

EXHIBIT 3-II

Docket No. DCA-08-MR009

**NATIONAL TRANSPORTATION SAFETY BOARD
WASHINGTON, D.C. 20594**

Outline of Metrolink's Human Capital Resources



SOUTHERN CALIFORNIA REGIONAL RAIL AUTHORITY

Material for the National Transportation Safety Board

Response to Section 2 Item 3II Human Capital

Attached please find the budget roster of positions adjusted for changes that we have made since the Peer Review. I have highlighted in red the Operations Department positions as well as the Operating Rules positions reporting to the AEO, Operating Services. I have also included Job Descriptions for the positions in the Operations Department that work with the Operating Contractor, Connex as follows:

Director, Operations
Assistant Director, Operations
Field Operations Manager
Road Foreman

Job Descriptions for the positions of Field Services Representative and Field Services Supervisor are presented for review and consideration. While these positions do not have any responsibility with or for the Operating Contractor, Connex a question may come up about whether or not these two positions work with the Operating Contractor. The confusion may be caused by the Job Title since they both refer to the "field" and that confusion may occur from a cursory review of the titles in the roster.

Also included is the Job Description for the Operating Rules Manager position that reports to the AEO, Operating Services and the Training Compliance Administrator position that reports to the Operating Rules Manager. While not in the Operations Department these positions may also have a direct impact on the contractor.

TABLE 6.1-1

**SOUTHERN CALIFORNIA REGIONAL RAIL AUTHORITY
 ROSTER OF AUTHORIZED POSITIONS
 FISCAL YEAR 2008-09**

Department	Division	Position Title	
Executive	Office of the CEO	Chief Executive Officer	
		Senior Executive Assistant / Board Secretary	
	System Safety	Manager, System Safety	
		Contract Compliance Administrator	
		Systems Safety and Training Manager	
		Public Safety and Environment Manager	
		Rail Safety Education Specialist	
	Human Resources	Manager, Human Resources	
		Human Resources Assistant	
		Human Resources Representative (2)	
	AEO, Finance and Administration	Office of AEO, Finance and Administration	Assistant Executive Officer - Finance & Administration
Management Analyst			
Risk Management		Risk Manager	
Administrative Services		Administrative Services Coordinator	
		Administrative Services Supervisor	
		Receptionist	
		Records Management Specialist	
Contract Admin & Procurement		Manager, Contract Administration & Procurement	
		Contract and Procurement Assistant (2)	
		Senior Contract Administrator (3)	
		Contract Administrator (3)	
Information Technology		Buyer	
		Manager, Information Technology	
		Network Engineer (2)	
		Applications Admin Software Support (2)	
		Database Administrator - Software Support	
		Network Administrator	
		Technology Planning Manager	
		IT Help Desk Analyst	
IT Help Desk Coordinator			
AEO, Operating Services		Office of AEO, Operating Services	Assistant Executive Officer - Operating Services
	Manager, Railroad Services		
	Operating Rules	Project Manager	
		Operating Rules Manager	
		Training Compliance Administrator	
	Operations	Operations	Director, Operations
			Assistant Director, Operations
			Field Operations Manager
			Road Foreman (2)
			Security Coordinator
Service Design Manager			
Dispatching Operations		Manager, Dispatching Operations	
		Administrative Assistant	
		Supervisor, Dispatching Operations (6)	
Customer Relations		Train Dispatcher (23)	
		Manager, Customer Relations	
		Administrative Assistant	
		Passenger Connections Administrator	
		Customer Relations Supervisor	
		Lead, Customer Services Representative (5)	
		Customer Service Representative (11)	
		Field Services Supervisor (2)	
		Field Services Representative (15)	
Equipment		Equipment	Director, Equipment
			Business Manager
			Business Analyst
	Equipment Manager		
	Equipment Engineer		
	Inventory Control Manager		
	Rolling Stock Maintenance Manager		
	Mechanical Compliance Officer (1)		
	Equipment & Vehicles Assistant		
	Facilities Fleet Maintenance		Facilities and Fleet Maintenance Manager
			Administrative Assistant
		Fleet Maintenance Coordinator	
		Senior Maintenance Technician	
		Maintenance Technician (3)	
	Engineering and Construction	Engineering & Construction	Director, Engineering & Construction
			Engineering Assistant
Capital Program Management		Assistant Director, CPM	

TABLE 6.1-2

SOUTHERN CALIFORNIA REGIONAL RAIL AUTHORITY
 ROSTER OF AUTHORIZED POSITIONS
 FISCAL YEAR 2008-09

Department	Division	Position Title
System Maintenance and Rehabilitation		CPM Assistant
		Manager, Project Controls
		Program Manager (3)
		Railroad Program Cost Analyst
		Contract Compliance Administrator (3)
	Civil Engineering	Manager, Civil Engineering
		Senior Civil Engineer
		Station Design Manager
		Civil Design CADD Operator
		Field Inspector, CE
	C&S Engineering	Manager, C&S Engineering
		Communications Engineer
		Signal Designer
		C&S CADD Operator
	Rail Corridor C&E	Manager, Rail Corridor C&E
		Rail Corridor C&E Assistant
		Rail Corridor Crossings Engineer
		ROW Encroachments Administrator
		Assistant Engineer, Rail Corridor C&E
		Field Inspector, C&E
	System Maintenance and Rehabilitation	Director, System Maintenance and Rehabilitation
	T&S Rehabilitation	Manager T&S Rehabilitation
		T&S Assistant
		Field Inspector, T&S
	T&S Maintenance	District T&S Maintenance Manager (2)
		Manager, T&S Maintenance
	T&S Maintenance (Cont)	Right of Way Maintenance Coordinator
	System Bridge Maintenance Manager	
C&S Maintenance	District C&S Manager	
	District C&S Manager	
C&S Rehabilitation	C&S Rehabilitation Manager	
	C&S Assistant	
	Communications Project Engineer	
	Field Inspector, C&S	
Communications and Development	Communications & Development	Director, Communications & Development
		Executive Assistant
		Market Research Manager
		GIS Analyst
		Government and Regulatory Affairs Manager
		Grants & Strategic Development Manager
		Grants & Strategic Development Planner
	Marketing & Sales	Manager, Marketing and Development
		Marketing & Sales Assistant
		Marketing & Sales Program Manager
		Corporate Relations Administrator
		Market Development Manager
	Media & External Communications	Manager, Media and External Communication
		Community Relations Administrator
		Media Relations Advisor
		Public Information Specialist
		Special Events Administrator
		Strategic Content Administrator
	Fare Collection Services	Manager, Fare Collection Services
		Fare Collection Services Administrator
	Fare Collection Services Assistant	
Finance	Finance	Controller/Treasurer
		Executive Assistant
	Budget	Manager, Budgets
		Senior Budget Analyst
		Budget Analyst
		Assistant Budget Analyst
	Accounting	Manager, Accounting
		Senior Accountant (2)
		Accountant (2)
		Business Analyst
		Accounting Specialist
		Accounting Specialist - Payroll
		Accounting Specialist - Receivables
	Accounting Assistant (3)	
	Administrative Assistant	

Southern California Regional Rail Authority

Job Description

Job Title: DIRECTOR, OPERATIONS

Business Unit: Operations -2200

Department: Operations

Reports To: Assistant Executive Officer, Operating Services

FLSA Status: E

Prepared By: Schaul/6-05

Updated By: Tran/02/09

Salary Grade: Q

SUMMARY

Provide leadership and oversight for the safe and efficient operations of the commuter rail service and for the day to day management of the Operations Department. This position is located in SCRRA's Pomona office at 2558 Supply St., Pomona.

JOB DUTIES AND RESPONSIBILITIES

Under the leadership of the Assistant Executive Officer, Operating Services, this position includes the following:

- Ensure the delivery of safe, efficient and convenient commuter rail service every day.
- Manage the operations and functions of commuter rail operations to ensure services are operating at maximum efficiency.
- Direct, manage and supervise personnel and the commuter rail operations through various service contractors within the Operations Department.
- Monitor departmental budgetary performance and make necessary adjustment to achieve budget compliance.
- Plan, design and schedule service routes.
- Interface with other transit services in order to coordinate convenient connecting services for passengers.
- Manage and negotiate contracts with service providers such as freight railroads to ensure on time performance.
- Analyze contracts for compliance with State and Federal laws and consistency with the goals of the Authority.
- Review, analyze and monitor contractor performance continually to ensure compliance with contract terms and conditions technical requirements.
- Direct corrective action and contract changes.
- Prepare and review a variety of reports on the performance and operation of the functional areas within the Operations Department.
- Identify operating problems and inefficiencies, and report issues involving department activities and recommend/implement courses of action.
- Coordinate activities of the Operation Department with other SCRRA departments.
- Plan future direction for the work units of the Operation Department.
- Identify and forecast the Operations Department's human resource needs.
- Review employee performance and work to ensure quality standards are being met.

- Ensure staff compliance with policies, procedures, regulations and federal laws.
- Conduct/review performance appraisals, coach staff, and develop staff competencies in accordance with the Performance Management System and organizational goals.
- Participate in various cross-functional committees in order to address overall organizational strategies and goals.
- Perform other related duties as assigned.

MINIMUM REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's degree in Public Administration, Business Administration, Transportation or related area.
- Minimum of eight to ten years of experience applying a variety of commuter rail operations principles and practices to situations within a railroad organization.
- Minimum of eight years experience in a senior-level management position supervising subordinate staff.
- Must be experienced in dealing with many different operational and safety and security issues at one time.
- Demonstrate prior work experience to show that the future oversight exercised will be conducted in accordance with the applicable federal, state and local regulations.
- Prior work experience that shows accomplishments that enhance results by ensuring that problems are prevented through analysis, measurement and process improvements, and shows a genuine interest in helping direct reports and others across the organization.
- Maintain relationships with appropriate railroad or functional industry partners and is current on issues, practices and procedures.
- Knowledgeable of business and financial management concepts, principles and practices including principles of developing, reviewing and conducting performance evaluations to determine whether there is a contribution toward achieving the Authority's goals.
- Know the principles and procedures for developing and managing a budget.
- Demonstrate an understanding of how to provide superior value to SCRRRA customers and makes each interaction with internal and external customers a positive one.
- Has an understanding of the public service environment; knowledge of SCRRRA mission, objectives and business model.
- Possess good supervisory and management skills, and oral and written communication skills to communicate at various levels throughout the organization and the community.
- Familiar with contract management and administration.
- Must be able and willing to build team cohesiveness by establishing, communicating and reinforcing shared values and norms.
- Create a work environment that encourages excellence, reward performance and embraces change.
- Must demonstrate the ability to have a sense of common purpose beyond the day-to-day task.
- Demonstrate that he/she will proactively provide clear direction and policies to eliminate or reduce potential conflicts.
- Develop process improvement strategies.

- Proficient in Microsoft Office Suite including Excel spreadsheets.
- Valid class C Driver's License with a satisfactory driving record of no more than three moving violations and no DUI's within the last three years.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work at heights up to 40 feet.
- Move objects weighing up to 50 pounds.
- Frequent exposure to freight, passenger rail and vehicular traffic.
- Frequent exposure to electrical, weather, mechanical and physical hazards.
- Work irregular hours, nights, and weekends when necessary.

Southern California Regional Rail Authority

Job Description

Job Title: ASSISTANT DIRECTOR, OPERATIONS

Business Unit: Operations – 2200

Department: Operations

Reports To: Director, Operations

FLSA Status: E

Prepared By: Tran/02/09

Salary Grade: O

SUMMARY

The Assistant Director, Operations will direct the commuter railroad operations and the Operations Contractor. This position is located at the Metrolink Operations Center at 2558 Supply Street, Pomona, CA 91767.

JOB DUTIES AND RESPONSIBILITIES

Under the leadership of the Director, Operations this position is responsible for the following:

- Manage and monitor compliance of the Metrolink Train Operations Contract and be responsible for delivering a safe, timely, and efficient commuter train operation through SCRRA's contract operator, and in conjunction with Burlington Northern Santa Fe (BNSF) and Union Pacific (UP).
- Coordinate commuter train operations, operational plans with public schedules and connecting transit services and must work effectively with efforts between SCRRA contractors and the Customer Relations Division for resolution of issues and improved customer service.
- Manage and oversee Field Operations division.
- Monitor compliance with federal and state regulations, financial and operational standards of the agency, operations performance measurements, analyzing performance data to identify problems, and implementing corrective actions in coordination with staff and contract operators.
- Work with Federal Railroad Administration (FRA), National Transportation Safety Board (NTSB), Public Utilities Commission (PUC) and other agencies requesting compliance to regulations.
- Perform accident investigations, monitor operating contractor performance with the SOPs including efficiency testing.
- Perform annual audits on Operating Contractors for CFR Sections including: Railroad Operating rules, regulations and practices (217-218), control of alcohol and drug use (219), hours of service (228), passenger train emergency preparedness (239), and qualification and certification of locomotive engineers (240).
- Manage the System Safety Program Plan for train operations, including regulatory compliance and training to support the plan.
- Manage the Security function for the Agency.
- Prepare and present technical, policy, management issues and recommendations to executive management and the SCRRA Board for review and evaluation, represent SCRRA at meetings, conferences, and in contract negotiations.

- Perform other related duties as assigned.

MINIMUM REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's degree in Transportation, Economics, Business Management, Engineering or other related fields.
- Minimum of eight to ten years experience in rail operations, scheduling, service design and performance analysis.
- Minimum of five years experience working with contracted services reviewing contract documents, managing the work of contractors and auditing their work.
- Demonstrate prior work experience to show that the future oversight exercised will be conducted in accordance with the applicable federal, state and local regulations.
- Maintain relationships with appropriate railroad or functional industry partners and is current on issues, practices and procedures.
- Prior work experience that shows accomplishments that enhance results by ensuring that problems are prevented through analysis, measurement and process improvements, and shows a genuine interest in helping direct reports and others across the organization.
- Experience working in a public agency environment, familiarity with the public procurement and contracting process.
- Demonstrate effective communication skills and be able to interact professionally and work cooperatively with SCRRA employees, the public and outside consultants, contractors and personnel from regulatory agencies.
- Understand railroad operating practices, dispatching, scheduling, service design, and timetable development.
- Balance multiple initiatives simultaneously, drive initiatives through to completion and continue to meet deadlines in a fast paced work environment with frequently changing priorities.
- Must be able and willing to build team cohesiveness by establishing, communicating and reinforcing shared values and norms.
- Create a work environment that encourages excellence, reward performance and embraces change.
- Must demonstrate the ability to have a sense of common purpose beyond the day-to-day task.
- Will demonstrate that he/she will proactively provide clear direction and policies to eliminate or reduce potential conflicts.
- Proficient with Microsoft Office.
- A valid class C Driver's License with a satisfactory driving record of no more than three moving violations and no DUI's within the last three years.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential

functions.

- Work at heights up to 125 feet.
- Move objects weighing up to 50 pounds.
- Frequent exposure to freight, passenger rail and vehicular traffic.
- Frequent exposure to electrical, weather, mechanical and physical hazards.
- Work irregular hours, nights, and weekends when necessary.

Southern California Regional Rail Authority

Job Description

Job Title: FIELD OPERATIONS MANAGER

Business Unit: Operations - 2200

Department: Operations

Reports To: Assistant Director, Operations

FLSA Status: Exempt

Prepared By: Shapiro

Updated By:

Salary Grade: M

SUMMARY

As a key member of a small team of SCRRA staff, this position will monitor, audit, review and analyze the performance of the operating service contractor to ensure a safe, timely and customer driven commuter service. The selected candidate will lead a team of staff, consultants, and contractors in the successful delivery of these services.

This position will directly interface with partner railroads, BNSF, UPRR, Amtrak and be the conduit with the Metrolink train operations contractor for safe operations of the railroad. This position is located in the Metrolink Operations Center, 2558 Supply Street, Building A, Pomona, Pomona, CA 91767.

JOB DUTIES AND RESPONSIBILITIES

Under the leadership of the Assistant Director, Operations, the incumbent in this exempt position will be responsible for the oversight, auditing and performance of the day-to-day operations of the operating services contractor. The candidate selected will work with the SCRRA's operating contractor to ensure that the federal safety standards for the eligibility, training, testing, certification and monitoring of all locomotive engineers is enforced consistently in accordance with 49 CFR 240; will work with SCRRA's operating contractors to ensure that all federal and SCRRA standards for railroad conductors are met; to ensure that other railroads who operate on Metrolink administered territories, Metrolink trains operated by contractor employees on foreign railroads and the operation of foreign railroad trains on Metrolink administered territories are working to ensure safe and efficient Metrolink passenger and freight train operations. The person selected for this position will respond to all incidents involving Metrolink trains and involve the operating contractor and the Los Angeles Sheriffs to assume operational control of the incident. The individual selected for this position will work collaboratively to resolve joint competing issues involving Operations, Engineering and Construction, Maintenance and Rehabilitation, Passenger Services and Equipment helping to facilitate and create inter-agency partnerships to engage in joint problem solving efforts necessary to have the railroad working safely for all of its customers.

This position and an assigned staff of Road Foremen measure operating performance by direct

observation in the field, by direct testing, joint testing and by reviewing and analyzing reports and data that measure system safety, efficiency testing and customer focused feedback. This position is also responsible for monitoring and reviewing the qualifications, certifications, education and experience of all employees hired and trained by the operating services contractor for compliance with all federal, state and local regulations, rules and laws including the SCRRA system safety plan.

It is expected that the incumbent position holder will provide accurate reports and updates to the Assistant Director of Operations and will review and provide feedback to those direct reports who are responsible for the development of performance monitoring both direct observation and those performance measures and trends that are managed by data to successfully deliver required objectives.

The successful candidate will also meet jointly with other Agency personnel to determine root causes for failures, recommend remedial action which may include training and which safety critical rules to test and incidents involving non-compliance.

The individual selected for this position will ensure that the Metrolink operations contractor performance meets specified standards, budget, projected timelines and contract specifications including SOPs, efficiency testing, and training; and, will monitor and audit various T & E crew activities such as "In-Focus," rules, Supplemental Instruction compliance and employee injuries; establish and maintain effective business and work relationships with the Engineering and Construction, Maintenance and Rehabilitation, Customer Relations and Equipment staff and collaborate with other SCRRA managers, consultants & contractors to accomplish mutual objectives.

The position will be responsible for monitoring and auditing the remedial action program that the operating contractor develops and will make recommendations and suggested changes to the contractor's program.

MINIMUM REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Qualified candidates will possess a Bachelor's Degree in Business Administration, Transportation Management or a related field and a minimum of 8 to 10 years experience in commuter railroad operations. Experience must include work on a Class 1 regional railroad, Amtrak or Commuter Railroad, with a minimum of 5 years planning the work of and supervising personnel.

To be considered, an individual must demonstrate thorough knowledge of and will be literate and fluent in federal, state and local laws, rules and regulations related to the railroad business. More specifically, the individual selected will be qualified on the General Code of Operating Rules and the timetable special instructions for the Metrolink system or in the alternative become qualified within three months of the date of hire. A high level of analytical skill is required for analyzing a

variety of data, including trends and survey data related to contractor performance, customer requirements, safety and efficiency testing as well as the work experience necessary to understand the needs of internal and external customers.

Must be a person with a proven track record of setting goals and objectives; developing, reviewing and implementing contractual agreements; and must be willing and able to mediate, negotiate and exercise sound judgment when working with staff, consultants and contractors who may have divergent views when making decisions.

To be selected, the applicant will demonstrate a prior work record in an environment where the candidate contributed to recognizing each individual as absolutely fundamental to the success of the organization; and is focused on improving business results and outcomes through customer driven state-of-the art practices and programs.

The applicant must be able to demonstrate a proven track record in a position/s that support safe, high-quality train service, within budget constraints and agency policy. In addition, the candidate will have prior experience successfully balancing multiple initiatives simultaneously, driving initiatives through to completion while continuing to meet deadlines in a fast paced work environment with frequently changing priorities. Must be effective when interacting with others demonstrating flexibility in views and action with response and tactics to fit fluid circumstances; will spot and nurture opportunities for collaboration; handle difficult people and tense situations with diplomacy and tact; spot potential conflict and bring disagreement into the open and help de-escalate; encourage debate and open discussion; and is willing and able to orchestrate win-win solutions. Must be willing and able to demonstrate the leadership that will result in a positive work environment while monitoring and evaluating staff and contractor performance and providing feedback, coaching and/or positive recognition.

Southern California Regional Rail Authority

Job Description

Job Title: ROAD FOREMAN
Business Unit: Operations - 2200
Department: Operations
Reports To: Field Operations Manager
FLSA Status: Exempt
Prepared By: Shapiro
Updated By:
Salary Grade: L

SUMMARY

As a key member of a small team of SCRRA staff, this position is responsible for the performance of quality assurance measures and support necessary to monitor, audit, review and analyze the performance of the operating service contractor to ensure a safe, timely and customer driven commuter service.

This position will monitor train operating performance through operational monitoring, direct observation and by conducting unannounced operating rules compliance tests including joint testing and with direct interface with partner railroads, BNSF, UPRR, Amtrak and the Metrolink train operations contractor for safe operation of the railroad. This position is located in the Metrolink Operations Center, 2558 Supply Street, Building A, Pomona, Pomona, CA 91767.

JOB DUTIES AND RESPONSIBILITIES

Under the leadership of the Field Operations Manager, the incumbent in this exempt position will be responsible for the oversight, auditing and performance of the day-to-day operations of the operating services contractor and other railroads who operate on Metrolink administered territories, Metrolink trains operated by contractor employees on foreign railroads and the operation of foreign railroad trains on Metrolink administered territories. This position will work to ensure safe and efficient Metrolink passenger and freight train operations by monitoring for compliance with 49 CFR § 240.303 and ensuring safe operations by, at a minimum, protecting against the Prohibited conduct as outlined in 49 CFR § 240.305 and will work with the SCRRA's operating contractors to ensure that all federal and SCRRA standards for railroad conductors are met. The individual selected for this position will work collaboratively to resolve joint competing issues involving Operations, Engineering and Construction, Maintenance and Rehabilitation, Customer Relations and Equipment services helping to facilitate and create inter-agency partnerships to engage in joint problem solving efforts necessary to have the railroad working safely for all of its customers.

This position will measure operating performance by direct observation in the field, by direct testing, joint testing and by reviewing and analyzing reports and data that measure system safety, efficiency testing and customer focused feedback. This position is also responsible for

monitoring and reviewing the qualifications, certifications, education and experience of all employees hired and trained by the operating services contractor for compliance with all federal, state and local regulations, rules and laws including the SCRRA system safety plan. This position will respond to all incidents involving Metrolink trains and work with the SCRRA operating contractor and the Los Angeles Sheriffs as required to assume operational control of the incident.

It is expected that the incumbent position holder will provide accurate reports and updates to the Field Operations Manager, will initiate action for non-compliance of rules and regulations with the appropriate contractor personnel; will review reports from the contractor that demonstrate that observed failures are discussed with contractor employees and that the appropriate discipline was administered in accordance with agreed upon policies and procedures.

The successful candidate will also meet jointly with other Agency personnel to determine root causes for failures, recommend remedial action which may include training and changes/revisions to safety critical rules for testing purposes.

The individual selected for this position will ensure that the Metrolink operations contractor performance meets specified standards, including SOPs, efficiency testing, and training; and, will monitor and audit various T & E crew activities such as locomotive operation simulators, mechanical troubleshooting, air brake and locomotive electrical simulation, safety and general operating training and re-certification mandatory training and all incidents involving non-compliance with part 218, part 219, the running brake test provisions of 49 CFR part 238, 240.309; establish and maintain effective business and work relationships with the Engineering and Construction, System Maintenance and Rehabilitation, Customer Relations and Equipment staff and collaborate with other SCRRA managers, consultants & contractors to accomplish mutual objectives.

MINIMUM REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Qualified candidates will possess a high school diploma or GED equivalent and a minimum of 5 to 7 years experience in commuter railroad operations. Experience must include work on a Class 1 regional railroad, Amtrak or Commuter Railroad with in-depth knowledge of 49 CFR Part 240 – Qualification and Certification of Locomotive Engineers; knowledge of equipment and on-train safety and control systems and 49 CFR Part 238. The individual selected will have a working knowledge of crew and equipment manipulations, all rolling stock and related air brake equipment on the Metrolink system and be qualified on the General Code of Operating Rules and the timetable special instructions for the Metrolink system or in the alternative show readiness to learn and become qualified on same within three months of the date of hire.

To be considered, an individual must demonstrate thorough knowledge of and will be literate and fluent in federal, state and local laws, rules and regulations related to the operation of trains. Must have a solid understanding of customer needs, supporting short and long term customer

strategies, investigate and evaluate customer correspondence regarding train performance and be able to investigate and evaluate disruptions of service, i. e., derailments, breakdowns and accidents that hinder normal operations. Prior work experience that demonstrates a high level of analytical skill is required and will be necessary to review and interpret a variety of data, including trends and survey data related to contractor performance, customer requirements, safety and efficiency testing as well as the work experience necessary to understand the needs of internal and external customers.

Must be a person with a proven track record of exercising sound judgment when working with staff, consultants and contractors who may have divergent views when making decisions. Must be willing and able to manage by data and fact finding and be willing to use the data and facts when working with others who may not possess all of the information necessary to make difficult decisions that are required to have the railroad operating at maximum safety and efficiency.

To be selected, the applicant will demonstrate a prior work record in an environment where the candidate is focused on improving business results and outcomes through customer driven state-of-the art practices and programs. The applicant must be able to demonstrate a proven track record in a position/s that support safe, high-quality train service, adherence to standard operating procedures and be policy driven. In addition, the selected candidate will have demonstrated written and oral communication skills that are clear and concise.

The successful candidate will also have a minimum of 3 years experience using various computer applications and be able to demonstrate proficiency in word processing and spreadsheet software. Prior experience working with automated efficiency testing systems is desirable. Prior certification as a locomotive engineer, although not required, or the ability to satisfy these requirements within six months, is desirable. The selected candidate will present a valid class C Driver's License with a satisfactory driving record and no DUI's.

Southern California Regional Rail Authority

Job Description

Job Title: OPERATING RULES MANAGER

Business Unit: AEO – Operating Service - 1550

Department: Operations

Reports To: AEO, Operating Services

FLSA Status: Exempt

Prepared By: Shapiro

Updated By:

Salary Grade: M

SUMMARY

As a key member of a small team of SCRRA staff, this position will develop, update and revise as required an Operating Rules Program as required by 49 CFR § 217 and other rules related to the operation of the railroad. In general, these rules will include mechanical safety and operating rules, locomotive program rules for the Equipment Department, roadway worker rules, safety rules for the Engineering and Construction and Maintenance and Rehabilitation Department including bridge worker, equipment operator, engineering operating instruction and third-party rules and the General Code of Operating Rules (GCOR), timetables and timetable special instructions. The person selected will create a written program of instruction for SCRRA employees and contractor employees on the meaning and application of the rules and instructions to be used consistently throughout the railroad. This position is located in the Metrolink Operations Center, 2558 Supply Street, Building A, Pomona, Pomona, CA 91767.

JOB DUTIES AND RESPONSIBILITIES

Under the leadership of the Assistant Executive Officer, Operating Services, the incumbent selected for this exempt position will be responsible for developing, updating, and amending all rules required under 49 CFR § 236, 238, 240, 241 and the General Code of Operating Rules (GCOR), timetables and timetable supplemental instructions as required by 49 CFR § 217. This position is responsible for describing the means and procedures to be used for instruction of the various classes required for SCRRA employees and all contractor employees. The procedures include the frequency of instruction and the basis for determining that frequency; a schedule for completing the initial instruction of employees who are already employed when the program is updated or amended and for each new employee hired subsequent to any program updates or amendments.

It is expected that the incumbent position holder will have on file at all times an updated and accurate original copy of all rules, the written program of instruction for the rules, the GCOR, timetable and supplemental instructions and shall be the designated representative for the authenticated copy of an electronic version of the information required by the regulations. The incumbent selected for the position will distribute an updated copy of the rules and issue them to the appropriate railroad staff for distribution to other railroad personnel including contractors and

partner railroads.

The successful candidate will also prepare a program of instruction for all Agency employees on the various rules; instruct or monitor the instruction carried out by contractors or outside consultants and retain the written program of instruction on file for inspection. Instruction will include pre-test and post-test information and the remedial instruction given for correction of failures to appropriately qualify on the program. All programs used by SCRRA employees and contractor employees shall be consistent across the railroad.

The individual selected for this position will ensure that Metrolink operating, mechanical and engineering, maintenance and rehabilitation contractors' program of instruction meets the specified standards of the rules required for the rules as depicted under the appropriate Code of Regulations and that the contractor carries out the instruction to its employees as required by the rules, regulations and contract specifications including SOPs, efficiency testing, and training; and, will work jointly with the other Agency personnel in Engineering and Construction, Maintenance and Rehabilitation, Operations, Passenger Services, Dispatching and Equipment to monitor and audit contractor activities for compliance with the operating rules. The person selected for this position will establish and maintain effective business and work relationships with the Engineering and Construction, Maintenance and Rehabilitation, Operations, Passenger Services, Dispatching and Equipment staff and collaborate with other SCRRA managers, consultants & contractors to accomplish mutual objectives.

In addition, this position is responsible for ensuring the data required under 49 CFR § 217.9 (e) (1) through (5) and 217.11 is recorded

MINIMUM REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Qualified candidates will possess a Bachelor's Degree in Education, Business Administration, Public Administration or Instructional Design or a related field and a minimum of 5 to 7 years experience working in commuter railroad operations performing similar duties as those described in the "Duties" section above. Experience must include work on a Class 1, Commuter Railroad, or transit property with a minimum of 5 years designing instructions or in a classroom preparing and instructing adult personnel.

To be considered, an individual must demonstrate thorough knowledge of and will be literate and fluent in federal, state and local laws, rules and regulations related to the railroad business. A high level of analytical skill is required for analyzing a variety of data, including results related to contractor performance, safety and efficiency testing as well as the work experience necessary to evaluate pre and post test information for recommendations related to remedial training or instruction as required for correction of failures.

Must be a person with a proven track record of setting goals and objectives; developing, reviewing and implementing policies, procedures, rules, and regulations; and must be willing and

able to mediate, negotiate and exercise sound judgment when working with staff, consultants and contractors who may have divergent views when making decisions. To be selected, the applicant will demonstrate a prior work record in an environment focused on improving business results and outcomes through customer driven state-of-the art practices and programs.

The applicant must be able to demonstrate a proven track record in a position/s that support safe, high-quality train service, within budget constraints and agency policy. Must be effective when interacting with others demonstrating flexibility in views and action with response and tactics to fit fluid circumstances; handle difficult people and tense situations with diplomacy and tact; spot potential conflict and bring disagreement into the open and help de-escalate.

The successful candidate will be proficient in using a variety of automated systems, using various computer applications and be able to demonstrate proficiency in word processing and spreadsheet software. A minimum of 3 years prior experience supervising subordinate staff is required for this position.

A valid class C Driver's License with a satisfactory driving record and no DUI's is required for this position.

Southern California Regional Rail Authority

Job Description

Job Title: TRAINING COMPLIANCE ADMINISTRATOR

Business Unit: AEO – Operating Services - 1550

Department: Office of the AEO – Operating Services

Reports To: Operating Rules Manager

FLSA Status: E

Prepared By: Rodriguez/6/08

Salary Grade: K

SUMMARY

Monitor and audit contractor employee training and administer General Code of Operating Rules (GCOR). Other primary duties are listed below. This position will work from the Metrolink Operations Center located at 2558 Supply St. Pomona, California, 91767.

JOB DUTIES AND RESPONSIBILITIES

Under the supervision of the Operating Rules Manager, this position includes the following:

- Inspect and audit contractor records, evaluate standards, review training appendices to ensure contract compliance.
- Ensure contractor's training requirements comply with all regulatory standards set forth by the Federal Railroad Administration (FRA), California Public Utility Commission (CPUC), American Public Transportation Association (APTA).
- Monitor and audit the records of efficiency testing for all SCRRA contractors.
- Conduct inspections and audit facilities and maintenance shops contractor training records.
- Design, administer and deliver training and examinations for the Agency's field employees on various operating rules.
- Investigate rule violations and recommend remedial action and/or re-training as necessary.
- Assist with incident and accident investigations.
- Assist in internal audits related to operating rules and training and locomotive engineer certification.
- Responsible for coordination of computer based training and oversight for information entered into the automated efficiency testing system.
- Coordinate computer based training requirements and activities, maintain accurate record files, comprehensive training reports, data base (matrix) and video library electronically.
- Perform other duties as assigned.

MINIMUM REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

An Associates degree in Business, Transportation, or related field and a have a minimum of five (5) years experience working with CFR-49 section within transportation and GCOR industry standards and practices. In lieu of an Associates degree, must have completed a related technical

school or apprenticeship program related to the work described in the "RESPONSIBILITIES" section of this job announcement and have a

minimum of eight (8) years of experience performing similar work. Demonstrate the ability to develop learning objectives, lesson plans, program evaluation and training needs assessment. Ability to understand and apply (FRA) and/or (CPUC) regulations, Code of Federal Regulations (CFR) title 49 parts 200-299, (APTA) and (GCOR). Ability to collect and analyze data efficiently and accurately orally and in writing, work within established time frames, meet deadlines, organize and maintain multiple projects in a fast paced, ever changing environment. Proficient using Microsoft Office Suite including PowerPoint. Must be able to work with a variety of individuals. Demonstrate the physical ability to climb ladders, climb on and off railroad equipment, walk around railroad tracks and right of ways on irregular walking surfaces and be able to work outdoors in inclement weather. Must be Engineering General Code qualified within one year of being selected and obtain annual recertification in (GCOR) and certification every 3 years after. A Valid Class "C" California driver's license with a satisfactory driving record of no more than 3 moving violations and no DUI's within the last 3 years is required.

PREFERRED, NOT REQUIRED: Certification by the Board of Certified Safety Professionals (CSP). Experience working in a public agency environment.

Southern California Regional Rail Authority

Job Description

Job Title: FIELD SERVICES SUPERVISOR

Business Unit: Customer Relations - 3300

Department: Operations

Reports To: Manager, Customer Relations

FLSA Status: Exempt

Prepared By: Schaul/6/05

Updated By: Rodriguez 6/08

Salary Grade: D

SUMMARY

This position has responsibility for the supervision of a team of Field Services Representatives assigned to a specific territory on the railroad and to ensure the developing of positive interactions with SCRRA customers on the platforms and at stations.

JOB DUTIES AND RESPONSIBILITIES

Under the leadership of the Manager, Customer Relations, the applicant selected for this position will serve as a working supervisor and provide guidance to Field Service Representatives. The position involves interfacing and developing positive working relationships with the public, peers, transportation managers and train crews. As the supervisor of the Field Service Representatives work force you will ensure that you and your direct reports respond to customer needs and assist passengers in order to deliver the highest level of customer service. The position may be called upon to represent SCRRA and the Passenger Services Division to stakeholders.

This position is responsible for staffing special events, promotions, fairs and grand openings at new stations; provide assistance in the preparation and presentation of information for safety programs, commuter fairs and community and special events at train stations. The selected candidate will be responsible for working with the appropriate SCRRA departments to ensure information for passengers is communicated to internal and external customers. This position will ensure that Metrolink stations are maintained and stocked with current timetables, special event literature and materials and accurate signage is posted in a timely manner. The selected candidate may recommend and implement improvements to facilities, signage, communication devices and other processes. The selected candidate will interact with the appropriate personnel regarding Metrolink station improvements such as the repair, testing and maintenance of equipment; report equipment failures including ticket vending machines, elevators and problems to appropriate parties; act as a liaison with Security Guards at assigned stations to maintain SCRRA standards and procedures; update and maintain station information by recording and entering information into the database and channeling it to the appropriate staff at the SCRRA main office.

The selected individual will be responsible for staff deployment and service recovery during and subsequent to train incidents. Respond to emergency situations and identify and implement solutions to customer service related problems as needed including during service interruptions and minimizing delays by educating and assisting customers. The selected candidate will ensure

passengers are on the correct bus connection, inform customers during service disruptions; providing direction and act as the point-of-contact for bus service supervisors during service interruptions; making decisions when needs change because of passenger movement. This position will ensure that found customer property items are retrieved and delivered to the Lost and Found area at Los Angeles Union Station; ensure passenger boarding and alighting station counts and reports from Field Service Representatives are accurate, complete and submitted in timely manner. This position will act as a liaison with school and group travel programs, provide orientation to first time riders, passengers with disabilities or special needs including reading timetables and appropriate ticketing; report unusual occurrences and incidents and report trespasser and vandalism incidents to Metrolink security.

In addition to the supervisory responsibilities, there are administrative duties required to deliver service including the review of timesheets and expense reports, the ordering, distribution and maintaining of employee uniforms, the administration and inventory of keys, cleaning supplies, and security pass codes. This position will assist in the development and implementation of the Customer Relations Employee Recognition Program, create new hire packets, a training checklist and in the development of new customer programs and their implementation.

MINIMUM REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Qualified candidates must have an undergraduate degree in Business Management, Public Relations or a related field and a minimum of three (3) years experience supervising customer or field service representatives performing similar duties. A high school diploma and six (6) to eight (8) years of experience working as a supervisor and managing employees performing similar duties to those described in the "Duties" section above is also acceptable. Demonstrated experience with operations, customer service, and service related conditions, is necessary. A person who is able to demonstrate highly developed interpersonal skills, who builds trust, is reliable, takes initiative, possesses strong listening skills and works toward consensus on an issue will be the person that we select for this position. Strong supervisory, organizational and communication skills both verbally and in writing are essential when working with employees or the public. A key competency required for the position is the ability to orchestrate win-win solutions for the resolution of conflicts that may arise during the workday. In addition, candidate must be proficient with Microsoft Office programs, including word processing, spreadsheet and database applications. Must be able to work independent of supervision, handle multi-faceted projects requiring complex problem solving skills and demonstrate analytical ability. The position requires the ability to lift and carry boxes of printed materials weighing up to 50 pounds; see and hear trains, signals and phone calls; work outdoors under various conditions and in inclement and cold weather. Candidates must be able to use a cellular telephone and possess sufficient manual dexterity to complete data entry skills to carry out related assignments. Must have a valid class C Driver's License with a satisfactory driving record of no more than three moving violations within the last three years.

Southern California Regional Rail Authority

Job Description

Job Title: FIELD SERVICES REPRESENTATIVE

Business Unit: Customer Relations - 3300

Department: Operations

Reports To: Field Services Supervisor

FLSA Status: NE

Prepared By: Schaul/6/05

Updated By: Rodriguez 6/08

Salary Grade: D

SUMMARY

This position is responsible for the flow of passengers on the platform and to act as a liaison to other SCRRA personnel at assigned facilities within Metrolink's line stations, and to ensure SCRRA standards and procedures are implemented. This position covers a key station in a specific district and several feeder stations. Field Services Representatives may be assigned as necessary to any station or line during emergencies, delays or accidents/incidents. This position may be assigned any day of the week and any hour of the day or night as required for SCRRA business needs. Initially the assigned position may cover the San Bernardino County territory, but is subject to change.

Assist passengers, coordinate the flow of customers on the platform and act as a liaison to other SCRRA personnel at assigned facilities within Metrolink's line stations, and to ensure SCRRA standards and procedures are implemented.

JOB DUTIES AND RESPONSIBILITIES

Under the leadership of a Field Services Supervisor, the incumbent in this non-exempt position will respond to customer needs and assist passengers including directing them to the appropriate parties for information, ensuring passengers are on the right bus during service interruptions, inform customers during service disruptions; assist customers by preventing unnecessary delays; providing direction and point-of-contact to bus service supervisors during service interruptions; making decisions when needs change because of passenger movement; picking up lost and found items, obtaining appropriate receipts from crews, receive and deliver to the West Portal at Los Angeles Union Station; perform passenger boarding and detraining station count and complete reports for same; act as a liaison with school and group travel programs to ensure safe travel, appropriate fare media and assistance with vouchers as needed; provide orientation to first time customers about using the rail system including reading timetables and assisting passengers with special needs; provide assistance to large groups and passengers with special needs at promotions, fairs, grand openings at new stations and special events; provide assistance in the preparation and presentation of information for safety programs, commuter fairs and community and special events; report unusual occurrences and incidents, inform customers on rail safety issues, report trespasser and vandalism incidents to Metrolink security and respond to emergency situations and customer service related problems as directed. The selected candidate will be responsible for working with the appropriate SCRRA departments to ensure information for passengers is communicated and for establishing positive work relationships with train crews.

The selected candidate will maintain and stock Metrolink station kiosks with current timetables, special event literature, and other related materials; post and replace signage in a timely manner; interact with the appropriate station personnel who maintain station equipment and station area; report equipment failures including elevators and problems to appropriate parties; liaison with Security Guards at assigned stations to maintain SCRRA standards and procedures; update and maintain station information by recording information and providing it to the SCRRA main office for entering into database; work on special administrative projects; report TVM issues to appropriate SCRRA personnel and log information as required. This position is responsible for staffing all special events in key and feeder station area.

MINIMUM REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

A High School diploma, GED, or equivalent and 2 years of experience in customer service. Customer service means interacting with and providing a service that may be measured by customer satisfaction. More specifically, candidates must be able to demonstrate strong interpersonal skills, excellent oral communication skills including the ability to listen, understand and interpret questions, present details in a short and concise manner, the ability to exercise and understand the use of independent judgment and discretion when faced with decision making. Must demonstrate experience interacting positively with volunteers, coworkers, and the public to promote a team effort and to maintain a positive attitude even under extreme pressure; be able to respond in a calm, professional and courteous manner and carry out assignments independent of supervisor. The Field Services Representative position requires applicants to be knowledgeable about train operations; must demonstrate the ability to work effectively with others and to respond positively to situations that require cooperation, courtesy and tact. The position requires the ability to lift and carry boxes of printed materials weighing up to 50 pounds; see and hear trains, signals and phone calls; work outdoors under various conditions and in inclement and cold weather, possess sufficient manual dexterity and visual acuity to operate a computer, radio, and cellular phone and withstand exposure to chemical, electrical, mechanical, and biological factors. A Valid Class "C" California driver's license with a satisfactory driving record of no more than 3 moving violations and no DUI's within the last 3 years is required. Must be able to travel to other work sites using own transportation.