

Operating Wide & Automatic Ticketing Gates

Review date: 27/01/12

Document no.	Work description	
SMS-06-SW-0421	Operating Wide and Automatic Ticketing Gates	
Risk assessment ref:	Scope	
	All CityRail stations with ticketing gates	
Review date	References (<i>relevant legislation, codes or practice, Australian Standards or manufacturer's manual</i>) <ul style="list-style-type: none"> • SMS-06-GD-0001 Guide to Manual Handling • SMS-06-GD-0242 Managing Workplace Violence • Automatic Ticketing Manual • Applicable Material Safety Data Sheets • OHS Regulation 2001 clause 9 Employer to identify hazards • OHS Regulation 2001 clause 10 Employer to assess risks • OHS Regulation 2001 clause 11 Employer to eliminate or Control Risk • Manual Handling Risk Assessment – Operating Wide & Automatic Ticketing Gates 12 Jan 2009 • Manual Handling Risk Assessment – Operating Wide & Automatic Ticketing Gates 11 December 2008 • Risk Assessment – Employees exposed to violent behaviour while working at barriers 9 June 2010. 	
PPE and precautions	Competencies or qualifications	Licences or permits required
When cleaning: • Impervious Rubber gloves • Goggles (as required)	N/A	N/A
Tools and equipment required		
Remote Control; When Cleaning: Cleaning Solution, Cleaning Cloth, Mop, Bucket, Slippery when wet signage		

Warning

-  1. Employee's are not to attempt to detain customers or engage in any sort of confrontation over ticketing violations or to confront or engage with customers who push through automatic ticketing gates / wide gates or who jump over barriers.
2. Employees are to follow the SAFER and THREAT models in [SMS-06-GD-0242 Managing Workplace Violence](#).
3. Other than Transit Officers acting in accordance with SOP's, RailCorp employees should not attempt to confine or restrain offenders or persons of interest.

	Note <ul style="list-style-type: none"> - Your personal safety is your first priority - Customers who are abusive or who appear to be affected by alcohol or other drugs and insist on entering the Station should be reported to Security Control Centre (SCC) to enable CCTV monitoring and Transit Officer Deployment if required. - A Security Incident Report should be entered on the Security Reporting System (SRS) in cases of regular fare evasion or anti-social behaviour to enable Transit Officer Deployment to the area to deal with regular offenders.
---	--

Set up the gates and work area	<p>Check the Automatic Ticketing Gates are in satisfactory condition.</p> <p>Check there are:</p> <ul style="list-style-type: none"> • No burrs, abrasions or fractures to the gates • No exposed electrical leads • No liquids, rubbish or other waste material in the area. <p>Take immediate action for identified hazards, or isolate Automatic Ticketing Gates and escalate the hazard to Line Manager for action.</p> <p>Adhere to the local gate management plan</p> <ol style="list-style-type: none"> 1. set up gates to required entry / exit according to passenger flow demands 2. Consider signage and barricades for use of wide gate and passenger flows, i.e. If there is malfunctioning gate. Note: barricades should Not obstruct tactile for the vision-impaired 3. Switch the gate array modes (entries and exits) to coincide with passenger demand. i.e. morning peak to provide more entries and afternoon peak to provide for more exits. 4. Keep the wide gate closed to encourage customers to use the gate arrays. <p>Test 2-way radio is working correctly & check phone in garrison is programmed to SCC – Security Control Centre, or where this facility is not available, the SCC number is prominently displayed.</p>
---------------------------------------	---

Operating Wide & Automatic Ticketing Gates

Review date: 27/01/12

Managing the gates	<u>Barriers with manual wide gates:</u>	<ul style="list-style-type: none"> Ensure you use the handle on the wide gate when opening and closing to prevent possible pinching of fingers. Unlock the Manual Wide Gate with the remote control (if available). Staff to stand away from closed swinging wide gate with remote control device in hand to discourage customers from walking up to the wide gate and demanding to be let through.
	<u>Barriers with automatic gates:</u>	<ul style="list-style-type: none"> Where possible, stand away from the closed automatic gate. Open and close the gate using the "F8" manual for customers who do not have useable tickets Attend to automatic ticketing gate malfunctions and manage captured / jammed tickets. Refer to the Automatic Ticketing Manual for gate faults and failures Empty ticket capture bins as required Avoid over reaching when accessing captured / jammed tickets and emptying capture bins. Do not reach across gates to access capture bin. Bend at knees and hips to unlock gate access door to capture bin.

The following are some examples of persons who should be encouraged to use the wide gate:

- Customers with disabilities
- Family groups with accompanying children
- Customers with large luggage item/s
- Customers who are pregnant
- Elderly customers

If a customer (other than those identified above) approaches the wide gate. Then employees should say "**Good morning, are you able to use the ticket barriers?**" and point them towards the automatic barrier. 4 options are likely:

1. The customer uses the ticket barrier as requested – "**Thank you**"
2. The customer is able to use the barrier but insists on using the wide gate – "**No problem Sir, do you have a ticket available? Could you please use the barrier next time, thanks**"
3. The customer is not able to use the barrier due to a previously unidentified mobility issue – "**No problem Sir/Madam, do you have a ticket available?** and for automatic gates "**Let me help you put it through the barrier**"
4. The customer has no ticket or an invalid ticket. "**Come through please, you can purchase a ticket over here at the ticket window**"

Cleaning the gates	Automatic Ticketing Gates are to be cleaned regularly and as required: <ul style="list-style-type: none"> confirm pathways to entry and exit points are free of people wipe and mop garrison wipe automatic ticketing gates and mop between gate arrays undertake cleaning activities outside of peak pedestrian times make sure SLIPPERY WHEN WET signs are in place until the mopped area is dry.
	Warning Don't spray cleaning solution onto electrical components or buttons/slots or inside the automatic ticketing gate. Refer to Safe Work Instruction: SMS-06-SW-0784 Cleaning (Wiping) Surfaces SMS-06-SW-0794 Mopping Surfaces

Additional controls	<ul style="list-style-type: none"> Allocate extra staff if required to manage the automatic ticketing gates when there are special events or above normal pedestrian movement is present.
Wet Weather Conditions	Note <ul style="list-style-type: none"> In areas where the ticketing gates may be exposed to wet weather conditions. Employees are to move to a safe area and report any potential hazards to the Officer in charge and Ticketing Services Control Centre -TSCC on 22210 (internal). In cases of extreme weather conditions or when water is falling onto the automatic gates, immediately F9 the automatic ticketing gates and keep the wide gate open to expedite entry / exit.