

METRA STATIONS GUIDE

Welcome to Metra, the rail system that serves Northeast Illinois. Metra operates 11 lines that serve the six counties surrounding the Chicago metro area. On an average business day, tens of thousands of commuters use Metra to get to and from work, access recreation or anything else they wish to do. There are 243 stations in the Metra system. Over 80% of these stations are accessible to riders with disabilities. These stations represent 96% of all system wide boardings.

This Stations Guide has been produced to assist the many 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 particular 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 vast 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, Ogilvie Transportation Center, LaSalle Street Station and Van Buren Station. At all of these facilities, there is an audio system to assist blind and visually impaired customers locate 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 their way through a station and get 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% 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. It is on Canal Street where customers can access the main entrances. 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. The old station is on the west side of Canal Street and 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 that 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 departure monitor that uses a screen reader, so you can stop and check from which track your train is departing. Trains on the Milwaukee District North and West

and the North Central Service depart from the North Concourse. These are odd-numbered tracks, and you will hear them because of the audio track enunciators. This way you can locate your train. Walking south from the Metra ticket windows, you will come to the South Concourse. Again, there will be an audio departure monitor to tell you from which track your train is departing. BNSF, Heritage Corridor and SouthWest Service trains depart from the South Concourse, and they are on 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. It is also important to note that there 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 can be accessed through the Accenture Tower at 500 W Madison. This complex is bounded by Clinton Street on the west, Canal Street on the east, Madison Street on the south and Randolph Street on the north. On the second floor of this complex, there is a large terminal where all Metra Union Pacific trains depart. Coming up the main escalator from Madison Street and then to the left, you will find the ticket office. It is here where customers purchase their tickets prior to boarding their trains. 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 West, Northwest and North lines. Across from the actual tracks, there will be 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. Once again, 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 will lead down into another concourse and the French Market, where food and other items can be purchased. Even at this lower level, there are audio departures monitors and track enunciators to help you navigate back up to the trains.

Millennium Station

The Metra Electric Line that runs from Michigan Avenue south to University Park originates at Millennium Station. This is an underground complex that can be accessed by both stairs and an elevator at the southwest corner of Michigan Avenue and Randolph Street. 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 is the main terminal and ticket area for the South Shore Line that operates from Chicago to South Bend, Indiana. The

other way of accessing the station is through the 205 N. Michigan Avenue Building. An elevator will take you down into the South Water Street entrance to Millennium. What is unique about 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 after Millennium Station on the Metra Electric Line. 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 Van Buren Station itself. Here you will find the Metra ticket 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 Joliet and/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 South 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. At the north side of the plaza, you will find the Metra ticket office (which is part of the Board of Trade Building). In the ticket office, there is a departure monitor with a screen reader that will tell you from which track your next train is departing. Across the plaza to the south, there are eight tracks with enunciators that identify them. They are numbered 1 thru 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 announcements that inform customers of 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.” For many years, every platform at every station location has been edged with bright yellow tactile strips. These truncated domes have been a national standard as a warning marker for blind and visually impaired people navigating public areas. For Metra, it has also become the yellow line 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 tracks that are other than their normal tracks.

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, 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. Announcements originate at Metra headquarters and rely on timely and accurate data provided by a GPS tracking system. When needed, messages can be sent to anywhere in the system. Public address systems at all Metra stations are how 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. 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 staff are 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.

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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