

## AFC FAILURES

**Work description:** The purpose of this document is to describe actions necessary to manage AFC failures. This document is applicable for the Operation and Maintenance Services on the Honolulu Rail Transit Project (H RTP).

**Scope:** Actions to be taken in case of an AFC Failure

**References:** HNL-09504 Crowd Management, HNL-09668 Fault Reporting and Response at Stations

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	Station Attendant	Nil

### Tools and equipment required

"A" Board



### Warning

*Crowding may occur at the AFC Gates in the event of a failure. Stations Attendants are to manage Crowds in line with HNL-09504 Crowd Management*

<b>AFC Failure</b>	The Automatic Fare Collection system consists of ticket vending machines and gates at the entrance of paid areas of each station, allowing the customers provided with the ticket to access the H RTP system. AFC gates are an efficient and effective way of managing fare collection through the station environment. From time to time the AFC gates may fail to operate correctly and action needs to be taken immediately to ensure revenue protection along with smooth passenger operations and movement through the station. The AFC Gates are continuously monitored through the central SCADA and the Engineering and Faults Controller
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<b>AFC Failure</b>	
<i>Station Attendant</i>	<p>The Station Attendant must:</p> <ul style="list-style-type: none"> <li>• Monitor the AFC system to ensure it is working as designed;</li> <li>• Report any Failures to the Engineering and Faults Controller in the OCC;</li> <li>• Apply an "A" Board indicating that the Gate or Machine is not in service;</li> <li>• Monitor Crowds around the affected areas and implement crowd control if necessary, in line with HNL-09504 Crowd Management</li> </ul>
<i>Engineering &amp; Fault Controller</i>	<p>Once advised of the Faults or Failure, the Engineering and Faults Controller must:</p> <ul style="list-style-type: none"> <li>• Record the Failure and open an MMIS notification in line with HNL-0927 Fault Reporting Process</li> <li>• Inform the OCC Supervisor</li> <li>• Close the MMIS notification upon OCC authorization and receipt of the repair report</li> </ul>

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## OCC Supervisor

The OCC Supervisor must:

- Inform the City about the fault and co-ordinate for the repair with the City designated point of contact;
- Get the repair report from the City Designated point of contact;
- Instruct the Engineering and Faults Controller to close the MMIS notification once the report is available.
- Instruct Station Attendant to remove the "A" board when the repair is complete.

**Note**

*If all gates have failed staff are to make arrangements for passengers to enter the station through open gate arrays*

## The City

The City or designated point of contact shall:

- Coordinate with OCC for the repair;
- Make sure the repair is performed;
- Provide the repair report to the OCC supervisor when the work is complete

**Additional controls**

*Train Attendants may be deployed on request to assist in the management of crowds*

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