

HANDLING TELECOMMUNICATION FAILURES**Work description:** This work instruction describes the handling of the Telecommunication failures.**Scope:** This work instruction is written specifically for the OCC operating staff of Honolulu Rail Transit.**References:** Nil**PPE and precautions**

Nil

Competencies or qualificationsOCC Supervisor, Train Controller,
Yard Controller, Information
Controller, Engineering and Fault
Controller**Licenses or permits required**

Nil

Tools and equipment required

Nil

1. Handling Telecommunication Failures*Information
Controller*

You must:

- inform the Engineering and Fault Controller of the failure
- inform the OCC Supervisor of the failure

*Engineering and
Fault Controller*

You must:

- inform the maintainer to arrange immediate maintenance intervention
- see whether an Emergency Track Possession is required for the maintainer(s) to carry out emergency repair; coordinate with the Train Controller to set up an Emergency Track Possession
- keep an eye on the telecommunication repair progress
- inform the OCC Supervisor about the latest telecommunication repair progress

Yard Controller

You must:

- inform the Engineering and Fault Controller of the failure
- inform the OCC Supervisor of the failure

Train Controller

You must:

- inform the Engineering and Fault Controller of the failure
- inform the OCC Supervisor of the failure

OCC Supervisor

You must:

- inform the Engineering and Fault Controller of the failure
- follow the fault rectifying progress closely

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

HANDLING TELECOMMUNICATION FAILURES

Depending on the nature of the failure, you may refer to any one or a combination of:

- HNL-09552 Handling ICCS Workstation Failures
- HNL-09434 Handling CCTV Failures
- HNL-09553 Handling Loss of EDACS Radio Communications
- HNL-09417 Handling PIS Failures

2. Handling Telecommunication Failures involving the failure of all ICCS Servers

*Engineering and
Fault Controller*

You must:

- inform the maintainer to arrange immediate maintenance intervention:
find out which site (OCC site or BOCC site) fails
restart the OCC ICCS servers and start the BOCC servers

keep an eye on the ICCS servers startup

keep an eye on the ICCS server repair progress

inform the OCC Supervisor about the latest ICCS server/network repair progress

OCC Supervisor

You must:

- find out the extent of failures and the estimated recovery time from the Engineering and Fault Controller

inform the OCC Manager of the failures

if the OCC ICCS servers fail, then start the BOCC ICCS servers

if the BOCC ICCS servers could not take over the OCC ICCS (both sites fail):

then dispatch the Information Controllers to the OCC Equipment Room to man the DMT and to resume the duties of Information Controller

Instruct the Information Controller to broadcast and inform all Station Attendants of:
loss of ICCS in OCC and BOCC

new operating location of the Information Controllers

follow the fault rectifying progress closely

on notification from the Engineering and Fault Controller that the ICCS servers have been rectified, instruct the Information Controllers to return to OCC

inform the OCC Manager regarding resumption of ICCS

if the OCC ICCS restarted or if the BOCC ICCS servers took over from the OCC ICCS servers, resume normal operations in OCC

log the event in the OCC Supervisor Daily Report

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Document Code	HNL-09551 - Handling Telecommunication Failures	Effective Date:	
File Name	-e	Rev No.	Page 2 of 3

HANDLING TELECOMMUNICATION FAILURES

Information Controller(s)

You must:

- inform the Engineering and Fault Controller immediately of the total ICCS failures
- inform the OCC Supervisor immediately of the total ICCS failures
- on instruction from OCC Supervisor, proceed to the OCC Equipment Room to man the DMTs
- on instruction from OCC Supervisor, inform all Station Attendants of the situation including new operating location
- man the DMTs and if required:
 - trigger pre-recorded audio or visual messages at any or all stations
 - make ad hoc audio and/or visual announcements at any or all stations
 - make ad hoc audio announcements in the MSF yard and facilities
 - take emergency and passenger information calls from system-wide E-TELS, P-TELS, T-TELS and A-TELS
 - patch in first responder personnel to emergency calls
 - view system wide alarms on a visual display
 - view real-time and pre-recorded CCTV images
- on notification of the full recovery of OCC ICCS servers, and on authorization from OCC Supervisor, return to OCC
- inform all Station Attendants that you have returned to OCC
- log the event in the Information Controller Log

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File Name	-e	Rev No.	Page 3 of 3