

# Riding Caltrain if You Have a Disability

## Parking

The Caltrain parking fee is waived for any person with a disability whose car displays a disabled California 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 registration for a Department of Motor Vehicles Disabled Placard Identification Card may ride Caltrain at approximately one-half the one-way fare. These individuals also may purchase other discounted tickets.

To request an RTC Discount Card application, call Caltrain at 1.800.660.4287 or (TTY only) 650.508.6448.

## Ticket Purchase

All tickets, including One-way, Day Pass, 10-ride and Monthly tickets may be purchased at open staffed stations in San Francisco and San Jose or by using the accessible ticket vending machines. Tickets may be purchased at Caltrain headquarters in San Carlos. Caltrain also has a mail order ticket program. Call for details. Ten-ride tickets also are available at [www.caltrain.com](http://www.caltrain.com) (online

program registration is required).

Caltrain operates a Proof-of-Payment system. Tickets must be purchased before boarding the train, or customers are subject to a citation and fine. Ten-ride tickets and complimentary tickets must be validated before boarding the train. Validators are located close to the TVMs. If you are unable to pre-purchase or validate your ticket and you have a valid proof of disability (see [Fares](#)), please let the conductor know as soon as you board the train.

## 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. For instructions on using the lift, see the other side of this brochure.

If you will need help boarding, or finding a seat, please wait on the blue boarding assistance square painted on the ground (at 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.

Exception: If you are waiting for trains 305, 313, 319, 135, 365, 369, 285, 102, 314, 368, 332, 382 and 284 at the Millbrae, Hillsdale, Palo Alto, Mountain View, or San Jose Diridon stations, please wait on the accessible ramp. (On occasion, equipment may change. In that case, the conductor will instruct you.

## 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.

## How to Get Off the Train

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

## Additional Help

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 on a public address system.

## 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 and validate tickets; how to make connections and how to get help if lost or having trouble on the trip.

For more information about travel training, call 650.508.6202 or (TTY 650.508.6448).

## 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.

For more information, call 650.508.6202.



Paul Bendix, Caltrain CAC member, demonstrates the use of the accessible ramp.

## Wheelchair Accessibility

Every train has one wheelchair accessible car that can accommodate two wheelchairs. Many trains have an onboard wheelchair lift, but the newer cars must use the mobile wheelchair lift or the accessible ramp. Wheelchairs are boarded only at the accessible stations listed in the box to the right. The Millbrae, Hillsdale, Palo Alto, Mountain View, and San Jose Diridon Baby Bullet express train stops have accessible ramps. These are stationary concrete structures that use an onboard ramp to provide level entry into the train. If you are waiting for trains 305, 313, 319, 135, 365, 369, 285, 102, 314, 368, 332, 382 and 284, please wait on the accessible ramp. For other Baby Bullet trains and at other accessible stations, please wait at the blue international wheelchair symbol painted on the platform for the conductor to assist you. Be aware that train equipment is subject to change.

If a train already has the maximum number of wheelchair users 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 two customers in wheelchairs are already onboard.

## Use of the Lift

Wheelchairs must meet Americans with Disabilities Act dimensions (no larger than 30 inches by 48 inches, and a total weight, including the occupant, of no more than

600 pounds). Please remove poles or flags attached to your mobility device before attempting to board the train. The conductor will ask for your destination before you board to make sure the station you are traveling to is accessible.

Proceed onto the lift. Set the brakes of your wheelchair. 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 once you are positioned in that area.

## Getting Off the Train

When the train arrives at your destination, please wait until all passengers have gotten on or off. Proceed onto the lift facing forward and set the brakes of your wheelchair. The conductor will then lower the lift. Release your brakes and exit the lift onto the platform. If it's a center platform, be sure the track is clear and proceed over the pedestrian crossing and beyond the safety line on the outside platform.

## Accessible Caltrain Stations

San Francisco	San Antonio
Bayshore	Mountain View*
San Bruno	Sunnyvale
Millbrae*	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 train

- 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.
- If the onboard lift needs service, Caltrain will make every effort to repair the equipment promptly. All accessible stations also have backup lifts on the platform.
- The accessible car is usually 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.

**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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Tips to make train travel easy



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