Meet the Metrolink Team

Dispatcher Avram Stanton

He served for a decade in the U.S. military, has three young daughters, and is a triathlete. No wonder Metrolink dispatcher Avram Stanton is regarded by his colleagues for his dedication, and quick analytical thinking.

The Metrolink system—numerous trains running many miles, sharing rails with other railroads that have their own full schedules. Metrolink's dispatchers are master traffic controllers, and their actions affect the entire system. With a “different challenge every day,” Stanton says, his job of almost four years at the Metrolink Operations Center in Pomona is “never dull.”

With a “different challenge every day,” Stanton says, his job of almost four years at the Metrolink Operations Center in Pomona is “never dull.”

He says that dispatchers work behind the scenes and emphasize the importance of what they do at Metrolink. In fact, Stanton was an air-traffic controller for the U.S. Air Force before he became a train dispatcher.

A dispatcher needs “amazing attention to detail.” Stanton says, “the ability to make several successive decisions rapidly and without error is critical to the dispatchers’ ability to be successful.”

That means running a train west at speed 4, passing through LA,Thanksgiving, and make sure the train is running safely. It’s a job that requires a steady hand. It requires a keen eye to notice any potential problems, and a strong sense of responsibility.

Metrolink is building a stronger, safety-anchored organization that ultimately will set a new standard for commuter rail and offer customers a world-class experience.

Passengers have noted some signs of our transformation in the past several months: new, clean, air-conditioned coaches, new, more comfortable seat cushions, new, more comfortable seat cushions, and improved station signs. Metrolink is also making progress in reducing its carbon footprint.

The Metrolink system has been working hard to improve its customer service and increase system efficiency, but—more importantly—they are centered on both safety and customer satisfaction.

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Building a New Customer Experience

Operational efficiency serves as the ground floor of our structure as we build a stronger, more efficient organization by being better stewards of our resources. Here, we are working toward a seamless transition to Amtrak, are working behind the scenes toward solutions to grow our rail service and use every day better.

One of our commitments to you is to continue to be transparent about our plans and decisions. That’s why we’re having on Twitter.

Thank you for helping me to keep the conversation going.

Sincerely,

... (continued from page 1)

Fuel-Conservation Strategy
Smarter, More-Efficient
Metrolink’s new-fuel-conservation program is saving money and enhancing our already-green reputation.

Since our annual CEO, John E. Fenton, addressed employees during our annual town hall and saw dollars floating out with emissions. That then came to be within two weeks, $25,900 gallons of diesel fuel were saved. Cost was estimated to be $30,000 a week.

Wherever safety and passenger comfort allow, our plan is to shut down main engines and head-end power for layovers of an hour or more at Los Angeles Union Station, the Central Maintenance Facility in Los Angeles, and other Metrolink locations.

Here we will be reducing power in time to cool or passenger compartments to comfortable temperatures. Significant savings in fuel and emissions are already becoming reality, thanks to shutting down head-end power for a “covey” saves about thirty-five gallons per hour.

Metrolink locomotives have always been powered by ultra-low-sulfur diesel fuel. Our next-generation MP15AC-DC locomotives are most energy-efficient and powerful, and the few lower pollutants. They are equipped with electronic fuel injection that provides precise fuel metering, and automatic engine stop-start technology that reduces idle emissions by at least half.

New Train Cars Continue to Arrive, Make Test Runs

Each of the new stainless-steel cars features custom rails for each and every ride, and are equipped with large windows. The cars have high ceilings, include silver seats, built-in seat cushions, and energy- absorbing frames. They will be the first in this United States to be equipped with all these features.

July 19, 8:41 a.m., @Metrolink replied directly to @BurnsBride: Please let me know which stations. Thank you.

July 19, 4:46 a.m., @BurnsBride replied to @Metrolink: The Riverside Transit Intermodal Center.

July 17, 4:54 p.m., @689Fan_10 copy ed @BurnsBride: Why aren’t all OC train stats sent by MetrolinkIEOC? Isn’t 689 an OC train?

July 19, 1:04 p.m., @BurnsBride replied directly to @714snoopy: The upland station both validators.

July 19, 10:45 a.m., @BurnsBride replied directly to @Metrolink: What if the validator isn’t working!!

July 19, 6:01 p.m., @Metrolink replied directly to @BurnsBride: Thank you. Both validators have been cleared and are now working properly.

July 19, 4:21 a.m., @Metrolink replied directly to @BurnsBride: Both validators have been cleared and are now working properly.

July 18, 7:19 a.m., @BurnsBride replied to @Metrolink: In my experience and giving us the opportunity to correct any issues.

July 17, 9:31 a.m., @BurnsBride reached out to @Metrolink: Why aren’t all OC train stats sent by MetrolinkIEOC? What if the validator isn’t working? phone number on our website, facebook, and other social media communities ... so keep ’em coming.

Customer Commentaries

Metrolink’s fleet of cutting-edge collision-absorption-equipped new cars is growing with new shipments arriving regularly. As they roll in, the fleet is being put through a rigorous testing program designed to ensure that they perform safely and smoothly before being put into service.

Once fully tested and proven passenger-ready, these new cars will be required to stay current, even in areas where capacity to our basket line. But it’s imperative that we test them extensively before inviting you, our Metrolink community, to get on board.

We work perform pre-design build of the new cars while we and take our line on the Metrolink line to make our experience better every day, on every ride.

To ensure that Metrolink is responsive to stakeholders and grassroots organizations, Metrolink’s future. We have participated in external presentations with a variety of stakeholders and grassroots organizations, and on-time operations—cannot

Social media and quicker incident handling.

operational efficiency going forward will enable

implemented passenger security reviewed ticket-machine placements; increased the line’s low-emissions performance; and improved customer-service responsiveness through social media and customer support.

Our mission—to provide an outstanding passenger experience in every ride with sales, dependable, clean, and on-time service—cannot be fully accomplished with Metrolink structure in place. This internal innovation and continuous improvement going forward will enable us to achieve greatness.

Here, we have worked to ensure a ground floor of our structure as we build a stronger, more efficient organization by being better stewards of our resources.

One of our commitments to you is to continue to be transparent about our plans and decisions. That’s why we’re having on Twitter. Every mode of communication matters. This issue, we highlight some of the conversations we’re having on Twitter.

Thank you for helping me to keep the conversation going. Please feel free to hit me at @jhrhodes99.

Secondly,

Metrolink locomotives will share feedback from you on what passengers are talking about out there in the rails. We will repel quotes from your letters and e-mail—and you our Twitter, Facebook, and other social media communities ... so keep ’em coming.

To follow the 600 series trains for status updates, please follow @MetrolinkOC.

Call (818) 558-3179.

Each of the new stainless-steel cars features custom rails for each and every ride, and are equipped with large windows. The cars have high ceilings, include silver seats, built-in seat cushions, and energy-absorbing frames. They will be the first in this United States to be equipped with all these features.
Building a New Customer Experience

Operational efficiency serves as the ground floor of our structure as we build a streamlined, more efficient organization. Standardized schedules and crew and equipment usage have initiated a complete review of all train labor and crew scheduling. That effort will provide a seamless transition to Amtrak, are all working busily behind the scenes toward solutions. We are not only looking along the horizon, but we are already busy behind the scenes toward solutions to ensure your experience is better day by day.

One of my commitments to you is to continue to be transparent as we build a new Metrolink. That’s why I am removing some of the steps we have taken in the Metrolink Matters column in this issue. That’s why we are being so candid about what we are planning.

Thank you for helping me to keep the conversation going. Feel free to write me at mjohnson@metrolink.com.

Sincerely,

John E. Fenton, CEO

Metrolink's new fuel-conservation program is saving us to achieve greatness. Improving customer satisfaction going forward will enable on-time operations—cannot

We are creating new space for customer engagement that includes improved relationships with all of our stakeholders.

The new train cars are equipped with new seats, LED lighting, and more intuitive seating arrangements. Each car features crumple zones on body and large-scale public art. The airport also began offering complimentary SuperShuttle service between Burbank Bob Hope Airport and the Downtown Metrolink Station and Bob Hope Airport.

From the airport, request a SuperShuttle ride to the Downtown Burbank Metrolink Station and take the Metrolink to the airport at any time during normal airport operating hours of 5:30 a.m. to 12:00 midnight. Passengers originating from the Downtown Burbank Metrolink Station are advised to make advance reservations to ensure prompt pickup, but they also can use the service without advance reservations.

To make advance reservations, call (800) 223-5488 or visit the SuperShuttle website.

Customers can transport hundreds of riders daily free of charge, between the Downtown Burbank Metrolink Station and Bob Hope Airport.

Traveling via Burbank Bob Hope Airport, you’ll have arrived at one of California’s most user-friendly airports—no matter your travel priority. On July 1, the Burbank-

Flying Out of Burbank a Breeze

The Boeing-737 with its new seat-back entertainment system provides passengers with three smaller, more efficient fuel cells. The new-generation MotivePower locomotive saves about thirty-five gallons per hour.

The new train cars continue to arrive, making test runs and making test runs. We roll in, the fleet is being put through a rigorous testing program designed to ensure that they perform safely and smoothly before being put into service.

Once fully tested and proven passenger-ready, these new cars will make their way to the streets. We are looking for growth opportunities. As the town is being put through a rigorous testing program designed to ensure that they perform safely and smoothly before being put into service. We are looking for growth opportunities. As the town is being put through a rigorous testing program designed to ensure that they perform safely and smoothly before being put into service.

On July 1, 8:31 a.m., @dumblauren replied directly to @714snoopy: Thanks for info on MetrolinkOC and for fixing signage @ Tustin station!

July 19, 8:31 a.m., @dumblauren reached out to @714snoopy: Thanks, @dumblauren and @714snoopy for your messages. We are all in this motion. During nighttime hours at specially selected sites on the Metrolink system, the fleet is being put through a rigorous testing program designed to ensure that they perform safely and smoothly before being put into service.

On July 19, 10:45 a.m., @Metrolink also replied directly to @714snoopy: Thank you, both. You validated our work and we are now working our way through the various job functions, and we are building a streamlined, more efficient organization.

Customer Comments

Metrolink Matters will share feedback from you in what passengers are talking about on the rails. We will reprint quips from your letters and e-mails—and even your Twitter, Facebook, and other social-media comments … so keep ‘em coming!

On July 16, 9:41 a.m., @Metrolink replied directly to @714snoopy: What if the validator isn’t working? Please let me know which station. Thank you.

On July 19, 8:40 a.m., @Metrolink also replied to @714snoopy: The validation system is designed. We also run crucial emergency braking tests. During nighttime hours at specially selected sites on the Metrolink system, the fleet is being put through a rigorous testing program designed to ensure that they perform safely and smoothly before being put into service.

On July 19, 10:46 a.m., @Metrolink also replied directly to @714snoopy: Thank you, both. You validated our work and we are now working our way through the various job functions, and we are building a streamlined, more efficient organization.

On July 19, 8:31 a.m., @dumblauren reached out to @714snoopy: Thanks for info on MetrolinkOC and for fixing signage @ Tustin station!

On July 15, 10:13 a.m., @Metrolink also replied directly to @714snoopy: To follow the 66 business status for updates, please follow @MetrolinkOC.

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Scrolling info signs at Tustin have been broken for over a month. It would help everyone if flood was replaced during these days. Thanks, @dumblauren and @714snoopy for your messages. We are all in this together. Will appreciate our passengers’ patience during the time @Tustin what the experience and give us the opportunity to correct any issues.

What TO DO, TEAM (passengers, staff, and commuters contractors)
Heat Restrictions—When Rails Are Hot, Hot! Hot!

When it’s hot out, we all slow down and that sometimes includes Metrolink trains. Extreme heat in July and August, for example, resulted in record-setting outdoor temperatures throughout Southern California that made it necessary to place heat restrictions on sections of Metrolink track. Although they can hinder train исполнение: no longer than 120 days for continuous welding, or 140 degrees Fahrenheit for the first five days only, outdoor temperature exceeded 110 degrees, or the actual rail temperature measured above 140 degrees.

Build Expands in Heat

Why must some trains slow down in extreme temperatures? It happens when Metrolink trains operate on continuously welded rail (CWR), which is produced in quarter-mile-long lengths. These quarter-mile rails are laid on ties in the track bed, the lengths are welded together to create continuous rail. This eliminates the “clicky-clack” sound of traditional thirty-nine-foot rails. Welded rail results in smoother rides and requires less maintenance.

Heat restrictions require engineers to reduce top train speeds while traveling over specific sections of track. These restrictions are placed on sections where outdoor temperatures exceed 110 degrees Fahrenheit for the first five days only, outdoor temperature exceeded 110 degrees, or the actual rail temperature measured above 140 degrees.

When Weather Spikes, Metrolink Inspects Track

Track inspectors monitor track conditions when temperatures rise quickly from night to day or when daytime temperatures are extremely high with potential low humidity. If potential problems are identified, trains may be required to slow down, and the train may take longer than normal to pass through the sections, and placed back into service.

Some Metrolink lines, heat restrictions that lower top train speeds could affect fifty miles or farther.

The Metrolink Board hired a new architect with a new vision for Metrolink, CEO John E. Fenton. The Board has embraced his approach and emphasized the importance of building a new Guiding Safety Coalition.

Meet the Metrolink Team

Dispatcher Avram Stanton

He served for a decade in the U.S. military, has three young daughters, and is a husband. No wonder Metrolink’s Head Dispatcher Avram Stanton is regarded by his coworkers for his dedication, discipline and quick analytical thinking.

The Metrolink system, numerous trains running many times daily, and riding with other railroads that have their own full-scale ambitions. Metrolink’s railway choreography ensures that each train can move where and when it needs to. A single issue or trip to the track of a single train can disrupt this interconnected system and create a domino effect of delays or, worse, potential dangers. Dispatchers keep everything running safely and efficiently. Think of them as the traffic controllers of the railroad system.

A dispatcher needs “immaculate attention to detail,” Stanton says, and “the ability to make several successive decisions quickly, clearly and calmly.”

With a “different challenge every day,” Stanton says, his job of almost four years at the Metrolink system is to ensure that everything runs safely and efficiently. Think of them as the traffic controllers of the railroad system. In 2003, Stanton was an air-traffic controller for the U.S. Air Force before he became a train dispatcher.

Both heat restrictions and track inspections are part of our reinvigorated focus on our customers’ needs. We are determined to make your Metrolink experience better each and every day.

Our commitment to our customers, communication, and our customers. Communication is more than just an empty promise. Keep in touch with us, let us know your thoughts, and we will do our best to make your experience better.

For more information on Metrolink and other news and events, visit metrolinktrains.com.
Meet the Metrolink Team

Dispatcher Avram Stanton

He served for a decade in the U.S. military, has three young daughters, and is a husband. No wonder Metrolink dispatcher Avram Stanton is regularly approached by his colleagues for his deduction, dedication, and quick analytical thinking. Picture the Metrolink system—numerous trains running on many lines, sharing rails with other railroads that have their own full schedules. An intricate choreography ensures that each train can move where and when it needs to. Stanton, for example, would be required to coordinate the train traffic for the Los Angeles Basin, 24 hours a day, seven days a week. He starts his day at 4:30 a.m. when the trains are running right to left, and he works until 11:30 p.m. when the trains are running left to right.

A dispatcher needs ‘immense attention to detail,’ Stanton says, ‘and the ability to make several successive decisions rapidly and without error.’ Stanton has learned the answer to these questions the hard way.

‘Today, for example, we are working toward mainly the Metrolink application. But early in the morning, you are working on Metrolink trains; in the afternoon, you are working on Metrolink trains; in the afternoon, you are working on Metrolink trains; in the afternoon, you are working on Metrolink trains; in the afternoon, you are working on Metrolink trains.’

Stanton is a veteran of the U.S. Air Force, and he started his new gig at Metrolink in 2002. He was born and raised in Escondido, 30 minutes from the L.A.-San Diego border. Stanton’s parents were both teachers, and he lived in a small house in the middle of the city. Stanton has always enjoyed the city and says he had an unusual interest in trains growing up.

‘For me, this is a dream job, and I enjoy it. I enjoy the feeling that I’m completing a task or helping someone, and that’s what I love about being a train dispatcher.’

To make his job possible, Stanton says it takes “immense attention to detail,” and it takes a special kind of dedication.

A day in the life of a dispatcher is never the same. Stanton says, ‘It’s important to have the ability to think on your feet and change your actions depending on the situation.’

‘When a train gets off the track, you go to the train, you get the train on to the siding, and that’s a whole different job. If there’s a train with a passenger onboard, you have to get the train on the siding, and if there’s a train that’s on the tracks, you have to get the train off the tracks.’

Stanton says the job can be challenging, but he enjoys it. ‘I enjoy being a part of the solution, and I enjoy helping people. That’s why I’m a train dispatcher.’

Stanton’s day starts at 4:30 a.m., when the trains are running from right to left. He says it’s important to have the ability to think on your feet and change your actions depending on the situation.

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