

## CLOSING STATIONS DURING REVENUE HOURS

**Work description:** The closure of stations either totally or partially

**Scope:** Closure of stations due to an event or happening during Station Operating Hours

**References:** Security Management Plan, HNL-09508 Dealing with Unattended and lost Items (H.O.T Assessment), Site Incident Management Plan, HNL-09534 Opening a Station.

**PPE and precautions**

Nil

**Competencies or qualifications**

Station Operator, Information Controller,  
Security Staff

**Licenses or permits required**

Nil

**Tools and equipment required**

Station Closure Signs



**Note**

The Station Operator will coordinate with the Information Controller regarding the partial or total closure of the Station. City Security Personnel will be called upon if necessary, to assist in the closure of the station.

**Closure of Specific Entrance(s)**

Station Operator

The situation dictates the closure of only a specific entrance or some entrances during Station Revenue Hours

Station Operator will ensure:

- All station staff are informed
- A notice is displayed at the closed entrance directing passengers to use the nearest available entrance (if the notice is not available, deploy a staff member to provide guidance to passengers)
- Information advising out-going passengers to use alternative exits is displayed on the Passenger Information System and broadcast via the Public Address System

Confirm the closure of the associated entrance(s) to Information Controller in the OCC

**Closure of Station Paid Areas**

Station Operator

The Station Paid Areas include any area in the Station beyond the Barrier Gates

Some stations are provided with pedestrian bridges which allow the public to gain access to the station. Although these pedestrian bridges pass through the station area, they are open 24/7 to provide pedestrians with a safe means of access across busy roads and to transport interchanges.



**Note**

When it is necessary to close a station during Station Operating Hours (e.g. due to suspension of train service), the Station Operator must close only the station paid areas without affecting use of the pedestrian bridges by the public

Station Operator will ensure:

- The paid area is clear of passengers
- All station staff are informed
- A notice is displayed at the closed entrance and at barrier gates informing passengers that the station is temporarily closed (if the notice is not available, deploy a staff member to provide guidance to passengers)
- Provide information advising passengers of the situation over the Passenger Information System and broadcast via the Public Address System

Confirm the closure of station paid areas to Information Controller in the OCC

Approved By:

☐ Director, Operations and Maintenance


☐ Department Manager


☐ Manager, HSE (Operations and Maintenance)

Signature:

Date:

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Total Closure of the Station	The decision to close a station will be taken by the OCC Supervisor in collaboration with the Information Controller, Station Operator and Service Manager	
	Some stations are provided with pedestrian bridges which allow the public to gain access to the station. Although these pedestrian bridges pass through the station area, they are open 24/7 to provide pedestrians with a safe means of access across busy roads and to transport interchanges.	
		<p><b>Note</b></p> <p><i>If bus replacement services are to be provided, it will be arranged by the OCC and the passengers informed of the arrangements by the Station Operator</i></p>
Station Operator	<p>Station Operator will ensure:</p> <ul style="list-style-type: none"> <li>• The paid area is clear of passengers</li> <li>• All station staff, contractors are informed</li> <li>• A notice is displayed at each entrance advising passengers that the station is closed and the expected time of re-opening of the station if known</li> <li>• The relevant information is displayed on Passenger Information System advising passengers and contractors to leave the station</li> <li>• Public announcement is made advising all passengers and contractors to leave the station</li> </ul>	
	Confirm the closure of station paid areas to Information Controller in the OCC	

<b>Re-opening the Station after a Closure</b>	The decision to reopen a station will be taken by the OCC Supervisor in collaboration with the Information Controller, Station Operator and Services Manager	
	Only after consultation will the instruction be given to re-open the station in line with HNL-09534 Opening a Station.	
		<b>Note</b>
	Station Operator will ensure: <ul style="list-style-type: none"> <li>• All station staff and contractors are informed</li> <li>• A notice is displayed at each entrance advising passengers that the station is re-opened</li> <li>• The relevant information is displayed on Passenger Information System advising passengers and contractors the station is re-opened</li> <li>• Public announcement is made advising all passengers and contractors the Station has re-opened</li> </ul>	
<b>Station Operator</b>	Confirm the re-opening of the station to Information Controller in the OCC	



**Note**

*When a station is to be closed during Station Operating Hours, all passengers will be allowed to leave the paid area without the need to pay the fare. Passengers must be informed that fare will not be deducted from their Contactless Smart Cards and single journey ticket holders will be informed to retain their tickets (for refunds/compensatory travel)*

### Additional controls

*For larger stations, additional staff, such as security Staff, may be required to manage crowd control issues that may arise as a result of the closure*