Understanding Level Boarding

For More Information
Go to www.DART.org/LB for additional information on DART Level Boarding, or www.DART.org/riding/resourcelinks.asp for Dallas area agencies and resources for persons with disabilities. This brochure is also available in Spanish. Call 214-749-2543 for information.

Additional information on training of persons who are blind or visually challenged is available from the Dallas Field Office of the Texas Department of Assistive and Rehabilitative Services (DARS), Division for Blind Services (DBS), 214-378-2600.

Level Boarding Assistance
Persons with disabilities may find additional training help in using DART Level Boarding by contacting the following agencies. Go to http://www.DART.org/riding/resourcelinks.asp for links to these organizations.

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- Dallas Lighthouse for the Blind, Inc.
- Dallas METrocare Services
- Dallas VA Medical Center
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- East Dallas Health Center
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- Irving Health Center
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Easy Access for Wheelchairs
Each low floor center section has two clearly marked areas designated to accommodate wheelchairs. Other passengers will be expected to yield these spaces to customers with special needs, as they do now at the front seats of the train. Near each space is a blue call button to alert the train operator when a person in one of these spaces requests a stop.

Finding Your Way
Customers will use the same way-finding devices for level boarding that they use today at rail platforms: end and center crosswalks; Ticket Vending Machine (TVM) near center crosswalk; canopies; name of the station on the TVM (including Braille); and name of the station on the white signs above the windscreens and below canopies.

Braille plaques on TVM's identify the station, and a TVM is near the level boarding location at each station.

Station Profiles
Accessible doors may open at different locations depending on the station. Outlying Red and Blue line stations differ from those in downtown Dallas, while most new Green Line stations and the new Lake Highlands Blue Line station have slight variations in configuration. (See back for more level boarding details.)
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Call buttons signal the train operator for a stop request by passengers in the designated spaces.

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Braille plaques on TVM’s identify the station, and a TVM is near the level boarding location at each station.

Level boarding area or raised “mini-hump” at Red and Blue Line stations.

Station Profiles
Accessible doors may open at different locations depending on the station. Outlying Red and Blue line stations differ from those in downtown Dallas, while most new Green Line stations and the new Lake Highlands Blue Line station have slight variations in configuration. (See back for more level boarding details.)
Easy Steps to Level Boarding

Follow these steps to find a level boarding location. Crosswalks, canopies, and TVMs are landmarks to become familiar with at any station or platform. Waiting at the correct canopy, you’re within 15 to 20 feet of the doors to the low floor car.

Red Line and Blue Line:
1. Go to the outbound side of the center canopy (where the TVM is located).
2. Find a waiting place under the canopy (you are now within 15 feet of the level boarding area).
3. This is where doors to the low floor car open.

Victory Station:
1. For either direction, go to the end of the center canopies near entrance (you are now within 20 feet of the level boarding area).
2. This is where doors to the low floor car open.

Fair Park Station:
1. Go to the canopy at the outbound end of the platform.
2. Find a resting place under the canopy or on the benches (you are now within 15 feet of the level boarding area).
3. This is where doors to the low floor car open.

Bachman Station:
1. For either direction, go to the center canopy facing the track (you are now within 15 feet of the level boarding area).
2. This is where doors to the low floor car open.

Most Green Line stations and Lake Highlands Station (Blue Line):
1. Go to the middle of platform and the middle canopy.
2. Find a waiting place near the TVM under the canopy (you are now within 15 feet of the level boarding area).
3. This is where doors to the low floor car open.

CBD Stations–Serving Red, Blue & Green Line:
1. Go to the direction the train is heading, away from center of platform.
2. Find canopy at end of platform (you are within 15 feet of the level boarding area).
3. This is where doors to the low floor car open.

Union Station:
1. Go to the outbound side of the center canopy (where the TVM is located).
2. Find a waiting place under the canopy (you are now within 15 feet of the level boarding area).
3. This is where doors to the low floor car open.

NOTE: Center track is non-service.

Service for special events may vary.

NOTE: The TRE platform will continue to use high blocks.

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3. This is where doors to the low floor car open.

Union Station:
1. Go to the outbound side of the center canopy (where the TVM is located).
2. Find a waiting place under the canopy (you are now within 15 feet of the level boarding area).
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**Red Line and Blue Line:**
1. Go to the direction train is heading, away from center of platform.
2. Find "mini-hump" or sloped walkway, centered canopy.
3. This is where doors to the low floor car open.

**Union Station:**
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2. Find a waiting place under the canopy (you are now within 15 feet of the level boarding area).
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1. Go to the middle of platform and the middle canopy.
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3. This is where doors to the low floor car open.

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2. Find canopy at end of platform (you are within 15 feet of the level boarding area).
3. This is where doors to the low floor car open.

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1. For either direction, go to end of the center canopies near entrance (you are now within 20 feet of the level boarding area).
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**Fair Park Station:**
1. Go to the canopy at the end of the platform.
2. Find a resting place under the canopy or on the bench (you are now within 15 feet of the level boarding area).
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1. For either direction, go to the center canopy facing the track (you are now within 15 feet of the level boarding area).
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**Symbols:**
- Level Boarding Area
- Canopy
- Center Doors
- Railcar

**NOTE:** The TRE platform will continue to use high blocks.

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- Dallas Lighthouse for the Blind, Inc.
- Dallas Metropolitan Services
- Dallas VA Medical Center
- Direct Action Center
- deHaro-Saldivar Health Center
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- LifeNet Community Behavioral Healthcare
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