



## Rail Fleet Services News

August 2018

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# Email for Maintenance Specialists

by Arnold Huntley, Rail Fleet Services Instruction

For most Metro employees, communication via email is routine business. However, some employees in particular job classifications do not have a Metro email account. That is about to change.

As of today, all Metro employees have an email account, including Maintenance Specialists. This initiative is Metro's effort to ensure that all employees are kept informed and have the ability to connect to the agency's departments and employees.

For employees such as Maintenance Specialists who may not have their own workstation with a personal computer, Divisions will provide ways to access email. Also, since specialists' core responsibility is to maintain rail vehicles, managers will determine when and how email should be accessed.

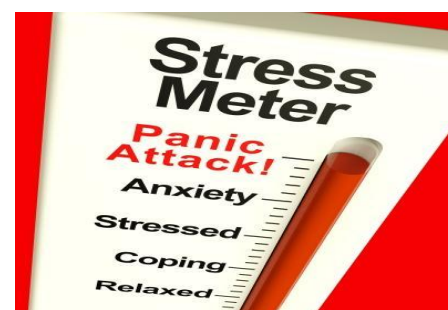
Employees with new email accounts may require training and will have to become familiar with and abide by Metro's policies regarding email and internet use. Further information regarding training and policies is forthcoming.

Email for employees who do not have accounts is a significant step towards improving communication among the Metro community, and is one of several responses that emerged from the Metro Employee Survey of a several months ago.

For further information regarding the deployment of email accounts for represented employees, see the article **"Metro Email for All Represented Employees"** on page 6.



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## Bob's Corner

# Teamwork and Support

Greetings Team,

Rail Fleet Services (RFS) prides itself on teamwork in support of our customer's needs and expectations. In this issue of RFS News, I will highlight other Metro departments who provide support to RFS. I will use the analogy of a tree system, with RFS as the "tree trunk." Tree trunks provide a strong foundation and is the guide-way for nutritional elements to reach its branches. In this case, the elements produces safe, reliable and clean rail vehicles that is the structure and guide-way to which all the elements are put into the end product which is providing safe, reliable and clean running rail vehicles. There are many departments that support RFS and their contribution is greatly appreciated. However, I will extend a special "Thank You" to the following departments:

**Rail Operations** is a valued customer that provides the feedback necessary to make significant changes to improve rail vehicle service and acts as the leaves and fruits of the tree.

**Rail Vehicle Engineering** plays a critical role in developing contract specifications for RFS' various component overhaul projects; providing testing functions for troubleshooting complex vehicle integration issues; updates to RFS manuals and procedures as well as technical support on an as needed basis. Rail Vehicle Engineering is the "technical" branch, accepting all challenges and resolving them in a timely manner.

**Inventory and Stores** acts like the roots of the tree system, providing a steady supply of the spare parts, consumables, tools and other essential elements needed by RFS on a daily basis to get our maintenance tasks done.

**RFS Programs** branch oversees and manages all of RFS' component overhaul programs and vehicle decommissioning activities.

**Quality branch** ensures that RFS maintains high maintenance standards through proper workmanship procedures on all of our vehicles.

**Instruction** branch provides RFS with newly-trained employees who are ready to work, and

ensures our staff are current on the latest technical and procedural information.

**Facility Maintenance** branch maintains all the things needed at every Division (building amenities, shop equipment, etc.) and ensures that they are operational for RFS use.

**Project Liaison & Construction** branch oversees projects to enhance RFS' operations and growing expansion requirements for on-time delivery.

**Rail Vehicle Acquisition** branch provides new vehicles for expansion and vehicle decommissioning, allowing RFS to provide the required level of service.

**Maintenance of Way** branch works to keep all that interfaces with the rail vehicle functioning as intended every day.

**Corporate Safety** branch policies and procedures provide RFS with a safe working environment.

**Information Technology** branch provides the connectivity for RFS to function smoothly every day.

Finally, the **Executive Administration** branch provides the guidance and direction necessary to keep RFS strong and growing straight.

Together, we make METRO great!

## Why High Platforms?

*Note: Rail Fleet Services is a supporter of Metro's Transportation Career Academy Programs (TCAP), a program where interns from local schools spend a few weeks learning about the public transportation industry. Baraj Gurung, one of the two TCAP interns assigned to the Instruction Department asked the trivia question, "Why do all Metro Rail stations have platforms?" Baraj did some investigating and decided to write a short article for this August 2018 newsletter. Here is what he discovered.*

Ever wonder why Los Angeles Metro rail stations have high-level platforms versus street-level access similar to other agencies such as the San Diego Metropolitan Transit System? Both high-level platforms and street-level stations allow for convenient access to the trains; however, Los Angeles Metro appears to be consistent with the high-level platforms for passenger access. One reason for the high-level platforms is that high-level platform technology preceded street-level

technology. Metro's first rail line, the Blue Line incorporated high-level platforms. Afterwards, Metro's other rail lines followed suit. For Metro's Red and Purple lines, high-level platforms are necessary because of their "subway" statuses, third rails, and a myriad of other reasons – many of them safety.



Metro Rail high passenger platform (left) and San Diego Trolley street level platform (right).

# Division 14 Completes Re-Rail Equipment Project

by Andrew Chier, Manager, Division 14

No one likes a train derailment and hope it never happens, but if it does, Division 14 (Expo Shop) is uniquely equipped to respond. The Expo Body Shop crew recently unveiled their re-railing equipment trailer project.

Body Repairmen **Tom Widdison** and **Jorge Covarrubias** used resourcefulness and innovation to create a mobile equipment trailer, using a trailer and boxes that were left as surplus after Division 24 (Monrovia) was constructed. The trailer can store re-railing equipment and can be towed with the division's large "Dually" pickup truck. It is

equipped with Hi-Rail axles that can be towed on the tracks if necessary. Tom and Jorge installed brackets to hold bulky and awkward-shaped items. They added steel bracing in the trailer deck and added reinforced feet to the storage boxes. They also took measures to preserve the trailer's wooden deck.

Congratulations to the Division 14 Body Shop for a successful project and for their resourcefulness in equipping the Expo Shop!





# Safety



## Managing Stress

*The following article is adapted from the Center for Disease Control (CDC). Find out how to manage stress after a traumatic event by following CDC's tips for self-care.*

The Centers for Disease Control and Prevention (CDC) provides the following information to help individuals cope with stress. Strong emotions like fear, sadness, or other symptoms of depression are normal, as long as they are temporary and don't interfere with daily activities. If these emotions last too long or cause other problems, it's a different story.

Sometimes stress can be good. It can help you develop skills needed to manage potentially threatening situations. Stress can be harmful, however, when it is prolonged or severe enough to make you feel overwhelmed and out of control.



## Symptoms of Stress

Common reactions to a stressful event include:

- Disbelief and shock
- Tension and irritability
- Fear and anxiety about the future
- Difficulty making decisions
- Feeling numb
- Loss of interest in normal activities
- Loss of appetite
- Nightmares and recurring thoughts about the event
- Anger
- Increased use of alcohol and drugs
- Sadness and other symptoms of depression

- Feeling powerless
- Crying
- Sleep problems
- Headaches, back pains, and stomach problems
- Trouble concentrating

Make sure that you spend time with loved ones after a stressful event.



## Tips for Self-Care

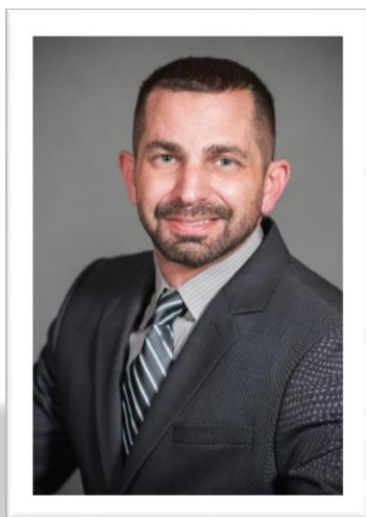
The best ways to manage stress in hard times are through self-care.

- Avoid drugs and alcohol. They may seem to be a temporary fix to feel better, but in the long run drugs and alcohol can create more problems and add to your stress—instead of taking it away.
- Find support. Seek help from a partner, family member, friend, counselor, doctor, or clergy person. Having someone with a sympathetic, listening ear and sharing about your problems and stress really can lighten the burden.
- Connect socially. After a stressful event, it is easy to isolate yourself. Make sure that you are spending time with loved ones. Consider planning fun activities with your partner, children, or friends.
- Take care of yourself.
  - Eat a healthy, well-balanced diet
  - Exercise regularly
  - Get plenty of sleep
  - Give yourself a break if you feel stressed out—for example, treat yourself to a therapeutic massage
  - Maintain a normal routine
- Stay active. You can take your mind off your problems with activities like helping a neighbor, volunteering in the community, and taking the dog on a long walk. These can be positive ways to cope with stressful feelings.



# Get to Know...

Andrew Chier



*Andrew Chier is Rail Fleet Services Manager, Division 14 (Expo Line)*

Andrew Chier, also known as "AJ" is a native of San Diego, California. He has also lived in Laramie, Wyoming; Beaumont, Texas; College Station, Texas; Dallas, Texas; Houston, Texas; Washington, DC; and now resides in Pasadena, California.

AJ started with Metro in July 2015 as a Rail Fleet Services Supervisor at Division 21 (Gold Line) and subsequently moved to Division 20 (Red Line) before being promoted to Manager at Division 14 in the year 2017.

Earlier in his career, AJ earned three college degrees at Texas A&M University and worked as a concrete truck mechanic at a Peterbilt dealership in San Diego and as a freight car repairman for the Burlington Northern Santa Fe (BNSF) Railway in East Texas.

Prior to coming to Metro, AJ worked for Kiewit Construction Company as an Equipment Superintendent on the recent Gold Line extension to the City of Azusa. He had previously moved around the country with Kiewit, helping to build rail transit systems in Houston, Dallas, and Washington, DC.

AJ's career and work experience goes beyond the Transportation industry. He is also a member of the US Air Force Reserves, and in his over 18 years of service, he has deployed to both Iraq and Afghanistan and has served on humanitarian relief missions, including providing hurricane relief in New Orleans, Louisiana after Hurricane Katrina.

AJ is an avid model railroader, specializing in rail transit vehicles, both modern and historic. In addition, AJ is a transit historian with focus on Los Angeles and San Diego's systems. He also enjoys classic cars and pickup trucks, and is restoring his 1940 Dodge Half-Ton Pickup named "Ethyl."



According to AJ, his greatest achievement was putting himself through Texas A&M University, beginning his degree program a full 8 years after graduating from high school. He attributes his ability to attend college to the Montgomery GI Bill, driving a tow truck three nights a week, driving a campus bus shuttle bus between classes, and bartending on the weekend – all of which has enabled him to achieve his education virtually no student debt.



"Ethyl"

AJ's words of wisdom for his colleagues are, "Only one word matters – INTEGRITY. Do what is RIGHT, even if it is not the easy way, regardless of who is or is not watching."∞

# Metro Email for all Represented Employees

by Nancy Espindola, Rail Fleet Services Instruction

During October of 2017, Metro administered its Team Survey to give each employee the opportunity to give candid feedback on their work experience. Based on employee input, Metro learned that the leaders of Metro can significantly improve their communications with staff at all levels of the organization. Therefore, in an effort to enhance communication and increase employee engagement agency wide, Metro has embarked on an initiative to provide email accounts for all represented employees. On Monday, June 25<sup>th</sup>, 2018 all represented employees, who did not have email accounts were assigned an active email account. Due to the amount of Operations divisions/work locations and support availability, a deployment schedule has been developed by locations, a user guide has been developed, and communication information will be sent out to all locations to help inform staff about this effort. Support staff will visit all divisions-work locations to provide assistance in person.

The activation and use of Metro email for represented employees is completely voluntary and there will be no extra compensation for accessing or using Metro email. If the employee chooses to activate their account, they will have access to the Metro employee Portal that will provide the following information: Organization Chart Information, Agency Calendar, Messages from the CEO, Messages from the COO, Telephone Directory Access, Employee Self Service, Metro Careers Information, and Access to MyMetro.net.

Represented employees can access the Metro Email/Employee portal on their personal devices and at designated work stations. Specific instructions, requirement information, and 24/7 Help Desk support will be provided to all represented employees who choose to access the Metro Email/Employee Portal via their own personal devices. Current Metro policies and procedures will be applicable to all employees. For all IT related questions, please feel free to call the 24/7 office 365 Help Desk at 1-844-530-7925.



## Wondering What to Submit for Future Newsletters?

The Rail Fleet Services community consists of hundreds of knowledgeable and experienced professionals who can provide valuable perspectives and unique insight into maintenance operations. Ideas, safety tips, along with notable events and achievement are just a few of the contributions you can make. It is your opportunity to share what you know with others.

***If you see something, say something – in the RFS Newsletter!***

For more information, contact Arnold Huntley at [huntleya@metro.net](mailto:huntleya@metro.net)