

WHEN SAFETY IS THE SUBJECT, THERE'S ONLY ONE CHOICE.
The American Red Cross

TOGETHER**WE** PREPARE

EMERGENCY INFORMATION

MBTA Information

(617) 222-3200

www.mbta.com

MBTA Police Emergency

(617) 222-1212

American Red Cross of Massachusetts Bay

(617) 375-0700

www.bostonredcross.org

My emergency phone number:

Family emergency phone numbers:

Out of town contact:

Name: _____

Phone: _____

Emergency meeting place:

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Emergencies happen when you least expect them. That's why it's important to be ready. Wherever you are, it helps to have a plan so that whatever happens, you'll be prepared. This brochure, created through a partnership with the MBTA, the American Red Cross of Massachusetts Bay, the Federal Transit Administration, and the U.S. Department of Homeland Security, can help you do just that.

Prepare for the Unexpected

Contact Information

- Plan how your family will stay in contact if separated by an emergency.
- Make sure people close to you know how to reach you and vice versa.
- Write down your information on this brochure, and keep the information current. You should keep it with you at all times.
- Designate an out-of-town friend to be the contact point for your family. In an emergency, it may be easier to call long distance as local phone lines may become overloaded.

Meeting Place

- Identify a location outside your neighborhood where your family can meet if your home is affected or the area is evacuated.

Alternate Modes of Travel

- Take time now to learn alternate routes and ways to get where you need to go. Since there are often multiple ways to reach a destination via MBTA, visit www.mbta.com to view timetables and system maps.
- Keep a local map with you in case you need to walk or take another form of transportation.

Information

- If there's an emergency, check www.mbta.com for current information about service changes and station closings, or call (617) 222-3200, TDD (617) 222-5146.
- For more information on how to prepare your family, home, and business for emergencies, visit the American Red Cross of Massachusetts Bay at www.bostonredcross.org and the U.S. Department of Homeland Security at www.ready.gov.

In the Event of an Emergency

Highly visible emergency instruction signs are posted in all stations and vehicles. In an emergency, additional safety information will be distributed by MBTA employees.



Please remain calm, listen to and follow instructions provided by MBTA employees. If a passenger is in distress, please notify a uniformed MBTA employee.



If you see smoke or suspect a fire, please notify a uniformed MBTA employee. If you see or hear a fire alarm, please remain calm and proceed to your nearest exit.



If you are medically qualified and able to assist, please identify yourself to a uniformed MBTA employee, station official, or police officer.



Notify a uniformed MBTA employee or the MBTA Police of any unattended packages or suspicious activity. Please do not move unattended packages. MBTA Police can be reached at (617) 222-1212.



Take a moment to familiarize yourself with all exits. If there is a need to evacuate, we ask that you please use the stairs. Please remember to assist disabled or elderly passengers.