Work Instruction - Operations	HITACHI Inspire the Next
PASSENGER TRAPPED IN ELEVATOR STATIONS	

Work description: Station Staff actions when persons are reported to be trapped in an Elevator at Stations

Scope: All HRTP Stations and Station surrounds

References: HNL-09675 Fault Detection, Reporting and Response at Stations, HNL-09527 Fault Reporting Process

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	Engineering & Faults Controller, OCC Supervisor, Station Attendant, City Security Personnel	Nil

Tools and equipment required
Elevator Keys

⚠️ *Warning*

Persons trapped in elevators sometimes feel panicked keep in constant contact regarding the wellbeing of passenger and let them know that help is on the way

Elevators	All stations are equipped with elevators (Lifts) which provide an efficient means for the transfer of people from entrance level to concourse and platform and vice versa. All elevators must be switched into service during Station Operating Hours. Switching an elevator into service can be done at the station SCADA console.

Elevator safety and user-friendly features	The passenger elevators are equipped with the following safety and user-friendly features:
	• Braille identification on auxiliary panel
	• Different audible tones to indicate up and down running directions (at elevator lobbies only)
	• Audible tones for each floor (inside the elevator car)
	• Automatic Rescue Device (ARD) for evacuating passengers to the nearest floor during power failure
	• Intercoms connected to the OCC (for passengers to seek assistance from station staff)
	☞ *Note* *The status of elevators can be monitored in the OCC via the SCADA console. The SCADA can also control the elevator parking lockout, elevator home and elevator reset alarm bell functions.*

Elevator Failure	

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Engineering & Faults Controller	The Engineering and Faults Controller must: • Record Elevator Failures, opening an MMIS notification (see HNL-09527 Fault Reporting Process). Faults can be detected through SCADA or reported by Road Supervisors • Inform OCC Supervisor • Close the MMIS notification upon OCC authorization and receipt of the repair report.
OCC Supervisor	The OCC Supervisor must: • Contact City security personnel at stations to perform the rescue • Inform the City about the fault and co-ordinate for the repair with the City designated point of contact • Contact emergency services if required • Get the repair report from the City Designated point of contact • In case of failed elevator, instruct the Station Attendant to apply an "A" board, highlighting the message "elevator out of order" in proximity of the failed elevator • Instruct the Engineering & Faults Controller to close the MMIS notification once the report is available • Instruct Station Attendant to remove the "A" board when the repair is complete
Station Attendant	The Station Attendant must: • Contact the trapped people to provide reassurance that assistance has been organized • Try to provide timings for the City Security Personnel arrival • Assist the City Security Personnel to rescue the trapped persons
Information Controller	The Information Controller must: • Monitor the faulty elevator through CCTV • Be ready to respond to ECP calls and reassure trapped passengers
The City	The City or designated point of contact must: • 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