






# On-Board Train Emergency + Evacuation Instructions

## Evacuation Instructions

				
Listen for directions from authorized personnel.	Remain inside train if possible. If not...	Go to next car through end doors. If unable...	Open side door and go out. If unable...	Go out emergency windows.

## In An Emergency

Evacuations don't happen often on MTA Metro-North Railroad. But if you were on a train involved in an accident, would you know how to get to safety? Read on and you'll know what to do.

First, familiarize yourself with safety signage in cars so you will know how to locate and operate emergency exits. And most important, remember that your best protection is to remain calm, think clearly, and follow the instructions of the train crew.

### STOP—

Don't attempt to leave the train on your own. In most circumstances that is the most dangerous thing you can do. Tracks may still be electrified; other trains may still be in motion around you. If you can't stay in the car you are on, walk calmly to another car that is unaffected by the emergency. Don't try to leave the train without instructions or help from the train crew. The safest place for you is on the train.

### LOOK—

If there is an emergency, look for a member of the train crew and report it immediately. The sooner we know about an emergency the sooner we can act to bring the situation under control. On newer cars, two-way intercom systems are located near the doors.

### LISTEN—

It is important that you follow the instructions of our train crews as well as the instructions of rescue, fire, or police personnel on the scene. The train crew will keep you informed about the emergency either in person or through the train's public address system. Stay calm and remain seated. In most instances, all you need to do to be safe is to move to another car on the same train. If an evacuation is necessary, crew members will help you exit the train quickly and safely.



## Evacuation Safety

Most emergencies can be managed without taking customers off a train, but sometimes an evacuation is necessary. If a full train evacuation is necessary, crew members will provide specific instructions. The simplest way to evacuate a railroad car is to have a rescue train pull alongside the disabled train. A transfer ramp is placed at the exit doors to serve as a walkway between the two trains. On very rare occasions, you may be evacuated to track level using evacuation ladders or the train's lower-level platform stairs. (For safety purposes, if you are in a wheelchair you might be evacuated by stretcher, with your wheelchair removed separately and returned to you as soon as possible.) **Remember: If you are directed to evacuate to the track level, follow the train crew's directions carefully, notify the train crew if you require assistance evacuating, watch your step and stay away from the third rail or any downed wires that may be on the ground.**

## Emergency Exits

All Metro-North cars have emergency door opening features and emergency exit windows. Look for the emergency information posted on each car and become familiar with the location and operation of emergency exit doors and windows on the various types of train cars you ride in.

Exit doors can be opened by following the instructions located in or near the vestibule areas of the car. If you cannot exit through the doors, you may have to use the emergency exit windows. Each emergency exit window is clearly marked by an instructional sticker on, or above the window (the sticker will glow in the dark).

## Emergency Brake Systems

Use the emergency brake only when the forward motion of the train presents an imminent danger to life and limb. Otherwise, do not activate the emergency brake, especially in a tunnel. Once the emergency brake is pulled, the brakes have to be reset before the train can move again, which may delay emergency assistance.

## And For Your Safety,

**Always** concentrate on watching your step when getting on or off the train. **Watch the gap!**

**Always** use the **stair handrails**, especially after rain/snow, when steps and platforms can become wet and slippery.

**Always** use the **handholds** located near the car doors when standing on a moving train.

**Always** **keep your head up** and eyes off smartphones/tablets when walking on platforms, stairs and near crossings.

**Always** use the **overpass/underpass/designated walkway** to get from your station parking lot to the platform.

**Always** **stand back from platform edges.**

