


ACCESS FOR CUSTOMERS WITH DISABILITIES

GENERAL INFORMATION



May/2018

All Metra diesel trains have at least one fully accessible rail car. These cars are equipped with a wheelchair lift, an accessible seating area and scrolling LED signs that convey information for deaf/hard of hearing passengers. On Metra's Electric District, all rail cars are accessible.

- Of Metra's 240 plus stations, nearly 80% are fully or partially accessible. This represents 96% of all Metra's system wide boardings.
- At all downtown terminals, there is audible departure and track location information to assist blind and visually impaired passengers. There is automatic audible stop calling on all trains and audible train arrival announcements at all outlying stations.
- Customers with mobility devices and service animals are welcome on all Metra lines.

Metra station staff and on-board personnel are trained to provide helpful, courteous service to customers with disabilities.

STATION DESIGNATIONS

Accessible stations meet all standards related to full accessibility. This includes ramps, elevators, signage, restrooms and tactile edge on platforms.

Partially Accessible Stations meet most accessibility standards. Customers with mobility devices will be able to access platforms and board their trains at these stations.

Non-Accessible Stations are usually elevated and only have stairs to reach the platforms. They are not modified with elevators or ramps.

www.metrarail.com

Passenger Services

312-322-6777

Weekdays 8 a.m. to 5 p.m.

Elevator Status Hotline

312-322-6925

REGIONAL TRANSPORTATION AUTHORITY

- RTA Headquarters: 175 W. Jackson Blvd, Suite 1650, Chicago, IL 60014
312-913-3200
- RTA Travel Information Center: 836-7000
Daily 6 a.m. to 7 p.m. (Any local area code)
- RTA Customer Service- Reduced Fare and Ride Free Programs: 312-913-3110
- Mobility Services Helpline - (ADA Paratransit Certification Program and Travel Training Program): 312-663-4357

CTA

To access CTA schedules, maps, get Ventra information, read about CTA news, make comments and even order gifts, visit transitchicago.com.

CTA Customer Service: 1-888-YOUR-CTA (1-888-968-7282) weekdays 7 a.m. to 7 p.m.
TTY 1-888-CTA-TTY1 (1-888-282-8891) or feedback@transitchicago.com

PACE

Most Pace bus routes connect with Metra and CTA service. For schedules and fares, visit PaceBus.com or call 847-364-PACE (7223).

ALL ABOARD



SYSTEM MAP FOR CUSTOMERS WITH DISABILITIES



MD-W Milwaukee District West Line
Chicago (Union Station) to Elgin/Big Timber

UP-W Union Pacific West Line
Chicago (OTC) to Elburn

BNSF BNSF Railway
Chicago (Union Station) to Aurora

	Accessible Station
	Partially Accessible Station
	Non Accessible Station

