

CROWD MANAGEMENT

Work description: Identifying and dealing with passenger build-up and or overcrowding incident. This document is applicable for the Operation and Maintenance Services on the Honolulu Rail Transit Project (H RTP).

Scope: Management of passenger flow in or around Stations

References: Local crowd control plan, HNL-09328 Station Evacuation, HNL-09517 Station Closure, HNL-09665 Station Operations Procedure

PPE and precautions

Nil

Competencies or qualifications

Station Operator, Train Operator, City Security Personnel, Information Controller, Customer Service Supervisor

Licenses or permits required

Nil

Tools and equipment required

Handheld Portable Radio, Loud Hailer, Temporary barriers/stanchions, Notices, keys/cards as required

**Warning**

Lack of smooth passenger flow within Station areas may lead to overcrowding incidents, where passengers can potentially be injured.

Crowd Control Measures

Customer Service Supervisor

When it is evident that there is a significant build-up of passenger numbers, either by information from OCC, local CCTV or by reports from station staff, the local crowd control plan must be implemented.

Station Operator will:

- Determine the crowd control method to be used, refer to Table 1.
- Inform Information Controller of crowd control measures to be implemented
- Deploy Station Operator, Train Operators and or City Security Personnel to implement the method of crowd control, using the correct equipment
- If any entrance is to be closed for crowd control purpose, refer to HNL-09517 Station Closure

Station Operators, Train Operators, City Security Personnel

Station Operators, Train Operators and City Security Personnel will:

- Collect the required crowd control tools and equipment
- Implement crowd control actions
- Report crowd situation to Information Controller after implementing crowd control

**Warning**

Customer Service Supervisor can request the Information Controller to ask for Police assistance if the crowd control situation may result in blockages to the public amenities and immediate areas associated with the station and/or if there is a potential for 'public disorder'.

Handheld Portable Radio should be carried by Station staff during crowd control activities.

Table 1 Methods of Crowd Control

Crowd control method	Platform overcrowding	Concourse overcrowding	Entrance / Exit points overcrowding
<i>Regulate passenger flow</i>			
Carry out controlled access at entrances to limit incoming passengers	✓	✓	✓
Close some or all of the entry gates and Ticket Vending Machines to slow down movement of passengers to platform	✓	-	-
Use megaphones to direct passengers to areas not so crowded	✓	✓	✓
Introduce one-way flow to reduce conflicting movements	✓	✓	✓
Set up additional counters for manual selling of tickets to reduce queuing at Ticket Vending Machines	-	✓	-

Approved By:

☐ Director, Operations and Maintenance

☐ Department Manager

☐ Manager, HSE (Operations and Maintenance)

Signature:

Date:

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Crowd control method	Platform overcrowding	Concourse overcrowding	Entrance / Exit points overcrowding
Stop some or all escalators to slow down movement of passengers to crowded areas	✓	✓	-
<i>Clear people from the station</i>	✓	✓	✓
Advise passengers to leave the station using the public address system	✓	✓	✓
Arrange an empty train to pick up passengers	✓	✓	-
Change the running direction of escalators for exit only	✓	✓	✓
<i>Prevent people from entering the station</i>	✓	✓	✓
Display message on the Passenger Information System advising passengers not to enter the station	✓	✓	✓
Advise passengers not to enter the station through the PA system	✓	✓	✓
Arrange for trains to non-stop the station	✓	✓	-
Close one or more entrances or only allow for the exit of passengers	-	✓	-
Change running direction of escalators at entrances for exit only	-	✓	✓

Additional controls

Additional staff may be required to manage unexpected crowd control issues.