

Mobile Ticket Selling

Document no.	Work description Mobile Ticket Selling of Prepaid Tickets		
SMS-06-SW-0782	Scope To provide stations with additional ticket selling capacity to relieve overcrowding congestion associated with ticket queues to meet business requirements including peak hour and special events		
Review date	References <ul style="list-style-type: none"> • SMS-06-GD-0242 Managing Workplace Violence • CCTV Standard Operating Procedures • 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 – Mobile Ticket Selling 3 August 2007 		
Responsible supervisor	PPE and Precautions	Competencies or qualifications	Licences or permits required
Line Manager	RailCorp Lime Green Vest Duress Alarm Two way radio (Private security) Mobile Phone (Private security)	CSA2 or above	Station staff (Nil) Private security (Security Licence)

Tools and equipment required

Money Bag, Pre Printed Tickets, Extendable/ lap sash barricades

IF AT ANY STAGE CONTROL MEASURES ARE NOT SUITABLE AND MAJOR CHANGES ARE REQUIRED, CONDUCT A RISK ASSESSMENT AND DEVELOP NEW CONTROLS ACCORDING TO SMS-06-PR-0104 WORKPLACE RISK MANAGEMENT.

General	This document outlines the procedure for Mobile Ticket Selling of Prepaid Tickets	
	 Warning	<p>Staff must remain vigilant and continuously re-assess potential risks associated with this activity at all times. The Station Manager must make sure that the mobile ticket selling activity is confined within a designated work area:</p> <ul style="list-style-type: none"> ▪ Near the Booking office with CCTV coverage ▪ Where no identified two way radios, duress alarm blackspots exist. ▪ Private security must be in attendance for the duration of this activity

Induction	The mobile ticket seller and the private security must be inducted prior to the commencement of this activity by the Station Manager. The following must be included in the induction: <ul style="list-style-type: none"> • Overview of designated work areas and CCTV coverage • Remittance protocols including custody of cash • Safety contingencies including overcrowding and response to robbery and personal threat • Black spots including two way radio and mobile phone coverage • Personal protective equipment including duress alarm • Method of ticket sales (option 1 and 2) The Station Manager must make sure that both the transits and the mobile ticket sellers understand the instructions and that they repeat them back in summary for confirmation of understanding.
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Preparing the Work Area	The Station Manager must make sure that the following preparatory work is done in support of mobile ticket selling activity: <ul style="list-style-type: none"> • Set up the extendable or lap sash corralling system in line with the crowd management plan (photo 1) • Obtain the money bag and make sure the bag is in good condition • Place money bag in front of the body, strapped around the body (photo 2) • Check the allocated \$500 float and count allocated tickets (maximum of 100 tickets per cycle) (photo 3) • Prior to exiting the safe area (Booking Office), the ticket seller must make sure two Private security Officers are available and ready to escort them to the designated safe work areas for mobile ticket sales • Arrange for CCTV Operator to monitor designated mobile ticket sale area before commencing any ticket sales and for the duration of the mobile ticket selling activity.
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Mobile Ticket Selling

Mobile Ticket Selling in Progress

When mobile ticket selling commences:

- The Ticket Seller must remain within the designated safe areas.
- **Option 1:** The Ticket Seller and Private security can position themselves with their back to the wall whilst customers are invited over to them to purchase their tickets. (**photos 4 & 5**)
- **Option 2:** The ticket seller and Private security can rove in the vicinity of the ticket queues within the designated work areas and sell tickets to customers who are waiting within the queues or are in the process of joining a queue or in transit. (**photos 6 & 7**)
- For both options One Private security must always remain next to the ticket seller and the second Private security must monitor the immediate area and respond to potential threats. Crowd control issues must be reported to the Station Manager.
- All general information enquiries should be referred to the nearest available staff member
- The ticket seller must monitor the cash flow and quantity of tickets and remit cash in excess of \$2000 to their designated remittance box within the ticket office.
- The Private security must accompany the ticket seller to the booking office to remit excess money. One security officer is to escort the mobile ticket seller into the booking office and the second security officer is to remain outside and monitor the work area in preparation for the continuation of mobile ticket selling activity.



Photo 1 Example of extendable / lap sash corralling

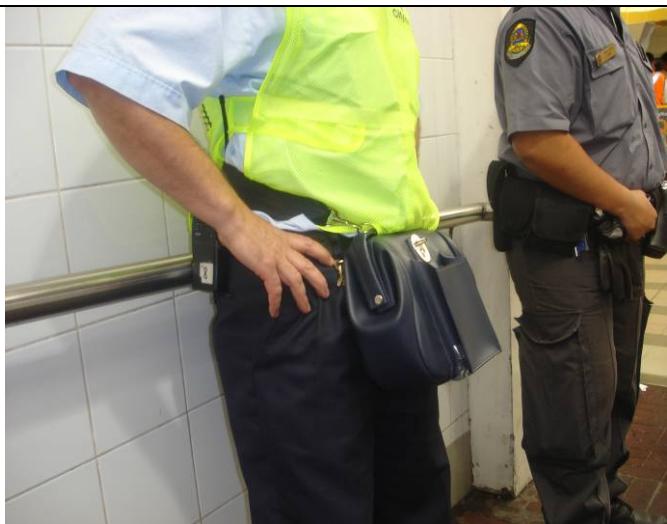


Photo 2 Money Bag strapped around the lower Body



Photo 3 Counting the money and tickets

Mobile Ticket Selling



Photo 4 Option 1



Photo 5 Option 1



Photo 6 Option 2

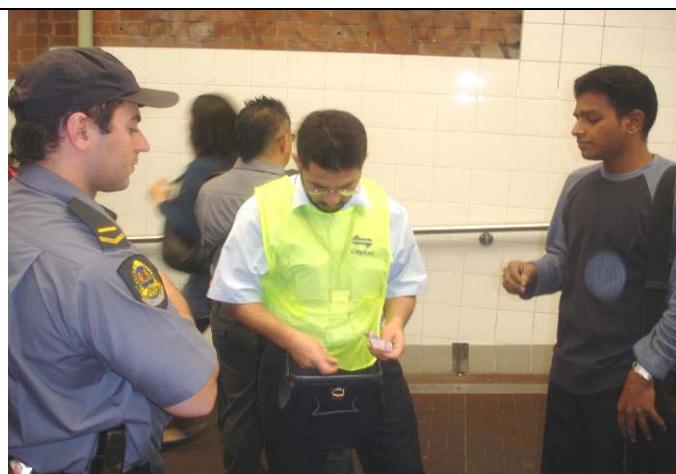


Photo 7 Option 2

Completion	At the completion of the mobile ticket selling: <ul style="list-style-type: none">• The Ticket Seller must be escorted to the Booking Office by the Private security officer• Current money remittance and Aiminet ticketing procedures apply
Additional Support	The following additional support will be in place during this activity <ul style="list-style-type: none">• Crowd control and customer information support• Utilisation of Spruiking and Public Address system
Additional Controls	The following additional controls will be in place during this activity <ul style="list-style-type: none">• Station Management supervision• Private security officers• NSW Police (on request)• Regular monitoring by the GRML applicable for the station
	<p>Warning</p> <p>! If at any stage an armed hold up or associated personal threat is made with intent to steal money from persons, the mobile ticket seller and Private security must co-operate with the offender at all times. The avoiding violence in the workplace policy must be stringently adhered to at all times. There must be no attempt made for reprisal or counter attack unless personal physical harm is imminent.</p> <p>▪ If at any time the mobile ticket seller or Private security believe there is an imminent risk to their safety they should immediately withdraw to a safe area normally the Booking Office.</p> <p>▪ If at any stage overcrowding occurs and the mobile ticket seller and Private security are engaged in option 2 mode of working and are overwhelmingly surrounded by customers, if there is no imminent threat that has been identified option 1 can be adopted.</p>