

AFC FAILURES WORK INSTRUCTION

Work description: The purpose of this document is to describe actions necessary to manage Automatic Fare Collection (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 Work Instruction, HNL-09527 Fault Reporting Process Work Instruction

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

Tools and equipment required

"A" Board

**Warning**

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

AFC Failure	The AFC 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 take 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 & Fault Controller
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AFC Failure	
<i>Station Operator</i>	<p>The Station Operator must:</p> <ul style="list-style-type: none"> • Monitor the AFC system to ensure it is working as designed • Report any Failures to the Engineering and Faults Controller in the OCC • Apply an "A" Board indicating that the Gate or Machine is not in service • Monitor Crowds around the affected areas and implement crowd control if necessary, in line with HNL-09504 Crowd Management Work Instruction
<i>Engineering & Fault Controller</i>	<p>Once advised of the Faults or Failure, the Engineering and Faults Controller must:</p> <ul style="list-style-type: none"> • Record the Failure and open an MMIS notification in line with HNL-09527 Fault Reporting Process Work Instruction • Inform the OCC Supervisor • Close the MMIS notification upon OCC authorization and receipt of the repair report
<i>OCC Supervisor</i>	<p>The OCC Supervisor must:</p> <ul style="list-style-type: none"> • 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 & Fault Controller to close the MMIS notification once the report is available • Instruct Station Operator 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	<p>The City or designated point of contact shall:</p> <ul style="list-style-type: none"> • 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
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Additional controls

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

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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