

15. Standard for Emergency Telephone and Passenger Assistance Device Inspection, Testing and Maintenance

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Abstract: This standard provides procedures for inspecting and maintaining rail transit emergency telephone and passenger assistance devices.

Keywords: communication, emergency telephone, inspection, maintenance, passenger assistance device

Introduction

(This introduction is not a part of APTA RT-SC-S-015-03, *Standard for Emergency Telephone and Passenger Assistance Device Inspection, Testing and Maintenance*.)

APTA rail transit safety standards represent an industry consensus on safety practices for rail transit systems to help achieve a high level of safety for passengers, employees, and the general public. This document was created by and for those parties concerned with its provisions; namely, rail transit systems (operating agencies), manufacturers, consultants, engineers, and general interest groups. This standard provides procedures for inspecting, testing, and maintaining rail transit emergency telephones and passenger assistance devices.

APTA recommends this standard for:

- Individuals or organizations that inspect, maintain, and/or operate rail transit systems
- Individuals or organizations that contract with others for the inspection, maintenance, and/or operation of rail transit systems
- Individuals or organizations that influence how rail transit systems are inspected, maintained, and/or operated (including but not limited to consultants, designers, and contractors)

This standard intends to meet the following objectives:

- To ensure special life/safety equipment is operational and reliable
- To help rail transit systems incorporate safety considerations during the inspection and maintenance process
- To identify inspection criteria and maintenance standards that provide a high level of passenger and personnel safety

The application of any standards, practices, or guidelines contained herein is voluntary. In some cases, federal and/or state regulations govern portions of how a rail transit system operates. In such cases, the government regulations override any conflicting practices this document requires or recommends.

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Standard for Emergency Telephone and Passenger Assistance Device Inspection, Testing and Maintenance

1. Overview

1.1 Scope

This document establishes standard requirements for inspecting and maintaining rail transit emergency telephones and passenger assistance devices.

1.2 Purpose

The purpose of this standard is to verify that emergency telephones and passenger assistance devices are operating safely and as designed through periodic inspection and maintenance, thereby increasing reliability and reducing the risk of hazards and failures.

1.3 Alternate practices

Individual rail transit systems may modify the practices in this standard to accommodate their specific equipment and mode of operation. APTA recognizes that some rail transit systems may have unique operating environments that make strict compliance with every provision of this standard impossible. As a result, certain rail transit systems may need to implement the standards and practices herein in ways that are more or less restrictive than this document prescribes. A rail transit system (RTS) may develop alternates to the APTA standards so long as the alternates are based on a safe operating history and are described and documented in the system's safety program plan (or another document that is referenced in the system safety program plan).

Documentation of alternate practices shall:

- a) Identify the specific APTA rail transit safety standard requirements that cannot be met
- b) State why each of these requirements cannot be met
- c) Describe the alternate methods used
- d) Describe and substantiate how the alternate methods do not compromise safety and provide a level of safety equivalent to the practices in the APTA safety standard (operating histories or hazard analysis findings may be used to substantiate this claim).

2. Definitions and acronyms

For the purposes of this standard, the following definitions and acronyms apply:

2.1 Definitions

2.1.1 cartridge fuse: A device used to protect an electric circuit from the effect of excessive current draw enclosed in an insulating cartridge. *See also:* **fuse**.

2.1.2 delivered audio quality (DAQ): The quality of an audio message as heard by the human ear when delivered to a speaker or other audio device.

2.1.3 emergency call box (ECB): A component of the emergency telephone/passenger assistance device which contains the communications equipment used for calling the central monitoring facility.

2.1.4 emergency telephone: A system for communicating audio messages from specific points in the rail transit system to central locations. This system includes emergency call boxes and passenger assistance communication equipment. *Syn:* **passenger assistance device**.

2.1.5 fuse: A device used to protect an electric circuit from the effect of excessive current draw. *See also:* **cartridge fuse**.

2.1.6 hazard: Any real or potential condition that can cause injury, death, or damage or loss of equipment or property.

2.1.7 operations control center (OCC): That facility from which train control, train dispatching, and/or train supervision takes place for the entire RTS or for specific segments of a system if there is more than one control center. *Syn:* **rail control center, rail operations center, rail service control center, train command center**.

2.1.8 original equipment manufacturer (OEM): The enterprise that initially designs and builds a piece of equipment.

2.1.9 passenger assistance device: *See:* **emergency telephone**.

2.1.10 personal protective equipment (PPE): All clothing and other work accessories designed to create a barrier against workplace hazards. Examples include safety goggles, blast shields, hard hats, hearing protectors, gloves, respirators, aprons, and work boots.

2.1.11 rail transit system (RTS): The organization or portion of an organization that operates rail transit service and related activities. *Syn:* **operating agency, operating authority, transit agency, transit authority, transit system**.

2.1.12 ribbon fuse: A cylindrical fuse consisting of a ribbon shaped fusible metal enclosed in a glass or transparent plastic cylinder with end caps.

2.2 Acronyms

DAQ	delivered audio quality
OCC	operations control center
OEM	original equipment manufacturer
PPE	personal protective equipment
RTS	rail transit system

3. Inspection, testing, and maintenance requirements

3.1 Inspection, testing, and maintenance frequency

The inspection, testing, and maintenance procedures in this standard shall be performed when emergency telephones or passenger assistance devices are placed in service, when they are modified, repaired, or disarranged, or as otherwise deemed necessary by the RTS.

The RTS shall determine the need for additional inspection, testing, and maintenance frequencies for emergency telephones or passenger assistance devices. A review of the following factors may be useful in making this assessment:

- OEM-recommended intervals
- Industry experience
- Operating environment/conditions
- Historical data
- Reliability-centered maintenance program development
- Failure analysis
- RTS testing and experience
- Regulatory requirements.

The frequency of tasks shall comply with applicable federal, state, and local regulations.

3.2 Training

The RTS and/or their maintenance contractors shall develop and execute training programs that provide employees with the knowledge and skills necessary to safely and effectively perform the tasks outlined in this standard.

3.3 Materials

The following materials are required for inspecting, testing, and maintaining emergency telephones and passenger assistance devices:

- RTS-approved cleaning materials
- Additional materials as required by the OEM and/or RTS

3.4 Tools

The following tools are required for inspecting, testing, and maintaining emergency telephones and passenger assistance devices:

- Multi-meter*
- Tone generator*
- Portable test unit*
- Telephone test set
- RTS-approved portable radio
- Standard tools carried by maintenance personnel
- Additional tools as required by the OEM and/or RTS

* Calibrate in accordance with OEM and/or RTS requirements.

3.5 Personal protective equipment

Personal protective equipment, as required by the RTS, shall be worn at all times during inspection, testing, and maintenance.

3.6 Safety

RTS safety rules, procedures, and practices shall be followed at all times during inspection, testing, and maintenance.

3.7 Inspection, testing, and maintenance procedures

Emergency telephone and passenger assistance device inspection, testing, and maintenance procedures may be modified for each rail transit system's requirements (see Section 1.3) but shall contain the steps listed in Sections 3.7.1-3.7.2 as a minimum.

3.7.1 Inspection and testing

3.7.1.1 General

- 3.7.1.1.1** Notify the operations control center (OCC) and/or other authorities of the inspection activities to be performed.
- 3.7.1.1.2** Inspect emergency telephones and passenger assistance devices for proper condition and operation including visual indications.
- 3.7.1.1.3** Activate the emergency telephone/passenger assistance device pushbutton to establish a talk path to the OCC and/or central monitoring location. Ensure the DAQ of the message, at both the emergency telephones/passenger assistance devices and at the OCC/central monitoring locations, is acceptable using Table 1. An acceptable rating in Table 1 must be 3 or 4.
- 3.7.1.1.4** Each time an emergency telephone/passenger assistance device is selected in the field, ensure that emergency telephones/passenger assistance device locations are indicated on the main control panel screen at the OCC and/or central monitoring location.
- 3.7.1.1.5** Test each emergency telephone/passenger assistance device for proper operation.
- 3.7.1.1.6** Automated testing may be included as a part of this operational and inspection procedure.
- 3.7.1.1.7** Notify the OCC and/or other authorities when inspection is complete.

Table 1 – DAQ Ratings

Delivered Audio Quality Rating	
Rating	Criteria
1	No audio
2	Audio present but unusable
3	Speech understandable with repetition rarely required. Some noise/distortion may exist.
4	Speech and/or text easily understood.

3.7.1.2 Mechanical

- 3.7.1.2.1** Notify the OCC and/or other authorities of the inspection activities to be performed.
- 3.7.1.2.2** Ensure connections are tight and there are no missing or damaged support brackets fasteners and mounting hardware.

3.7.1.2.3 Inspect enclosures to ensure proper sealing.

3.7.1.2.4 Notify the OCC and/or other authorities when inspection is complete.

3.7.1.3 Electrical

3.7.1.3.1 Notify the OCC and/or other authorities of the inspection activities to be performed.

3.7.1.3.2 Inspect cabling and wiring to ensure that it is not frayed, burned, broken, cut, or otherwise defective.

3.7.1.3.3 Inspect cables to ensure they do not exceed their normal bending radius and are positioned to prevent chafing or cutting.

3.7.1.3.4 Inspect electrical connections for signs of corrosion, broken wires, broken connections, missing hardware, loose connections, frayed or burned wires, defective insulation and moisture.

3.7.1.3.5 Inspect ribbon or cartridge type fuses and other electrical protection equipment for burned, separated or otherwise damaged elements and replace as required.

3.7.1.3.6 Notify the OCC and/or other authorities when inspection is complete.

3.7.2 Maintenance

3.7.2.1 Notify the OCC and/or other authorities of the maintenance activities to be performed.

3.7.2.2 Perform cleaning procedures as required by the OEM and/or RTS.

3.7.2.3 Re-coat mounting hardware as required by the OEM and/or RTS.

3.7.2.4 Lubricate moving parts as required by the OEM and/or RTS.

3.7.2.5 Notify the OCC and/or other authorities when maintenance activities are complete.

3.8 Correction of deficiencies

Deficiencies identified during emergency telephone and passenger assistance device inspection, testing, and maintenance shall be corrected and documented in accordance with OEM and/or RTS requirements.

3.9 Documentation

Inspection, testing, and maintenance activities shall be documented, reviewed, and filed in accordance with RTS procedures.

Annex A

(Informative)

Bibliography

- [B1] Original equipment manufacturer (OEM) specifications for emergency telephones and passenger assistance device inspection, testing, and maintenance.
- [B2] Rail transit system (RTS) procedures for emergency telephone and passenger assistance device inspection, testing, and maintenance.