

Discover 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.



Schedule an On-Site Appointment with Era Life Care



Los Angeles Union Station is more than a transportation hub, it is a crossroads of culture, history, and daily movement for thousands of people. For many travelers with mobility challenges, navigating a station this large can feel overwhelming.

In partnership with Era Life Care, Union Station's Courtesy Mobility Services ensures every traveler has access to clear information and reliable assistance.

You are invited to schedule an on-site, one-on-one visit with us.

Your One-on-One Appointment Includes:

- A guided orientation of Union Station led by an Era Life Care specialist
- Practical tips for safely and comfortably navigating station pathways and amenities
- Assistance identifying the best routes to trains, buses, elevators, and restrooms
- Standard orientation guidance suitable for a variety of mobility needs
- Insight into Union Station's history, architecture, and pop-culture features
- Information on upcoming events, seasonal transportation, and shuttle connections
- Time to ask questions and review recommended paths of travel



Please call 626-800-4175 to request your appointment with one of our specialists.

