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Saturday, November 6

Smoother trips on DART Rail start with new level boarding

It's easier than ever to step right on board a light rail train starting Saturday, November 6 when Dallas Area Rapid Transit (DART) marks the debut of level boarding at all light rail stations.

This transition follows two-and-a-half years of construction and station closures. Special use platforms or "high blocks," which have served persons with disabilities and mobility challenges since the rail system opened in 1996, also will be removed from service, as these passengers begin utilizing the low-floor center doors in each train's center section.



Understanding Level Boarding

- [Online version](#)
- [PDF version](#)
- [Text only version](#)

[web-archive version includes media]

Each low-floor center section is equipped with two clearly marked areas designated to accommodate wheelchairs. Other passengers are expected to yield these spaces to customers with mobility needs, as they have previously 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.

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. At outlying Red and Blue line stations, the accessible entrances will align with the 8-inch high mini-platforms or "humps" that have been constructed. [Click here to view more information about station profiles.](#)

More information on DART's switch to level boarding is available by calling DART Customer Service at 214-979-1111.



[High resolution JPG](#)



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Understanding Level Boarding

Using Dallas Area Rapid Transit level boarding rail platforms and rail car center doorways.

Level Boarding Brings Changes

On November 6th, 2010, the familiar "high block" boarding platforms, which have served DART passengers with disabilities and mobility challenges since the rail system's 1996 opening, go out of service.

Everything that rolls will begin entering trains through each car's center section through doors that open flush with the station platform.

For persons with disabilities, this should represent a new and welcome independence. For all passengers, it promises added convenience and an easier commute. Use this brochure as a tool to understand the new concept and how to make it work for you or someone you know.

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



Low-floor doors open flush with the station platform.

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.



Call buttons signal the train operator for a stop request by passengers in the designated spaces.

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.



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

Finding Your Way

Customers will use the same wayfinding 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 station on the white signs above the windscreens and below canopies.



WHITE ROCK STATION

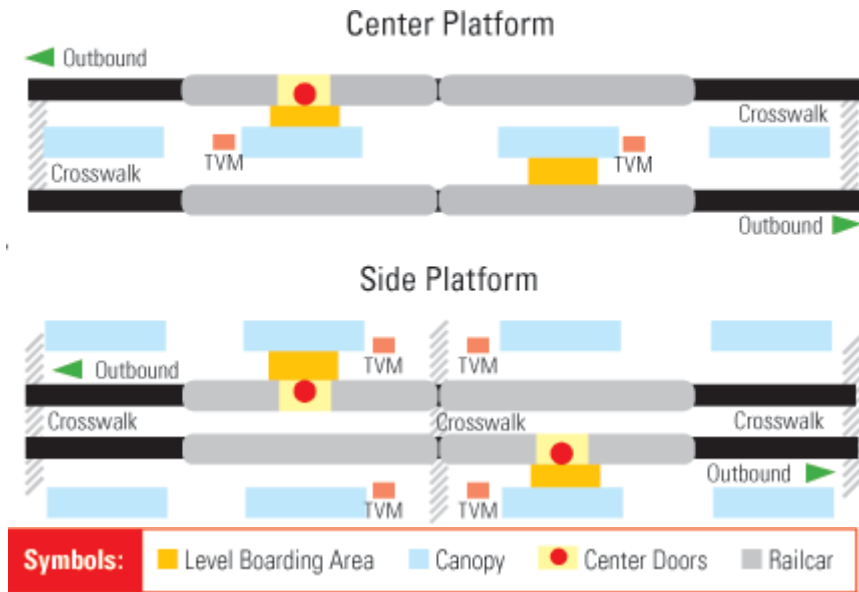
Braille plaques on TVM's identify the station, and a TVM is near the level boarding location at each station.

Easy Steps to Level Boarding

Follow these steps to find a level boarding location. Crosswalks, canopies, and TVM's 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.

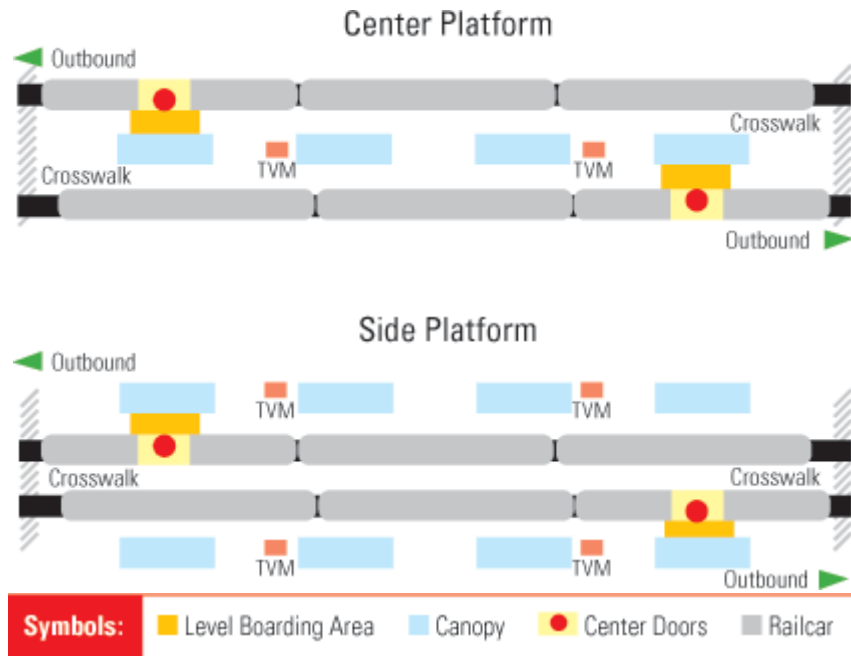
Red Line and Blue Line:

1. Go 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.



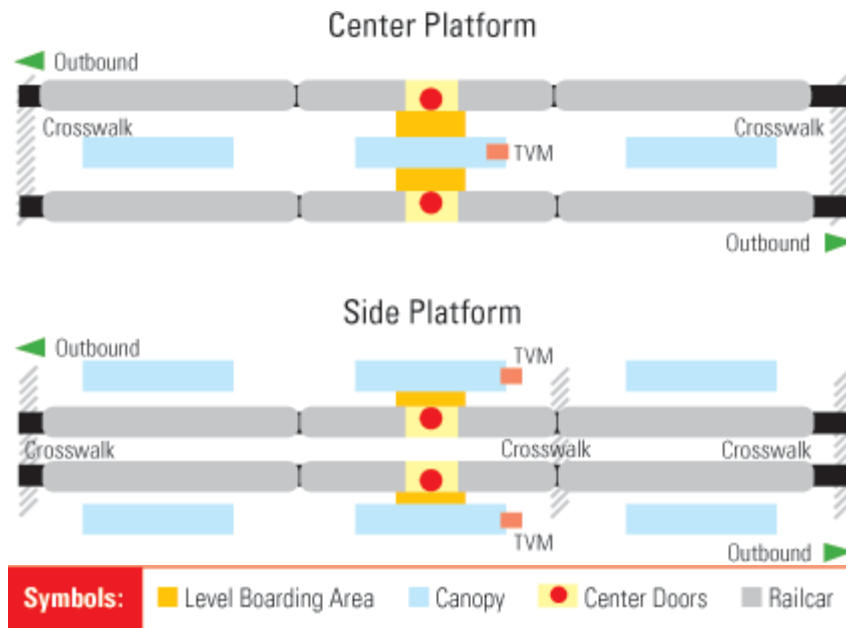
CBD (Downtown) Stations - Serving Red, Blue and Green Line:

1. Go the direction 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.



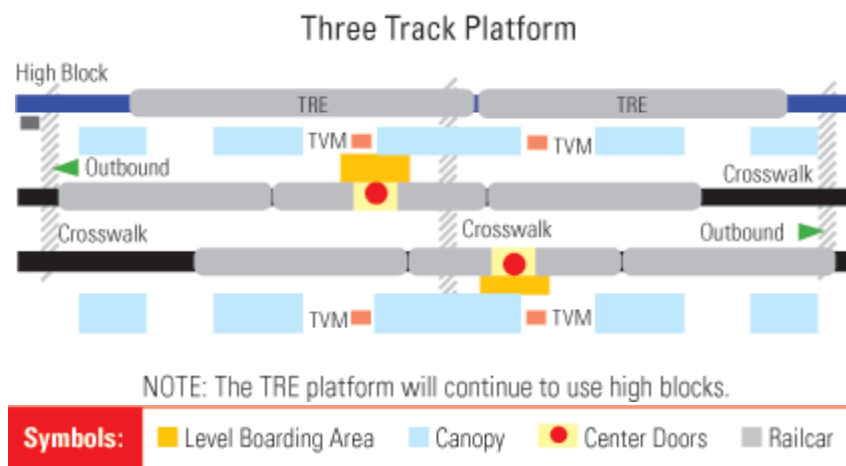
Most Green Line stations and Lake Highlands Station (Blue Line):

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.



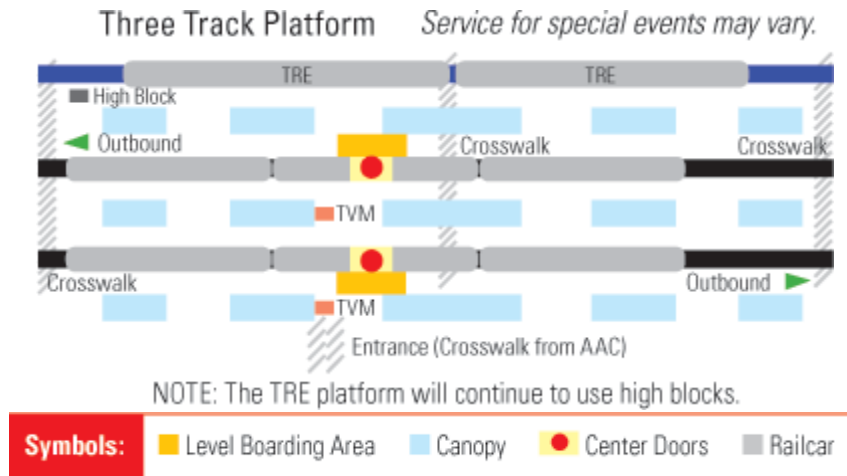
Union Station:

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.



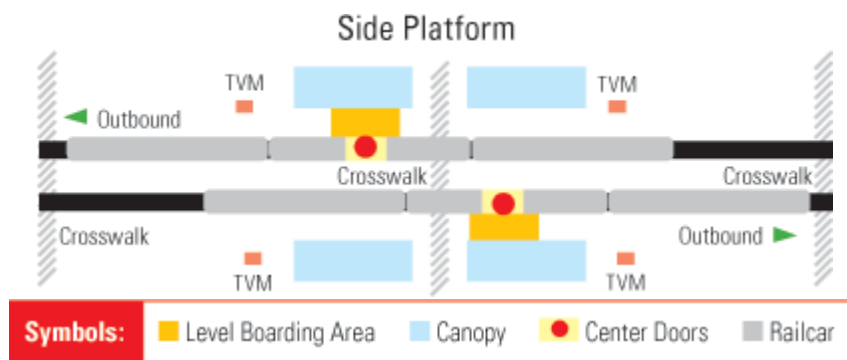
Victory Station:

1. For either direction, go to 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:

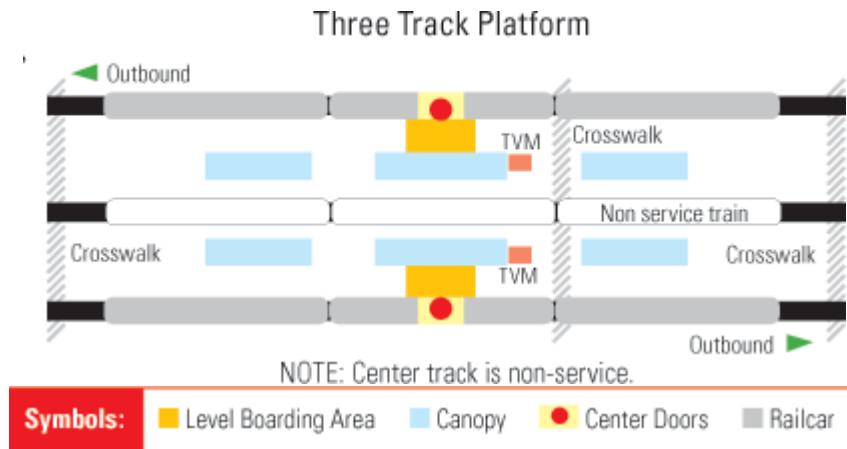
1. Go to the canopy at the outbound end of the platform.
2. Find a resting place under the canopy or on the benches (you are now within 15 feet of the level boarding area).
3. This is where doors to the low floor car open.



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.



Level Boarding Assistance

Persons with disabilities may find additional training help in using DART Level Boarding by contacting the following agencies.

Resource links on this page open in a new window. These links are provided as a service to our guests. DART is not responsible for the content found on these sites. Thank you.

- [ABC Behavioral Health, Inc.](#)
- [American Council of the Blind of Texas \(ACBT\)](#)
- [Army and Air Force Exchange Service](#)
- [Bluitt-Flowers Health Center](#)
- [Citizens Development Center](#)
- [DARS - Division for Blind Services](#)
- [DARS - Division for Rehabilitation Services](#)
- [Dallas Lighthouse for the Blind, Inc.](#)
- [Dallas Metrocare Services](#)
- [Dallas VA Medical Center](#)
- [Deaf Action Center](#)
- [deHaro-Saldivar Health Center](#)
- [East Dallas Health Center](#)
- [Garland Health Center](#)
- [Goodwill Industries of Dallas, Inc.](#)
- [Irving Health Center](#)
- [Launchability](#) (formerly Special Care & Career Services)
- [LifeNet Community Behavioral Healthcare](#)
- [LifePath Systems](#)
- [North Texas Rehabilitation Services](#)
- [Oak West Health Center](#)
- [Parkland Health & Hospital System](#)

- [Parkland Health & Hospital System - COPC](#)
- [Parkland Geriatrics Program](#)
- [REACH of Dallas](#)
- [Richardson ISD Transition Program](#)
- [Social Security Administration](#)
- [Southeast Dallas Health Center](#)
- [The Arc of Dallas](#)
- [Vickery Health Center](#)

For More Information

Visit www.DART.org/riding/resourcelinks.asp for Dallas area agencies and resources for persons with disabilities. 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.