

EVS O&M Teacher's Guide for Subway Travel Instruction

A guide to instructional content, related topics, and student knowledge for subway travel instruction and clearance

Content Area I. Station and Platform Configurations of Subway and Elevated Trains

Entry from Street

- signage for station and token booth hours
- red and green globes for full, none, and part time token booth availability

Entry Lobby

- stairway or elevator access
- token booths
- turnstiles – typical and HEET (high entrance and exit turnstiles)
- accessible entry points
- fare vending machines, distinguishing cash/credit card machines
- posted neighborhood and subway maps
- security book bag and back pack inspection tables and areas
- fare payment lobby with token booth and fare vending machines
- fare payment lobby with fare vending machines only

Platforms

- single edged subway and elevated platforms
- double edged subway and elevated platforms

Platform Entry Configurations

- grade entry from a lobby or mezzanine directly to the platform
- perpendicular stairway or escalator entry to the platform
- ramp, stair, or escalator entry to the platform on a path parallel to the platform
- curved, semicircular, or angular entry configurations
- elevator entrances

Platform Features

- single and multiple entry and exit points on platforms
- benches along the back wall on some, but not all, platforms
- support columns along track side of platforms, some, but not all, platforms
 - columns are mostly rectangular, some are rounded
- tactile warning surfaces at platform edge, some, but not all platforms
- platform waiting areas in the vicinity of the token booth or turnstiles
- the striker board

Configurations of Stations That Serve Multiple Train Lines

- two platforms with two tracks, one track for each platform
- two platforms with two tracks, and a set of set of internal tracks (usually express tracks) between the 2 tracks that serve the platforms

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- platforms and tracks on multiple levels (multiple train lines)
- platforms and tracks that connect in atypical ways (multiple train lines)
 - platforms and boarding areas for different trains in tandem within a station
 - platforms for different lines connected by tunnels

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Content Area II. Station and Platform Service Information

Print Information at Station Entrances

- service and token booth hours
- subway lines serving station
- uptown and downtown service
- alternate station entries

Print Information on in Station and on Platforms

- overhead wayfinding information
- overhead large print signs with train line and service information displayed above the platform edge.
 - sign placement typically opposite the point of entry to the platform, but can be inconsistent
- print signs with line map route information displayed on support columns, note inconsistent placement of line map route signage from station to station

Braille and Tactile Signage on Platforms

- braille and raised tactile signage on the column or wall immediately on right of the entry point to the platform, some but not all platforms

Audible Signage (Announcements)

- announcement of impending arrival of trains, some but not all stations
- announcements of service disruptions and alternate routing
- announcements of emergency evacuations
- availability and intelligibility of announcements not consistent from station to station
 - announcements are made through station speakers and/or external train speakers directed to the platform

Electronic Signs

- visible changeable message signs for service information, pending installation
- closed circuit TVs for service information, not consistently available

Train Head and Side Signs

- **head signs** with train and destination information displayed at top (head) of the first car of the train, visible as the train enters the station
- **side signs** with train and destination sign displayed at or above eye level on train windows, visible when the train is stopped in the station

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Content Area III . Trip Planning

Resources for Trip Planning

- NYC Transit telephone information lines
- transit information websites, such as the NYC Transit Website, "Hop Stop"
- responsible and knowledgeable individuals at home, school, or at destination
- individual station managers
- token booth operators
- radio, TV, web-based, and text message subway service updates

Routing with Multiple Train Options - Considerations

- mobility *en* route to and from home and destination stations
- number of transfers involved
- platform configurations at system entry point, transfer points, and exit from subway
- service frequency and service disruptions along routes

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Content Area IV. Entering the Subway Station

Locating subway or elevated station entrances from the street

- corner entrances
- mid-block entrances
- entrances within buildings and malls
- placement of uptown and downtown station entrances along train lines

Entering the station from the street

- negotiating raised landing in front of down stairs to subways, up stairs to elevated trains
- descending stairs in subways, ascending stairs at elevated stations
- elevator entries
- mid-block entrances
- recognizing and differentiating mezzanine and platform levels in subways and elevated stations
- locating station entrances in snow
- negotiating subway and elevated train entrances in snow, ice, and inclement weather
- accessible elevator entrances

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Content Area V. Paying the Fare

The fare-payment lobby in stations

- familiarization (directed and self-familiarization) to subway fare-payment lobby
 - token booth
 - fare vending machines
 - turnstiles
 - special entry gate

Purchasing metro cards

- purchasing a metro card at
 - token booth agent
 - fare vending machines – using cash, credit, and debit card machines, personal headphones to access fare vending machine information
 - school metro cards
- checking fare balance – swiping card, token clerk
- purchasing metro cards at stations where there is no token booth

Fare payment

- using the metro card at turnstiles
 - conventional turnstiles
 - “high gate” design - HEET
- ½ fare payment

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Content Area VI. Locating the Platform, Waiting on the Platform

Platform location

- relationship of the platform and the fare-payment lobby
- safe entry to the platform from the turnstile or point of entry, e.g., through internal ramps or tunnels
- auditory and visual cues for locating the platform
 - sounds of trains at distance entering and leaving the station
 - sounds of crowds waiting on the platform

Strategic waiting locations on platforms

- opposite the token booth lobby
- in front of the entry structure on elevated train platforms
- at the conductor car
- at the train car that will stop in the destination station at a point near the desired station exit
- at support columns
- waiting in crowded conditions, conditions without crowds

Safety

- cane technique for platform edge detection
- negotiating domed surfaces for parallel and perpendicular travel
- visual skills for platform edge detection
- safe waiting distance in proximity to platform edge
- minimizing travel parallel to the platform edge to find a place to wait and to exit the station
- not leaning over the platform edge to look for oncoming trains
- platform benches not a good place to wait
- negotiating platforms in crowds
- responding to being pushed and jostled, bumping into other passengers
- maintaining stride and balance walking on subway platforms
- soliciting and declining assistance
- managing personal stress and anxiety

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Content Area VII. Entering, Riding, and Exiting the Train

Recognizing and identifying sensory information related to the train

- auditory information
 - sound of an approaching train
 - platform track
 - center track
 - far track
 - track one level up, one level down
 - sound of train slowing down
 - sound of the train horn, what it means
 - sound of a train approaching and passing the platform without slowing down or stopping
 - sounds of trains moving on
 - platform track
 - center track
 - far track
 - track one level up, one level down
 - sound of a train stopped in the station
 - platform track
 - center track
 - sound of train doors – opening, open, closing, closed, chimes on closing
 - sounds of internal and external train speaker announcements
 - sounds of passengers getting on and off trains
 - using auditory information to identify uptown and downtown trains
 - sound of train leaving the station
 - platform track
 - center track
 - far track
 - track one level up, one level down
- visual information for students with available vision
 - assessment of reliability of available vision
- tactile information
 - vibrations
 - breeze when the train enters the station

Knowing when the train is in the station and available for boarding

- auditory information
 - sound of train coming to a stop
 - sound of a train stopping at the boarding platform
 - sound of the train doors opening

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- sound of internal speaker announcements in the conductor car heard on the platform
- sounds of pedestrians moving toward the train, leaving train
- sound of a train stopping on the center tracks, not at the boarding platform
- visual information for students with available vision
 - assessment of reliability of available vision
- sensory information used in combination with knowledge of station configuration and service at the station
 - important at stations with multiple levels and a center set of tracks for interpreting auditory and tactile information
 - important for distinguishing between a train stopped on the center, express tracks, and a train stopped at the boarding platform

Locating the subway doors and entering the train

- auditory information
 - sound of the train doors opening
 - sounds and sound patterns of pedestrians moving toward the train, leaving train
- visual information
 - assessment of reliability of available vision
- cane technique
 - platform edge detection – with and without the domed warning strip
 - verifying opening for train door – distinguishing door opening from space between train cars
 - probing and clearing the step into the car – vertical elevation, horizontal gap width
 - stepping into the car negotiating the horizontal gap, vertical elevation, and other passengers
 - locating the open train doors after contacting the side of the train, not the open doors, on approach to the train
 - trailing side of train using three-point touch trailing
 - using auditory cues
 - negotiating the warning strip walking parallel to the platform edge when looking for the open train door

Taking a seat or a selecting a place to stand

- finding a seat
 - planning ahead for seating, near the door at entry, near exit door?
 - determining whether or not a seat is occupied
 - maintaining cane control, gait, and balance when looking for a seat
- standing in the train
 - standing when appropriate seating is not available
 - standing when crowds prevent access to seats
 - planning ahead for appropriate places to stand – at support pole, holding onto upper railing

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- maintaining cane control and balance when standing in the train

Determining when the train arrives at the intended stop

- knowledge of stops en route
- distinguishing between
 - stops between stations and stops in the station
- maintaining orientation en route
- identifying stop using
 - mental mapping strategies
 - tactile maps
 - in-car announcements
- soliciting information from passengers
- verifying stop information

Exiting the train

- timing when to begin moving toward the door
- moving toward the doors
- locating the doors
- cane techniques
 - shortened forward extension of can within train car
 - clearing vertical and horizontal gap
 - extending cane ahead to platform
 - maintaining cane technique, gait, and balance when exiting – crowded conditions, conditions that are not crowded
- crowds milling and moving on exit platform

Locating exit to street

- planning ahead during trip planning
- cane technique for travel along platform to exit
- soliciting assistance

Locating exit to transfer point

- changing lines, going from local to express service within a station

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Content Area VIII. Safety Skills for Subway Travel

Personal Management

- carrying personal identification
- carrying and managing money, paying and securing a wallet
- carrying, storing, taking out, and managing metro cards
- dressing appropriately – weather and social considerations
- carrying and using a cell phone
- not using earphones with portable music players on subways
- securing personal and valuable belongings

Creating and Following “Mental Checklist” for Subway Travel

- creating a “plan of action” for each segment of the subway trip
- rehearsing the “plan of action” for subway travel
- reviewing subway experiences in context of the “plan of action”

Requesting Assistance

- when and why assistance is needed
- reliable sources of information in the subway
- locating reliable sources of information
- speaking clearly and audibly within the subway
- asking “good” questions
- verifying information provided by others
- requesting guided assistance
- declining guided assistance
- disengaging from guided assistance, when appropriate

“Stranger Danger”

- carrying identification
- reliable sources of information and assistance in the subway
- typical interactions expected from other passengers
 - all trip segments
- dealing with inappropriate interactions on the part of other passengers
- disengaging from inappropriate stranger contact
- physical contact with other passengers in crowds – appropriate and inappropriate
- interpreting the sounds of a crowd
- communicating to ask for help
 - for disorientation
 - during service or civil emergencies
 - for inappropriate stranger contact

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Service Disruptions

- defining service disruption
- when and why do service disruptions occur?
- knowing when a service disruption occurs
- determining how service disruption effects planned travel
- NYC Transit information made available when service disruptions are announced
- reliable sources of information for responding to service disruptions
- asking "good" questions
- verifying information provided by others
- re-routing during service disruptions
- requesting and declining guided assistance during service disruptions
- planning for service disruptions as part of trip planning

Emergency Evacuations

- defining an emergency evacuation
- the when and whys of emergency evacuations
- knowing when an emergency evacuation has been declared
- determining how an emergency evacuation effects planned travel
- information made available when emergency evacuations are announced
- reliable sources of information for responding to emergency evacuations
- calling for help during emergency evacuations
- re-routing in response to an emergency evacuation
- requesting and declining guided assistance during emergency evacuations
- a personal emergency evacuation plan

NYC Transit Subway Track Safety Education Program (STEP Training)

- student participation in STEP training