

Union Station's Courtesy Mobility Services Program



In partnership with Era Life Care, this program is designed to assist passengers with disabilities and mobility-related needs at Los Angeles Union Station.

Certified mobility attendants are stationed at convenient locations at both the west and east entrances to provide personalized assistance and ensure a smooth and dignified journey through the station.

The program is available seven days a week during high-demand hours.

Courtesy Mobility Services include:

- Offering people-centered mobility support, ensuring that travelers with various disabilities have equitable access to safe, reliable and a welcoming transit experience
- Welcoming passengers at both the west and east entrances of Union Station
- Assisting travelers with the use of mobility device such as wheelchairs, walkers and scooters
- Escorting individuals to ticketing areas, elevators and Amtrak Red Cap pick-up locations
- Offering wayfinding directions including transit and scheduling information
- Providing support during emergencies in coordination with station staff and first responders
- Collaborating with Union Station security to ensure a secure and inclusive environment



For more information or to coordinate passenger support, please contact Union Station Security Dispatch at 213-599-2762.

