Rail Transit System Station Procedures

Abstract: This *Recommended Practice* describes recommended elements of the duties and responsibilities of rail transit system station personnel, including monitoring performance, safety, security, customer relations, service assistance, station inspection for safety and cleanliness, revenue procedures, station features, and station opening and closing procedures.

Keywords: safety, security, station, station agent, station operations, station personnel, training.

Summary: Rail transit system stations and the personnel who work in them set the stage for customers' transit experiences. The service and treatment customers receive in stations are influential in developing customer loyalty. Station personnel should strive to relate to customers in a helpful and pleasant manner. It is also important for station personnel to be alert and vigilant for suspicious or unusual activity and behavior and to report unusual behavior through prescribed methods. Customer relations for station personnel involves a broad range of activities including, but not limited to, interactions between station personnel and customers; provision of travel information; provision of service to customers with disabilities; public address announcements; and responses to emergency situations. Station personnel also play roles in addressing the correction of poor housekeeping conditions, hazards or other repugnant conditions (e.g., graffiti). Station personnel are often involved in practices to ensure revenue procedures are adhered to and that problems arising from these transactions are properly resolved.

Scope and purpose: This *Recommended Practice* outlines the basic features of a rail transit system's station personnel program. The purpose of a station personnel program is to optimize the customers' safety, security and satisfaction. This document is therefore intended to provide a basis to ensure consistent station personnel performance.

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Introduction

This introduction is not part of APTA RT-OP-RP-09-19 Rev 2 *Recommended Practice for Rail Transit Systems Station Procedures.*

Many Rail Transit Agencies (RTAs) have personnel assigned to their stations. In some instances, the station personnel are directly involved in the collection of revenue. RTA stations and the personnel who work in them set the stage for customers' transit experiences. The service and treatment that customers receive in the stations are influential factors in developing customer loyalty.

Station personnel should strive to relate to customers in a helpful and pleasant manner. It is also important for station personnel to be alert and vigilant for suspicious or unusual activity and behavior and to report unusual behavior through prescribed methods.

Customer relations for station personnel involve a broad range of activities such as, but not limited to: interactions between station personnel and customers; provision of travel information; provision of service to disabled customers; public address announcements; and responses to emergency situations.

Station personnel shall also play roles in addressing the correction of poor housekeeping conditions, hazards, or other repugnant conditions (e.g. graffiti). Station personnel are often involved in practices to ensure revenue procedures are adhered to and that problems arising from these transactions are properly resolved.

This recommended practice represents a common viewpoint of those parties concerned with its provisions, namely transit operating/planning agencies, RTAs, manufacturers, consultants, engineers and general interest groups. The application of any recommended practices contained herein is voluntary. In some cases, federal and/or state regulations govern portions of a rail transit system's operations. In those cases, the government regulations take precedence over this recommended practice. APTA recognizes that for certain applications, the recommended practices, as implemented by individual rail transit systems, may be either more or less restrictive than those given in this document.

APTA recommends the use of this recommended practice by:

- Individuals or organizations that operate RTAs;
- Individuals or organizations that contract with others for the operation of RTAs; and
- Individuals or organizations that influence how RTAs are operated (including but not limited to consultants, designers and contractors).

Rail Transit System Station Procedures

1. Policy and procedures for RTA station management

The rail transit system (RTA) should develop policies and procedures for the operation and management of its passenger stations that incorporate the provisions of this recommended practice. The RTA may also incorporate these provisions in other operating and maintenance policies or procedures or it may develop a separate station operations manual.

2. Monitoring station personnel performance

Many RTAs staff stations with on-site, full- or part-time station personnel, while others rely on station monitoring from supervisors, security personnel, fare enforcement personnel, and other RTA personnel. The job performance of station personnel should be monitored in order to ensure performance in accordance with training and expectations. It is especially important that RTAs develop and utilize methods and techniques of monitoring station personnel, as station personnel primarily work without direct supervision and play salient roles in the provision of customer service.

Sometimes these monitoring requirements may be accomplished by remote means, such as using telephones for notification purposes for reporting to work. These monitoring requirements can be optimally achieved by an RTA employing a designated supervisory/managerial staff to monitor the station personnel's job performance in stations.

Each RTA should determine the composition of its monitoring staff depending on the complexity and characteristics of its system. The qualities of the station personnel monitoring staff are also dependent on the particular manner and frequency that each system determines is appropriate to monitor its station personnel e.g., how many times a day or week a station or employee is monitored and for what purposes.

This section discusses critical topics of station personnel job performance, which should be monitored.

2.1 Reporting for duty
Station personnel should be required to report to their work location(s) as scheduled, including logging out and logging back in for lunch breaks, etc., during the scheduled shift. The RTA should develop and implement a methodology that monitors station employees in this regard. This is especially important, as station personnel often open rail stations at the beginning of the operating day to allow initial customer access.

 An absence notification procedure should be developed for station personnel to report when they will be unable to report to work as scheduled; and this system should include a sufficient time-period in order to supply an employee for the station.

2.1.1 Monitoring reporting for duty
Develop a means of monitoring station personnel reporting for duty. The means of monitoring could include telephone, electronic (revenue equipment), manual logs, supervisory presence or radios to record station personnel reporting for duty.

2.1.2 Station personnel relieving each other
 Establish a process whereby on-duty station personnel share or communicate pertinent information to the station personnel relieving their duty on the next shift.

At times, station personnel relieve other on-duty station personnel who are already working in stations. Develop and implement a procedure that defines what the on-duty station employee is required to do when the relieving station person is late or fails to report. This procedure should address when and how the on-duty station person is to notify a designated authority that his or her relief is late. This procedure should also have a contingency defining what the on-duty station personnel are to do to ensure that the station is properly staffed.

2.2 Employee schedule compliance

Develop a procedure to monitor station employees adhere to prescribed schedules after reporting to work.

2.3 Fitness and preparedness for duty

It is essential that station personnel are prepared for and perform their assignments in accordance with the RTA's procedures and policies. These procedures and policies should encompass procedures for fitness for duty and other requirements, such as PPE, clothing, identification badges, tools, and documents or manuals.

2.4 Policies on various station personnel activities

Policies and procedures should reflect the uniqueness of station personnel working conditions. These policies and procedures may include, but not be limited to, the use of personal vehicles, electronic devices, and appliances.

2.5 Report and forms

Designated reports and forms should be developed that station personnel are required to use for various defined purposes. Subsequently, station personnel should be trained on when to use these reports and forms and how to complete them. It is also important that there is a formal system in place to distribute and collect this material, e.g., fax machines, couriers, or electronic transmittal. Forms may include, but not be limited to: station logs, pass down information logs, defect logs, station bulletins, injury claim forms, or lost and found.

Establish a method for its supervisory staff to review that the reports were submitted when warranted and that they were properly completed. Consideration should also be given regarding the requirements for periodic reports that compile this data.

2.6 Monitoring normal duties of station personnel

Establish a program so that station personnel are monitored for the performance of their normal and routine job duties. Periodic reviews and audit should be performed to ensure all rules and policies of the RTA are adhered to and understood.

3. Safety

Station personnel should be mindful of any unsafe conditions, circumstances and events at or near a station. Station personnel should be required to immediately report such conditions to the proper authorities in accordance with RTA policy and/or procedure.

In case of doubt in any situation, the safest course of action must always be taken.

3.1 Responsibilities of station personnel

The RTA should train and expect station personnel to do the following, when responding to emergency situations:

- Report emergency situations as completely and accurately as possible. Update reports as soon as changes to the original situation become known.
- Evacuate passengers from the scene of an emergency in accordance with evacuation procedures and/or requirements.
- Actions required to reopen the station after an emergency event has taken place.
- Be prepared to make emergency calls at all times. Take charge of the situation until relieved by proper authorities, per the RTA incident command system requirements.

3.2 Emergency situations

3.2.1 Fire in stations

Station personnel should be trained to report a fire, constantly maintain communication, and determine the safest course of action, including evacuation and fire extinguishing. Station personnel should provide proper authorities with the following:

- Type/extent of fire.
- Location.
- Course of action taken (e.g., extinguished the fire).
- Whether passengers were evacuated.

In the event that a fire is detected on a train, station personnel may be called upon to provide assistance to the operator. Minimum requirements should be established, and adequate training provided for station personnel in coordinating station activities when there is a fire on a train.

3.2.2 Medical emergencies

Policies and procedures should be developed prescribe employee response to medical emergencies based upon established requirements. Station personnel should call the proper authorities immediately whenever a medical emergency exists.

3.3 Passengers entering with prohibited items or violating codes of conduct

Station personnel should be responsible for being vigilant regarding passengers who attempt to enter the system with prohibited items or who violate passenger codes of conduct. Station personnel should be responsible for reporting such conduct to appropriate authorities.

3.4 Self and passenger evacuations

Training should be provided to station personnel to safely evacuate a station, leading passengers to an area that is safely away from the cause of the evacuation. If station evacuation is necessary due to an emergency, then station personnel may be required to do the following:

- Use of the public-address system, bullhorn or electronic displays (if available) to make evacuation announcements directing passengers to the safest exits.
- Open all fare gate barriers and exit gates.
- Stop all escalators carrying passengers to the platforms.
- Check platforms, restrooms, elevators, stairwells and other areas for passengers who may need assistance (e.g. patrons with Americans with Disabilities Act (ADA) needs or other needs).

- Make emergency evacuation equipment available to passengers who need special assistance.
- Keep the proper authorities advised of changing conditions and use good judgment to maintain passenger safety.

3.5 Roadway worker protection (RWP)

Requirements should be developed for station personnel as they relate to any work on or near the right of way, including participation in the RTA's RWP program or a variation of it established for station personnel.

4. Security

Station personnel should be responsible to ensure a visible presence in order to maintain order in the station and report any activity in the station that compromises its operation

Station personnel should be included in drills or exercises designed to ensure the preparedness to respond to security incidents in stations or on trains.

4.1 Reporting of suspicious items and/or behaviors

Station personnel should be required to be alert for any suspicious items or behaviors and to take appropriate action. Station personnel should be required to treat all threats as serious and real, and to take necessary precautions.

4.2 Reporting criminal activity

Appropriate training should be provided which requires station personnel to be alert for and to report to RTA-designated authorities any suspicious activity that may be a criminal offense. Station personnel should be trained and required to report to RTA-designated authorities any situation in which they think their personal safety or the safety of passengers, employees, or the general public is at risk.

4.3 Law enforcement reports

To assist law enforcement personnel to take enforcement action on non-felony crimes not witnessed by the law enforcement officer, station personnel may be required to sign law enforcement reports.

4.4 Interacting with passengers who pose a security or personal safety risk

Provide training and techniques for de-escalation to station personnel to assist in interacting with passengers or others at transit stations who pose a security or personal safety risk, while keeping in mind their personal safety and the safety of others.

5. Station personnel customer service

A customer service program should be developed for its station personnel.

A procedure should also be developed to guide station personnel on reporting and responding to customer service needs in an expeditious, effective and professional manner. The most common of these unusual circumstances include the following:

- Responding to a medical emergency.
- Handling customer disputes.

- Responding to customer behaviors prohibited by the RTA, such as smoking, loud radio playing or eating and drinking.
- Separation of children from parents/guardians.
- Responding to requested media access and/or release of information.
- Prohibited items, such as flammable liquids, non-service animals or pets not in enclosed carrying cases, shopping carts, or other items that may pose a hazard to patrons.
- Unauthorized solicitation for commercial or other purposes.

6. Service for customers with disabilities and mobility limitations

RTAs are responsible for providing the highest quality of accessible transit services to customers with disabilities and mobility limitations that is reasonably possible. As station personnel are most often the primary employees who have direct contact with customers with disabilities and mobility limitations, it is especially important that they are trained and monitored in the provision of this type of service. Therefore, serving customers with disabilities and mobility limitations should be a central part of station personnel training and performance.

Training should be provided to station personnel who are required to respond to, be sensitive to and serve customers with various types of disabilities. Some of the most important topics that may be included are the following:

- Recognizing and communicating with disabled and mobility challenged customers.
- How to determine what types, if any, of assistance may be required.
- How to respond and provide assistance such as assisting customers with mobility devices.

7. Service assistance

The RTA should identify other areas where station personnel may assist in managing service.

7.1 Interaction with train operations

Station personnel should be required to assist train operators in the direct provision of service. This may include assisting with rail vehicle equipment problems, rerouting trains, train evacuations, searching trains for lost items and/or parties, etc. This may also require that station personnel be trained in radio communication procedures.

Station personnel are quite often the closest employees to defective trains on the right-of-way besides the operators. Therefore, when trains become defective and delays or hazardous conditions exist, an RTA may consider it expedient to train and require station personnel to assist train operators in troubleshooting their trains. Some of the tasks that station personnel should be required to perform to assist train operators include the following:

- Cutting out switches or components such as defective doors or brakes.
- Using a fire extinguisher to extinguish a train fire.
- "Flagging" for an operator at the front of a train when the operator has to operate the train from a position other than the front cab.

These activities may require familiarity with track safety and the use of hand signals.

7.2 Lost child

When a child is lost or separated from his or her parents, station personnel should comply as follows:

- Immediately contact the proper authorities.
- Provide a detailed description of the child, clothing and any special conditions.
- State exactly where the child was found.
- Stay with the child until the proper authorities or a parent arrives.
- Keep the child in the booth/kiosk or other public area of the station.

7.3 Disoriented people

Upon observing any individual who appears to be intoxicated or unable to take care of himself or herself, station personnel should attempt to prevent the individual from entering the system. The incident should be reported to the proper authorities.

8. Revenue procedures and fare evasion

8.1 Revenue procedures

Station personnel should be required to be knowledgeable about and support the following:

- General fare structure, passes, transfer and payment procedures.
- Fare media and testing procedures, such as reduced/discount and group fares.
- Free riding privileges.
- Refund and response procedures for failed transactions and defective equipment.

8.2 Fare evasion

Clear requirements should be developed for how station personnel respond to instances of fare evasion. Established procedures and training should also be developed for handling fare evasion in line with the RTA fare evasion policy.

9. Station inspections and housekeeping/facility cleanliness

Station personnel may be trained in procedures to monitor and resolve issues relative to station cleanliness and facility maintenance. Procedures should include a method to report results of station inspections to ensure cleanliness in restrooms, break rooms and elevators.

Requirements should be developed for station personnel to perform minor housekeeping duties, such as picking up or removing debris and loose garbage (e.g., newspapers, cans, bottles, etc.) from floors, stairs and other station elements such as benches.

10. Station features

Station features that personnel may be trained to monitor and/or use include the following:

- Information booth where station personnel monitor the activities of the station.
- Public address system
- Closed-circuit television monitors.

- Fire life safety equipment
- Storage cabinets containing supplies and equipment needed to operate a station.
- Special equipment stored in station kiosks/booth cabinets, such as first aid kits, AEDs (Automated external defibrillator), bullhorns and handheld illumination items.
- Emergency features including system shutoff, escalator switches, fire extinguishers, circuit breakers and traction power removal devices.
- The operation, monitoring and starting and stopping of station elevator and escalators.
- Information kiosks/brochure holders (to ensure that there are an adequate supply of information brochures, schedules and other publications available).
- Station and parking lot lighting (all lighting failures should be reported to proper authorities).

10.1 Parking lots and garages

Station personnel should be familiar with parking programs and alert to any unlawful or suspicious act or to unauthorized individuals in the parking lots and garages.

10.2 Intermodal facilities

Station personnel should be familiar with the location, schedule and hours of service of other means of transportation surrounding the station.

11. Station opening and closing procedures

Training should be provided for station personnel in the methods and procedures of opening and closing stations. The method of monitoring station personnel in regards to their reporting on time and adhering to the schedule is addressed in Section 2.

11.1 Station opening

11.1.1 Resolving station problems

When opening a station, station personnel should make sure that it is properly prepared for revenue service. Station personnel must be observant for and address/report and station abnormalities.

11.1.2 Station opening checklists

A specific checklist should be developed that identifies the elements and procedures that station personnel are to follow when opening their stations. The elements on this checklist may include the following:

- Check in with designated authority.
- Inspect station and immediate surroundings for safety and security hazards and problems or weather related issues.
- Operate escalator and elevator controls and features.
- Ensure that fare equipment is operable and secure.
- Ensure that communication equipment is operable (e.g., platform telephones and TDD features, public address system, radio check with operation control center, etc.).
- Activate other systems in station, such as closed-circuit television monitors.
- Inventory booth/kiosk for necessary supplies and equipment and review station logs and bulletins/notices.
- Inventory and stock travel information brochures.
- Open security gates/doors to open station for service.

- Complete and forward all required repoRTA and forms.
- Update station elevator status boards.

11.2 Station closing checklist

Prior to closing their stations, station personnel must inspect them for unusual conditions and ensure that all customers have exited after the last revenue train has departed the station.

During this station-closing activity, it is presumed that station personnel will be expected to follow many of the same procedures and/or elements as specified for station openings when similar situations exist unless the RTA defines otherwise. Elements and tasks that a rail transit system may include in its station-closing checklist include the following:

- Empty bins/discard debris and garbage.
- Check that all equipment is operational and secure (e.g., the revenue equipment, elevators and escalators are working properly and then turned off).
- Check that the track, stairs, elevators, escalators, ramps, floors, platforms, etc., are free of hazards and repugnant or disagreeable conditions.
- Ensure that booth/kiosk equipment is secure.
- Check out according to procedures with appropriate authorities.
- Secure the booth/kiosk door.
- Activate the station alarm if available.
- Close station gates/grilles.
- Exit station and lock station doors.
- Verify that no passengers are present in the station.

12. Training and/or Qualification of Stations Personnel

 Requirements should be identified for formal and informal training, retraining, certification, and/or qualification requirements as they pertain to station operations policies and procedures. For additional information on training program structures, see APTA-RT-OP-S-013-03 Rev. 3 *Standards for Training Rail Operations*.

Reference

APTA-RT-OP-S-013-03 Rev. 3 "_Standard for Training of Rail Operations_"
APTA RT-S-OP-016-10 Rev. 1 "_Standard for Roadway Protection Program Requirements_"

Definitions

customer relations: The practices that a rail transit system employs to interact with customers.

emergency: An unexpected event related to the operation of passenger train service involving significant threat to the health or safety of one or more persons, requiring immediate action. Examples include: derailment, highway/rail grade crossing accident, passenger or employee fatality or serious illness/injury, evacuation of train or security situation.

rail transit agency: Any entity that provides services on a rail fixed guideway public transportation system. *(49 CFR Part 673.5 Definitions)*

 station personnel: Rail transit system employees whose primary function is to provide customer service in rail stations. They are variously referred to as cashiers, station agents, customer assistants or station managers.

Abbreviations and acronyms

AED	Automated external defibrillator
APTA	American Public Transportation Association
NATSA	North American Transit Services Association
RTA	rail transit agency
TDD	telecommunications device for the deaf

Summary of document changes

1. Document formatted to the new APTA recommended practice format.
2. Sections have been moved and renumbered.
3. Scope and summary moved to the front page.
4. Sections of definitions, abbreviations and acronyms moved to the rear of the document.
5. Three new sections added: "Summary of document changes," "Note on Alternate Practices" and "Document history."
6. Some global changes to section headings and numberings resulted when sections dealing with references and acronyms were moved to the end of the document, along with other cosmetic changes, such as capitalization, punctuation, spelling, grammar and general flow of text.
7. New Section 1 added titled Policy and Procedures for RTA Station Management
8. Section 1 renumbered to Section 2 with original title Monitoring station personnel performance
9. Section 1.1.2 renumbered to 2.1.2 and modified text for better flow, clearer language.
10. New Section 1: Added Policy and Procedures for RTA station Management systems.
11. Section 1.0: Renumbered to Section 2.
12. Section 1.1: Renumbered to Section 2.1
13. Section 1.1.1: Renumbered to Section 2.1.1
14. Section 1.1.2: Renumbered to Section 2.1.2
15. Section 1.2: Renumbered to Section 2.2
16. Section 1.3: Renumbered to Section 2.3
17. Section 1.4: Renumbered to Section 2.4
18. Section 1.5: Renumbered to Section 2.5 and added requirement for *requirements for periodic reports that compile referenced data.*
19. Section 1.6: Renumbered to Section 2.6
20. Section 2.0: Renumbered to Section 3.0.
21. Section 2.1: Renumbered to Section 3.1 and added requirement related to *post-incident station reopening.*
22. Section 2.2: Renumbered to Section 3.2.
23. Section 2.3: Renumbered to Section 3.2.1.
24. Section 2.4: Renumbered to Section 3.2.2.
25. Section 2.5: Renumbered to Section 3.3.
26. Section 2.6: Renumbered to Section 3.4.
27. Section 2.7: Deleted
28. Section 3.5: New section added *Roadway worker protection.*

29. *Section 3:0: Renumbered to Section 4 and added requirement for station personnel to be involved in drills or exercises.*
30. Section 3.1: Renumbered to Section 4.1.
31. Section 3.2: Renumbered to Section 4.2.
32. Section 3.3: Renumbered to Section 4.3.
33. Section 3.4: Deleted.
34. Section 3.4: Renumbered with new language and a new title *Interacting with passengers who pose a security or personal safety risk*
34. Section 4.0: Renumbered to Section 5.0.
35. Section 4.1: Examples of customer service training topics moved to Annex C
36. *Section 4.2: Renumbered to Section 6.0 keeping the same title Service for customers with disabilities and mobility limitations.*
37. Section 5.0: Renumbered to Section 7.0
38. Section 5.1: Renumbered to 7.2.
39. Section 5.2: Renumbered to 7.3
40. Section 6.0: Renumbered to Section 8.0.
41. Section 6.1: Renumbered to Section 8.1.
42. Section 6.2: Renumbered to Section 8.2.
43. Section 7.0: Renumbered to Section 9.0.
44. Section 8.0: Renumbered to Section 10.0.
45. Section 8.1: Renumbered to Section 10.1.
46. Section 8.2: Renumbered to Section 10.2.
47. Section 9.0: Renumbered to Section 11.0.
48. Section 9.1: Renumbered to Section 11.1.
49. Section 9.1.1: Renumbered to Section 11.1.1.
50. Section 9.1.2: Renumbered to Section 11.1.2.
51. Section 9.2: Renumbered to Section 11.2.
52. New Section 12 added titled *Training and/or qualification of station personnel*.
53. Section 8.2: Expanded fare evasion section.
54. Section 7.2: Added section on "*interaction with train operators*"
55. Section 10: Added bullets about public address system and fire life safety equipment.
56. Section 12: Added new section on training.
57. Definition Section: Redefined Emergency
58. Abbreviation and acronyms section: Replaced RTS with RTA definition.

Document history

Document Version	Working Group Vote	Public Comment/ Technical Oversight	Rail CEO Approval	Rail Policy & Planning Approval	Publish Date
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First revision	February 28, 2014	March 2014	August 2014	December 11, 2014	December 31, 2014
Second Revision	Nov. 14, 2018	January 7 2019	February 15, 2019	April 20, 2019	June 7, 2019

Annex A (informative): Examples of shift change information sharing

Station employees should be required to share certain types of information at a shift change, including, but not limited to:
- Service irregularities (planned & unplanned)
- Facility and equipment status, such as:
  - Ticket vending machines
  - Elevators/escalators
  - Ventilation
  - Alternate exit patterns
  - Fare gates

Annex B (informative): Examples of station personnel activities the RTA may monitor in order to evaluate job performance

Consider establishing requirements for routine station personnel duties that it may monitor. It may include, but not be limited to the following:

- Observing, testing, recording and reporting the operational conditions of the station.
- Taking prescribed, specific corrective measures to restore operational capacity to malfunctioning equipment.
- Maintaining station kiosk conditions for housekeeping and provision of material and supplies.
- Maintaining the general housekeeping conditions of the station.
- Performing personal interaction with customers, including providing service to customers with disabilities, proficiency of interpersonal skills such defusing conflict, body language, and the provision of travel information.
- Having knowledge of current bulletins and notices.
- Having knowledge of safety, security and emergency procedures.
- Having knowledge of where to obtain passenger information regarding fares, travel, etc.

Annex C: (informative) Examples of customer service training topics

Topics that may be included, but not limited to, in RTA customer service training for station personnel consist of the following:

- The mission and values of the transit system.
- The value to employees of being transit ambassadors, providing quality customer service and growing ridership.
- Identifying, resolving and handling customer complaints.
- Professionalism, including the values and traits required and maintaining and projecting an appropriate image.
- Characteristics of the use of proper interpersonal skills.
- Verbal communication and the characteristics and use of appropriate body language.
- Recognizing and responding to the special needs of customers.
  Travel / Tourism information.

Annex D (informative): Examples of emergency situations

The following are examples of emergency situations:

- **Fire/smoke within a station:** An alarm may activate, or smoke may be detected or reported.
- **Bomb threat:** All bomb threats should be treated as serious and real.
- **Earthquakes:** Seismic devices may be activated when there is an earthquake.
- **Station evacuation:** If a station evacuation is necessary due to loss of electrical power, bomb threat or other emergency, then station personnel may use the public address system or bullhorn to make evacuation announcements directing passengers to the safest exits.
- **Emergency traction power removal:** To de-energize traction power, station personnel may use an appropriate device on the platform nearest the intended track or notify the appropriate authority.
- **Electric shock:** Any contact with an energized traction power component may be fatal.
- **Platform overcrowding:** Station personnel should monitor the platform for overcrowding at all times, especially during commute hours and special events. Overcrowding may result in the temporary restriction of passenger access to trains or stations until the problem is resolved.
- **Passengers on track way:** Station personnel should immediately notify proper authorities whenever unauthorized personnel enter the track way.
- **Item on track way:** Station personnel should immediately notify proper authorities whenever an object that may interfere with train movement or create a hazard falls onto the track way.
- **Loss of station electrical power:** Station personnel should be trained to know that the following station equipment may be non-operational during an electrical power failure:
  - escalators
  - elevators
  - station lighting
  - parking lot lighting
  - automatic fare collection
  - station ventilation system
  - sump pumps
  - tunnel lighting
- **Imminent hazard:** An imminent hazard is a condition that poses a serious or immediate danger to passengers or employees. Station personnel should take appropriate steps to secure the area and to otherwise protect passengers and employees.