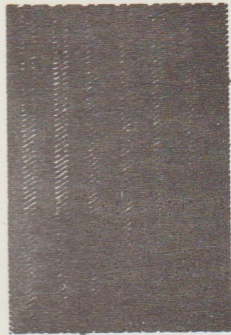
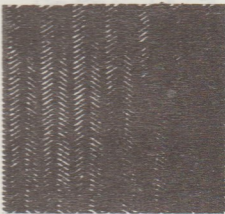


1 MINUTE DELAY

If the train has been standing
to a delay and no information has
the Controller.
The Conductor makes the following
"Low attention please" the
due to a service delay. You
when information concerning
caused. It is your duty to



RESPONSIBILITIES OF RAIL SERVICE CREWS IN THE EVENT OF DELAY



When train service is interrupted, passengers aboard the delayed trains become concerned. To help ease their concern, they must be informed about the delay. Normally, the Controller will make "10-77" announcements to passengers over the P.A. System.

When the Controller makes a "10-77" announcement, the motorman must depress the push button car audio switch on the train phone and hold it down until the message is completed.

On occasion, the Controller may be busy with other problems and may not have the opportunity to make a "10-77" announcement. When this occurs, it becomes the responsibility of the crew to keep the passengers informed . . .

5 MINUTE DELAY

If the train has been standing for 5 minutes due to a delay and no information has been received from the Controller,

- **The Conductor makes the following announcement:**

“Your attention please! This train is standing due to a service delay. You will be notified when information concerning the delay is received. We regret the inconvenience.”



(Repeat the announcement a second time.)

NOTE: If the train is properly berthed at the station platform, the conductor, upon receipt of the proper buzzer signal from the motorman, should open the doors on the platform side of the train to allow passengers to exit if they so desire. The conductor should direct passengers to alternate means of transportation where it is available.

- **The motorman should call by train phone for information** when message traffic permits, yielding for more urgent calls; the motorman should then relay appropriate information to the conductor for use in P.A. announcements.

NOTE: If the train is completely berthed at a station platform, the motorman should remain properly berthed and should signal the conductor to open the doors on the platform side of the train.

10 MINUTE OR MORE DELAY

After 10 minutes have elapsed, and the Controller has not yet made a "10-77" announcement or provided the motorman with any information, the conductor must make the following announcement:

"Your attention please! We are experiencing some difficulty in clearing the delay. You will be kept informed of further developments as they occur. Thank you for your patience."

(Repeat this announcement at 5 minute intervals thereafter.)

EMERGENCY EVACUATION PROCEDURES

If passengers wish to leave a delayed train or must evacuate the train,

If the train is completely at a station platform, the conductor opens the doors on the platform side of the train.

If the train is not in its proper berthing position at a station, the evacuation must be executed with the greatest care. Request permission of the Controller before attempting this procedure.

NOTE: If the Controller cannot be reached, and the crew has determined the situation to be such that immediate evacuation of the train is necessary, and no supervisory personnel are on the scene, the crew shall proceed with the evacuation at their discretion, using good judgement. The crew shall inform the Controller of the situation as soon as possible.

- If the train is only partially at a station platform, the crew proceeds through the cars, opening only those doors that are at the platform, making appropriate announcements, and assisting passengers who must walk between cars to get to an open door.
- If instructions have been received to evacuate the train and the train is between stations, the crew proceeds as follows:

1. If the passengers are to leave the train and use the footwalk,
 - a. Instruct passengers to come to the side door of the car nearest to the nearest station, using care not to overcrowd the car being used for evacuation.
 - b. Request passengers to assist one another as they pass between cars.
 - c. Assist the passengers to alight, assure them how to do so safely, tell them which direction to walk, and give them any other necessary instructions.



2. If the passengers are to walk from car to car and train to train on the same track to reach a station platform,
 - a. Inform the passengers which direction to walk.
 - b. Request passengers to assist one another as they pass between cars.
3. If the passengers are to transfer to a train on an adjacent track by means of seat cushions or gangplanks,
 - a. Direct passengers to the side door to be used.
 - b. Assist passengers and ask them to help one another while crossing over to the other train.
 - c. Instruct passengers how to proceed after reaching the other train.

4.