

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

SOP #4A PASSENGER SELF-EVACUATION FROM TRAINS

- 4A.1 The purpose of this SOP is to establish guidelines for actions to be taken by employees when the possibility of passenger self evacuation exists.
- 4A.2 This SOP is applicable to all WMATA personnel
- 4A.3 All WMATA personnel are responsible for being familiar with this SOP and, if present during such an occurrence, for helping the Train Operator to maintain order and calm passengers.
- 4A.4 The Operations Control Center is responsible for maintaining adequate communications with Train Operators, and for coordinating and directing the actions prescribed in this procedure.
- 4A.5 Train Operators are responsible for maintaining adequate communications with their passengers and for complying with this procedure.
- 4A.6 The Transit Police Dispatchers are responsible for coordinating MTPD activities with OCC in compliance with this procedure.

GENERAL:

- 4A.7 Every effort should be made to keep trains moving, especially in tunnel areas, because activation of a side door mechanism will prevent a train from moving and may result in an unnecessary evacuation. However, when trains are required to stop between stations, total and effective communications between OCC and the Train Operators and between the Train Operators and their passengers are imperative. OCC must keep Train Operators informed of delays and their estimated duration. In turn, Train Operators must keep their passengers updated with the information provided by OCC and repeat these messages every few minutes. Consistent and frequent announcements aboard the train should ease passenger stress and reduce and/or eliminate unnecessary use of self-evacuation doors.

PROCEDURE:

- 4A.8 OCC Shall:
 - a. When notified that an emergency door has been opened and persons have exited the train;
 - 1. Dispatch Rail Operations Supervisors to the scene and notify MTPD; (CMNT & MOC);

2. Remove power after allowing any nearby trains to move into stations at restricted speed (15 mph) while making a track inspection;
 3. If passenger(s) is(are) brought back on board, advise the MTPD Dispatcher to make a radio announcement that OCC is about to restore power. After the MTPD Dispatcher has confirmed that the announcement has been made with no negative response, restore power in compliance with SOP #2, and instruct the operator to operate in MODE 2, level 1 to the next station while making a track inspection. Instruct the next train on each track to make track inspections at restricted speed (15 mph) through the affected area.
 4. If passenger(s) is(are) not brought back on board, request MTPD and instruct Train Operators should be included, the Rail Operations Supervisors to proceed to the scene, secure train, and make necessary track inspections. When it is confirmed that tracks are clear, request the MTPD Dispatcher to make a radio announcement that OCC is about to restore power. After the MTPD Dispatcher has confirmed that the announcement has been made with no negative response, restore power in compliance with SOP #2 and resume operations; and,
 5. If it is an emergency (e.g., fire or smoke), notify Fire Department(s); initiate ventilation procedures; instruct Train Operator to evacuate passengers to the safety walk side of the train and direct operator to the nearest station and, proceed in compliance with existing procedures.
- b. When notified that an emergency door has been opened and it is undetermined if persons have exited the train;
1. Dispatch Rail Operations Supervisors to the scene and notify MTPD; CMNT & MOC
 2. Remove power after allowing any nearby trains to move into stations at restricted speed (15 mph) while making a track inspection;
 3. If it is determined that persons have not exited the train, advise the MTPD Dispatcher to make a radio announcement that OCC is about to restore power; after the MTPD Dispatcher has confirmed that the announcement has been made with no negative response, restore power, and instruct the operator to operate in MODE 2, level 1, to next station while making a track inspection. Instruct the next train on each track to make track inspections at restricted speed (15 mph) through the affected area;
- c. If it is determined that persons have exited the train:

1. Instruct operator(s) and Rail Operations Supervisors and request MTPD to go to the scene, secure the train, and make necessary track inspections. When it is confirmed that tracks are clear, advise the MTPD Dispatcher to make a radio announcement that OCC is about to restore power, after the MTPD Dispatcher has confirmed that the announcement has been made with no negative response; restore power in compliance with SOP #2 and resume operations; and,
2. If it is an emergency (e.g., fire or smoke), notify Fire Department(s); initiate ventilation procedure; instruct the Train Operator to evacuate passengers to the safety walk side of the train and direct operator to the nearest station; and proceed in compliance with existing procedures;

4A.9 Train Operators Shall:

- a. When an emergency door has been opened and persons have exited the train,
 1. Notify OCC;
 2. Use the public address system to inform passengers not to use emergency exits. Request that passengers remain aboard and advise them that the problem will be corrected shortly;
 3. Secure the train and, if possible, attempt to get passenger(s) back on board. If passenger(s) get back on board, secure the door and after getting permission from OCC, resume movement when third rail power is restored;
 4. If above actions are not possible, secure the door and get guidance from OCC. Encourage passengers to stay on board until assistance arrives provided no emergency exists that threatens passengers; and,
 5. If it is an emergency (e.g., fire or smoke), inform OCC of the location of the fire or smoke and the action(s) that the operator has taken. Get guidance from OCC on the evacuation, and instruct passengers to evacuate in compliance with OCC's instructions.
- b. When an emergency door has been opened and it is undetermined if persons have exited the train,
 1. Notify OCC;
 2. Go to the car involved and question passenger(s) to determine if anyone has left the train;

3. If the response is negative, close the door. Notify OCC and, when instructed, resume operations;
- c. If response is positive:
1. Use public address announcements to inform passengers not to use emergency exits. Request that passengers please stay on board and advise them that the problem will be corrected shortly;
 2. Secure the train and, if possible, attempt to get passenger(s) back on board. If passenger(s) get back on board, secure the door and after getting permission from OCC, resume movement when 3rd rail power is restored;
 3. If the above actions are not possible, secure door and get guidance from the OCC. Encourage passengers to stay on board until assistance arrives, provided no emergency exists that threatens passengers; and,
 4. If it is an emergency (e.g., fire or smoke), inform OCC of the location of the fire or smoke and the actions taken by the operator. Get guidance from OCC on the evacuation and instruct passengers to evacuate in compliance with OCC instructions.

4A.10 The MTPD Dispatcher shall:

- a. Dispatch MTPD personnel at the request of OCC;
- b. Notify OCC of the number of personnel dispatched and the point from where they were dispatched;
- c. After all personnel and equipment have cleared the track, at the request of OCC, make a radio announcement to all MTPD personnel that "THIRD RAIL POWER IS ABOUT TO BE RESTORED AND TRAIN MOVEMENT RESUMED ON TRACK(S) NUMBER __ FROM __ TO __. IF THERE IS ANY RESPONSE FROM THE FIELD, PLEASE DO SO NOW." After waiting one (1) minute, notify OCC that MTPD personnel have been notified;
- d. If it is an emergency (e.g., fire or smoke), instruct MTPD personnel to act in compliance with established procedures.