

**WE'RE ALL IN THIS TOGETHER . . . LITERALLY**

**IF YOU SEE SOMETHING  
SUSPICIOUS OR UNUSUAL,  
SAY SOMETHING!**

**TELL YOUR CONDUCTOR OR:  
CALL AMTRAK®POLICE: 800-331-0008,  
TEXT APD11 (27311) OR DIAL 911**

**Please have your train number when  
making a report**

# **Customer Safety Instructions**

**PLEASE DO NOT REMOVE THIS CARD FROM THE TRAIN**

**For customer service questions,  
please call: 800-USA-RAIL**

**Scan this code with your Smartphone to  
watch the "Passengers for Amtrak Safety  
and Security" video**



# **Horizon**

# For Your Traveling Safety

## At the Station

- Arrive early to avoid rushing to your train.
- Where available, seek Amtrak® Red Cap assistance with luggage if necessary.
- Use caution at all times while walking on station platforms. Always hold hands of young children traveling with you.
- While waiting on station platforms, never allow or encourage children to play near or on railroad tracks.
- Always stand well behind the yellow safety lines as trains approach the platform.
- Be alert and watch for moving carts and vehicles on the platform.
- Use caution when boarding or exiting the train, the distance between the platform and train may vary from station to station. Handrails on either side of the door are there to assist you. Also, please assist children on and off the train.
- Never leave children, luggage, or packages unattended.

## On the Train

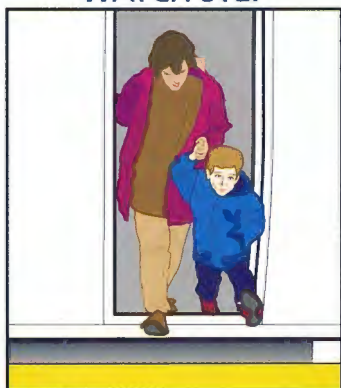
- Never enter or exit a moving train.
- Always use the handrails to assist you when boarding the train. Be prepared for train motion by using seat backs, luggage racks, and internal handrails for support while moving through the train.
- Once on board, always wear shoes when walking. Be especially careful when wearing light-weight shoes, or shoes without rubber soles.
- Do not leave tripping hazards, such as luggage, in the aisles or vestibules. Ask for

## STAIRS



Use the handrails on stairs.

## WATCH STEP



Watch your step carefully between the train and the platform, and assist children when doing so.

assistance if you need help to lift your luggage into the overhead bins.

- Watch your hands, fingers, and knees when lowering and raising seat back trays and conference tables, and while passing between cars and automatic doors.
- No smoking is permitted — including in the rest rooms.

## For Assistance

- If you do not understand any of these safety instructions, need help or have questions, please feel free to ask any Customer Service Representative.

# Emergency Egress and Exits

## Single Level Coach

### A. First Choice—Vestibule Doors

Move through vestibule doors to the next car.

1. Press door release on side wall by vestibule doors.
2. Doors may be pulled open manually if power fails.

### B. Second Choice—Side Doors

If the train is stopped and the next car is blocked, use the side doors to exit the train.

- Turn the upper and lower latches up to unlock doors
- Swing the door open against the stops.

- To lower steps;
  - Press down the trap door lock with foot to release,
  - Lift up trap door and secure to wall lock.

- Exit the train holding the handrails. Watch your step.

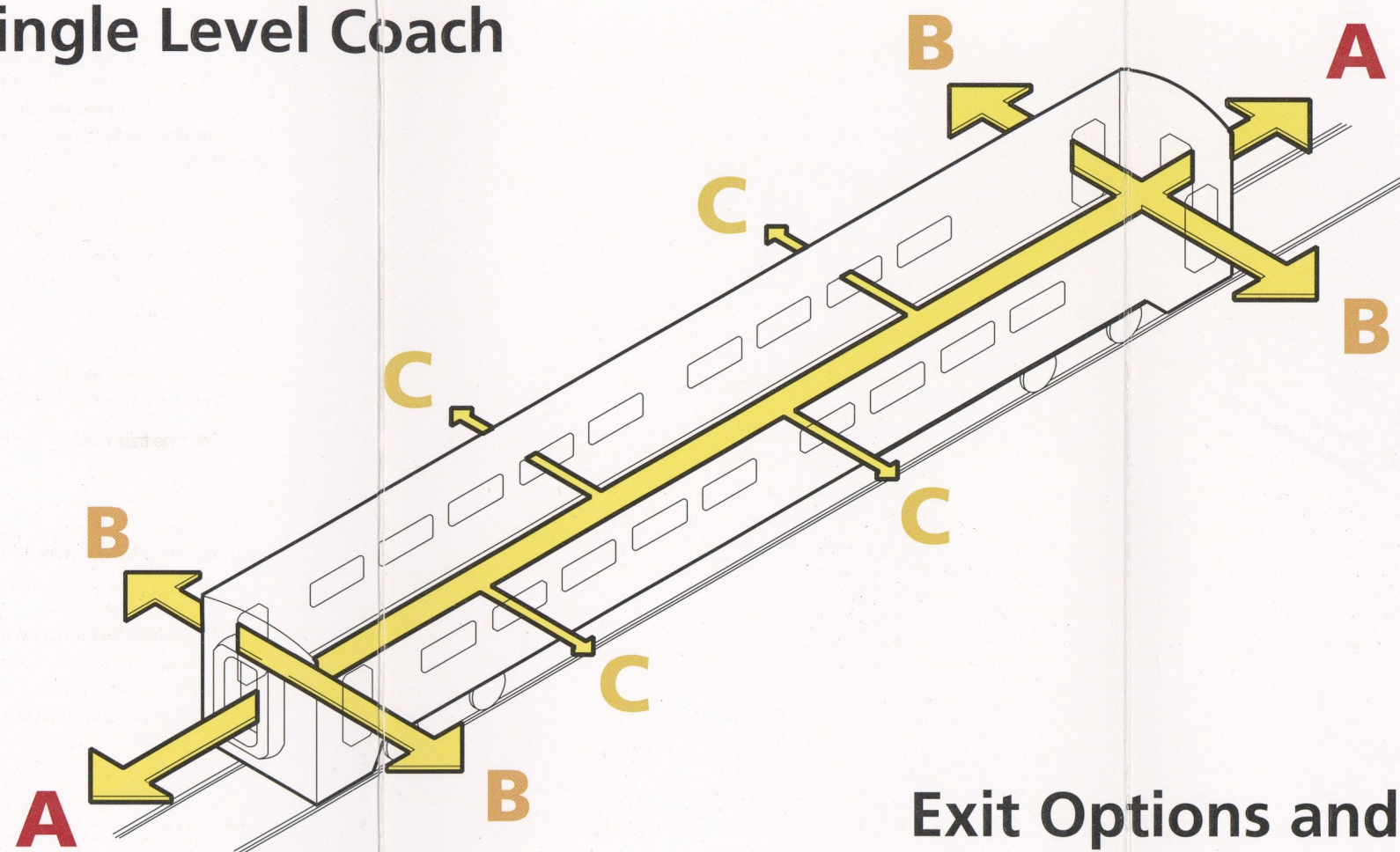
### C. Third Choice—Emergency Windows

If the train is stopped and no other exits are available, each window may be used as an emergency exit.

1. Locate the red plastic handle on the window. Pull the handle toward you ...
2. ...to completely strip away the rubber molding.
3. Locate the metal handle on the glass window and pull it toward you to remove the window pane.
4. Place the window inside and exit. Beware of steep drop.

Caution: Window weighs 60 lbs.

**CAUTION! End Doors at front and rear of train are locked. Please use alternate exits.**



## Exit Options and Operations

### A First Choice—Vestibule End Doors

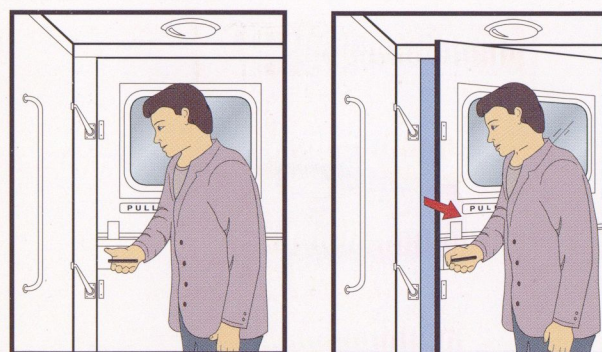
Move through the vestibule end doors to the next car.



Pull door to open.

### B Second Choice—Vestibule Side Doors

If the train is stopped and the next car is blocked, use the vestibule side doors to exit the train.



Release latches and swing door inward to exit train.

### C Third Choice Designated Emergency Windows

If no other exits are available, designated windows may be used as emergency exits.



Remove glass and exit through emergency window.

## AVOID HAZARDS



Never exit a moving train.



Fires



Smoke



Debris or obstructions



Do not stand near live wires.



Do not stand on the tracks.



Leave luggage behind.



Beware of steep drop.



Do not leave the train inside of a tunnel or on a bridge.

## In an Emergency

1. Never exit a moving train.
2. Assess conditions. If there is no immediate danger, await instructions from a crew member.
3. When there is immediate danger and no crew members are available:
  - A.** Go to the next car through the end doors.  
If the route is blocked,
  - B.** Exit the train through the side doors in the vestibule.  
If there are no other exits available,
  - C.** Exit through a designated Emergency Exit Window.
4. Move clear of train and at least 15 feet away from any tracks. Stay together in groups, and do not leave the scene.

## Hazards

Before exiting the train determine if there are any hazards, such as:

- Fire or smoke
- Debris
- Downed electrical wires
- Oncoming trains

Leave luggage behind.

Be careful of steep drops, difficult terrain, and/or water.

Do not leave the train when inside a tunnel or on a bridge unless directed to do so.

## Emergency Lighting

- In the event of a power failure, battery power will illuminate overhead lights.
- Auxiliary Portable Lighting in the form of chemical "Snaplights" are provided in the Emergency Equipment locker at the rest room end of each car.



To activate:

1. Bend once,
2. Snap,
3. Shake.

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TEXT APD11 (27311) OR DIAL 911

Please have your train number when  
making a report

Please make note of these  
emergency signs on the train:



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REVISION D 2014

Please do not remove this card from the train