

**BUS REPLACEMENT SERVICE****Work description:** Station requirements for when busses replace trains**Scope:** Station staff assisting passengers when busses have replaced trains on the network**References:** HNL-09421 Contingency Plan (Alternate Service Plan)**PPE and precautions**

Hi Visibility Vest, Torch

**Competencies or qualifications**

Station Operator

Conflict Resolution, Crowd Control

**Licenses or permits required**

Nil

**Tools and equipment required**

Loud Hailer, Crowd Control Barriers

**Warning**

Passengers may be agitated when advised that busses have replaced trains. Remember to employ conflict resolution skills and provide as much information as possible to passengers during this time.

**Bus Replacement Service**

Crowd control barriers will ensure that passengers are properly positioned to join the bus services.

**Note**

When bus replacement service is to be introduced, OCC will inform all stations about the arrangement.

**Bus Replacement**

When train services for a section of the line are suspended, bus replacement service will be requested by OCC (Chief Controller)

**Station Operator**

Station Operators will:

- Facilitate passengers boarding the buses
- Passengers must be informed about the expected time of arrival of the first bus, the pick-up points and the stations that will be served by the buses
- Staff must announce bus destinations when they arrive
- Temporary notices/signs must be displayed to guide passengers to the pick-up points
- The notices/signs must also indicate the names of stations which the buses will serve
- Additional Staff such as Train Operators will be deployed by the Station Operator to provide guidance to prevent passengers boarding the "wrong" bus

Station Operators will continually monitor and supervise the boarding and crowd management and call for and deploy more staff to assist if required

**Special Arrangements for Airport Passengers**

If replacement bus services are not adequate or timely enough for airport-bound passengers, Station Operator must contact the OCC Supervisor. The OCC Supervisor will arrange taxis to proceed to the stations affected by the service disruption. Station Operators will give priority to the affected passengers who need to rush to the airport for boarding and maximize occupancy of the taxi's seating capacity.

**Approved By:**☐ Director, Operations and Maintenance☐ Department Manager☐ Manager, HSE (Operations and Maintenance)**Signature:****Date:**

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<b>Additional controls</b>
<i>Staff should call for the assistance of City Security Personnel and or Police to assist in crowd management if required</i>