



**Survival Factors- Crashworthiness Investigation Attachment**

**CTA Safety Procedures for Transit Customers**

**Chicago, IL**

**RRD24MR002**

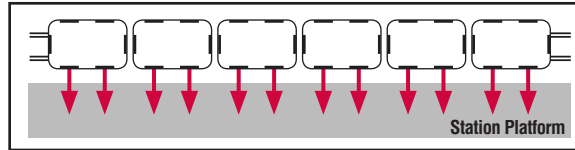
**(5 pages)**

# Evacuation Safety

If necessary, CTA personnel may ask customers to evacuate a train in one of five ways. Please listen carefully to instructions from CTA employees and fire or police personnel on the scene.

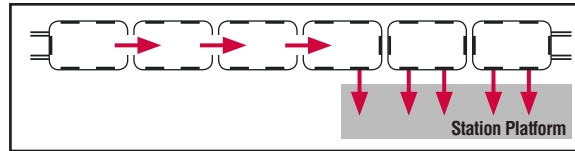
## 1. Train Completely in Station

CTA or emergency personnel will direct customers to step out of the side doors onto the station platform.



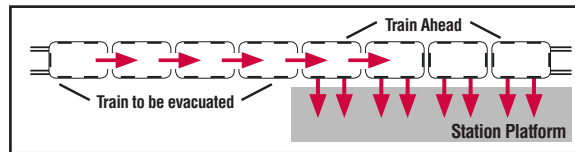
## 2. Train Partially in Station

CTA or emergency personnel will direct customers to pass through the end doors of their car to the portion of the train that is in the station and then use the side doors to access the station platform.



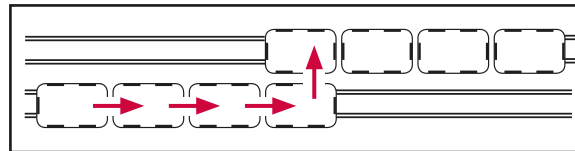
## 3. Train Out of Station – Another Train on Same Track

CTA or emergency personnel will direct customers to use the end doors of their car to access another train that has pulled up in front or behind.



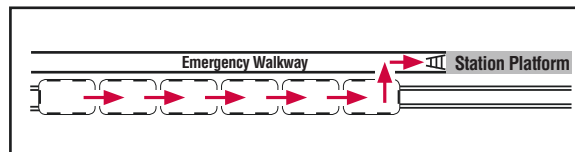
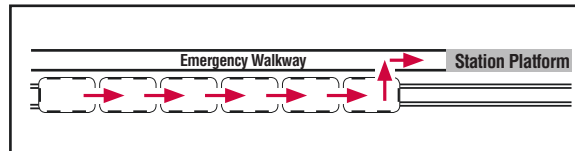
## 4. Train Out of Station – Train on Adjacent Track

CTA or emergency personnel will direct customers to use the end doors of their car to walk through the train to the designated car, then across a temporary walkway to a train on an adjacent track.



## 5. Train Out of Station – No Nearby Train

Once power has been removed, CTA or emergency personnel will direct customers to exit using the side doors to the emergency walkway located at track level or platform level and lead you safely to an Emergency Exit or station platform.



**Note:** In some situations, you might be directed to cross the tracks to access the station platform.

# CTA Trains Emergency and Evacuation Instructions

## In an Emergency

While emergencies happen very rarely, it is very important to be prepared. The most important thing to do is stay calm and wait for instructions. CTA personnel are trained to assist customers in emergency situations where safety and security are concerned. CTA works closely with Chicago's Fire (CFD) and Police (CPD) departments and the City's Office of Emergency Management and Communications (OEMC) to respond to emergencies.

## Emergency Basics

- **Familiarize yourself** with the emergency procedures posted in each car.
- **Stay calm and listen carefully** to what CTA or emergency personnel instruct you to do. It is important that you follow the instructions of CTA and emergency personnel. They will keep you informed about the emergency either in person or through the public address system.

- **Look** for the **blue light** on the rail car lighting panel and push the **operator call button** to alert the rail operator if you need help.



- **Do not open rail car doors** or evacuate a train unless you are told to do so by a CTA employee or unless your immediate safety is threatened. The tracks are electrified and nearby trains may still be in motion.

The safest place for you is on the train. If you can't stay in the car you are on, walk calmly to another car that is unaffected by the emergency.

- If an evacuation is necessary, CTA employees and emergency service workers will help you exit the train safely. Do not touch any tracks or rails under any circumstances.
- If you require assistance, let CTA or emergency response personnel know. Wheelchairs or other assistive devices may be removed separately.



## Subway Safety Features

If trains are evacuated in the subway, there are safety features to help guide customers to street level.

- Signs display the distance to the closest emergency exits.
- Flashing blue lights identify the location of emergency exits.
- Emergency exits include signs with specific street addresses and stairs that lead to street levels.
- Steady, overhead blue lights are located throughout the subway to indicate emergency telephones that connect to CTA's Control Center.

## If You See Something, Say Something

- Report suspicious packages or activities immediately. Tell a CTA employee or call 9-1-1.



- Keep your personal items, such as purses, bags, backpacks, and packages with you at all times. This helps prevent delays.
- Familiarize yourself with emergency exits and evacuation procedures. Do not block doors.
- Listen carefully when the operator makes announcements.

**To report a fire and other emergencies, call 911.**



**1-888-YOUR-CTA**  
**transitchicago.com**

## Evacuation Safety

If necessary, CTA or emergency response personnel may ask customers to evacuate a train in one of five ways:

- **Train completely in station** – Customers will exit through the side doors and onto the station platform.
- **Train partially in station** – Customers will pass through the end doors of their car to the portion of the train in the station and then use the side doors to access the station platform.
- **Train out of station, another train on same track** – Customers will use the end doors of their rail car to access another train pulled in front of or behind the train.
- **Train out of station, train on adjacent track** – Customers will use the end doors of their car to move to a designated car, then across a temporary walkway to a train on an adjacent track.

- **Train out of station, no nearby train** – Once power has been removed, customers will exit by the side doors to an emergency walkway located at track or platform level. Customers will be led to an emergency exit or the station platform. In some situations, customers will cross tracks to access the station platform.

CTA or emergency response personnel will direct customers where to go in the event of an evacuation.

### If You See Something, Say Something

If you see someone acting suspiciously, see smoke, notice a noxious smell, or witness anything criminal or unusual, immediately tell a CTA employee or call 911.

#### What to be alert for:

- Someone hiding something on CTA property.
- Someone other than a CTA employee on the rail tracks.
- Someone who is using video or still photography equipment in a suspicious nature to record transit operations and equipment, or non-public areas.

- Someone wearing clothes not consistent with the time of year such as a winter coat in the summer.

Unattended packages – If you find an unattended package, tell the rail operator or a customer assistant immediately. If you see someone leave a package, politely bring it to their attention.

Threats or hoaxes – Real or implied, threats or hoaxes are felony crimes and will be aggressively investigated and prosecuted.

Keep your personal items such as purses, bags and backpacks with you at all times.

Familiarize yourself with emergency exits and evacuation procedures.



## CARELESS OR CRIMINAL?

The CTA reminds you...

**IF YOU SEE SOMETHING, SAY SOMETHING.**

- Unattended packages
- Someone acting suspiciously
- A non-CTA employee on tracks
- Noxious smells or smoke

Tell a CTA employee immediately or **CALL 911** for emergencies.

Learn more about safety and security basics at [transitchicago.com/safety](http://transitchicago.com/safety).

To report suspicious or criminal activity, call 911

To contact the CTA, call 1-888-YOUR-CTA (1-888-968-7282) weekdays from 7 a.m. to 8 p.m., TTY: 1-888-CTA-TTY1 (1-888-282-8891)

[transitchicago.com](http://transitchicago.com)

CTA is committed to safety



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This message is funded by the Department of Homeland Security.



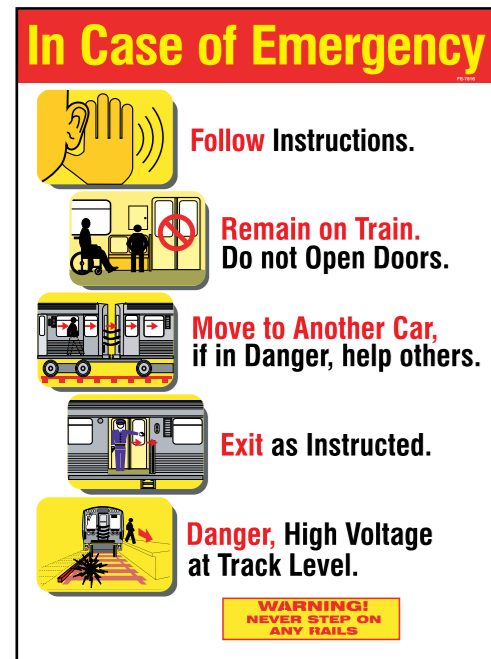
[transitchicago.com](http://transitchicago.com)

# Emergency and Evacuation Procedures for CTA Rail Customers with Disabilities



## In an Emergency

While emergencies happen very rarely, it is essential to be prepared. The most important thing to do is stay calm and wait for instructions. CTA and emergency response personnel are trained to assist customers in emergency situations where safety and security are concerned. The CTA works closely with the Chicago Fire Department, Chicago Police Department and the Office of Emergency Management and Communications to respond to emergencies.



## Emergency Basics

**Familiarize yourself** with the emergency procedures posted in each rail car. The procedures can be found directly above the seats located just inside the doors, towards the middle of the rail car.

**Stay calm and follow the instructions** of CTA and emergency response personnel. They will keep you informed about the emergency through announcements.

**Do not open the rail car doors** or evacuate a train unless directed to do so by a CTA employee or by emergency response personnel, or unless your immediate safety is threatened. The tracks are electrified and nearby trains may still be moving.

If you need help and can speak, look for the blue light on the rail car lighting panel. The rail operator call button is located below the light. If you are blind or have low vision, ask someone to direct you to the blue light. Instructions are next to the call button in raised lettering and Braille.

If you need help and cannot hear or speak, watch for the rail operator to walk through your rail car. In an emergency, the rail operator will walk the length of the train. If you need assistance, please approach the rail operator and indicate that you need help.



## Assistance in an Emergency or Evacuation

In an emergency, if you have a cell phone, call 911. Tell the operator about your disability and if possible relay the following information:

- What type of assistance you may need.
- The rail car you're in. Locate the number above the end car doors or next to the operator call button found under the blue light on the rail car lighting panel near the ceiling. The number is also located on a small metal plate – in raised numbers and Braille – on the right panel just inside all rail car side doors.
- The rail line you're on (Red, Blue, Green, etc.) and, if you know, the direction you are traveling, the rail station you are near and the train run number.

If you don't know any of the above, ask someone around you if they do. This information will give emergency responders your exact location.

In an emergency, customers with disabilities who need assistance should let an emergency responder know of their disability. The fire department is the primary emergency response unit to assist in an evacuation. Fire department personnel regularly train and practice rail evacuations at CTA facilities. This training emphasizes the importance of keeping people together with their assistive devices, such as a cane, or with their service animal. However, in the event of a serious incident, an emergency responder may not be able to evacuate a wheelchair or other motorized device.

### Remember: The safest place for you is on the train.

- If an evacuation is necessary, CTA employees and emergency response personnel will help you exit the train safely. Do not touch any tracks or rails under any circumstances.
- If you require assistance, let CTA or emergency response personnel know. Wheelchairs or other assistive devices may be removed separately.

## Subway Safety Features

If trains are evacuated in the subway, there are safety features to help guide customers to street level.

- Signs display the distance to the closest emergency exits.
- Flashing blue lights identify the location of emergency exits.
- Emergency exits include signs with specific street addresses and stairs that lead to street level.
- Steady, overhead blue lights are located throughout the subway to indicate emergency telephones that connect to the CTA's Control Center.
- If you are blind or have low vision, tell the CTA employee or emergency responder who is directing the evacuation so that you can be physically assisted to street level.