

<b>Customer Service</b>	
<b>Title: Passenger Emergency Intercom</b>	<b>SOP 439</b>
<b>Date: 3/19/2009</b>	<b>Page 1 of 2</b>

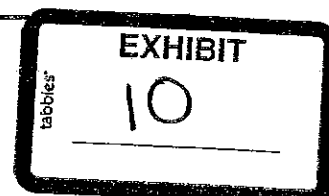
### 1.0 Purpose:

This procedure outlines how to operate and respond to calls on the Emergency Intercom system.

All LRVs are equipped with "Emergency Intercoms" that enable passengers to communicate with the operator. Operators must determine the nature of any call they receive via the Emergency Intercom and respond to the situation as appropriate. Operators must contact Control in the event of an emergency.

### 2.0 Procedure:

1. Listen for the intercom call request. On T1, T2, and T3, a buzzer will sound for one second when a Passenger Intercom call is initiated. On T4, the call request sounds like a phone ringing.
2. Answer the call:
  - Connect the call:
    - T1, T2, T3: Depress the flashing green PAS button once. Light will go steady to indicate connection.
    - T4: Depress the flashing yellow "Pass Emergency" button once. Light will go steady to indicate connection.
  - Depress the Press to Talk (PTT) button on the Grab Bar.
  - Announce, "How may I help you?" into the gooseneck microphone.
  - Release PTT to listen to passenger. The passenger microphone is muted while the operator talks.
3. Gather information about the situation and location. Always be courteous, clear, and concise in your communications with passengers - even when the Emergency Intercom has been used inappropriately.
4. Once the call has ended, cancel the call:
  - T1, T2, T3: Depress the illuminated green PAS button once.
  - T4s Depress the illuminated yellow "Pass Emergency" button once.
5. If it is an emergency situation such a medical issue or criminal event, immediately call Control; Control will contact 9-1-1. Let passengers know that emergency responders (police, fire, and/or medical) have been contacted by making a PA announcement.
6. Answer any other calls. The system will queue multiple calls in the order received.
7. If you are unable to determine the situation, make a general passenger announcement requesting any passenger to contact you via the Passenger Intercom to let you know if there is an emergency situation.



8. If you are unable to determine the situation after requesting additional information from passengers:
  - Call Control and let them know that you have received a call and are unable to determine whether an emergency situation exists and that you will be investigating at the next station.
  - Make Passenger Announcement that you need to assess the situation at the next station. The announcement should be clear and calm to avoid panic.
  - At the next station, key out and exit the cab.
  - Bring your portable radio, if available, and monitor at all times.
  - Walk through the train and assess the situation.
  - Report your findings to Control.
  - If it is an emergency situation, follow the direction of Control.

<b>Customer Service</b>	
<b>Title: LRV Passenger Intercom</b>	<b>SOP #439</b>
<b>Date: 6/2/99</b>	<b>Page 1 of 2</b>

**Purpose:**

- To describe the various components of the LRV Passenger Intercom system and how they function.
- To outline procedures when responding to the LRV Passenger Intercom.

**Statement of Principles:**

- Whether responding to an emergency call or a request for assistance, Operators are required to communicate with the customer using the Passenger Intercom in a courteous manner.

**Components/Function:**

- PA/Intercom Control Unit – Located on the right side of the operating cab console.
  - A. Volume Control Knob – Keep this turned counter-clockwise towards the narrow portion of the band to avoid excessive feedback from the Passenger Intercom.
  - B. PAS (Passenger) button – When flashing green, indicates incoming Passenger Intercom call. Depress once for steady green light to connect call. Depress a second time to cancel call.
  - C. Buzzer – Located above PA switch. Makes loud warble sound for one second when a Passenger Intercom call is initiated. Keep this turned counter-clockwise towards the narrow portion of the band to lower warble sound.
  - D. PTT (Press to Talk) switch – Located on the underside of the Grab Bar. The Grab Bar is located to the right, on the face of the operating cab console. With a steady green light on the PAS button, press the PTT button and talk into the gooseneck mic.
- Passenger Intercom Unit – Type 2: 4 units located on stanchions in low floor area by doors 3, 4, 5, and 6.  
 Type 1: 2 units located on wall by doors 1 and 8
  - A. Labeled “Emergency Intercom”
  - B. Displays label that identifies car and cab
  - C. Displays label that directs passengers to “push once for help”
  - D. Red button – Initiates call
  - E. Green light – Confirmation light. Illuminates when Operator depresses flashing PAS button

**Procedure:**

- Once the Operator hears the warble sound from the PA – Intercom Control Unit:
  - A. Depress the flashing green PAS button.
  - B. Depress the PTT button on the Grab Bar.
  - C. Announce, “how may I help you” into the gooseneck mic.
  - D. Once the call has ended, depress the illuminated green PAS button one time.
  
- The passenger microphone is muted while the Operator talks.
  
- Any additional calls placed activates buzzer.
  
- Multiple calls are cued, and answered in the order received.