Work description: This work instruction aims to detail the handling of failures on the onboard Passenger Information System (PA/PID).

Scope: This document is written specifically for the operating staff of Honolulu Rail Transit.

References: HNL-09510 Minimum Operating Conditions, HNL-09527 Fault Reporting Process

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	OCC Supervisor, Train Controller, Information Controller, Train Operator, Customer Service Supervisor, Station Operator	Nil
Tools and equipment required		

Failure on Individual Trains	

Information Controller	• inform Train Controller about the failure
	• make alternative announcements to cover the affected location where applicable, for example:
	   o enhance the announcement in stations
	   o increase the volume of PA on the adjacent cars, if the PA on a car does not work

Train Controller	• inform the onboard Train Operator (if any) about any failure on the Passenger Information System • dispatch Train Operator to board the affected train and assist onboard passengers if needed • if two or more PIDs failed on the same train, replace the train at the end of line when instructed by the OCC Supervisor
OCC Supervisor	• decide the best strategy to continue the degraded service or replace the faulty train in accordance with HNL-09510 Minimum Operating Conditions

Total failure of Head-end Controllers	Head-end Controllers are redundantly configured in OCC and BOCC; failure of one controller is fully backed-up by the another. In case of a Total failure of both PA/PID Head-end Controllers, it will NOT impact on train service but passenger service, as automatic and live PA from the OCC will not be available.
Information Controller	• inform Engineering & Fault Controller about the failure • on authorization from OCC Supervisor, relay any announcement to the relevant Customer Service Supervisors/Station Operators using telephone or EDACS radio so that the messages can be announced locally at the stations via Station Console
Engineering & Fault Controller	• inform the relevant maintainer to arrange immediate maintenance intervention • monitor the fault rectifying progress and keep the OCC Supervisor and Information Controller informed

OCC Supervisor	• find out the extent of the failure from the Engineering & Fault Controller especially the estimated recovery times:
	   o inform the OCC Manager
	• instruct the Information Controller to inform all Customer Service Supervisors/Station Operators to take up responsibilities of local announcement
	• keep abreast of the fault rectifying progress
	• upon being notified from the Engineering & Fault Controller that the Head-end Controller failures have been rectified:
	   o instruct the Information Controller to Inform the Customer Service Supervisors/Station Operators of the resumption of PIS system (stop local announcements) and that Information Controller will resume making public announcements to the affected trains/stations from the OCC
	   o inform the OCC Manager of the resumption of PIS system
	   o log the event in the OCC Supervisor Daily Report

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

Customer Service Supervisor/Station Operator	• on receiving station PA/PID messages from Information Controller via the telephone or radio system, relay the announcement messages live from the local Station Console:
	   o if live announcement cannot be made through the local Station Console, arrange Station Operators to sparingly using the megaphone to assist passengers at the concourse/platforms
	• upon being notified from the Information Controller that the PIS System failures have been rectified:
	   o stop making local announcements, and withdraw Station Operators at concourse/platform (if any)