

# INFORMING RAPID TRANSIT PASSENGERS INVOLVED IN DELAYS

## TRAIN CREWS

When trains are stopped due to a delay, passengers aboard the trains become concerned. To help ease their concern, they must be informed about the delay. Normally, the Line Supervisor will make "10-77" announcements to passengers over the P.A. System.

The responsibilities of train crews involved in delays are listed below.

- A. When the Line Supervisor makes a "10-77" announcement.
  - 1. On a train equipped with a P.A. System, the Motorman must hold the spring return switch on the train phone down until the message is completed.
  - 2. On a train not equipped with a P.A. System, the Motorman calls his Conductor forward (4 buzzes), listens to the message, and repeats the message to the Conductor. The Conductor then announces the message in each car.
- B. If passengers wish to leave a delayed train or must evacuate the train.
  - 1. If the train is completely at a station platform, the Conductor opens the doors.
  - 2. 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 any necessary announcements, and assisting passengers who must walk between cars to get to an open door.
  - 3. If passengers attempt to leave a train stopped between stations and no instructions have been received from the Line Supervisor, they must be warned to remain on the train. If they leave despite your warning, the Line Supervisor must be notified by the quickest means available: by train phone, by train phone of another train, or by telephone.

4. If passengers have been instructed to evacuate the train and the train is between stations, the Crew proceeds as follows:

a. If the passengers are to leave the train and use the footwalk:

(1) Instruct passengers to come to the side door of the car nearest to the nearest station.

(2) Request passengers not to overcrowd the car being used for evacuation.

(3) Request passengers to assist other passengers as they pass between cars.

(4) Assist the passengers to alight, assure them it is safe to do so, tell them which direction to walk, and give them any other necessary instructions.

(5) Station passengers who are willing to assist along the footwalk and at the platform to guide and assist other passengers.

b. If the passengers are to walk from car to car and train to train on the same track to reach a station platform:

(1) Inform the passengers which direction to walk.

(2) Request passengers to assist other passengers as they pass between cars.

c. If the passengers are to transfer to a train on an adjacent track by means of seat cushions or gangplanks.

(1) Direct passengers to the side doors to be used.

(2) Assist passengers while crossing over to the other train.

(3) Instruct passengers how to proceed after reaching the other train.

C. When a train has been stopped for 5 minutes due to a delay ahead and no information has been received from the Line Supervisor, the Conductor must make the following announcement over the P.A. System (or in each car of a train not equipped with a P.A. System): "Your attention, please! The train is stopped due to a delay ahead. You will be notified when information concerning the delay is received. We regret the inconvenience." (Repeat the announcement.)

D. After 10 minutes have elapsed and no information has been received from the Line Supervisor, the Motorman must call by train phone for information.