

# DEALING WITH SPECIAL NEEDS PASSENGERS (MOBILITY IMPAIRED CUSTOMERS)

**Work description:** Dealing with Mobility impaired customers including those in wheelchairs

**Scope:** Providing assistance to passengers with special needs on stations

**References:** (relevant legislation, codes or practice, applicable Standards or manufacturer's manual)

**PPE and precautions**

Manual handling  
Slips, Trips and Falls

**Competencies or qualifications**

Manual Handling  
Station Operator, Train Operator

**Licenses or permits required**

Nil

**Tools and equipment required**

Ramps


**Note**

*Mobility Impaired Customers or Passengers with Special Needs would be defined as persons confined to wheelchairs or mobility scooters, elderly, injured or heavily pregnant. Parents or custodians of small children may also fit into this category and may require assistance. Others such as visually, mentally and hearing impaired may fall into this category and staff are to continually observe the station environment for persons finding it difficult to use the facilities on their own.*

**Typical Mobility Scooter and Wheelchairs**

Typical Mobility Scooter and Wheelchairs


**Warning**

*For safety reasons Wheelchair and Mobility Scooters are not permitted on Escalators*

**Elevators Failure**  
*Station Operator*

Passengers in wheelchairs should be directed to Elevators to enter and exit the platform areas

In the event of Elevator failure at your station the following steps are to be followed:

- Report the fault to Engineering and Fault Controller and request him to arrange urgent attendance to the fault in line with HNL-09527 Faults Reporting Process
- Inform the Station Controller (Information / Security) to notify all other stations so that the Station Operator can inform wheel-chaired passengers that the station is not accessible at the moment
- Display notices at all landings of the elevator advising passengers that it is temporarily out of service
- Deploy station staff to assist passengers who are mobility impaired to use the staircase if it is safe to do so
- Station staff should check with the passenger whether he is able to stand and are willing to walk with the assistance of station staff
- If the passenger is unable to walk or deny assistance provided by station staff, advise the passenger they will need to travel to the next station where Elevator access is possible
- Notify the next available station to meet the passenger and arrange alternate transport for the passenger on arrival
- Display notices at all landings of the elevator advising passengers that it is temporarily out of service
- Station staff should check with the passenger whether he is able to stand and are willing to walk with the assistance of station staff
- If the passenger is unable to walk or deny assistance provided by station staff, advise the passenger they will need to travel to the next station where Elevator access is possible
- Notify the next available station to meet the passenger and arrange alternate transport for the passenger on arrival

Staff are required to make a notation of any assistance provided in the station logbook

**Approved By:**

☐ Director, Operations and Maintenance

☐ Department Manager

☐ Manager, HSE (Operations and Maintenance)


**Signature:**

**Date:**

# DEALING WITH SPECIAL NEEDS PASSENGERS (MOBILITY IMPAIRED CUSTOMERS)

**Warning**

Where Wheelchairs or Mobility Scooters are required to be lifted or carried by staff, the correct Manual Handling restrictions and techniques are to be employed

<b>Station Operators at all other stations</b>  <i>Station Operator (other stations)</i>	<p>In the event of a reported Elevator failure at another Station. Station Operators are to follow the steps below:</p> <ul style="list-style-type: none"> <li>• Display notices near the station elevator (at street level only) advising wheelchair users that: <ul style="list-style-type: none"> <li>○ The elevator at the affected station is temporarily out of service</li> <li>○ If they intend to go to the affected station, they will have to use other modes of transport</li> <li>○ Contact details of where and whom to contact to arrange alternate transport</li> </ul> </li> <li>• Deploy station staff in the unpaid areas and ask wheel-chaired passengers which station they intend to go.</li> <li>• If their destination station is the station where elevator service is unavailable, check with them if they can use the staircase at their destination station.</li> <li>• If the passenger is unable or unwilling to walk, advise the passenger to use other modes of transport or suggest the use of an adjacent Station</li> <li>• If these options are unacceptable arrangements should be made to provide the customer with alternate transport.</li> </ul> <p>Staff are required to make a notation of any assistance provided in the station logbook</p>
<b>Other Less Mobile (Special Needs) Customers</b>  <i>Station Operator</i>	<p>Passengers with special needs will be identified by staff in the station environment. These passengers may be mobility impaired, elderly, injured or heavily pregnant. Parents or custodians of small children may also fit into this category.</p> <p>Within station areas, Station Operators will:</p> <ul style="list-style-type: none"> <li>• Regularly check pick-up and drop-off points at stations to ensure access is clear</li> <li>• Regularly check platforms for the arrival of Passengers with special needs</li> <li>• Ensure intercom systems are functional</li> <li>• Use appropriate and informative language</li> <li>• Be proactive and helpful to ensure smooth and efficient journey</li> <li>• Provide assistance to board and alight the train, as necessary</li> <li>• Be observant of special needs passengers to provide special assistance in the event of an incident or emergency</li> </ul> <div>  <div> <b>Warning</b>  <i>In the event someone requires assistance, help should be sort from other staff members if required to ensure the stability of the customer</i> </div> </div> <p>Staff should maintain their balance always and employ the correct Manual Handling techniques</p>
<b>Additional controls</b> <i>Employ the services of the Police or Security Guards if other staff members are not readily available to assist</i>	