

Metro, the American Red Cross of the National Capital Area, the U.S. Department of Homeland Security and the U.S. Department of Transportation/Federal Transit Administration want you to be prepared for emergencies.



American Red Cross
of the National Capital Area



TOGETHERWE PREPARE

In today's world, it's more important than ever to be prepared for emergencies. They can occur quickly and without warning, so planning is a crucial first step toward a calm and effective response. Metro, the American Red Cross of the National Capital Area, the U.S. Department of Homeland Security and the U.S. Department of Transportation/Federal Transit Administration have created this brochure to help you prepare for emergencies regardless of where you are when they occur.

KEY INFORMATION

Metro:

202-637-7000 (TTY 202-638-3780)
metroopensdoors.com

Metro Transit Police:

202-962-2121 (to report emergencies)

American Red Cross of the National Capital Area:

redcrossnca.org

U.S. Department of Homeland Security:

ready.gov

My emergency phone number:

Family emergency phone numbers:

Out-of-state contact:

Name: _____

Phone number: _____

Emergency meeting place:

Give a copy of this brochure with the information listed above to every member of your family.



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PLANNING

Contact information

Plan how your family will stay in contact if separated by an emergency:

- Make sure people close to you know how to reach you and vice versa.
- Designate an out-of-state friend to be the contact point for your family. In an emergency, it may be easier to call long distance as local phone lines may become overloaded.
- Write this information on the back of this brochure. Keep it current and keep it with you.

Meeting place

- Identify a location outside your neighborhood where your family can

RESPONDING

On a train

- Locate the emergency intercom at either end of the car. Use it to report suspicious activity or unattended items to the train operator. Be sure to provide the operator with the rail car number (displayed on the front of the intercom).
- If the train stops, follow the operator's instructions quickly and calmly.



meet if your home is affected or the area is evacuated.

Alternate modes of travel

- Take time now to learn alternate routes and ways to get where you need to go. There are often multiple ways to reach a destination via Metro. Our Web site (metroopensdoors.com) can help you with The RideGuide, Metrorail and Metrobus timetables and system maps.
- Keep a local map with you in case you need to walk or take another form of transportation.

Information

- If there's an emergency, check our Web site, metroopensdoors.com, for current information about service

changes, station closings, etc. Or call 202-637-7000 (TTY 202-638-3780).

- For more information on how to prepare your family, home and business for emergencies, visit the American Red Cross of the National Capital Area at redcrossnca.org and the U.S. Department of Homeland Security at ready.gov.

Prepare and practice

- Ask your employer if there is an emergency plan for your workplace and incorporate it into your personal plan.
- Occasionally review, update and practice your preparedness plans.

- In an extreme emergency when you must evacuate the train without the operator's assistance, follow the emergency procedures posted next to the center emergency doors.



On a station platform

- Familiarize yourself with all the exits at the stations that you use in case you ever have to take a different exit.
- Locate the emergency intercoms on specially marked pylons. Use them to

report suspicious activity or unattended items to the station manager.

- Listen for station announcements and follow instructions quickly and calmly.



On a Metrobus

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

To report an emergency in the Metro system, call Metro Transit Police at 202-962-2121 or call 911.