



Metro

May 2, 2005

TO: BOARD OF DIRECTORS

THROUGH: ROGER SNOBLE
CHIEF EXECUTIVE OFFICER

FROM: JOHN B. CATOE, JR.
DEPUTY CHIEF EXECUTIVE OFFICER

SUBJECT: FOLLOW UP ON KCBS-TV NEWS REPORT
ON METRO BUS OPERATOR DRIVING RECORDS

Following up on last week's KCBS-TV news reports on Metro bus operators, strong measures are being taken to further improve Metro's safety record, and/or retrain.

First, we are developing a program to discipline operators who have multiple violations on their personal driving records, and we are working with DMV to closely monitor these records. New federal legislation effective in September 2005 will allow the courts to automatically suspend a person's license if he/she is convicted of a DUI. This will include a commercial license (class B) for a one-year period. We won't wait until September to remove these operators from our ranks and/or retrain. Any operator who has been convicted of a DUI in their personal vehicle also is subject to frequent alcohol and drug testing for a period of two years.

We have a new policy in place that requires operators with three or more non-preventable accidents, no matter how minor, to undergo additional training, which includes training on our new high tech bus-driving simulator. We are reviewing our FY 06 budget allocations to ensure that adequate resources are earmarked for training and accident prevention techniques.

As staff informed the Board through a report earlier this year, we have developed seven new strategies in our continued effort to drive down bus and passenger accidents. These include establishing a point-based accident reporting system, enhancing the accident review board process, developing a proactive training program, new rules on driving with cell phones, and offering rewards and recognition for safe driving. We also are exploring new ways to enhance safety features on all our buses and have implemented new accident mapping software to better track accidents involving Metro buses.

Operations staff is looking post Consent Decree to beef up our field supervision to better monitor operators and ensure that all safety regulations are strictly followed.

Two of the operators profiled in the KCBS series will be disciplined. The operator who used profanity on camera violated agency policy and her behavior has reflected poorly on the many outstanding Metro operators. She has been suspended and a termination hearing is scheduled this week. The operator who was filmed driving while wearing headphones committed a major safety violation and also has a hearing scheduled this week and is subject to termination.

One accident is one too many, and our goal is to have no accidents. We are moving in that direction. Metro has a good safety record compared to other major transit properties and that record has gotten steadily better in the last five years (4.15 accidents per 100,000 miles in FY00 to 3.47 in FY05). That reflects well on our more than 4,000 Metro operators.

Having said that, there are some operators who don't meet our high standards and we are using new technology to identify them and either give them additional training or work within the law and our union contracts to weed them out.

I will keep you updated on our progress.