

# CTA Trains Emergency and Evacuation Instructions

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## 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.

### In Case of Emergency

-  **Follow Instructions.**
-  **Remain on Train. Do not Open Doors.**
-  **Move to Another Car, if in Danger, help others.**
-  **Exit as Instructed.**
-  **Danger, High Voltage at Track Level.**

**WARNING! NEVER STEP ON ANY RAILS**

## 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.

The CTA is always working to enhance safety through employee training and added safety features and initiatives.

## 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.**



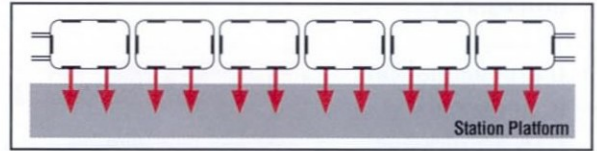
**1-888-YOUR-CTA**  
**transitchicago.com**

# Evacuation Safety\*

If necessary, CTA 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.

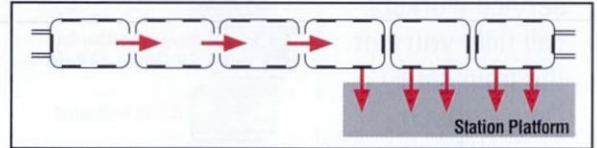
## 1. Train Completely in Station

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



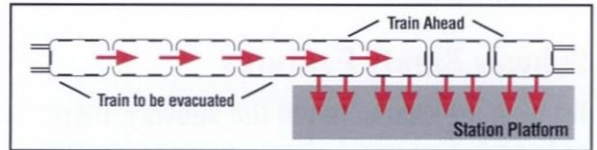
## 2. Train Partially in Station

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.



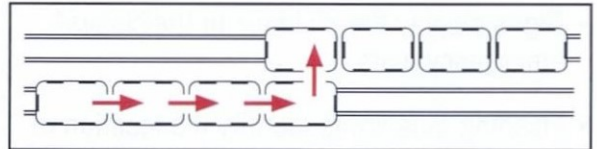
## 3. Train Out of Station – Another Train on Same Track

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.



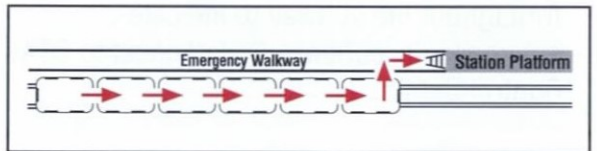
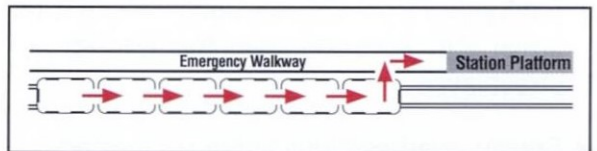
## 4. Train Out of Station – Train on Adjacent Track

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.

\* Customers who require assistance should let CTA or emergency personnel know. Motorized devices may be removed separately.