



Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Board Report

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Agenda Number: 47.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
OCTOBER 15, 2015**

SUBJECT: Report on System Safety, Security and Operations.

RECEIVE report on System Safety, Security and Operations.

System Safety, Security and Operations Report

James Gallagher
Chief Operations Officer



Metro

System Safety, Security and Operations Committee

October 15, 2015

Gold Line Service Disruption

September 28, 2015, 5:15 p.m.

- Northbound Gold Line train reported overhead wire and pantograph damage north of Chinatown Station
- Customers evacuated to adjacent train; others evacuated down the employee stairway
- Single track established
- Bus bridge requested



Gold Line Service Disruption

Emergency Service Plan (Tuesday September 29)



- Increase train lengths to three cars
- Increase the headway to 20 minutes +/-
- Express Bus service was provided to augment rail service between Union Station, Highland Park, and Southwest Museum
- Increase announcements, rail supervisors at the stations
- Increase frequency of social media announcements

Gold Line Service Disruption


Issues



- Insufficient and untimely internal and external notifications



- Transit Passenger information System (TPIS) equipment displayed outdated information



- Achievable single track headway insufficient for ridership demand; more buses were needed initially



- Longer than expected repair time

Gold Line Service Disruption

Lessons Learned/Next Steps

- Provide safe evacuation strategies for customers
- Expedite timely communication to customers and Media Relations
- Provide timely situational updates to support departments
- Review and update Overhead Catenary System (OCS) inspection frequency and contact wire stagger
- Ineffective/inefficient OCS inspection and repair equipment

