Work Instruction - Operations	HITACHI Inspire the Next
CCTV FAILURE	

Work description: This OCC Work Instruction details the handling of CCTV System Failures.
Scope: This Work Instruction is written specifically for OCC operating staff of Honolulu Rail Transit.
References: HNL-09510 Minimum Operating Conditions

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	OCC Supervisor, Train Controller, Yard Controller, Information Controller, Engineering and Fault Controller, Security Controller, Customer Service Supervisor, Station Attendant	Nil

Tools and equipment required
Nil

When OCC cannot monitor CCTV of station platforms	
Information Controller (Train Controller)	• check if the image can be viewed using another CCTV camera • if not, check with Customer Service Supervisors/Station Attendants on the extent of the failure - is it just OCC or a system-wide problem? • report the fault to the Engineering and Fault Controller immediately • on instruction from OCC Supervisor, inform Customer Service Supervisors to take over CCTV monitoring of station platforms and update OCC if required • inform Customer Service Supervisors to arrange sufficient Station Attendants to man the key locations in stations • on instruction from OCC Supervisor, take back CCTV monitoring of station platforms

OCC Supervisor	• find out the extent of the failure from the Engineering and Fault Controller especially the estimated recovery times
	  • inform the OCC Manager
	• instruct Information Controller to inform Customer Service Supervisors to take over the CCTV monitoring of station platforms and update OCC regularly if required
	• keep abreast of the fault rectifying progress
	• on notification from the Engineering and Fault Controller that the CCTV has been restored:
	  • instruct the Information Controller to take back CCTV monitoring of station platforms from Customer Service Supervisors
	  • inform the OCC Manager of the restoration of the CCTV system
	  • log the event in the OCC Supervisor Daily Report

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Signature:			
Date:			

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Engineering and Fault Controller	• inform the relevant Maintainer to arrange first line maintenance staff for immediate maintenance intervention • monitor the fault rectifying progress and keep the OCC Supervisor and Information Controller informed

When OCC cannot monitor CCTV of a train's interior	
Information Controller (Train Controller)	• check if the image can be viewed using another CCTV camera • if not, check to see if CCTV works on another train • report the fault to the Engineering and Fault Controller immediately • on instruction from OCC Supervisor, check updates regularly from the Train Attendants who have been assigned on board when OCC could not view trains' interiors • on instruction from OCC Supervisor, replace the faulty train • on instruction from OCC Supervisor, take back CCTV monitoring of train's interiors

OCC Supervisor	• find out the extent of the failure from the Engineering and Fault Controller especially the estimated recovery times
	   • inform the OCC Manager
	• instruct Information Controller to inform Customer Service Supervisors to arrange Train Attendants to board the faulty trains
	• decide the best strategy to continue the degraded service or replace the faulty train in accordance with HNL-09510 Minimum Operating Conditions
	• keep abreast of the fault rectifying progress
	• on notification from the Engineering and Fault Controller that the CCTV has been restored:
	   • instruct the Information Controller to take back the CCTV monitoring of train interior and inform Customer Service Supervisors of the restoration of the CCTV system
	   • inform the OCC Manager of the resumption of the CCTV system
	   • log the event in the OCC Supervisor Daily Report

Train Attendant	• on instruction from OCC, board the assigned trains • monitor the train's interior and update the OCC until the train is withdrawn from Commercial Service or the CCTV system is resumed
Engineering and Fault Controller	• inform the relevant Maintainer to arrange first line maintenance staff for immediate maintenance intervention • monitor the fault rectifying progress and keep the OCC Supervisor and Information Controller informed

When OCC cannot monitor CCTV of station or yard premises

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Security Controller	- check if the image can be viewed using another CCTV camera - report the fault to the Engineering and Fault Controller immediately - arrange sufficient security staff to patrol the restricted areas and areas not covered by the CCTV - on notification from the OCC Supervisor that the CCTV has been restored, scale back the security staff patrolling, and take back CCTV monitoring of premises
OCC Supervisor	- find out the extent of the failure from the Engineering and Fault Controller especially the estimated recovery times - inform the Security Manager - keep abreast of the fault rectifying progress - on notification from the Engineering and Fault Controller that the CCTV has been restored: - instruct the Security Controller to scale back the security staff patrolling and take back CCTV monitoring of premises - inform the Security Manager of the resumption of the CCTV system - log the event in the OCC Supervisor Daily Report
Engineering and Fault Controller	- inform the relevant Maintainer to arrange first line maintenance staff for immediate maintenance intervention - monitor the fault rectifying progress and keep the OCC Supervisor and Security Controller informed

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