. The one to the right goes up into the Van Buren Station itself. Here you will find the Metra ticketing area, as well as two waiting areas. Straight ahead and out the main doors will put you on platform 1, which is devoted to outbound trains. The other ramp will lead you down to the island platform. Track 3 (or the outside side) is used for inbound trains. Track 2 (or the inside) will accommodate inbound trains in the morning rush period and outbound trains during the evening rush period. Generally, these are Blue Island, South Chicago and Kensington locals. You can also board South Shore trains to Indiana.

### LaSalle Street Station

This station is the main hub for all Rock Island Line trains that go to either Joliet or the Beverly Branch. There are two main entrances to this station. The first is at 414 S. LaSalle Street, where there are stairs and an escalator. The other entrance is at 440 S. Financial Place. Here you will also find an escalator and stairs as well as an elevator. Once at the upper level, there is a large plaza area. On the north side of the plaza, you will find the Metra ticket office and waiting area. In the waiting area, there is a departures monitor with a screen reader that will tell you which track your next train is departing from. Across the plaza to the south, there are eight tracks with enunciators that identify them. They are numbered 1 through 8, going from east to west. On the plaza near the ticket office is another audio departures monitor.

### Audio at Outlying Stations

At every outlying station, there are automatic, GPS announcements that inform customers about all incoming trains. The initial announcement will let customers know that the next inbound or outbound train will be arriving in their station in a few minutes. This is to allow customers to cross safely from one platform to another. It also gives customers enough time to get their coffee and get out on to the platform. The next announcement informs customers that their train is now arriving in their station.

### Stand Behind the Yellow Line

There is a saying that goes, "access benefits everyone." Every platform at every station location has been edged with bright yellow tactile strips. These truncated dome strips have been the national standard as a warning marker for blind and visually impaired people navigating public areas. For Metra, it has also become the

yellow line that we use to alert all customers to stand behind when trains are passing through stations.

### Something Else You Can Use

In the railroad industry, it has always been a tradition to refer to railroads as being left-handed or right handed. If you were standing on a moving train facing the direction of travel and boarding and alighting were on your left, this would be a left handed railroad. If boarding and alighting were on your right, it would be a right-handed railroad. This becomes useful when you are standing on a platform facing the tracks. A left-handed railroad will be moving from your right side to your left side. A right-handed railroad will move from your left side to your right side. **Riders should be aware that although certain tracks and platforms are used under normal operations, operating conditions may sometimes require trains to be routed to other tracks.**

### PUBLIC ADDRESS ANNOUNCEMENTS

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 to keep our customers safe and provide 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 about 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. 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 which track your train is departing from (or arriving on) 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 train 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

Generally, inbound trains to Chicago board on the south, or the depot platform, and 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: A  
LaVergne: A  
Berwyn: A  
Harlem Ave: A  
Riverside: P  
Hollywood: A  
Brookfield: P  
Congress Park: N  
LaGrange Rd: A  
LaGrange-Stone Ave: A  
Western Springs: A  
Highlands: A  
Hinsdale: A  
West Hinsdale: A  
Clarendon Hills: P  
Westmont: A  
Downers Grove-Fairview Ave: P  
Downers Grove-Main St: A  
Downers Grove 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

Monday thru Friday, the Rock Island Line uses 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 1:40 p.m. 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 2:15 p.m. 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 a.m. to 3 p.m. and 7 p.m. to 1 a.m. on weekdays) and on weekends, there could be freight traffic. Public address 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  
103<sup>rd</sup> St-Washington Hts: A  
Brainerd: A  
91st St-Beverly Hills: P  
95th St-Beverly Hills: A  
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: 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. 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 in the middle of this central structure. In Hyde Park (51<sup>st</sup> thru 57<sup>th</sup>), there are inbound and outbound platforms with 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 on the mainline to the South Chicago Branch. The Kensington Station on the mainline is the transfer point for the Blue Island Branch. The Blue Island station on the Blue Island Branch is a transfer point for Rock Island Line 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: A



Calumet: A  
Homewood: A  
Flossmoor: A  
Olympia Fields: N  
211th St.-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 St.: A  
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 inbound trains to Chicago board on the west platforms 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 line goes from two tracks to a single track all the way to Fox Lake. The depots are on the west or inbound side. Please be aware that there is a second Lake Forest Station on the Union Pacific North Line (on North Western Ave.) and another Grayslake station 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: 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

Generally, 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 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. 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 Milwaukee West Line trains. Please be aware that there is a second station in Grayslake on the Milwaukee District North Line. The 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. Please be aware that there is a second station in Lake Forest 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 used to accommodate the large number of trains. With the exception of the Arlington Park, Cary and Crystal Lake stations, the depots are also 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: 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 will be the depot side, with the exception of La Fox and Elburn. At La Fox and Elburn, inbound trains may board from the south platform after 8:30 a.m.

Ogilvie Transportation Center: A  
Kedzie: N  
Oak Park: 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 Ave: 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 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  
Romeoville: 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, using Metra Electric tracks until Kensington, where it continues 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