

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- Transit Passenger information System (TPIS) equipment displayed outdated information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

