

TRAIN ATTENDANT TERMINATING TRAINS AT STATION

Work description: Train Attendants should check when terminating trains at stations to make sure that all passengers have left the train.

Scope: Instruction for Train Attendants when terminating trains at stations

References: N/A

PPE and precautions

Nil

Competencies or qualifications

Train Attendant, Customer Service Supervisor, Station Attendant, Train Controller

Licenses or permits required

Nil

Tools and equipment required

Hand-held Portable Radio



Warning

Other staff members may join the terminating train at the station to the yard or siding.

Notification of a Terminating Train

Customer Service Supervisor

The Train Controller will inform the Customer Service Supervisor of the terminal station in advance when a passenger train is to be withdrawn from service after detraining passengers.

The Customer Service Supervisor must:

- deploy Station Attendants on board to aid the Train Attendant (if any) to alight all passengers
- assist the Train Attendant (if any) in security-sweeping the train
- make public announcements to the platform telling passengers not to board the terminating train

Checking Trains before Departure

*Station Attendant/
Train Attendant*

The Customer Service Supervisor will ask the Station Attendants to meet the train on arrival and do the security check before the train goes to the yard or siding. At least one Station Attendant must stay at the platform to prevent passengers from boarding the train after disembarking.

The Station Attendants will:

- meet the train on arrival at the terminating platform as instructed by the Customer Service Supervisor
- if there is a Train Attendant on board: Train Attendant will check Car E1 and M1, while the Station Attendant will check Car M2 and E2
- if there is no Train Attendant on board, then one Station Attendant can check the entire train
- at least one Station Attendant must stay at the platform to prevent passengers from boarding the train again

Approved By:

☐ Director, Operations and Maintenance

☐ Department Manager

☐ Manager, HSE (Operations and Maintenance)

Signature:

Date:

Document Code: YYY.YYY. Train Attendant Terminating Trains at Station.00

File Name: HNL-XXXX.00.00-1-Train Attendant Terminating Trains at Station

Effective Date:

Rev No. 00

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- The security check must cover all train carriages.
- pay attention to sleeping passengers and passengers using their mobile phones
- when you leave the train, check your back and from outside of the train to make sure no passenger has boarded the train again
- when all passengers are clear of the train, report to the Train Controller

Pay attention even when doors are closing, making sure passengers do not rush in to board the train.

Additional controls

If possible, a Station Attendant or the Customer Service Supervisor should stay on the platform to monitor passenger movements while the security check of the train is being conducted.