

## TRAIN EVACUATION

**Work description:** This Work Instruction details the handling of passenger evacuation from a stranded train on the mainline.

**Scope:** This Work Instruction is written specifically for the operating staff of Honolulu Rail Transit.

**References:** HNL-09563 Incident Management Procedure, HNL-09320 Handling Trespasser on Lineside/Unauthorized Person Trackside, HNL-09416 Handling Train Failure

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

### Tools and equipment required

Train Key, Train Driver Bag, Egress ladder, Hand Held Portable Radio, Torch



#### Warning

Passenger evacuation between stations shall be avoided as much as possible. Before deciding to evacuate a train between stations, all attempts to evacuate the train at the closest station shall be made.



#### Warning

In the case of a traction power failure or the train is unable to collect electricity from the power rail, only the ventilation will continue but be reduced.



#### Warning

Avoid using the train doors where there is energized third rail collector directly underneath, as it may pose a safety risk to passengers when falling into the gap between the train and the emergency walkway.



#### Warning

Staff at the scene must assess whether any passenger will require assistance evacuating the train and advise Train Control immediately.

### 1. End-to-End Train Evacuation

OCC Supervisor	<ol style="list-style-type: none"> <li>1) instruct the Information Controller to make public announcements to the affected trains/stations; informing passengers in the failed train to wait for the arrival of train/station staff</li> <li>2) assess the location of the failed train, confirm on the evacuation method and instruct the Train Controller to:               <ol style="list-style-type: none"> <li>a) identify and prepare a train as the rescue train</li> <li>b) arrange a Train Operator as the driver</li> <li>c) Remove any passengers from the Train</li> <li>d) implement end-to-end evacuation</li> </ol> </li> <li>3) inform the Customer Service Supervisor to arrange enough station staff onboard the rescue train to assist passenger evacuation and at station platform to assist passenger detrainment</li> <li>4) inform the OCC Manager of the situation</li> <li>5) work closely with the Train Controller to implement end-to-end evacuation and with the other Train Controller to implement alternative services in the unaffected area where required</li> <li>6) monitor the evacuation process</li> <li>7) log the event in the OCC Supervisor Daily Report</li> <li>8) Arrange assistance from emergency services if required</li> </ol>
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Approved By:	<input type="checkbox"/> Director, Operations and Maintenance	<input type="checkbox"/> Department Manager	<input type="checkbox"/> Manager, HSE (Operations and Maintenance)
Signature:			
Date:			

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<i>Train Controller</i>	<ol style="list-style-type: none"> <li>1) hold and stop trains from entering the affected area</li> <li>2) alert other (nearby) onboard train staff of the incident</li> <li>3) on OCC Supervisor's authorization, identify a train as the rescue train; detrain passengers at the station platform with the help of station staff</li> <li>4) arrange a Train Operator as the train driver of the rescue train</li> <li>5) pick up additional staff from the station to the rescue train to assist passenger evacuation</li> <li>6) brief the onboard staff of the rescue train on the chosen evacuation method, and the location of the failed train</li> <li>7) instruct the Train Operator to activate the Emergency Drive Console for manual driving</li> <li>8) set a route for the rescue train to move to the failed train</li> <li>9) authorize the train driver to close the train doors and to operate the rescue train manually under ATO/ATP and proceed to the stopping position near the failed train (or AUTO mode)</li> <li>10) after the train stops at the stopping position, request Engineering &amp; Fault Controller to turn OFF traction power in the affected area, then instruct the train driver to apply the emergency brakes and open the specified train door (on the side of the emergency walkway)</li> <li>11) instruct all other staff on the rescue train to proceed to the failed train and open the specific train door on the failed train and begin train evacuation by directing passengers from the failed train to the rescue train via the emergency walkway</li> <li>12) wait until the train Operator confirms the completion of evacuation, and the train doors (on both the failed train and the rescue train) closed then request Engineering &amp; Fault Controller to turn ON traction power, and set a route for the rescue train to reach the nearest station</li> <li>13) authorize the train driver to operate the train manually under ATO/ATP (or AUTO) and proceed to the specified station</li> <li>14) after the rescue train docks at the specified station, instruct the Train Operator to detrain all personnel from the rescue train</li> <li>15) log the event in the OCC Controller Log</li> </ol>
<i>Information Controller</i>	<ol style="list-style-type: none"> <li>1) on OCC Supervisor's authorization, make public announcements to the affected trains/stations; informing passengers on the failed train to wait for the arrival of train/station staff</li> <li>2) make regular public announcement to inform/update passengers on the trains/at stations affected by the incident</li> </ol>
<i>Engineering &amp; Fault Controller</i>	<ol style="list-style-type: none"> <li>1) on Train Controller's request, turn OFF traction power (when passenger evacuation begins)</li> <li>2) on Train Controller's request, turn ON traction power (when passenger evacuation is completed)</li> <li>3) inform the Yard Controller and maintainers to receive the failed train into the yard workshop after the failed train is removed from the mainline</li> </ol>
<i>Customer Service Supervisor</i>	<ol style="list-style-type: none"> <li>1) arrange Station Operators to assist passenger detrainment from the train identified as the rescue train</li> <li>2) arrange Station Operators to board the rescue train to assist train evacuation</li> <li>3) inform the OCC if it is identified that there are persons that require assistance to evacuate the train (Disabled, wheelchair etc.)</li> </ol>

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<i>Train Operator on the Rescue Train</i>	<ol style="list-style-type: none"> <li>1) when preparing the rescue train, direct and confirm the detrainment of passengers at station platform as instructed</li> <li>2) on Train Controller's authorization, activate the Emergency Drive Console for manual driving (ATO/ATP mode)</li> <li>3) wait for the additional staff to board the rescue train</li> <li>4) on Train Controller's authorization, operate the rescue train along the specified route and stop at the location specified with the emergency brake applied</li> <li>5) After it is confirmed that the power has been switched off, manually open the train door (on the side of the emergency walkway) on the rescue train specified by the Train Controller</li> <li>6) oversee other onboard staff to proceed to the failed train and open the train door specified by the Train Controller, apply the emergency brake to secure the failed train (if no train staff is on the failed train), then stand on the emergency walkway to assist passengers and prevent passengers from going to the wrong direction</li> <li>7) oversee the station staff to lead the passengers off the failed train, onto the emergency walkway and walk to the rescue train</li> <li>8) make sure no one is left behind and all passengers (and staff) have proceeded to the rescue train</li> <li>9) oversee station staff closing the train door of the failed train and returning to the rescue train</li> <li>10) close the train door of the rescue train and report the completion of passenger evacuation to the Train Controller</li> <li>11) on Train Controller's authorization, reset the emergency brake, operate the rescue train and stop at the station specified</li> <li>12) conduct detrainment at the station platform and report to the Train Controller the completion of passenger detrainment</li> <li>13) record the event in the Train Staff Duty Event Form</li> </ol>
<i>Train Operator on the Failed Train (if already onboard)</i>	<ol style="list-style-type: none"> <li>1) apply emergency brake</li> <li>2) standby at the emergency walkway and display a red hand-signal to the approaching rescue train</li> <li>3) upon arrival of the rescue train, agree and confirm with the Train Operator from the rescue train on the details of the passenger evacuation</li> <li>4) assess the passengers to ensure they are capable of evacuating the train without assistance and provide any details to the OCC</li> <li>5) assist the passenger evacuation by following the instruction of the Train Operator of the Rescue Train</li> <li>6) record the event details on the Train Staff Duty Event Form</li> </ol>

**TRAIN EVACUATION****2. Train-to-Train Evacuation**

<i>OCC Supervisor</i>	<ol style="list-style-type: none"> <li>1) instruct the Information Controller to make public announcements to the affected trains/stations; informing passengers on the failed train to wait for the arrival of train/station staff</li> <li>2) assess the location of the failed train, confirm the evacuation method and instruct the Train Controller to: <ol style="list-style-type: none"> <li>a) identify and prepare a train as the rescue train; arrange a Train Operator as the driver</li> <li>b) implement train-to-train evacuation</li> </ol> </li> <li>3) inform the Customer Service Supervisor to arrange enough station staff onboard the rescue train to assist passenger evacuation and at station platform to assist passenger detrainment</li> <li>4) inform the OCC Manager of the situation</li> <li>5) work closely with the Train Controller to implement train-to-train evacuation and with the other Train Controller to implement alternative services in the unaffected area where required</li> <li>6) monitor the evacuation process</li> <li>7) log the event in the Duty Manager Daily Report</li> </ol>
<i>Train Controller</i>	<ol style="list-style-type: none"> <li>1) hold and stop trains from entering the affected area</li> <li>2) alert other (nearby) onboard train staff of the incident</li> <li>3) on OCC Supervisor's authorization, identify a train as the rescue train; detrain passengers at the station platform with the help of station staff</li> <li>4) arrange a Train Operator as the train driver of the rescue train</li> <li>5) pick up additional staff from the station to the rescue train to help passenger evacuation</li> <li>6) brief the onboard staff of the rescue train on the chosen evacuation method, and the location of the failed train</li> <li>7) instruct the Train Operator to activate the Emergency Drive Console for manual driving</li> <li>8) set a route for the rescue train to move to the failed train</li> <li>9) authorize the train driver to close the train doors and to operate the rescue train manually under ATO/ATP and proceed to the stops position near the failed train (or AUTO mode)</li> <li>10) after the train stopping at the stopping position, request Engineering &amp; Fault Controller to turn OFF traction power in the affected area, then instruct the train driver to apply the emergency brakes and open the specified train door (on the side of the emergency walkway)</li> <li>11) instruct all other staff to proceed to the failed train and open the specific train door on the failed train and begin train evacuation by directing passengers from the failed train to the rescue train</li> <li>12) wait until the train driver confirms the completion of evacuation, and the train doors (on both the failed train and the rescue train) closed then request Engineering &amp; Fault Controller to turn ON traction power, and set a route for the rescue train to reach the nearest station</li> <li>13) authorize the train driver to operate the train manually under ATO/ATP (or AUTO) and proceed to the specified station</li> <li>14) after the rescue train docks at the specified station, instruct the Train Operator to detrain all personnel from the rescue train</li> <li>15) log the event in the OCC Controller Log</li> </ol>
<i>Information Controller</i>	<ol style="list-style-type: none"> <li>1) on OCC Supervisor's authorization, make public announcements to the affected trains/stations; informing passengers on the failed train to wait for the arrival of train/station staff</li> <li>2) make regular public announcement to update passengers on the trains/at stations affected by the incident</li> </ol>
<i>Engineering &amp; Fault Controller</i>	<ol style="list-style-type: none"> <li>1) switch on viaduct lighting where required</li> <li>2) on Train Controller's request, turn OFF traction power (when passenger evacuation begins)</li> <li>3) on Train Controller's request, turn ON traction power (when passenger evacuation is completed)</li> <li>4) inform the Yard Controller and maintainers to receive the failed train into the yard workshop after the failed train is removed from the mainline</li> </ol>
<i>Customer Service Supervisor</i>	<ol style="list-style-type: none"> <li>1) arrange Station Operators to assist passenger detrainment from the train identified as the rescue train</li> <li>2) arrange Station Operators to board the rescue train to assist train evacuation</li> </ol>

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<i>Train Operator on the Rescue Train</i>	<ol style="list-style-type: none"> <li>1) when preparing the rescue train, direct the detrainment of passengers at station platform as instructed</li> <li>2) on Train Controller's authorization, activate the Emergency Drive Console for manual driving (ATO/ATP mode)</li> <li>3) wait for the additional staff to board the rescue train</li> <li>4) on Train Controller's authorization, operate the rescue train along the specified route and stop at the location specified with the emergency brake applied</li> <li>5) manually open the train door on the rescue train specified by the Train Controller</li> <li>6) on instruction from the Train Controller, dispatch a station staff to board the failed train by opening the specified train door (parallel to the opened train door on the rescue train) if there is no train staff on the failed train</li> <li>7) on instruction from the Train Controller, make sure the station staff on the rescue train has unfolded the portable evacuation bridge and placed it securely between the opened doors from each train as the connecting pathway for evacuation</li> <li>8) on instruction from the Train Controller, make sure the station staff onboard has led the passengers onto the portable evacuation bridge and walked over to the rescue train from the failed train</li> <li>9) make sure no one is left behind, and all passengers have proceeded to the rescue train</li> <li>10) close the train door of the failed train and return to the rescue train</li> <li>11) close the train door of the rescue train and report the completion of passenger evacuation to the Train Controller</li> <li>12) on Train Controller's authorization, reset the emergency brake, operate the rescue train and stop at the station specified</li> <li>13) conduct detrainment at the station platform and report to the Train Controller the completion of passenger detrainment</li> <li>14) record the event in the Train Staff Duty Event Form</li> </ol>
<i>Train Operator on the Failed Train (if already onboard)</i>	<ol style="list-style-type: none"> <li>1) apply emergency brake</li> <li>2) upon arrival of the rescue train, agree with the Train Operator from the rescue train on the details of the passenger evacuation, especially on which train door is to be opened</li> <li>3) assess the passengers to ensure they are capable of evacuating the train without assistance and provide any details to the OCC open the specific train door and assist the passenger evacuation by following the instruction of the Train Operator from the rescue train</li> <li>4) be the last one to leave the failed train and enter the rescue train</li> <li>5) close the train door after the portable evacuation bridge has been taken back to the rescue train</li> <li>6) record the event details on the Train Staff Duty Event Form</li> </ol>

### 3. Lineside Evacuation (Controlled)

<i>OCC Supervisor</i>	<ol style="list-style-type: none"> <li>1) instruct the Information Controller to make public announcements to the affected trains/stations; informing passengers on the failed train to wait for the arrival of train/station staff</li> <li>2) assess the location of the failed train, confirm the evacuation method and instruct the Train Controller to: <ol style="list-style-type: none"> <li>a) identify and contain any immediate threat to the safety of the passengers</li> <li>b) identify the evacuation route to the nearest place of safety (station, emergency egress, etc.)</li> </ol> </li> <li>3) instruct the nearest (two) Customer Service Supervisors (from the nearest stations) to each lead a team of station staff and get to the failed train location immediately to assist passenger evacuation following the escape route chosen</li> <li>4) inform the OCC Manager of the situation</li> <li>5) work closely with the Customer Service Supervisors to implement lineside evacuation</li> <li>6) monitor the evacuation process</li> <li>7) log the event in the OCC Supervisor Daily Report</li> </ol>
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<i>Train Controller</i>	<ol style="list-style-type: none"> <li>1) request the Engineering &amp; Fault Controller to switch OFF traction power at the affected area</li> <li>2) hold and stop trains from entering the affected area</li> <li>3) make certain two safe paths are established (one from each direction) for the two station teams to reach the failed train</li> <li>4) alert other (nearby) onboard train staff of the incident</li> <li>5) on confirmation from the Customer Service Supervisors (who led the passenger evacuation) that all passengers and staff have safely reached the nearest place of safety, request the Engineering &amp; Fault Controller to switch ON traction power at the affected area</li> <li>6) arrange a train as sweep train and assign a Train Operator on the sweep train to conduct line clear operation to make certain the track is clear before resuming normal train service</li> <li>7) log the event in the OCC Controller Log</li> </ol>
<i>Information Controller</i>	<ol style="list-style-type: none"> <li>1) make public announcements to the affected trains/stations; informing passengers on the failed train to wait for the arrival of station staff</li> <li>2) make regular public announcement to update passengers on the trains/at stations affected by the incident</li> </ol>
<i>Engineering &amp; Fault Controller</i>	<ol style="list-style-type: none"> <li>3) on Train Controller's request, switch OFF traction power on the affected area</li> <li>4) on Train Controller's request, switch ON traction power (when passenger evacuation is completed)</li> </ol>
<i>Customer Service Supervisor (the first one arriving at the scene)</i>	<ol style="list-style-type: none"> <li>1) on OCC Supervisor's instruction, lead a team of Station Operators to the scene of the failed train immediately to assist passenger evacuation according to the escape route chosen</li> <li>2) bring Train Key and Train Driver Bags along</li> <li>3) once arrived at the scene of the failed train, open the Crew Door manually using the Emergency Access Device and Train Key</li> <li>4) enter the failed train, apply the Emergency Brake at the Emergency Drive Console, and inform OCC if there are any passengers with medical conditions that need assistance from emergency services</li> <li>5) begin passenger evacuation by assigning one Station Operator to assist passengers stepping down and lead the passengers at the front of the line and assigning another Station Operator in the middle of the line</li> <li>6) close the train door, follow and walk behind the last passenger who has left the failed train</li> <li>7) report to the Train Controller when all passengers are in the place of safety</li> </ol>
<i>Customer Service Supervisor (the second one arriving at the scene)</i>	<ol style="list-style-type: none"> <li>1) assist the first team in evacuating all passengers to the place of safety using the chosen escape route</li> </ol>
<i>Station Operators</i>	<ol style="list-style-type: none"> <li>1) follow the instructions from the Customer Service Supervisor who oversees the passenger evacuation at the scene</li> <li>2) assist passengers who might need help (children, elderlies, passengers with special needs) off the train and walk along the emergency walkway – stay with those who are on wheelchair until a narrow-gauge wheelchair can be transported to the scene or other arrangements</li> </ol>

#### 4. Lineside Evacuation (Uncontrolled)

Same Staff as Lineside Evacuation (Controlled)	<p>Same handling as Lineside Evacuation (Controlled) with additional actions below:</p> <ul style="list-style-type: none"> <li>• Train Controller must immediately activate the ESS pushbutton</li> <li>• If there is an immediate threat(s) to passenger life and staff cannot access the scene on time, OCC Supervisor must instruct the Information Controller to make urgent announcement to passengers on the failed train to remain calm and to open the train doors (on the side of the emergency walkway) manually for evacuation</li> <li>• OCC Supervisor must also instruct the Customer Service Controller to provide public announcement on the failed train as to which direction is the escape route to the nearest place of safety – more frequent announcement must be made</li> </ul> <p>To make certain no one left behind in the affected area, please refer to HNL-09320 Handling Trespasser on Lineside/Unauthorized Person Tracksides</p>
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