



VIRGINIA RAILWAY EXPRESS PASSENGER SAFETY AND SECURITY

INTRODUCTION

VRE continually strives to reinforce our emergency preparedness procedures, which help us manage safety-related incidents as effectively as possible.

The following information will help you to learn more about VRE safety and security and what you can do to make sure that you and your fellow passengers stay safe when riding VRE.

SAFETY AT STATIONS

VRE maintains a common station design throughout most of the system to provide for your safety and ease of access. Yellow tactile surfaces can be found against the railroad side of each platform to provide a warning to stay back. Lighting on platforms and walkways help guide the way and routine police patrols provide peace of mind.

Rail safety isn't just for passengers on board—it's always important to stay alert and aware around tracks or a rail environment.

Know the facts and share the message. Learn more rail safety tips provided by **Operation Lifesaver** at oli.org



SAFETY ON BOARD

VRE rail equipment is designed with your comfort and safety in mind. Among the safety features are slip-resistant flooring, glow-in-the-dark markings for emergency exit paths, handrails to climb up and down stairs, and emergency exit doors and windows. Fire extinguishers and other tools are located throughout the train. In addition, members of the crew, who receive on-going emergency training, can access first-aid kits if you need personal assistance.

VRE manages a program that engages over 100 sworn and armed undercover law enforcement officers who receive training on VRE operations policies and emergency procedures. They may intervene to help keep passengers safe and secure.

EXIT OPTIONS

In the unlikely event that your railcar is evacuated, please listen to the train crew for specific instructions.

Option 1:

If possible, move to the next railcar.

Option 2:

Exit the train through the center vestibule where you boarded the train. If the side door will not open, turn the red valve behind the panel adjacent to the door to manually open.

Option 3:

Exit the train through one of the emergency windows (this should occur only if you are unable to evacuate through a door). Look for windows marked with "Emergency Exit." Pull red handles and follow the instructions on the decals adjacent to the windows.



Emergency Side Door Release



Emergency Exit



Emergency Call Box

EMERGENCY EXIT ROUTES

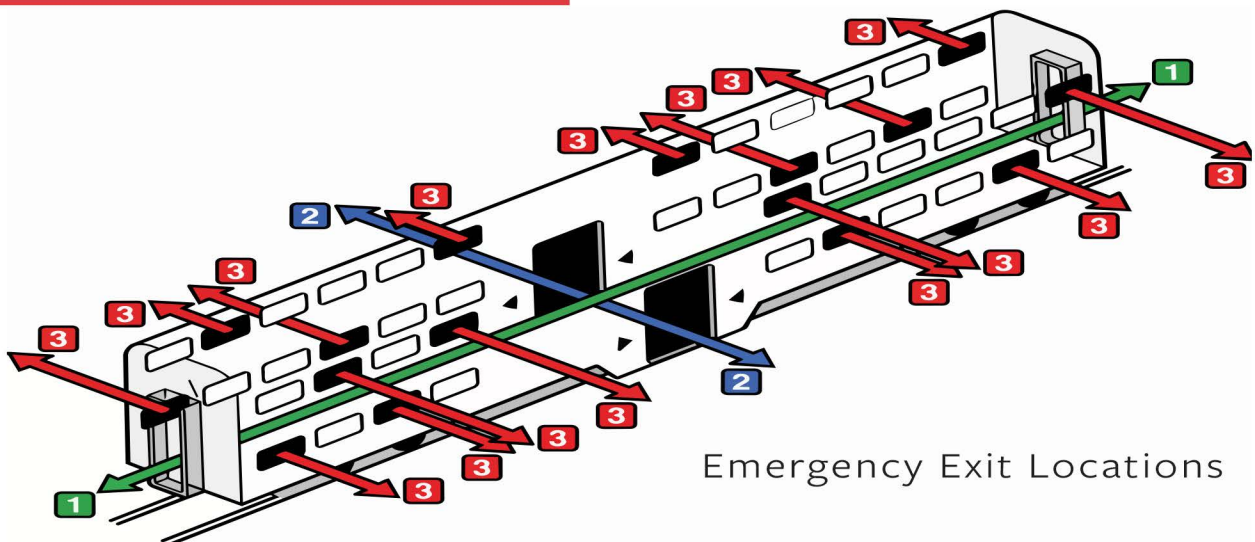
1 - MOVE TO ADJACENT CARS

2 - EXIT THROUGH DOORS

3 - EXIT THROUGH EMERGENCY WINDOWS

EMERGENCY EQUIPMENT

- Fire Extinguisher
- First Aid Kits
- Pry Bar
- Hacksaw
- Glow Stick



Emergency Exit Locations

EMERGENCY INSTRUCTIONS

Follow Crew Directions

Remain calm. Follow the instructions of VRE crew, VRE employees and emergency responders.

Stay On-board the Train Unless You're in Danger

Inside the train may be the safest place to be. Danger exists outside the train as train traffic on adjacent tracks may not yet be stopped. Rough walking conditions and tripping hazards surround your train.

If You See Smoke or Suspect a Fire

If safe to do so, move to an adjoining car, then notify the train crew using the emergency intercom located in each on-board restroom and on each side of the vestibule stairs.

If a Passenger is in Distress

Notify the train crew immediately. They are trained to evaluate the situation and summon further assistance.

Exit the Train Only When Directed by the Train Crew or Emergency Responders or When You Are In Danger

After exiting the car, be aware of passing trains, rough or uneven walking surfaces and other hazards. Follow the directions of the crew to assemble in a safe location.

SAFETY FIRST

Our railcars are designed so that you may safely exit the train during an emergency, with or without the use of a station platform. Located in the vestibule adjacent to the entry/exit doors, you will find an emergency door release covered by a sliding aluminum panel.

In an emergency, manually slide the panel upward and turn the red valve in accordance with the decal by it. Once the air has dis-charged from the pipe, you will be able to push open the car doors. **This is to be operated only in an emergency and evacuations should only take place when directed by the train crew or emergency responders or if you are in danger and have no other options.**



PASSENGER SAFETY AND SECURITY TIPS

- Do not walk on train tracks or on ballast. Only cross tracks at designated pedestrian crossings or at highway at-grade rail crossings.
- Do not walk on tracks—That's Trespassing. Virginia Law requires a substantial fine for anyone caught walking on railroad tracks.
- REMEMBER TRACKS ARE FOR TRAINS, NOT FOR PEOPLE.
- Never go under or around crossing gates in the lowered position.
- Stand behind the yellow tactile strips (bumpy tile) on the edge of the station platforms.
- Never try to get on or off a moving train.
- When boarding any rail car on VRE, please familiarize yourself with its safety information and emergency procedures displayed on board. Our train crews are also given specialized training, which will help you stay safe in an emergency situation.
- Use seat back handles and handrails when walking through trains, expect sudden movement at any time.
- Be careful when boarding and de-boarding a train as different station platforms have different heights. If you need assistance, please notify the crew.
- Remember to wear comfortable rubber soled shoes especially in inclement weather.
- Never leave children unattended and always hold their hand when boarding or de-boarding the train.
- Do not block railcar doors from closing.
- Do not lean on rail car doors.
- Do not ride between railcars or on stairs while the train is moving.
- If you drop something on the track do not try to retrieve the item yourself. Notify our train conductors. They will assist you.
- Report all abandoned packages or bags or anything out of the ordinary to train crew.
- Each train has at least one automatic external defibrillator (AED) in the cab car. AEDscan restore the heart's normal rhythm to a person experiencing sudden cardiac arrest until paramedics arrive.
- In the event of an emergency, notify a member of the train crew through the passenger emergency intercom unit. Each car has three of these: One in each onboard restroom and one on each side of the vestibule stairs. Or call 911.
- Do not queue to de-board the train prior to arrival at your destination stop.
- Always leave your personal vehicle with windows up, doors locked and don't leave valuables inside.



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For all other customer questions about the content of this pamphlet, call 703-684-1001.

www.vre.org/passenger-safety