



ITEMS DROPPED ONTO THE TRACKS

Work description: Retrieving items that Passengers have dropped onto the tracks		
Scope: Any item dropped onto the track during Revenue Services Hours		
References: HNL-09588 Accessing Lineside during Revenue Services Hours, HNL-09586 Track Occupancy Certificate Form		
PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	Station Attendant, Train Controller	Nil
Tools and equipment required		
Non-Conductive Long Tongs		

**Warning**


Staff must not access the track during Revenue Service Hours unless it has been confirmed by the Train Controller that all services in the area have been stopped

Retrieval Equipment	If trained to use Non-Conductive Long Tongs, they may be used as an alternative to physically be accessing the track if the item is small enough to be recovered	
----------------------------	--	---

Dealing with persons who have dropped items onto the track Station Attendant	Person may from time to time drop items/belongings onto the live track area. This can cause the passengers to become distraught and reluctant to leave the station until their items/belongings have been retrieved. Items regularly dropped are mobile phones and children's belongings.
	In the event of items/belongings being dropped onto the track, the Station Attendant will: <ul style="list-style-type: none"> • Advise the person that the item will be retrieved during non-Revenue Service hours • Collect details of the person and item dropped • Provide the person with information regarding when and where the item can be picked up the next day • Provide all collected information to Information Controller
	<div>  Warning <i>Staff are to advise the person that it is not safe to go onto the track and report to the Police if the person indicates that they intend to do so</i> </div>


Document Code	HNL-09570 - Items Dropped onto the Tracks	Revision	
External Code		Ext. Revision	
File Name	-00.00-0-	Page 1 of 3	

ITEMS DROPPED ONTO THE TRACKS

	<p>In the event of items/belongings being dropped onto the track, the Station Attendant will:</p> <ul style="list-style-type: none"> Record the details in the Station Log Book and mention the issue in the station hand over for the following shift Collect the following information to advise the Train Controller: <ul style="list-style-type: none"> If the item is on the track If the item is not on the track, then how close to the track it is? How near the item is to the traction power rail? How close the item is to the other line?
<i>Train Controller</i>	<p>When advised by the Station Attendant that an object is in the corridor and not encroaching on the Track or Operational Equipment, the Train Controller will advise:</p> <ul style="list-style-type: none"> that the item must not be retrieved when it is likely to be retrieved the Engineering and Fault controller to arrange for it to be removed during non-Revenue Service hours
<i>Station Attendant</i>	<p>Station Attendant will:</p> <ul style="list-style-type: none"> Advise the passenger of when they will be able to collect their belongings and where to collect them from Under special circumstances the item may be couriered to the passenger when it is available
Dealing with Items that MUST be retrieved during Revenue Service Hours <i>Train Controller</i>	<p>Under some special circumstances, such as a passport being dropped and a flight that needs to be made, or the item dropped is encroaching on Operational Equipment, the Item may be retrieved during Revenue Service Hours:</p> <p>Train Controller will:</p> <ul style="list-style-type: none"> Consult with the OCC Supervisor regarding stopping services Gain authority to stop services stop trains from approaching the station if necessary, switch off traction current with assistance from Engineering and Fault Controller
	<div>  <div> <p>Note</p> <p><i>You must dictate the Station Attendant authority to go on to the track by providing the following information for them to fill in the HNL-09586 Track Occupancy Authority</i></p> </div> </div>

Document Code	HNL-09570 - Items Dropped onto the Tracks	Revision	
External Code		Ext. Revision	
File Name	-00.00-0-	Page 2 of 3	

ITEMS DROPPED ONTO THE TRACKS

	<ul style="list-style-type: none">• Tell the Station Attendant to repeat back this information• The location and platform that is blocked• The time that you stopped trains• Provide a unique reference number for the line blockage in line with the requirements of OPE-IN-092-01 Accessing the line during Revenue Service Hours• Advise how long the Station Attendant must remove the item• Once complete and trains have been stopped in the area• Advise the Station Attendant it is safe to go on track
Station Attendant	<div></div> <div>Warning <i>Station Attendants are NOT to go on track until advised by the Train Controller that it is Safe to do so and have been suitably trained</i></div>
	Station Attendant will: <ul style="list-style-type: none">• Advise the Passenger to wait on the platform• Complete the HNL-09586 Track Occupancy Authority and repeat back to the Train Controller• Wait for advice that it is safe to access the track• Retrieve the item with Long Tongs if you have been trained to use it• If you cannot use Non-Conductive Long Tongs, use the platform end doors to get onto the track and use the ladders to get down to the track.
	Once the item has been retrieved: <ul style="list-style-type: none">• Return to the station platform• Advise the Station Attendant that you have returned to the platform
Station Attendant	Station Attendant will: <ul style="list-style-type: none">• Advise the Train Controller that the line is clear, and trains can start running• Return the item to the Passenger• Record the details in the Station Log
Additional controls	
<i>If possible, have another staff member on the platform when entering the track area</i>	

Document Code	HNL-09570 - Items Dropped onto the Tracks	Revision	
External Code		Ext. Revision	
File Name	-00.00-0-	Page 3 of 3	