

GUIDE TO MAKING ANNOUNCEMENTS

RAPID TRANSIT SYSTEM

The purpose of announcements is to keep passengers informed. Therefore, all announcements must be made clearly and distinctly and, if possible, when train noise is low. On trains not equipped with a Public Address System, or if P.A. System is not operating, announcements must be made in both cars at the Conductor's operating position.

Following is a list of announcements that must be made, along with examples of each type:

"CLASS OF TRAIN" announcements. These announcements are made to passengers waiting on the platform and should be made several times while train is pulling into the station and while passengers are boarding.

EXAMPLE: "Ravenswood 'A' train."

"NEXT STOP" announcements. These announcements are made twice - just after leaving a station and just before arriving at a station.

EXAMPLE: (Eastbound Lake train just leaving Ridgeland.) "The next stop will be Austin. (pause) Austin will be next." (Just before arriving at Austin.) "This is Austin (pause) Austin."

"SKIP STOP" announcements. These announcements are made at "all stop" stations (along with "next stop" announcements) so that passengers can transfer to a train that will stop at stations not served by the train they are on.

EXAMPLE: (Southbound Englewood "A" train when leaving Thorndale and again just before arriving at Bryn Mawr) "Change for Berwyn and for Lawrence".

"TRANSFER POINT" announcements. These announcements are made (along with "next stop" announcements) at stations where passengers can transfer to another Rapid Transit Route.

EXAMPLE: (Evanston Express train approaching State and Van Buren) "Change for North-South and West Side Subway trains."

"TRAIN WAITING" announcements. These announcements are made at Fullerton, Belmont, and Howard to alighting passengers when a train of another route is waiting at the platform.

EXAMPLE: (North-South train at Fullerton) "Ravenswood 'A' train waiting."

"SAFETY" announcements. These announcements are made several times while passengers are boarding and alighting.

EXAMPLE: "Watch your step, please."

"LOAD DISTRIBUTION" announcements. These announcements are made when train is becoming crowded.

EXAMPLE: "Please, move away from the doors. Thank you."

"NO SMOKING" announcements. See "No Smoking" announcement card for instructions on making these announcements.

"TRAIN GIVEN RUN OR REROUTED" announcements. These announcements are made several times to passengers on the train and on the platform at the station where "run" or "rerouting" begins.

EXAMPLE 1: Train given short run. (Eastbound Congress "A" train will run from Harlem to Austin.) "Attention, please! Austin will be the next stop." (Announce the stations that will be skipped.) "This train will not stop at Oak Park or Ridgeland. Austin will be next."

EXAMPLE 2: Train given long run. (Westbound Douglas "B" train will run from Clinton to Kedzie.) "Attention, please! No stops from Clinton to Kedzie." (Do not announce stations skipped.) "Kedzie will be the next stop."

EXAMPLE 3: Train will reroute. (State Street Subway cannot be used. North-South trains will operate via elevated loop. On southbound train, this announcement will be made at Fullerton.) "Attention, please! This train will continue south over the elevated loop. The next stop will be Randolph and Wells."

"NON-SCHEDULED STOP" announcements. These announcements are made when an express train is ordered to make non-scheduled stops. Announcements are made several times to passengers on the train and on the platform and then to passengers at each station stop.

EXAMPLE: (N. B. Englewood "A" train at 58th Street is ordered to make all stops to Roosevelt Road.) "Attention, please! This train will run local to Roosevelt Road. (pause) All stops to Roosevelt Road."