

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**



*pacific*  
**Surfliner**



# 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

## A. First Choice—Upper Level End Doors

Move through the end doors to the next car.

- Press door release on the end doors.
- Doors may be pulled open manually if power fails.

## B. Second Choice—Lower Level Side Doors

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

- Pull down the round, red emergency release handle in the vestibule ceiling above the side door to release the side door lock.
- Wedge fingers between side door rubber mouldings.
- Pull door sideways to slide the door open.

## C. Third Choice—Emergency Windows

If the train is stopped and no other exits are available, designated windows may be used as emergency exits.

- Locate the red plastic handle on the window. Pull the handle toward you to strip away the rubber molding.
- Locate the metal handle on the glass and pull toward you to remove the window pane.
- Place the window inside and exit through the window. Beware of steep drop from the upper level.

**CAUTION! END DOORS AT FRONT AND REAR OF TRAIN ARE LOCKED. PLEASE USE ALTERNATE EXITS**

**CAUTION:** Beware of steep drop through the upper level emergency windows. Use only as a last resort.



Do not stand on the tracks.

## A First Choice—Upper Level End Doors

Move through the end doors on the upper level to the next car.



Pull End Door sideways to open door manually.

## B Second Choice—Lower Level Side Doors

If train is stopped and the next car is blocked, use the side doors in the vestibules on the lower level to exit the train.



Pull down red emergency release handle in vestibule to release side door lock.

Wedge fingers between side door rubber mouldings.

Pull side door sideways to slide door open.

## C Third Choice—Designated Emergency Windows

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



Pull red handle toward you...

...to completely strip away rubber molding.

Pull metal handle toward you to remove window pane.

Place window inside, and exit through the window. Beware of steep drop.



Do not stand near live wires.

### LEGEND

Fire Extinguisher



First Aid Kit



Snaplights



Emergency Tools



Accessible



Beware of steep drop.



## 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.



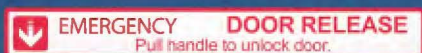
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Please have your train number when  
making a report

Please make note of these  
emergency signs on the train:



Amtrak is a registered trademark of the National Railroad Passenger Corporation

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REVISION D 2014

Please do not remove this card from the train