



## If an emergency occurs on a MetroBus vehicle

- Stay calm and listen for instructions.
- To evacuate the bus, exit using the nearest door.
- Take personal items with you. If it doesn't hinder your exit.
- Know the locations of emergency window and roof hatch exits.
- Review exit instructions before an emergency occurs.
- Be familiar with Transit Center exits.



**See Something,  
Say Something!**

**Call 911 or  
Metro Public Safety  
314.289.6873**

**Customer Service: 314.231.2345**



**Metro**<sup>®</sup>  
metroslouis.org

Metro

## Emergency Guidelines



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RM15152



## If an emergency occurs on MetroLink

Metro transit ranks among the best in the nation for on-time performance, vehicle reliability and safety. However, a disruption to service could occur and emergency guidelines are important. Below are steps to help be prepared should a disruption in service occur.

- Stay calm and listen for instructions.
- Metro staff will assist passengers during the evacuation process.
- Do not leave the train, unless instructed by Metro staff.
- Take personal items with you. If it doesn't hinder your exit.
- Trains may still be running on either track; always look both ways and listen for trains.
- Do not touch wires due to an electrical hazard.
- Contact the train operator by using the Passenger Intercom located at the operator's cab on both ends of the MetroLink train.



## If an emergency occurs in a MetroLink tunnel

- Do not leave the train, unless instructed by Metro staff.
- Signs in the tunnel indicate the distance to the next station or emergency exit.
- Blue lights identify emergency telephones. Simply pick up the receiver to speak to the MetroLink Control Center.
- Locate exits to the street level.

## If an emergency occurs on a MetroLink station platform

- Listen to station announcements.
- Know the locations of platform exits.
- Use Passenger Assist Telephones (PATs) to ask questions or report an emergency or unattended packages. PATs are generally located on the platform next to the ticket vending machines.
- Do not touch unattended packages.
- Report unattended packages using the PAT, a Metro Security guard, or call 911.

## MetroLink service disruptions

In the event of a MetroLink service disruption, passengers will continue their trip on the MetroLink Station Shuttle. LOOK FOR the MetroLink Station Shuttle signs.

This service is provided during MetroLink service disruptions only. These unplanned service disruptions may include delays of up to 90 minutes.

Please board the MetroBus with the headsign

“ML Eastbound or ML Westbound”.

The MetroLink Station Shuttle will route to all MetroLink Stations along the affected line, so you can exit at your desired stop and continue your trip.

**Tip:** Be familiar with alternative Metro transit routes for your trip.

