

Frequently Asked Questions

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

A. Persons with disabilities ride Tri-Rail at a discounted rate. To ride Tri-Rail at a discounted rate, persons with disabilities must pre-qualify to receive a Discounted Fare EASY Card, by presenting the necessary documentation along with the proper photo ID to Ticket Kiosks equipped with photo stations, or by requesting online. Please visit <https://www.tri-rail.com/pages/view/discount-policy> for discount pricing. The discounted fare is 50% of Tri-Rail full fare.

Q. Does Tri-Rail require persons with disabilities to pre-qualify to receive a discounted easy card, and what is required to pre-qualify?

A. Yes, persons must pre-qualify to receive a discount. Proof of disability is required. The following documentation is required for persons with disabilities to ride Tri-Rail at the discounted rate: Medicare Card; Disabled Veterans ID; Broward County Transit, Miami-Dade Transit or Palm Tran Reduced Fare ID; Division of Blind Services ID; physicians' letter of documentation or any Americans with Disabilities Act (ADA) paratransit certification; Social Security Documentation of Disability Benefits and Driver's License indicating Disability (all must be accompanied by a photo ID).

Q. What if I don't have any of the above required documentation?

A. If you do not have any of the above forms of identification, print the Discount Fare ID Application and have it completed by a Licensed Physician certifying type of disability. Visit <https://www.tri-rail.com/pages/view/persons-with-disabilities> to access and print the form. The completed application must then be brought to a Ticket Kiosk equipped with a photo station or mailed to the address on the form. (Please note that the processing of this request/application may take from 7-10 business days.)

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

A. Yes, tickets are not sold onboard the trains. You have the following option of purchasing your tickets: **(1)** Using the Ticket Vending Machines (TVMs) available at all stations;

(2) From a customer experience specialist at a station with a ticket kiosk (West Palm Beach, Pompano Beach, Ft Lauderdale Airport, Metrorail Transfer, MiamiCentral or Miami Airport Stations, call 1-800-TRI-RAIL (874-7245) or TTY 711 (1-800-955-8771) to confirm kiosk hours);

(3) In advance (**advance payment required**) by contacting Tri-Rail's Customer Experience Office at 1-800- Tri-Rail (874-7245) or TTY 711 (1-800-955-8771). Processing time may take up to 10 business days. Please visit www.tri-rail.com for additional information on ticket options, or

(4) Via Tri-Rail's mobile app, available for iOS and Android.

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 Tri-Rail stations (with the exception of MiamiCentral) have a mini-high ramp at the north end of each station platform. Passengers who use mobility devices or are unable to climb steps can board and de-train at these locations. Train crew will deploy the bridge plate.

Passengers at the new MiamiCentral Station can board all accessible cars in each train by means of level-entry boarding, but it is recommended to board the northernmost car to have better access to mini-high ramp at destination station.

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

A. Yes. These personal portable items may be brought onboard the train. If you are not sure about the size of the items please contact 1-800-Tri-Rail (874-7245), or TTY 711 (1-800-955-8771).

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

A. Yes. Service animals that are individually trained to work or 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. Please indicate on the Discount Fare ID Applications if you will be traveling with or require the assistance of a Personal Care Attendant. Eligible PCAs, while traveling with the person with a disability, rides free of charge, as long as the person with a disability has obtained the Discounted Easy specifying PCA. See www.tri-rail.com/pages/view/persons-with-disabilities for more information and the discount application.

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

A. All Tri-Rail stations are patrolled randomly. Please contact Tri-Rail's Customer Experience Office at 1-800-Tri-Rail (874-7245) or TTY 711 (1-800-955-8771) for further security related questions.

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

A. Tri-Rail has established procedures when the elevator at stations are not working. Procedures vary depending on the 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) The train will 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) Speak with Train crew for other options.

If possible, prior to your trip on the Train, contact Tri-Rail's Customer Experience Office at 1-800-Tri-Rail (874-7245) or TTY 711 (1-800-955-8771), for further information.

Q. Are there accessible restrooms onboard the trains?

A. Yes. Accessible restrooms are located on the northern-most car on each train set. When you board the train at the mini-high ramp location, you would be boarding the northern-most car.

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 Experience Office at 1-800-TRI-RAIL (874-7245) or TTY 711 (1-800-955-8771), prior to purchasing train tickets as special service coordination by Tri-Rail's Operations Department is required. Every attempt will be made to accommodate large groups.

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

A. Each cab car is designed to accommodate at least 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) A wheelchair is defined as a mobility aid belonging to any class of three or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. If not sure about the size of your mobility device please contact 1-800-Tri-Rail (874-7245) or TTY 711 (1-800-955-8771), for further information.

Deaf or Hard of Hearing:

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

A. All Tri-Rail Stations are equipped with Electronic Message Signs (EMS) boards which have scrolling messages which correspond with the audio messages.

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 train crew may notify the rider when their station stop is approaching. Additionally, each Tri-Rail station has station name signs that hang from the station canopy 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 Tri-Rail Stations are equipped with Electronic Message Signs (EMS) boards which have audio messages which correspond with the scrolling messages.

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.