

System Safety, Security and Operations Report

Operator Focus Group



Metro

System Safety and Operations Committee

January 16, 2014

Employee Recognition – January 2014

Employee of the Month - Transportation

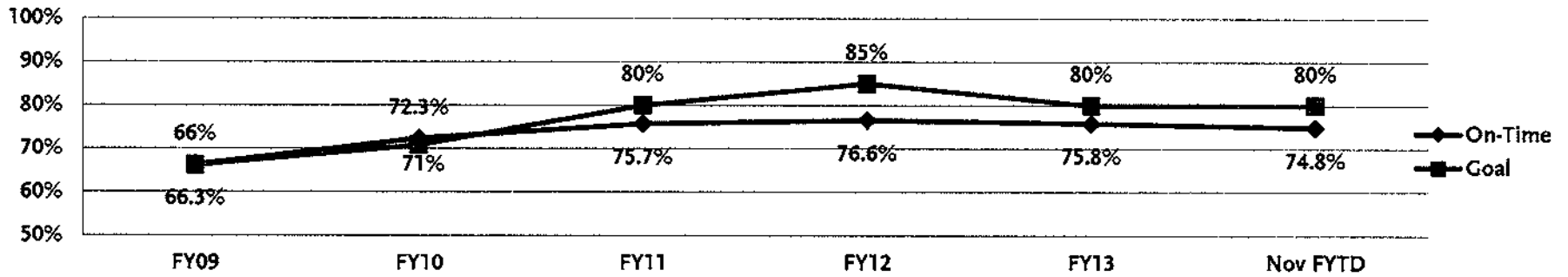
- **Robert Ponce, Rail Transit Operations Supervisor, Rail Operations Control Center**

Employee of the Month - Maintenance

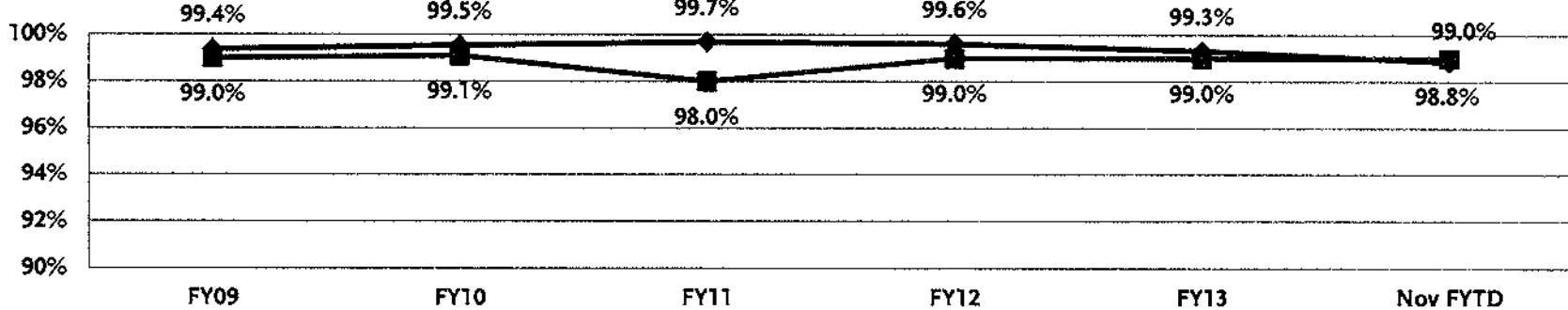
- **Anh Diep, Electronic Communication Technician, Central Maintenance Facility**

Service Reliability Year-to-date – November 2013

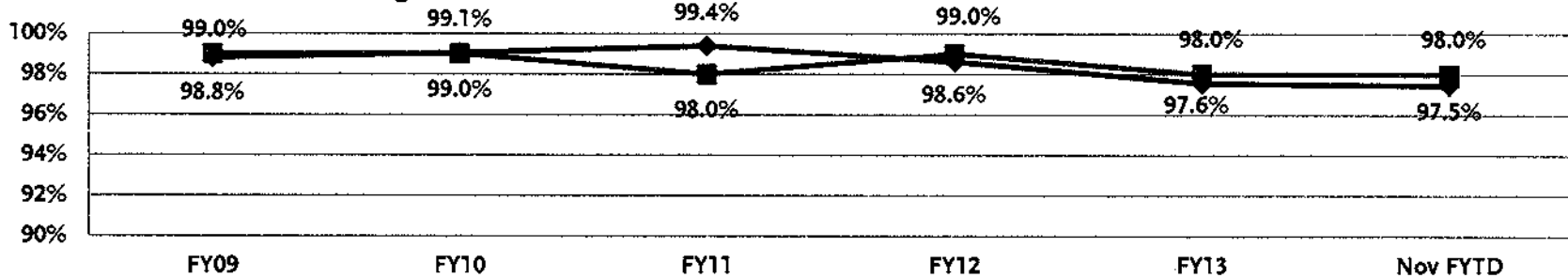
On Time Performance Bus



On-Time Performance Heavy Rail



On-Time Performance Light Rail



Operations Focus Group Objectives

Communications Efforts

- Improve line of communication between Metro management team and front line employees
- Provide a platform for identifying solutions to system wide issues

Collaboration Efforts

- Engage stakeholders in meaningful dialogue with Metro's front line employees
- Extend opportunities to develop new methods of addressing front line employee's concerns and challenges

Safety and Security Efforts

- Identify opportunities to promote safety and security strategies to support Metro's Transit Operators

Operator Focus Group Themes

Themes Based on Operator Feedback

Focus Group Dates	Focus Group Themes
August 21, 2013	Civil Rights and America's Disability Act (ADA)
September 18, 2013	Operator Safety (Safety and Security)
October 16, 2013	TAP and Service Planning
November 20, 2013	Bus Operations Control (BOC) and Maintenance
December 18, 2013	TAP and Access Services
January 15, 2013	Debrief on Action Items



Initiatives Implemented through Focus Group

Equipment Adjustments

- Silent Alarm System (SAS)
- No Fare Button
- Bus Headlights

Retraining Operators how to handle “No Fare”

- Rewriting Standard Operating Procedures (SOP)
- Operations Central Instruction (OCI) Efforts

Greater Access to Information

- Providing LASD deployment information to division management and Operators

Operator Focus Group Look Ahead

Continued effort to promote:

- Improved communication
- Increased collaboration
- Enhanced stakeholder engagement
- Achieve resolution to issues
- Identify opportunities for system wide improvements and success

