



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day One

Time	Module	Description	Facilitator(s)
0700 – 0745 45 Minutes	1: Welcome	Instructors will welcome trainees to the Universal Rail Supervisor training. Trainees will complete all necessary forms. A guest speaker from Rail Instruction Management will welcome trainees.	Instructors  Rail Instruction Management
0745 – 0830 45 Minutes	2: Program Overview	Instructors will review the learning objectives, trainees' expectations, testing, length of the program, and program goals with trainees. Instructors will also review CTA's mission Statement and organizational Structure with trainees.	Instructors
0830 – 0930 1 Hour	3: Characteristics and Essential Skills	Instructors will engage trainees in an activity about supervision. Instructors will also review the characteristics of a Successful Supervisor and the essential skills required of a URS.	Instructors
0930 – 0945 15 Minutes	<b>BREAK</b>		
0945 – 1100 1 Hour 15 Minutes	4: The Role of the Universal Rail Supervisor	Instructors will review the role of the Universal Rail Supervisor within CTA and the job goals with trainees. Instructors will also review CSAs/CSRs and RTO roles. An experienced Universal Rail Supervisor guest speaker will talk to trainees about the Supervisor's image.	Instructors  Rail Operation Management  Universal Rail Supervisor
1100 – 1130 30 Minutes	<b>LUNCH</b>		
1130 – 1315 1 Hour 45 Minutes	5: Duties and Responsibilities of a URS	Instructors will review the duties and Responsibilities of a URS with trainees.	Instructors
1315 – 1330 15 Minutes	<b>BREAK</b>		
1330 – 1430 1 Hour	6: Knowledge Evaluation	Trainees will take a knowledge test to evaluate their current knowledge on CTA policies and procedures.	Instructor
1430 – 1500 30 Minutes	7: Knowledge Evaluation Debrief and Wrap-Up	Instructors will debrief the Knowledge evaluation with trainees, review today's training, answer questions and assign Home Study #1.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Two

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day two of URS training, conduct check-in, review Home Study #1 and inform trainees what they can expect for today's training.	Instructors
0730 – 0900 1 Hour 30 Minutes	2: Communication Skills	Instructors will engage trainees in an activity about communication. Instructors will review communication skills with trainees. Topics will include but not limited to: <ul style="list-style-type: none"><li>• What is communication</li><li>• Communication Process</li><li>• Barriers to communication</li><li>• Guidelines for Effective Communication</li><li>• Effective Listening</li></ul>	Instructors
0900 – 0915 15 Minutes	<b>BREAK</b>		
0915 – 1130 2 Hours 15 Minutes	3: Leadership Skills	Instructors will discuss the importance of leadership and the differences between management and leadership with trainees. Topics will include: <ul style="list-style-type: none"><li>• Leadership and Motivation</li><li>• Interpersonal Relationships</li><li>• Maslow's Hierarchy of Needs</li><li>• When does Motivation Occur?</li><li>• Giving Orders and Instructions</li><li>• Conflict Resolution and Problem Solving</li></ul>	Instructors
1130 – 1200 30 Minutes	<b>LUNCH</b>		
1200 – 1330 1 Hour 30 Minutes	4: Americans with Disabilities Act (ADA) Compliance	A guest speaker will review the Americans with Disabilities Act (ADA) Compliance with trainees.	Guest Speaker from ADA Compliance Manager
1330 – 1400 30 Minutes	5: Harassment in the Workplace/EEOC	A guest speaker from EEO will talk to trainees about EEO and Harassment in the workplace.	EEO Guest Facilitator
1400 – 1415 15 Minutes	<b>BREAK</b>		
1415 – 1500 45 Minutes	6: Review and Wrap-Up	Instructors will conduct a thorough review with trainees in preparation for tomorrow's quiz and answer questions. No homework assigned for the evening. Trainees should study for tomorrow's quiz.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Three

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day three of URS training, conduct check-in and inform trainees what they can expect for today's training. Instructors will answer questions trainees might have before administering quiz #1.	Instructors
0730 – 0900 1 Hour 30 Minutes	2: Quiz #1	Instructors will administer quiz #1 of the training program.	Instructors
0900 – 0915 15 Minutes	<b>BREAK</b>		
0915 – 1115 2 Hours	3: Post-Accident/ Reasonable Suspicion	Trainees will be equipped with general knowledge concerning the five (5) drug classes and the associated paraphernalia. Trainees will also learn the signs and symptoms of probable prohibited drug use and probable alcohol misuse. The Reasonable Suspicion interview, the testing referral process, and CTA's specific protocols and procedures will also be addressed. Trainees will also review the drug and alcohol testing notification forms and Post-Accident testing protocols.	Instructors/Guest Speaker from Human Resources – Drug and Alcohol Compliance (DAC)
1115 – 1145 30 Minutes	<b>LUNCH</b>		
1145 – 1430 2 Hours 45 Minutes <b>Provide trainees with a 15-minute PM break when appropriate.</b>	4: Reports and Forms	The Instructor will introduce the reports and forms necessary for Universal Rail Supervisors emphasize the need for basic writing skills. The Instructor will provide the trainees with an in-depth outline of all necessary reports and forms. Trainees will practice filling out forms using their basic writing skills.	Instructors
1430 – 1500 30 Minutes	5: Review and Wrap-Up	Instructors will review today's training, answer questions and assign Home Study #2.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Four

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day four of URS training, conduct check-in, review Home Study #2 and inform trainees what they can expect for today's training.	Instructors
0730 – 0830 1 Hour	2: Safety Awareness	A Guest speaker from the safety department will talk to trainees about safety.	Guest Speaker from Safety
0830 – 1030 2 Hours	3: CTA's Safety Philosophy and Safety Campaigns	Instructors will review CTA's Safety Philosophy and Safety Campaigns with trainees. Topics will include: <ul style="list-style-type: none"><li>• Safety Violation</li><li>• CTA Safety Rules</li><li>• Right-of-Way (ROW)/Track Safety</li><li>• Flagging Safety</li><li>• Use of Electronic Devices</li><li>• Use of Hand Jumpers</li><li>• Berthing a Train</li><li>• Running a Signal at Danger</li><li>• Taking the Wrong Route</li><li>• Running a Trip</li></ul>	Instructors
1030 – 1045 15 Minutes	<b>BREAK</b>		
1045 - 1145 1 Hour	4: Law Department	A guest speaker from the Law Department will talk to trainees about the legal aspects of their role as Supervisors.	Law Department
1145 – 1215 30 Minutes	<b>LUNCH</b>		
1215 – 1430 2 Hours 15 Minutes	5: Reports and Forms	The Instructor will review reports and forms with trainees. Trainees will practice filling out forms using their basic writing skills.	Instructors
1430 – 1445 15 Minutes	<b>BREAK</b>		
1445 – 1500 15 Minutes	6: Review and Wrap-Up	Instructors will review today's training, answer questions and assign Home Study #3.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Five

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day five of URS training, conduct check-in, review Home Study #3 and inform trainees what they can expect for today's training.	Instructors
0730 – 0900 1 Hour 30 Minutes	2: Fares	Instructors will review the fares structure with trainees. Topics will include: <ul style="list-style-type: none"><li>• Fares Executive Order</li><li>• Reduced/Override Card</li><li>• Revenue/Add Value Card</li><li>• Access Card</li><li>• CSR Bank</li></ul>	Instructors
0900 – 0915 15 Minutes	<b>BREAK</b>		
0915 – 1100 1 Hour 45 Minutes	3: Ventra Fare Collection	Instructors will review Ventra Fare Collection with trainees. Topics will include: <ul style="list-style-type: none"><li>• Contactless Fare Media</li><li>• Turnstile Mobile Validator</li><li>• Ventra Vending Machine (VVM)</li><li>• Special Ventra Cards</li><li>• Refund Procedures</li></ul>	Instructors
1100 – 1130 30 Minutes	<b>LUNCH</b>		
1130 – 1400 2 Hours 30 Minutes	3: Ventra Fare Collection (Continued)	Instructors will continue to review Ventra Fare Collection with trainees.	Instructors
1400 – 1415 15 Minutes	<b>BREAK</b>		
1415 – 1500 45 Minutes	4: Review and Wrap-Up	Instructors will conduct a thorough review with trainees in preparation for tomorrow's quiz and answer questions. Assign Home Study #4 as a study guide to help trainees prepare for tomorrow's quizzes.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Six

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day six of URS training, conduct check-in and inform trainees what they can expect for today's training. Instructors will review Home Study #4 and answer questions trainees might have before administering quiz #2.	Instructors
0730 – 0900 1 hour 30 Minutes	2: Quiz #2	Instructors will administer quiz #2 of the training program.	Instructors
0900 – 0915 15 Minutes	<b>BREAK</b>		
0915 – 1300 3 Hours 45 Minutes <i><b>Provide trainees with a 30-minute lunch break when appropriate.</b></i>	3: CSA/CSR Reports and Forms	<p>Instructors will review the different forms pertaining to the CSA/CSR Supervisor role. These forms include:</p> <ul style="list-style-type: none"><li>• CSA/CSR Supervisor Time Report</li><li>• CSA/CSR Observation Report</li><li>• Daily Activity Report</li><li>• Bank Replenishment Form</li><li>• Other Forms</li></ul> <p>Trainees will practice filling out these forms through Tour of Duty scenarios.</p>	Instructors
1300 – 1315 15 Minutes	<b>BREAK</b>		
1315 – 1445 1 Hour 30 Minutes	4: Extended Service Delays and Announcements/Radio Communications	Instructors will review the extended service delays and announcements procedures with trainees. Instructors will review Supervisor's role in a Bus Shuttle, Kiosk Megaphones, and Customer Service Observation Check. Instructors will play the "Got Info" video for trainees and trainees will practice making manual announcements.	Instructors
1445 – 1500 15 Minutes	5: Review and Wrap-Up	Instructors will review today's training, answer questions and assign Home Study #5.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction

#### Day Seven

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day seven of URS training, conduct check-in, review Home Study #5 and inform trainees what they can expect for today's training.	Instructors
0730 – 0900 1 hour 30 Minutes	2: Customer Service Supervisor Procedures	Instructors will review the Customer Service Supervisor procedures with trainees. Topics will include: <ul style="list-style-type: none"><li>• Reporting On/Off Duty</li><li>• CSA/CSR Schedule Adherence</li><li>• Customer Service Supervisor Schedule</li><li>• Replenishing Refund Card Banks</li><li>• Maintenance of Kiosk Supplies/Kiosk Appearance</li><li>• Defect Log Book</li><li>• Damaged Station</li><li>• Special Events/ Reports and Forms</li><li>• Service Delays and Interruptions</li><li>• Elevator/Escalator Status</li></ul>	Instructors
0900 – 0915 15 Minutes	<b>BREAK</b>		
0915 – 1015 1 Hour	2: Customer Service Supervisor Procedures (Continued)	Instructors will continue to review the Customer Service Supervisor procedures with trainees.	Instructors
1015 – 1100 45 Minutes	3: Employee Complaints	Instructors will review proper procedures and tips on handling altercations between employees and customers in their role as a Supervisor.	Instructors
1100 – 1130 30 Minutes	<b>LUNCH</b>		
1130 – 1330 2 Hours	4: Fares/Ventra Review	Instructors will review fare structure and Ventra with trainees.	Instructors
1330 – 1345 15 Minutes	<b>BREAK</b>		
1345 – 1445 1 Hour	5: Rail Refund Procedures	Instructors will review the rail refund procedures with trainees.	Instructors
1445 – 1500 15 Minutes	6: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors





## Universal Rail Supervisor Training Agenda

### Phase 1 – Classroom Instruction

#### Day Eight

Time	Module	Description	Facilitator(s)
0700 – 0800 1 Hour	1: Welcome and Review	Instructors will welcome trainees to day eight of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0800 – 1200 4 Hours  <i>Provide trainees a 15-minute AM break when appropriate.</i>	2: ICS 100/200	TWD – T&I – Safety and Security Training Programs (SSTP) Guest Facilitator will introduce the Incident Command System.	TWD – T&I – Safety and Security Training Programs (SSTP) Guest Facilitator
1200 – 1230 30 Minutes	LUNCH		
1230 – 1445 2 Hours 15 Minutes  <i>Provide trainees a 15-minute PM break when appropriate.</i>	2: ICS 100/200 (Continued)	TWD – T&I – Safety and Security Training Programs (SSTP) Guest Facilitator will continue to cover the Incident Command System.	TWD – T&I – Safety and Security Training Programs (SSTP) Guest Facilitator
1445 – 1500 15 Minutes	3: Review and Wrap-Up	Instructors will review today's training with trainees and answer questions.	Instructors





## Universal Rail Supervisor Training Agenda

### Phase 1 – Classroom Instruction Day Nine

Time	Module	Description	Facilitator(s)
0700 – 0800 1 Hour	1: Welcome and Review	Instructors will welcome trainees to day nine of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0800 – 1200 4 Hours  <i>Provide trainees a 15-minute AM break when appropriate.</i>	2: ICS 100/200	TWD – T&I – Safety and Security Training Programs (SSTP) Guest Facilitator will continue the Incident Command System training.	TWD – T&I – Safety and Security Training Programs (SSTP) Guest Facilitator
1200 – 1230 30 Minutes	LUNCH		
1230 – 1445 2 Hours 15 Minutes  <i>Provide trainees a 15-minute PM break when appropriate.</i>	2: ICS 100/200 (Continued)	TWD – T&I – Safety and Security Training Programs (SSTP) Guest Facilitator will continue the Incident Command System training.	TWD – T&I – Safety and Security Training Programs (SSTP) Guest Facilitator
1445 – 1500 15 Minutes	3: Review and Wrap-Up	Instructors will review today's training with trainees, answer questions and assign Home Study #6.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Ten

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day ten of URS training, conduct check-in, review Home Study #6 and inform trainees what they can expect for today's training.	Instructors
0730 – 1100 3 Hours 30 Minutes	2: Supervisor's Guide/Terminal Log	Instructor will review the Supervisor's Guide with trainees. Trainees will practice using the Supervisor's Guide and the Terminal Log.	Instructors
1100 – 1115 15 Minutes	<b>BREAK</b>		
1115 – 1230 1 Hour 15 Minutes	3: Rail Safety Videos	Instructors will play the "A Knock at Your Door" and the "Rail Safety Tour" videos for trainees and lead a discussion on rail safety with trainees.	Instructors
1230 – 1300 30 Minutes	<b>LUNCH</b>		
1300 – 1400 1 Hour	4: Introduction to Single-Track Procedures	Instructors will review the single-track procedures with trainees. Instructors will cover scheduled and emergency single track with trainees.	Instructors
1400 – 1415 15 Minutes	<b>BREAK</b>		
1415 – 1500 45 Minutes	5: Review and Wrap-Up	Instructors will conduct a thorough review with trainees in preparation for tomorrow's quiz and answer questions. No homework was assigned for the evening. Trainees should study for tomorrow's quiz # 3.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Eleven

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day eleven of URS training, conduct check-in and inform trainees what they can expect for today's training. Instructors will answer questions trainees might have before administering quiz #3.	Instructors
0730 – 0900 1 Hour 30 Minutes	2: Quiz #3	Instructors will administer quiz #3 of the training program.	Instructors
0900 - 1045 1 Hour 45 Minutes	3: QuicTrak (QT)	Instructors will review QuicTrak (QT) procedures with trainees.	Instructors
1045 – 1100 15 Minutes	<b>BREAK</b>		
1100 – 1200 1 Hour	4: Track Connection and Feeder Map Section Maps	Instructors will review Track Connection and Feeder Map. Trainees will practice Map reading.	Instructors
1200 – 1230 30 Minutes	<b>LUNCH</b>		
1230 - 1430 2 Hours	5: Restoration of Service	Instructors will introduce Restoration of Service to trainees. Trainees will learn about the four-step methods for handling a delay and the advantages and considerations.	Instructors
1430 – 1445 15 Minutes	<b>BREAK</b>		
1445 – 1500 15 Minutes	6: Review and Wrap-Up	Instructors will review today's training, answer questions and assign Home Study #7.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Twelve

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day twelve of URS training, conduct check-in, review Home Study #7 and inform trainees what they can expect for today's training.	Instructors
0730 – 0830 1 hour	2: Overview of Switch Workers and Tower Workers Duties and Responsibilities	Instructors will give trainees an overview of the Duties and Responsibilities of Switch Workers and Tower Workers.	Instructors
0830 – 0845 15 Minutes	<b>BREAK</b>		
0845 – 1100 2 Hours 15 Minutes	3: Interlocking	Instructors will review the Purposes and Principles of Interlocking with trainees. Instructors will also review aspects and indications with trainees.	Instructors
1100 – 1230 1 Hour 30 Minutes	4: Interlocking Switches	Instructors will review the types of switches found in interlocking plants with trainees.	Instructors
1230 – 1300 30 Minutes	<b>LUNCH</b>		
1300 – 1430 1 Hour 30 Minutes	5: Tower Control Panel	Instructors will review tower control panels with trainees. Trainees will learn the rules governing Tower Workers.	Instructors
1430 – 1445 15 Minutes	<b>BREAK</b>		
1445 – 1500 15 Minutes	6: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Thirteen

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day thirteen of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0730 – 1445 7 Hours 15 Minutes  <b><i>Provide trainees with two 15-minute AM and PM breaks and a 30-minute lunch when appropriate.</i></b>	2: Restoration of Service Techniques	Trainees will be given scenarios of restoration of service problems. Trainees will then practice implementing Technique # 1 Spread or Close Interval. <ul style="list-style-type: none"><li>• Hold Back</li><li>• Move Up</li><li>• Reschedule</li></ul>	Instructors
1445 – 1500 15 Minutes	3: Review and Wrap-Up	Instructors will review today's training, answer questions and assign Home Study #8.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Fourteen

Time	Module	Description	Facilitator(s)
0700 – 0715 15 Minutes	1: Welcome and Review	Instructors will welcome trainees to day fourteen of URS training, conduct check-in, review Home Study #8 and inform trainees what they can expect for today's training.	Instructors
0715 – 0915 2 Hours	2: Restoration of Service Problems	Instructors will review Restoration of Service with trainees. Trainees will learn about the four-step methods for handling a delay and the advantages and considerations. Trainees will also learn the restoration of service techniques and practice through scenarios.	Instructors
0915 – 0930 15 Minutes	<b>BREAK</b>		
0930 – 1445 5 hours 15 minutes  <b><i>Provide trainees with one 15-minute PM break and a 30-minute lunch when appropriate.</i></b>	3: Restoration of Service Problems (Continued)	Instructors will review Restoration of Service with trainees. Trainees will learn about the four-step methods for handling a delay and the advantages and considerations. Trainees will also learn the restoration of service techniques and practice through scenarios.	Instructors
1445 – 1500 15 minutes	4: Review and Wrap-up	Instructors will review today's training and answer questions.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction

#### Day Fifteen

#### System Tour: Brown Line

(Kimball Yard/Tower, Clark Corridor, Wells Street Bridge, Tower 18, Tower 12)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day fifteen of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0730 – 1000 2 Hours 30 Minutes <b>Provide trainees a 15-minute AM break when appropriate.</b>	2: Brown Line Familiarization	Instructors will introduce trainees to the Kimball Terminal, including: <ul style="list-style-type: none"><li>• Train Room Tour</li><li>• Normal Train Operation</li><li>• Platform Control Panel</li><li>• Power Isolation</li><li>• Back Door Move</li><li>• Kimball Tower</li></ul>	Instructors
1000 – 1030 30 Minutes	<b>LUNCH</b>		
1030 – 1300 2 Hours 30 Minutes <b>Provide trainees a 15-minute AM break when appropriate.</b>	3: Clark Tower Corridor	Instructors will give trainees a tour of the Clark Tower Corridor including: <ul style="list-style-type: none"><li>• Lakewood/Seminary</li><li>• Clark Junction</li><li>• Brown Line Flyover</li><li>• Barry</li><li>• Altgeld</li><li>• Belden</li><li>• Armitage Interlocking<ul style="list-style-type: none"><li>○ Armitage Sidetrack</li></ul></li></ul>	Instructors
1300 – 1430 1 Hour 30 Minutes	4: Wells Street Bridge/Tower 18/ Tower 12	Instructors will give trainees a tour of: <ul style="list-style-type: none"><li>• Wells Street Bridge</li><li>• Tower 18</li><li>• Tower 12</li></ul>	Instructors
1430 – 1500 30 Minutes	5: Review and Wrap-Up	Instructors will review today's training, answer questions and assign Home Study #9.	Instructors





## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction

#### Day Sixteen

#### System Tour: Red, Purple, and Yellow Lines

(Howard (North) Yard Tower, Purple & Yellow Lines Familiarization, Linder Yard/Tower)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day sixteen of URS training, conduct check-in, inform trainees what they can expect for today's training and review Home Study #9.	Instructors
0730 – 0900 1 Hour 30 Minutes	2: Red Line Howard Terminal Familiarization: (North)	Instructors will introduce trainees to the Howard Terminal, Yard and Tower, including: <ul style="list-style-type: none"><li>• Train Room Tour</li><li>• Normal Train Operation</li></ul>	Instructors
0900 – 0915 15 Minutes	<b>BREAK</b>		
0915 – 1100 1 Hour 45 Minutes	3: Purple Line/Linden Terminal Familiarization	Instructors will give trainees a tour of the Purple Line including Linden Terminal. The tour of the Linden Terminal, Yard and Tower, will include: <ul style="list-style-type: none"><li>• Platform Control Panel</li><li>• Street Crossing Gates</li><li>• Train Room Tour</li><li>• Normal Train Operation</li></ul>	Instructors
1100 – 1130 30 Minutes	4: Milburn Interlocking	Instructors will give trainees a tour of Milburn Interlocking.	Instructors
1130 – 1200 30 Minutes	<b>LUNCH</b>		
1200 – 1415 2 Hours 15 Minutes	5: Yellow Line/Skokie Terminal	Instructors will give trainees tours of both Linden and Skokie and the following will be explored: <ul style="list-style-type: none"><li>• Familiarization with Yellow Line</li><li>• Entrance to Skokie Yard at Hamlin</li><li>• Operation at Dempster-Skokie</li><li>• Alstom M-6 Switch Operation</li></ul>	Instructors
1415 – 1500 45 Minutes	6: Review and Wrap-Up	Instructors will allow trainees time to ask questions in preparation for tomorrow's quiz. No Home Study assigned for the evening. Trainees should study for tomorrow's quiz.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction

#### Day Seventeen System Tour: Red Line (South) (Howard (South) Terminal/Interlocking, Jarvis, Thorndale, Addison, Grand/State Interlockings)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day seventeen of URS training, conduct check-in and inform trainees what they can expect for today's training. Instructors will answer questions trainees might have before administering quiz #4.	Instructors
0730 – 0900 1 Hour 30 Minutes	2: Quiz #4 (Brown, Purple, Yellow, and Red North)	Instructors will administer quiz #4 of the training program.	Instructors
0900 – 0915 15 Minutes	<b>BREAK</b>		
0915 – 1000 45 Minutes	3: Howard Terminal Familiarization: (South)	Instructors will give trainees a tour of Howard Terminal (South).	Instructors
1000 – 1030 30 Minutes	4: Howard South Interlocking	Instructors will give trainees a tour of Howard South Interlocking.	Instructors
1030 – 1100 30 Minutes	5: Jarvis Interlocking	Instructors will give trainees a tour of Jarvis Interlocking.	Instructors
1100 – 1130 30 Minutes	6: Thorndale Interlocking	Instructors will give trainees a tour of Thorndale Interlocking/Soft Panel.	Instructors
1130 – 1200 30 Minutes	<b>LUNCH</b>		
1200 – 1230 30 Minutes	7: Addison Station	Instructors will give trainees a tour of the Addison Station (ballgame procedures).	Instructors
1230 – 1245 15 Minutes	<b>BREAK</b>		
1245 – 1445 2 Hours	8: Clark/Division to Roosevelt	Instructors will give trainees tours of Clark Division, Ejector Room at Grand, State Street Subway, Roosevelt Tower, and Roosevelt Supervisor booth.	Instructors
1445 – 1500 15 Minutes	9: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction

#### Day Eighteen

#### System Tour: Orange Line/95<sup>th</sup>

(Midway Yard/Tower, California/Campbell and 63<sup>rd</sup> Middle Tracks, Federal Junction, 17<sup>th</sup>, 21<sup>st</sup> and 87<sup>th</sup> Interlockings, Old Main Line Connector, 95<sup>th</sup> Terminal)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day eighteen of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0730 – 0900 1 Hour 30 Minutes	2: Midway Terminal Familiarization and Yard Tour	Instructors will give trainees a tour of Midway Terminal and Yard including: <ul style="list-style-type: none"><li>• Train Room Tour</li><li>• Normal Train Operation</li></ul>	Instructors
0900 – 0915 15 Minutes	<b>BREAK</b>		
0915 – 1200 2 Hours 45 Minutes	3: Orange Line Tour	Instructors will give trainees a tour of the Orange line including the following: <ul style="list-style-type: none"><li>• Supervisor Booth/Tower/Terminal Pockets</li><li>• Campbell Middle Tracks</li><li>• Roosevelt – Closing Station Entering Traffic</li><li>• Old Main Line Connector</li><li>• 17<sup>th</sup> Interlocking</li><li>• Federal Junction</li></ul>	Instructors
1200 – 1230 30 Minutes	<b>LUNCH</b>		
1230 – 1445 2 Hours 15 Minutes	4: Red Line South Tour	Instructors will familiarize trainees with the South branch of the Red Line. <ul style="list-style-type: none"><li>• 21<sup>st</sup> Interlocking</li><li>• 35<sup>th</sup> Sox Ballgame procedures</li><li>• 63<sup>rd</sup> Middle</li><li>• 87<sup>th</sup> Interlocking</li><li>• 95<sup>th</sup> Terminal, including Train Room Tour and Normal Train Operation</li></ul>	Instructors
1445 – 1500 15 Minutes	5: Review and Wrap-Up	Instructors will allow trainees time to ask questions in preparation for tomorrow's quiz. Instructor will assign Home Study #10 to trainees as a study guide for tomorrow's quiz.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction

#### Day Nineteen

#### System Tour: Blue Line

(Rosemont Yard/Tower, O'Hare Tower/Interlockings, Center/Foster Middle Track, Edmunds Center Track, Jefferson Park, Milwaukee/Kimball & Dearborn Street Subways, Damen/Milwaukee Interlockings)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day nineteen of URS training, conduct check-in and inform trainees what they can expect for today's training. Instructors will review Home Study #10 and answer questions trainees might have before administering quiz #5.	Instructors
0730 – 0900 1 Hour 30 Minutes	2: Quiz #5 (Red South and Orange)	Instructors will administer quiz #5 of the training program at Rosemont.	Rail Instructor
0900 – 0915 15 Minutes	<b>BREAK</b>		
0915 – 1200 2 Hours 45 Minutes	3: Rosemont and O'Hare	<p>Instructors will give trainees a tour of Rosemont and O'Hare terminals. Tour points will include:</p> <ul style="list-style-type: none"><li>• Yard Tour</li><li>• Tower</li><li>• Supervisor's Booth</li><li>• O'Hare:</li><li>• Train Room Tour</li><li>• Normal Train Operation</li></ul>	Instructors
1200 – 1230 30 Minutes	<b>LUNCH</b>		
1230 – 1445 2 Hours 15 Minutes	4: Blue Line Tour	<p>Instructors will give trainees a tour of Blue Line. Tour points will include:</p> <ul style="list-style-type: none"><li>• Central/Foster Middle Track</li><li>• Edmunds Center Track</li><li>• Jefferson Park</li><li>• Milwaukee/Kimball Subway<ul style="list-style-type: none"><li>○ Belmont Interlocking</li><li>○ Emergency Exits</li></ul></li><li>• Damen/Milwaukee Interlocking<ul style="list-style-type: none"><li>○ Platform Control Panel</li></ul></li><li>• Dearborn Street Subway</li></ul>	Instructors
1445 – 1500 15 Minutes	5: Review and Wrap-Up	Instructors will review today's training, answer questions and assign Home Study #11.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction Day Twenty

(Forest Park Yard/Interlockings, Western Interlocking, Morgan Middle Track, Loomis Junction, Harrison Interlocking, Douglas Connector, 54<sup>th</sup> Terminal/Yard)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day twenty of URS training, conduct check-in, review Home Study #11 and inform trainees what they can expect for today's training.	Instructors
0730 – 1100 3 Hours 30 Minutes <i>Provide trainees with a 15-minute break when appropriate.</i>	2: Forest Park Terminal	Instructors will give trainees a tour of the Forest Park Terminal. Tour points will include: <ul style="list-style-type: none"><li>• Train Room Tour</li><li>• Normal Train Operation</li></ul> Lathrop Interlocking	Rail Instructor
1100 – 1130 30 Minutes	3: Western Interlocking/ Oakley Spur Track	Trainees will tour Western Interlocking/ Oakley Spur Track.	Rail Instructor
1130 – 1200 30 Minutes	<b>LUNCH</b>		
1200 – 1330 1 Hour 30 Minutes	4. Blue/Pink Lines Tour	Instructors will give trainees a tour of the Blue/Pink Lines including: <ul style="list-style-type: none"><li>• LaSalle Tower</li><li>• Morgan Middle Track</li><li>• Racine Tower</li><li>• Loomis Junction</li><li>• Douglas Connector</li><li>• Harrison Junction</li><li>• Polk Supervisor Booth/ Tower</li></ul>	Rail Instructor
1330 – 1445 1 Hour 15 Minutes <i>Provide trainees with a 15-minute PM break when appropriate.</i>	5: 54 <sup>th</sup> Terminal	Instructors will give trainees a tour of the 54 <sup>th</sup> Terminal. Tour points will include: <ul style="list-style-type: none"><li>• 53<sup>rd</sup> Interlocking</li><li>• Train Room Tour</li><li>• Normal Train Operation</li></ul> Instructors will also give trainees a tour of the 54 <sup>th</sup> Yard.	Rail Instructor
1445 – 1500 15 Minutes	6: Review and Wrap-Up	Instructors will review today's training, answer questions and assign Home Study #12.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction

#### Day Twenty-One

#### System Tour: Green Line

(Harlem Yard/Tower, Laramie Middle Track, Paulina and 59<sup>th</sup> Junctions, Jefferson Crossover, 63<sup>rd</sup> Lower Yard, Cottage Grove Interlocking, 63<sup>rd</sup>/Ashland, 14<sup>th</sup> Middle Track)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day twenty-one of URS training, conduct check-in, review Home Study #12 and inform trainees what they can expect for today's training.	Instructors
0730 – 1230 5 Hours <b>Provide trainees with a 15-minute AM break when appropriate.</b>	2: 63 <sup>rd</sup> /Ashland and Green Line	<p>Instructors will give trainees tours of 63<sup>rd</sup>/Ashland. Tour points will include:</p> <p style="text-align: center;">63<sup>rd</sup>/Ashland</p> <ul style="list-style-type: none"> <li>• Train Room Tour</li> <li>• Tail Tracks</li> <li>• Platform Control Box</li> <li>• Ashland Tower Tour (Unit Lever)</li> <li>• Normal Train Operation</li> <li>• 63<sup>rd</sup> Lower Yard</li> <li>• Flatcars/Work Motors</li> <li>• 61<sup>st</sup> Interlocking and Tower</li> <li>• 59<sup>th</sup> Junction/Transfer Procedures</li> <li>• 63<sup>rd</sup>/Cottage Grove</li> <li>• 35<sup>th</sup> Supervisor Booth</li> <li>• Jefferson Crossover</li> </ul>	Instructors
1230 – 1300 30 Minutes	<b>LUNCH</b>		
1300 – 1330 30 Minutes	3: Paulina Junction	Instructors will give trainees a tour of the Paulina Junction.	Instructors
1330 – 1400 30 Minutes	4: Laramie Middle Track	Instructors will give trainees a tour of the Laramie Middle Track.	Instructors
1400 – 1415 15 Minutes	<b>BREAK</b>		
1415 – 1445 30 Minutes	5: Harlem Terminal	<p>Instructors will give trainees a tour of the Harlem Terminal, including:</p> <ul style="list-style-type: none"> <li>• Train Room Tour</li> <li>• Normal Train Operation</li> </ul>	Instructors
1445 – 1500 15 Minutes	6: Review and Wrap-Up	Instructors will review today's training, answer questions and assign Home Study #13.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction Day Twenty-Two (Troubleshooting Rail Cars: Series 2600, 3200)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day twenty-two of URS training, conduct check-in, review Home Study #13 and inform trainees what they can expect for today's training. Instructors will answer questions trainees might have before administering quiz #6.	Instructors
0730 – 0900 1 Hour 30 Minutes	2: Quiz #6 (Blue, Pink, and Green)	Instructors will administer the quiz #6 of the training program.	Instructors
0900 – 1000 1 Hour	3: History of Propulsion and Braking	Instructors will review SOP 8168 and give trainees an overview on the history of propulsion and braking.	Instructors
1000 – 1030 30 Minutes	4: Five Main Circuits	Instructors will review the five main circuits with trainees.	Instructors
1030 – 1045 15 Minutes	<b>BREAK</b>		
1045 – 1445 4 Hours  <b><i>Provide trainees a 30-minute lunch and 15-minute PM break when appropriate.</i></b>	5: Troubleshooting: 2600 and 3200 Series Cars	<p>Instructors will show the Troubleshooting video and review troubleshooting procedures with trainees. Trainees will practice troubleshooting on the following:</p> <ul style="list-style-type: none"><li>• 2600 and 3200 Series interior and exterior components</li><li>• Taking the 2600 and 3200 Series on Line of road</li><li>• Coupling, uncoupling, and troubleshooting</li><li>• Doors (Doors Pocket Guide)</li><li>• Emergency</li><li>• Parking</li><li>• Blue Light</li><li>• No Motion System</li><li>• Dark Panel</li></ul>	Instructors
1445 – 1500 15 Minutes	6: Review and Wrap-Up	Instructors will review today's training, answer questions and assign Home Study #14.	Instructors





## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction Day Twenty-Three (Troubleshooting Rail Cars: Series 2600-3200)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day twenty-three of URS training, conduct check-in, review Home Study #14 and inform trainees what they can expect for today's training.	Instructors
0730 – 1445 7 Hours 15 Minutes <b>Provide trainees a 15-minute AM break, a 30-minute lunch, and 15-minute PM break when appropriate.</b>	2: Troubleshooting: 2600 and 3200 Series Cars	<p>Instructors will review troubleshooting procedures with trainees and trainees will practice troubleshooting on the following:</p> <ul style="list-style-type: none"><li>• Changing Cabs</li><li>• Normal Panel</li><li>• Activated Track Brake</li><li>• Train Isolation</li><li>• Train Uncoupled</li><li>• P-Switches</li></ul>	Instructors
1445 – 1500 15 Minutes	3: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction Day Twenty-Four (Troubleshooting Rail Cars: Series 5000)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day twenty-four of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0730 – 1445 7 Hours 15 Minutes <b>Provide trainees a 15-minute AM break, a 30-minute lunch, and 15-minute PM break when appropriate.</b>	2: Troubleshooting: 5000 Series Cars	Instructors will review troubleshooting procedures for the 5000 Series rail cars with trainees and trainees will practice troubleshooting. Troubleshooting topics include: <ul style="list-style-type: none"><li>• 5000 Series interior and exterior components</li><li>• Taking the 5000 Series on Line of road</li><li>• Coupling, uncoupling, and troubleshooting</li></ul>	Instructors
1445 – 1500 15 Minutes	3: Review and Wrap-Up	Instructors will review today's training\ and answer questions.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction Day Twenty-Five (Troubleshooting Rail Cars: Series 7000)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day twenty-five of URS training, conduct check-in, review Home Study #15 and inform trainees what they can expect for today's training.	Instructors
0730 – 1415 6 Hours 45 Minutes <b>Provide trainees a 15-minute AM break, a 30-minute lunch, and 15-minute PM break when appropriate.</b>	2: Troubleshooting: 7000 Series Cars	Instructors will review troubleshooting procedures for the 7000 Series rail cars with trainees and trainees will practice troubleshooting. Troubleshooting topics include: <ul style="list-style-type: none"><li>• 7000 Series interior and exterior components</li><li>• Taking the 7000 Series on Line of road</li><li>• Coupling, uncoupling, and troubleshooting</li></ul>	Instructors
1415 – 1500 45 Minutes	3: Review and Wrap-Up	Instructors will allow trainees time to ask questions in preparation for tomorrow's quiz. No Home Study assigned for the evening. Trainees should study for tomorrow's quiz.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Field Instruction Day Twenty-Six (Subway Inspection Tour)

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day twenty-six of URS training, conduct check-in and inform trainees what they can expect for today's training. Instructors will answer questions trainees might have before administering quiz #7.	Instructors
0730 – 0930 2 Hours	2: Quiz #7 (Troubleshooting)	Instructors will administer quiz #7 of the training program at Rosemont.	Instructors
0930 – 0945 15 Minutes	<b>BREAK</b>		
0945 – 1445 5 Hours <b>Provide trainees with a 30-minute lunch and a 15-minute PM break when appropriate.</b>	3: Subway Inspection Tour	Instructors will give trainees a tour of the subway. Instructors will review safety procedures on the subway with trainees.	Instructors Guest Speaker from Testing Engineer
1445 – 1500 15 Minutes	4: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Twenty-Seven Quiz Retake Review

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day twenty-seven of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0730 – 1445 7 Hours 15 Minutes  <b><i>Provide trainees a 15-minute AM break, a 30-minute lunch, and 15-minute PM break when appropriate.</i></b>	2: Review for Quiz Retake If Necessary	<p>Instructors will conduct a thorough review of the materials for trainees who had failed quizzes and prepare them for tomorrow's quiz retake.</p> <p>Trainees who were successful on all their quizzes for the training program training materials.</p>	Instructors
1445 – 1500 15 Minutes	3: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Twenty-Eight Quiz Retake

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day twenty-eight of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0730 – 1445 7 Hours 15 Minutes  <b><i>Provide trainees a 15-minute AM break, a 30-minute lunch, and 15-minute PM break when appropriate.</i></b>	2: Quiz Retake If Necessary	<p>Trainees will be given the opportunity to retake any unsuccessful quiz.</p> <p>Trainees who were successful on all their quizzes for the training program will use the time to review training materials.</p>	Instructors
1445 – 1500 15 Minutes	3: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Twenty-Nine Midterm Exam Review

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day twenty-nine of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0730 – 1445 7 Hours 15 Minutes <b>Provide trainees a 15-minute AM break, a 30-minute lunch, and 15-minute PM break when appropriate.</b>	2: Midterm Exam Review	Instructors will conduct a thorough review with trainees in preparation for their midterm exam.	Instructors
1445 – 1500 15 Minutes	3: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors





## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Thirty Midterm Exams

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day thirty of URS training, conduct check-in, inform trainees what they can expect for today's training and schedule their Phase I Exit Interviews. Instructors will answer any questions trainees might have before administering the midterm exams.	Instructors
0730 – 0900 1 Hour 30 Minutes	2: Knowledge of Rail System Equipment and Procedures Midterm Exam	Instructors will administer the Knowledge of Rail System Equipment and Procedures Midterm Exam.	Instructors
0900 – 0915 15 Minutes	<b>BREAK</b>		
0915– 1015 1 Hour	3: Tower and Interlocking Procedures Midterm Exam	Instructors will administer the Tower and Interlocking Procedures Midterm Exam.	Instructors
1015 – 1145 1 Hour 30 Minutes	4: Supervisory Skills Midterm Exam	Instructors will administer the Supervisory Skills Midterm Exam.	Instructors
1145 – 1215 30 Minutes	<b>LUNCH</b>		
1215 – 1315 1 Hour	5: Restoration of Service Midterm Exam	Instructors will administer the Restoration of Service Midterm Exam.	Instructors
1315 – 1415 1 Hour	6: Reports and Forms Midterm Exam	Instructors will administer the Reports and Forms Midterm Exam.	Instructors
1415 – 1430 15 Minutes	<b>BREAK</b>		
1430 – 1500 30 Minutes	7: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase I – Classroom Instruction Day Thirty-One Midterm Exam Debrief

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day thirty-one of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0730 – 1130 4 Hours <b>Provide trainees with a 15-minute AM break when appropriate.</b>	2: Midterm Exam Debrief	Instructors will debrief midterm exam with trainees.	Instructors
1130 – 1200 30 Minutes	<b>LUNCH</b>		
1200 – 1445 2 Hours 45 Minutes <b>Provide trainees with a 15-minute PM break when appropriate.</b>	3: Trainees Interviews and Next Step	Rail Instruction Management will conduct Phase I Exit Interviews with trainees. Instructors will provide trainees with: <ul style="list-style-type: none"><li>• Their Line Instruction schedule</li><li>• Instructions for retesting, if necessary</li><li>• Instructions for daily assignment</li></ul>	Instructors
1445 – 1500 15 Minutes	4: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase II – Line Instruction Day Thirty-Two – Sixty-Two

Time	Module	Description	Facilitator(s)
Time will be based on assigned schedule.	1: Line Instruction	<p>Under the supervision of qualified Universal Rail Supervisors, trainees will perform 31 days of Line Instruction as follows:</p> <ul style="list-style-type: none"><li>• Three (3) nights on Single Track</li><li>• Five (5) days of Tower assignment</li><li>• Twenty-two (22) days of field supervision</li><li>• One (1) day of Control Center Observation</li></ul> <p>Trainees must be evaluated on a single track while in line instruction.</p>	Instructors



## Universal Rail Supervisor Training Agenda

### Phase II – Additional Line Instruction Day Sixty-Three – Sixty-Seven

Time	Module	Description	Facilitator(s)
Time will be based on the assigned schedule.	1: CPR/AED/First Aid Training and Additional Line Instruction if needed	Trainees will gain the knowledge they need to respond in a life-threatening situation.  If a trainee does not perform satisfactorily, they will be scheduled for more line instruction days for a second performance evaluation on a Single Track.	TWD – T&I – Safety and Security Training Programs (SSTP) Guest Facilitator



**Universal Rail Supervisor Training  
Agenda**

**Phase III – Qualification  
Day Sixty-Eight  
Part One: Final Exam Review**

<b>Time</b>	<b>Module</b>	<b>Description</b>	<b>Facilitator(s)</b>
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day sixty-eight of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0730 – 1445 7 Hours 15 Minutes <b><i>Provide trainees a 15-minute AM break, a 30-minute lunch, and 15-minute PM break when appropriate.</i></b>	2: Final Exam Review	Instructors will conduct a thorough review with trainees in preparation for their final exam.	Instructors
1445 – 1500 15 Minutes	3: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase III – Qualification Day Sixty-Nine Part One: Final Exams

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day sixty-nine of URS training, conduct check-in, inform trainees what they can expect for today's training and schedule their Phase I Exit Interviews. Instructors will answer any questions trainees might have before administering the final exams.	Instructors
0730 – 0900 1 Hour 30 Minutes	2: General Knowledge Final Exam	Instructors will administer the General Knowledge Final Exam.	Instructors
0900 – 0915 15 Minutes	<b>BREAK</b>		
0915 – 1145 2 Hour 30 Minutes	3: Restoration of Service Final Exam	Instructors will administer the Restoration of Service Final Exam.	Instructors
1145 – 1215 30 Minutes	<b>LUNCH</b>		
1215 – 1315 1 Hour	4: ADA Security Final Exam	Instructors will administer the ADA Security Final Exam.	Instructors
1315 – 1415 1 Hour	5: Reports and Forms Final Exam	Instructors will administer the Reports and Forms Final Exam.	Instructors
1415 – 1430 15 Minutes	<b>BREAK</b>		
1430 – 1500 30 Minutes	6: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors



**Universal Rail Supervisor Training  
Agenda**

**Phase III – Qualification  
Day Seventy  
Part One: Final Exam Debrief**

<b>Time</b>	<b>Module</b>	<b>Description</b>	<b>Facilitator(s)</b>
0700 – 1500 8 Hours	1: Final Exam Debrief	Instructors will debrief the final exams with trainees.	Instructors





**Universal Rail Supervisor Training  
Agenda**

**Phase III – Qualification  
Day Seventy-One  
Part One: Final Exam Retake**

<b>Time</b>	<b>Module</b>	<b>Description</b>	<b>Facilitator(s)</b>
0700 – 1500 8 Hours	1: Final Exam Retake	Instructors will administer the Final Exam Retake for trainees who failed to score 80 percent or higher on any of the exams. Trainees will have a chance to retake the exam they were not successful with.	Instructors



**Universal Rail Supervisor Training  
Agenda**

**Phase III – Qualification  
Day Seventy-Two & Seventy-Three  
Part Two: Performance Qualification**

<b>Time</b>	<b>Module</b>	<b>Description</b>	<b>Facilitator(s)</b>
0700 – 1500 8 Hours	1: Performance Qualification	Trainees will perform CA Supervisor and/or Rail Supervisor duties while Instructors observe. Instructors will qualify trainees as CA and Rail Supervisors based on their performance.	Instructors



## Universal Rail Supervisor Training Agenda

### Phase IV – Supervisor III Qualification Day Seventy-Four

Time	Module	Description	Facilitator(s)
0700 – 0730 30 Minutes	1: Welcome and Review	Instructors will welcome trainees to day seventy-four of URS training, conduct check-in and inform trainees what they can expect for today's training.	Instructors
0730 – 1445 7 Hours 15 Minutes <b>Provide trainees a 15-minute AM break, a 30-minute lunch, and a 15-minute PM break when appropriate.</b>	2: Supervisor III Duties and Responsibilities	Instructors will review the Supervisor III role with trainees.	Instructors
1445 – 1500 15 Minutes	3: Review and Wrap-Up	Instructors will review today's training and answer questions.	Instructors



**Universal Rail Supervisor Training  
Agenda**

**Phase IV – Supervisor III Qualification  
Day Seventy-Five  
Line Instruction**

Time	Module	Description	Facilitator(s)
Time will be based on assigned schedule.	1: Supervisor III Line Instruction	Trainees will perform the role of Supervisor III under the supervision of qualified Supervisor III/ Yard Leader.	Instructors



**Universal Rail Supervisor Training  
Agenda**

**Phase IV – Supervisor III Qualification  
Day Seventy-Six  
Line Instruction**

Time	Module	Description	Facilitator(s)
Time will be based on the assigned schedule.	1: Supervisor III Performance Qualification	Trainees will perform Supervisor III duties while Instructors observe. Instructors will qualify trainees as Supervisor III based on their performance.	Instructors