Work description: Making Public Address System Announcements in Stations and Trains

Scope: All Stations and Trains in Service

References: HNL-09559 Monitoring Stations, HNL-09668 Fault Detection, Response and Reporting at Stations, HNL-09554 On Board Monitoring, Duty Event Form

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	Information Controller, Station Operator, Train Operator, Traffic Controller, OCC Supervisor	Nil

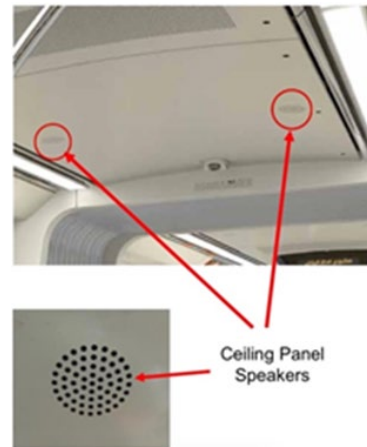| Tools and equipment required |
|---|
| Megaphone |

⚠️ ***Warning***

Public Address System	The Public Address System (PAS) has been designed to enable live announcements from the OCC to all public areas to passengers and staff in stations and in the train. <mark>FIXME need equipment Photos</mark>	Public Address System Equipment Example
	There are 12 ceiling-mounted speakers in each car for live voice and pre-recorded on-board Public Address announcements.	**On Board Public Address System**
	The speakers are positioned to provide a uniform distribution of audio throughout the train. The on-board PA system also utilize the Ambient Volume Control microphone to measure the trains ambient noise in order to set speaker volume accordingly. <mark>FIXME need to check On Board System</mark>	Ceiling Panel Speakers

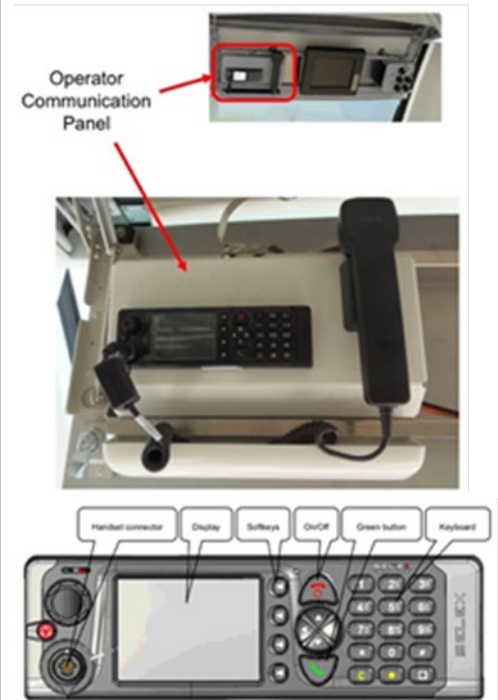| Approved By:	☐ Director, Operations and Maintenance	☐ Department Manager	☐ Manager, HSE (Operations and Maintenance)
Signature:			
Date:			

| On Board Communication Equipment - Operator Communication Panel | The operator communication panel is located on the ceiling drop down panel at each end of the train. It consists of a communications radio and handset used by the Train Operators.

The communication panel enables the on-board Train Operator to communicate with the OCC, make train-wide Public Address (PA) announcements, and communicate with the other train staff at the other end of the train. Specifically, the communication panel is used to:

• Send/Receive calls to OCC/other communication panels
• Answer Emergency Calls from passenger routed by OCC
• Send local Public Address | **Operator Communication Panel (Driver Panel)** ==FIXME Need correct Photo==

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Public Address System – Normal Operating Mode	Normal Operating Mode is where the Public Address System is fully operational, and no defect is present. It means in particular: • The Servers are up and running • The OCC and Information Controller workstations are up and running • The interface equipment is up and running • The speakers are connected and operational • The amplifiers in station are up and running • OCC Operators can connect to PA application software • The server responds automatically to PA requests without any operator intervention • The communication between server and sound equipment in stations is established • There are no alarms when the operator sends live messages or pre-recorded messages
Information Controller	The Information Controller located in the OCC is overall responsible for station operations and providing information to Station Operators and receiving information from the line including • Information on possible overcrowding • Service Disruptions • Incidents, Accidents, Emergencies and any conditions affecting the network • Faults and Failures • Any other information that is needed by the Station Operator
	If advised by the OCC Supervisor, the Information Controller will use the Public Address System and the Passenger Information Display System (PIDS) to Deliver • Critical information and warning to passengers • Inform passengers at stations and on-board trains about any deviation from the normal service and alternatives available. • During degraded operational mode and emergencies, the Information Controller handles communications with passengers needing help (e.g. via ECPs in the station or in elevators) • Handle communications with passengers in emergency conditions.

	☞	***Note*** *Public announcements that are applicable to the whole system are normally made by the Information Controller from OCC*
Station Operator	Station Operators will use the PAS to make announcements locally for safety reasons (e.g. instruction for an immediate evacuation of the station) or when there is a need to disseminate information that is specific to the station including • Train service delays • Special/heightened security threat alerts • Curtailment of train service (e.g. when short turn back mode is in operation) • Closure of a station entrance/exit • Changes to the normal pattern of passenger movement (e.g. in a crowd control situation) • Emergencies • Bus replacement services • Special events • Last train • Prevent injury/accident (e.g. warn a passenger not to rush into a train when the doors have started to close) • Customer service (e.g. help to locate a passenger's children) • Other circumstances deemed necessary by the Station Operator	
	The Station Operator can choose to broadcast pre-recorded messages stored in the PA console for specific purposes or on at ad hoc basis (e.g. safety messages, proper behavior on the HRTP). Announcements that need to be repeated at short intervals (e.g. announcements of short-loop service) can be retrieved from the pre-recorded messages archived in the PA console. Alternatively, the message can be recorded on the spot and loaded into the system for repeated broadcasting in the station.	
	☞	***Note*** *When there is an incident or emergency in the station, the PA system is the most effective and expeditious means for conveying instructions which require immediate response, e.g. station evacuation message*

Normal Mode Automated Public Address System Announcements - Stations	Each station is provided with a Public Address System (PAS) for broadcasting voice messages to passengers. The broadcast can be made to the whole station or a part of it depending on the choice of the Station Operator. PA regarding train services (e.g. train arrivals and departures) is triggered automatically by the ATS. The PA system is integrated with the PIDS such that similar messages in visual form will be displayed on the PIDS simultaneously.

Normal Mode Automated Public Address System Announcements – On Board PAS	The On-Board Public-Address System automatically triggers the following Audio pre-recorded announcements in the trains: • When the train approaches a station: name of the station and side of doors opening • By the middle of the dwell time (except for last station): name of the terminus station of the train • When the train has opened the doors at the terminus station: invitation to leave the train • Before the train closes the doors: stand back the closing doors message • When the train leaves a station: name of the next station • Skip stop message	
	☞	***Note*** *Passengers Information announcements are automatically interrupted in case of Public Address announcement from the OCC or from the on-board train staff.*

Public Address System Degraded Operating Mode – Stations PAS	Degraded Operating Mode is where the Public Address System is partially operational due to a fault in the PAS.

OCC Supervisor	The OCC Supervisor must ensure that the passengers are informed as quickly as possible about the delays and disruptions.
	The OCC Supervisor must tell the Information Controller to make the necessary public announcements to keep the passengers on board the train and at stations informed about the situation.
Information Controller / Station Operator	If there is PAS failure in the OCC, the Information Controller must check with the Station Operators whether local announcements can be made.
	If public announcements can be made, the Information Controller must tell the Station Operator to make the required announcements locally. Otherwise, the Station Operator must make local announcements by means of using a megaphone.
	Note *All Station PAS faults are to be managed in accordance with HNL-09668 Fault Detection, Response and Reporting at Stations.*

Public Address System Degraded Operating Mode – On Board PAS	In cases where remote public address announcements cannot be made from the OCC to Passengers on board a train service, the OCC will instruct the on-board Train Operator to make the required announcements using the on-board PA communication equipment.
Train Operator / Train Controller	When instructed by the Train Controller, the on-board Train Operator must utilize the on-board Operator Communication Panel to provide on-board public address announcements such as: - General on-board arrival and departure information to notify passengers which platform the trains are approaching - On-board courtesy announcements - Informational announcements - Emergency announcements
	Note *Public address announcements and intercom communication with passengers must be made politely and courteously.*
Train Operator	The Train Operator must log incidents or equipment failures in the Duty Event Form. This supports the handover process when a train staff is relieved and ensures that an incoming train staff can provide consistency of support to maintenance with regard to an earlier failure.