



Dear Fellow Rider

SAFETY UPDATE

According to the federal government, the threat of domestic terrorism will most likely increase in the weeks and months to come.

You've heard what overall steps you should take to prepare yourself, your home and family for an emergency situation. This brochure specifically addresses steps you should take when using the Metro system.

Its purpose is not to alarm, but to inform. Because if we're armed with information and ready to respond calmly to a situation, we'll greatly reduce the chance of making a bad situation worse.

Following are rules to follow and steps to take depending on where you are in the Metro system. Please read them carefully.

What you should be aware of:

- Suspicious people or unusual activity. For example, someone acting nervous or sweating, carrying a sprayer bottle/aerosol canister or wearing inappropriate clothes such as an unusually baggy jacket.
- Unattended bags, packages, boxes, backpacks, etc.
- Smoke or odd smells.

What you should do:

- If you see someone leave a package, politely bring it to their attention.
- If you see someone acting suspiciously, find an unattended package or witness anything unusual, stay away from it and tell the bus operator, train operator or station manager immediately.

If you witness an emergency and have a phone, call Metro Transit Police at 202-962-2121 or call 911.

In a train.

- Locate the emergency intercoms at either end of the car. Use them to report suspicious people, unusual activity or unattended items to the train operator.



- If instructed, follow the emergency procedures posted next to the center doors.



- If the train stops, listen for the operator's instructions and follow them quickly and calmly.
- Don't block doors from closing. Remember that a train can only move if all doors are closed.

On a station platform.

- Familiarize yourself with all the entrances to the station that you frequently use in case you ever have to take a different exit.
- Locate the emergency intercoms on specially marked pylons. Use them to report suspicious people, unusual activity or unattended items to the station manager.
- Listen for station announcements and follow instructions quickly and calmly.
- Remember that an emergency situation could create crowds much like we experience at special events like July 4th. It's another reason to stay calm and orderly.



On Metrobus.

- Follow the bus operator's instructions. Emergency exit procedures are listed on windows, ceiling escape hatches and on doors.

Consider alternate ways to travel.

If there's an emergency on Metrorail, consider the bus. Or vice versa. If neither is possible, remember cabs or even walking. Keep your options open and be ready to adapt to changing circumstances.


Vigilance is our watchword.

Metro Transit Police officers in uniform and in plain clothes routinely patrol Metrobuses and Metrorail trains, stations and parking lots. Other Metro employees are inspecting all segments of the system and are also in a heightened alert status. They are wearing orange safety vests so you can easily spot them. Emergency response plans are in place for a variety of crisis scenarios and Metro employees are thoroughly trained to respond to

emergency situations. If you would like more information, check your station kiosk for the Metrobus Safety and Metrorail Safety brochures.

Recent events make it even more important for you to be our partners in safety. Show your patriotism by helping us keep Metro safe and secure.


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