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 rail car to access another train pulled in front of or behind the train.
- **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.

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**What to be alert for:**

- 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.

Famililize yourself with emergency exits and evacuation procedures.
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 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.

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 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.

In Case of Emergency
Follow Instructions.
Remain on the Train. Do not open doors.
Move to Another Car. If in Danger, help others.
Exit as instructed.
Danger: High Voltage of Track: Keep off.