

BUS REPLACEMENT SERVICE WORK INSTRUCTION**Work description:** Station requirements for when busses replace trains**Scope:** Station staff assisting passengers when busses have replaced trains on the network**References:** HNL-09421 Contingency Plan (Alternate Service Plan) Work Instruction**PPE and precautions**

Hi Visibility Vest, Torch

Competencies or qualifications

Station Operator Conflict Resolution, Crowd Management

Licenses or permits required

Nil

Tools and equipment required

Loud Hailer, Crowd Control Barriers

**Warning**

Passengers may be agitated when advised that busses have replaced trains. Remember to employ conflict resolution skills and provide as much information as possible to passengers during this time.

Bus Replacement Service

Crowd control barriers will ensure that passengers are properly positioned to join the bus services.

**Note**

When bus replacement service is to be introduced, OCC will inform all stations about the arrangement.

Bus Replacement**Station Operator**

When train services for a section of the line are suspended, bus replacement service will be requested by OCC (OCC Supervisor)

Station Operators will:

- Facilitate passengers boarding the buses
- Passengers must be informed about the expected time of arrival of the first bus, the pick-up points and the stations that will be served by the buses
- Staff must announce bus destinations when they arrive
- Temporary notices/signs must be displayed to guide passengers to the pick-up points
- The notices/signs must also indicate the names of stations which the buses will serve
- Additional Staff such as Train Operators will be deployed by the Station Operator to provide guidance to prevent passengers boarding the "wrong" bus

Station Operators will continually monitor and supervise the boarding and crowd management and call for and deploy more staff to assist if required

Special Arrangements for Airport Passengers

If replacement bus services are not adequate or timely enough for airport-bound passengers, Station Operator must contact the OCC Supervisor. The OCC Supervisor will arrange taxis to proceed to the stations affected by the service disruption. Station Operators will give priority to the affected passengers who need to rush to the airport for boarding and maximize occupancy of the taxi's seating capacity.

Additional controls

Staff should call for the assistance of City Security Personnel and or Police to assist in crowd management if required

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