

IMPLEMENTING SHUTTLE OPERATION

Work description: This OCC Work Instruction details the implementation of Shuttle Operation.

Scope: This Work Instruction is written specifically for OCC operating staff of Honolulu Rail Transit for all events that occur on the mainline automatic area.

References: HNL-09421 Contingency Plan (Alternate Service Plan), HNL-09568 Bus Replacement Service

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	Train Controller, OCC Supervisor, Information Controller, Customer Service Supervisor	Nil
Tools and equipment required		
Nil		

**Warning**

Be aware of which station platforms will no longer be served by trains (and which station platforms will be served by feeder buses) under the implementation of the shuttle operation where applicable.

Implementing Shuttle Operation	<p>Where feasible, single line working can be implemented on the adjacent track to provide minimum service by shuttling one train among several stations. Please note that the level of service provided by single line working depends on the extent of failure.</p> <p>Coordination between OCC operating staff and the staff on the affected stations is important to make sure that passengers do not board the wrong train, since the shuttle train would operate bidirectionally on one (1) platform at each station in the affected section.</p> <p>Trains will be able to run at full line speed during single line working.</p>
<i>OCC Supervisor</i>	<p>Before the shuttle train service is implemented:</p> <ul style="list-style-type: none"> grant authority to the Train Controller for implementation if applicable, request bus replacement service from the responsible party and inform them of the service disruption duration, and station affected following HNL-09568 Bus Replacement Service
<i>Train Controller</i>	<p>Before the shuttle train service is implemented:</p> <ul style="list-style-type: none"> receive authorization from the OCC Supervisor make sure unique usage of single tracking

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Information Controller	Before the shuttle train service is implemented: <ul style="list-style-type: none"> • inform the relevant Customer Service Supervisor(s) and any onboard Train Attendants affected by the shuttling service, which station(s) and platform(s) will now be the terminus and which station(s) and platform(s) will no longer be served • make PA announcements and PID messages to the affected stations and trains to inform the passengers • log the time and location of the beginning of the shuttle service • provide updated information to relevant third party(s) (e.g. bus replacement service provider)
Customer Service Supervisor/Station Attendant	<ul style="list-style-type: none"> • inform station staff of the new terminus and which station(s) and platform(s) will no longer be served • guide and assist the passengers accordingly


Note

This WI does not contain details on specific Alternative Services. For specific implementation of Alternative Services, please refer to HNL-09421 Contingency Plan (Alternate Service Plan) and select the appropriate sub-plan for implementation


Note

All trains performing shuttle service should have a train staff on board to assist passengers.

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