

Using a Wheelchair or Two-wheeled Mobility Device on Caltrain

Wheelchair Accessibility

The Gallery train sets have at least one wheelchair accessible car that can accommodate three wheelchairs and use an onboard wheel-chair lift. The Bombardier train sets have up to six wheelchair accessible cars and use the accessible ramp or the wheelchair lift on the platform.

Wheelchairs are boarded at all accessible stations listed in the box on back. For all trains, please wait at the blue international wheelchair symbol painted on the platform for the conductor to assist you.

If a train already has the maximum number of customers using wheelchairs/mobility devices on board, the conductor will ask you to wait for the next train. If it is the last train of the day, Caltrain will provide you with paratransit service to your destination. If you or your attendant can fold your wheelchair and you can transfer to a seat, you may board the train even if all the wheelchair spaces are occupied.

How to Board the Train

Customers may use the lift or accessible ramp if they are in a wheelchair, have a mobility device or are unable to use the stairs.

If you will need help boarding or finding a seat, please wait on the blue boarding assistance square painted on the ground (near the north end of the platform) or sit on the boarding assistance bench in the same area. Conductors look for passengers in this area and will offer assistance.

Use of the Lift

Caltrain will board and transport any size wheelchair that can be safely accommodated on the lift and in the rail car.

- Remove poles or flags attached to your mobility device before boarding the train. The conductor will ask for your destination before you board to make sure the station you are traveling to is accessible.
- Move on to the lift and set the brakes of your wheelchair if available. The conductor will raise the lift until you are level with the entryway to the train.
- Release your brakes and proceed into the train.
- Move into the area designated for wheelchairs.
- Set your brakes if available once you are positioned in that area.

How to Get Off the Train

When the train arrives at your destination, please allow other passengers to deboard first.

Proceed onto the lift facing forward and set the brakes of your wheelchair if available. The conductor will then lower the lift.

Release your brakes and exit the lift onto the platform.

All accessible cars have pressure-sensitive doors and an audible tone and light to indicate the doors are opening and closing. All cars have an automated voice warning that announces, "Caution: doors are about to close."

Reasonable Modification

Caltrain is committed to making reasonable modifications to its policies, practices and procedures to ensure full access to its service for customers with disabilities. To make a request for a reasonable modification, visit www.caltrain.com/riderinfo/Accessibility/ReasonableModification or call Customer Service at 1-800-660-4287 (TTY 650-508-6448).

Two-wheeled Mobility Devices (EPAMD)

Electric Personal Assistive Mobility Devices, including Segways, may be transported on Caltrain with an EPAMD permit. The permit may be obtained by contacting Caltrain Accessible Transit Services at **650.508.6202**.

Operating Rules - EPAMD

- EPAMDs must not be operated on the station platform at a speed greater than the walking speed of other customers, must be operated parallel to the tracks and the user must avoid backing up.
- Users are encouraged to wear helmets and to equip the device with a light when operating at night.
- EPAMDs must remain "off" when stowed in the wheelchair area on the train.

Boarding and Alighting - EPAMD

- To board Caltrain, stand in the blue boarding assistance square with the EPAMD "off" until the train arrives.
- To board a Gallery car, you must accompany the EPAMD on the lift, but may not ride it on the lift. Stow the EPAMD in the area reserved for wheelchairs. Position the EPAMD parallel to the aisle with the wheels resting against the back wall (modesty panel). Lower the steering column to the floor and switch the EPAMD to "lock" mode. Sit in the closest available seat to your EPAMD.
- To board a Bombardier car, push or pull the EPAMD up the accessible ramp (see other side for listing of stations) and across the bridge plate to the car. Stow the EPAMD in the area reserved for wheelchairs. Position the EPAMD against the wall with the handlebar against the seat back of the flip-up seat and sit beside the EPAMD. Switch the EPAMD to "lock" mode.

Visitors - EPAMD

- Visitors with an EPAMD may ride for seven consecutive days before an EPAMD permit is required. Proof of visitor status may be either documentation that the individual's disability requires use of the device or proof of residence outside the Caltrain service area.

Riding Caltrain if You Have a Disability

On the Train

Every train car has priority seats for seniors and persons with disabilities. The seats are marked with a sign. If all of these seats are taken, ask a conductor for assistance.

Talking Signs

Caltrain has installed an audible sign system at the San Francisco and San Jose Diridon stations to help customers with visual impairments navigate independently.

Strategically placed transmitters emit infrared signals that are picked up by a light-weight, hand-held receiver that guides the user to their destination by an audible voice that calls out names of landmarks. The receivers are available upon request by calling 650.508.6202 or (TTY 650.508.6448).

Travel Training

Caltrain offers free travel training to teach people with disabilities how to ride the train. Participants learn where to wait for the train; how to purchase tickets and tag Clipper®; how to make connections and how to get help if lost or having trouble on the trip. For information about travel training, call 650.508.6202 or (TTY 650.508.6448).

Parking

The Caltrain parking fee is waived for any person with a disability whose car displays a current disabled license plate or parking placard issued by the California Department of Motor Vehicles. The car

does not have to be parked in an accessible space for the fee to be waived.

Fares

Seniors and persons with disabilities who present a Regional Transit Connection Discount card, Medicare card or a Department of Motor Vehicles Disabled Person Placard Identification card may ride Caltrain at approximately half the one-way fare. To request a Regional Transit Connection Discount card with Clipper visit clippercard.com or call Clipper Customer Service at 1.877.878.8883 or Caltrain at 1.800.660.4287 (TTY only 650.508.6448).

Ticket Purchase

Caltrain operates a Proof-of-Payment system. One-way tickets, Day passes and Zone Upgrades can be purchased at ticket vending machines at each station. Monthly passes, 8-ride tickets or cash may be loaded on the Clipper/RTC card.

Accessible Caltrain Stations

San Francisco	California Avenue
Bayshore	San Antonio
San Bruno*	Mountain View*
Millbrae*	Sunnyvale*
Burlingame	Lawrence
San Mateo*	Santa Clara*
Hayward Park	San Jose Diridon*
Hillsdale*	Tamien
Belmont	Capitol
San Carlos*	Blossom Hill
Redwood City*	Morgan Hill
Menlo Park*	San Martin
Palo Alto*	Gilroy

* accessible ramp to board some trains

Key Points

- Caltrain conductors will assist you to the best of their abilities to ensure that your ride on Caltrain is safe, smooth and comfortable. If you need assistance from the conductor, please ask.
- All accessible stations also have backup lifts on the platform if the onboard lift needs service.
- The designated ADA car is the second car from the north, or San Francisco end, of the train. On all trains, the car is marked with the blue accessibility symbol next to the doors. All accessible cars have an accessible restroom.
- Most stations have a public address system to announce emergencies and train delays. Many stations also have electronic message boards. On the train, stops are announced by the conductor on a public address system.

Safety note: Please remain behind the yellow line on the platform until the train has come to a complete stop. Some trains are expresses and do not stop at all stations. It is possible for both express and local trains to run on either track in either direction.



We appreciate your comments and suggestions.



Call 1.800.660.4287
(TTY) 650.508.6448
www.caltrain.com

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Caltrain for People with Disabilities



Tips to make train travel easy