



Metro

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

## Board Report

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**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

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- Insufficient and untimely internal and external notifications

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- Transit Passenger information System (TPIS) equipment displayed outdated information

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

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- 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

