

Frequently Asked Questions

Q. Is there a specific location on the platform for passengers who use mobility devices such as: wheelchairs, scooters, walkers or for a passenger who is unable to climb steps to board the train?

A. Yes, all 18 Tri-Rail stations have a mini-high ramp at the north end of each station platform. Passengers who use mobility devices or are unable to climb steps should board and de-train at this location.

Q. Do I have to purchase a ticket prior to boarding the train?

A. Yes. Passengers must purchase a ticket prior to boarding the train. Tickets can be purchased upon arrival at the station by using the Ticket Vending Machines (TVMs) or through a Station Agent at a Station Ticket Kiosk. Persons with disabilities who cannot purchase a ticket through the TVMs can purchase their tickets in advance by contacting our Customer Service Department or may request a self-addressed envelope from onboard security personnel, in order to mail in payment after their trip. Please visit www.tri-rail.com, *Fare Information*, for additional information on ticket options.

Q. What is the fare policy for persons with disabilities?

A. Persons with disabilities must first pre-qualify to receive a Discounted Fare EASY Card and ride Tri-Rail at a discounted rate. Visit a Ticket Kiosk with a photo station, present the necessary documentation along with a proper photo ID, pay the \$2 charge and have your photo affixed to a Discounted Fare EASY Card. Click here for more information on [How to Obtain a Discounted Fare EASY Card](#).

Q. How can I obtain my Discounted Fare EASY Card?

A. Visit a Ticket Kiosk with a photo station, present the required documentation along with a proper photo ID, pay the \$2 charge and have your photo affixed to a Discounted Fare EASY Card. Click here for more information on [How to Obtain a Discounted Fare EASY Card](#).

Q. What documentation does Tri-Rail require persons with disabilities to present to receive a discount?

A. One of the following must be presented by persons with disabilities to receive a Discounted Fare EASY Card and ride Tri-Rail at the discounted rate: Medicare Card, Veteran ID for the disabled, Broward County Transit, Miami-Dade Transit or Palm Tran Reduced Fare ID for the disabled, Division of Blind Services ID, Mental Health ID, any public healthcare agency ID, physicians letter of documentation or any Americans with Disabilities Act (ADA) paratransit certification (all must be accompanied by a photo ID).

Q. Can I purchase a discounted ticket at a Ticket Vending Machine (TVM) without a Discounted Fare EASY Card?

A. No. Discounted fares are only available with a Discounted Fare EASY Card, which are not available at TVMs. You must first pre-qualify to obtain a Discounted Fare EASY Card, and be able to load discounted passes at any TVM.

Q. Must persons with disabilities carry their pre-qualification documents every time they use the train?

A. No. Once you have obtained a Discounted Fare EASY Card with your photo affixed to it, you will not need to present your pre-qualification documents until the card's expiration (approximately three years from date issued.)

Q. Can I obtain an ID for the disabled from Tri-Rail?

A. No. Tri-Rail does not issue those types of ID's. You may contact any of the following agencies based on your County residence. Miami-Dade Transit at http://http://www.miamidade.gov/transit/fares_discounts.asp, Broward County Transit at <http://www.broward.org/BCT/FARESANDPASSES/Pages/PhotoID.aspx>, and PalmTran at <http://www.pbcgov.com/palmtran/information/connection.htm>

Q. May a respirator or portable oxygen tank supply be brought onboard?

A. Yes. These personal portable items may be brought onboard the train.

Q. Can I bring a service animal onboard the train?

A. Yes. Service animals that are individually trained to perform tasks for Persons with disabilities can be brought onboard Tri-Rail trains.

Q. Does Tri-Rail provide a Personal Care Attendant (PCA) for persons with disabilities who ride the train?

A. No. Persons with disabilities that require special assistance are expected to provide their own PCA, Tri-Rail does not provide PCA's. Additionally, a PCA is required to purchase a ticket prior to boarding the train.

Q. Is there security at each Tri-Rail Station:

A. Currently, not all Tri-Rail stations have G4S Security officers; however, all Tri-Rail stations are patrolled randomly. Please contact Tri-Rail Customer Service Department at 1-800-Tri-Rail (874-7245) for further security related questions.

Q. If the elevator at my destination station is not working, what do I do?

A. Tri-Rail has established procedures when the elevator at your destination station is not working. Procedures vary depending on station. When possible, advance notification is given regarding elevator malfunction at stations. Upon boarding the train, please inform the train's Conductor of your destination station to verify that the elevator is in working order. Tri-Rail Elevator Procedures allow for three possible options: 1) Switch tracks, if possible; 2) Ride the train to the next available station and use the operable elevator there to cross platforms and wait for the next train back to the destination station or 3) Follow option two, but take a bus back to your destination station, instead of the train. If possible, prior to your trip on the Train, contact Tri-Rail's Customer Service Department at 1-800-Tri-

Rail (874-7245) for to get further information.

Q. Are there accessible restrooms onboard the trains?

A. Yes. Accessible restrooms are located on the northernmost car on each train set.

Q. What do I need to do if I am planning a trip on the train with a large group of persons who use wheelchairs?

A. Please contact Tri-Rail's Customer Service Department at 1-800-TRI-RAIL (874-7245). Every attempt will be made to accommodate these groups, with the understanding that any group trip with more than two (2) wheelchairs requires special service coordinated by the Operations Department and therefore needs to be approved by Operations prior to booking.

Q. How many wheelchairs can be accommodated on a Tri-Rail train?

A. Each cab car is designed to accommodate two (2) wheelchairs, as per federal requirements.

Q. What kind of wheelchairs can be accommodated on Tri-Rail trains?

A. Tri-Rail can accommodate wheelchairs defined by the Department of Transportation's (DOT's) regulation (49 CFR Parts 27, 37 & 38) as "common wheelchairs." A common wheelchair is defined as a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A common wheelchair does not exceed 30 inches in width and 48 inches in length measured 2 inches above the ground, and does not weigh more than 600 pounds when occupied.

Deaf or Hard of Hearing:

Q. At the station, how do I know if my train is on time or delayed?

A. All 18 Tri-Rail Stations are equipped with Electronic Message Signs (EMS) boards which have scrolling messages which correspond with the audio messages. Additionally, a Telecommunications Device for the Deaf number is accessible from all station pay phones by dialing 1-800-273-7545 (TDD).

Q. Onboard the train, how do I know when my station stop is coming up?

A. Upon boarding, hearing-impaired persons should notify train personnel of their destination station so they may notify the rider when their station stop is approaching. Additionally, each Tri-Rail station has station name signs which are visible from on board the train.

Vision Impaired:

Q. At the station, how do I know if my train is on time or delayed?

A. All 18 Tri-Rail Stations are equipped with Electronic Message Signs (EMS) boards which have

audio messages which correspond with the scrolling messages, or you can call 1-800-TRI-RAIL (874-7245) to check your train's expected arrival time.

Q. Onboard the train, how do I know when my station stop is coming up?

A. Verbal station stop announcements are made onboard the train on approach to each station stop.