Chicago Transit Authority
Transit Operations

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G04-21
Supersedes G02-17

General Bulletin

TO: All Concerned – Rail

SUBJECT: Observations of Operating and Non-Operating Rail Employees

EFFECTIVE: **Immediately**

Regular observations of operating and non-operating rail employees help ensure compliance with the Authority's operating and safety rules. Managers, Supervisors and other management personnel are responsible for following the requirements regarding observation frequency, documentation and follow-up.

OPERATING AND NON-OPERATING EMPLOYEES TO BE OBSERVED

The observation requirements for operating and non-operating employees are based on certification and the classification that they pick. All employees certified as a Rapid Transit Operator (RTO) must be observed performing the job duties of an RTO if they are on the extra-board or picking as an RTO. Table 1 lists classifications and the frequency that an employee picking that classification must be observed.

Table 1: Minimum Required Observation Frequency, By Job Classification

Classification Picked by the Employee	Must Be Observed Performing	Minimum Required Observation Frequency
All employees picking extra-board	job duties of RTO	one (1) time per pick
Rapid Transit Operators (RTOs)	job duties of RTO	two (2) times per pick **and** four (4) times per year
Switch Workers and Tower Workers	job duties of their picked classification	one (1) time per pick **and** two (2) times per year
Customer Service Representatives (CSRs) and Customer Service Assistants (CSAs)	job duties of their classification	one (1) time per pick **and** two (2) times per year
Full-Time Temporary Flaggers (FTTF)	flagging	one (1) time per pick **and** two (2) times per year

MANAGERS, SUPERVISORS, AND OTHERS OBSERVING OPERATING AND NON-OPERATING EMPLOYEES

Transportation Managers, Rail Service Supervisors (RSS), Customer Service Supervisors (CSS), Universal Rail Service Supervisors (URS) or other management personnel will observe operating and non-operating employees performing the job in the classification being observed. Observations may be performed anonymously and without advance notice to the employee being observed.

Table 2 lists observer classifications and the frequency that an employee in each classification must observe operating and/or non-operating employees.

Table 2: Minimum Required Observation Frequency, By Observer's Classification

Observer's Classification	Minimum Required Observation Frequency
RSS, URS and Rail Transportation Managers **Note:** In addition to observing employees, other checks of equipment or service may be required.	Two (2) per day **and** Forty (40) per month
CSS and Rail Station Management Managers observing CSRs and CSAs	Ten (10) per day **and** Eighty (80) per month
Administration Managers, Administration Coordinators and Project Specialist IIs	Four (4) per month
Rail Operations General Managers and Senior Managers	Ten (10) per month

See Table 3, Observation Time and Task Requirements, by Job Classification on page 3 for details on what to observe for each employee classification. Additional requirements may be observed as appropriate: for example, observing compliance with masks/face coverings and physical distancing requirements while the relevant Personnel bulletin is in effect.

Table 3: Observation Time and Task Requirements, by Job Classification

The following guidelines apply when conducting employee observations:

Classification To Be Observed	Must Be Observed Performing	Minimum Required Observation Time Length	Where to Record Observations
Rapid Transit Operator (RTO)	• Observations that include preparing the train for service may be considered as one time point. • Observations must include the RTO performing duties as outlined in SOP 8149 *Duties and Responsibilities of the Rapid Transit Operator.*	10 minutes, spanning three time points of a run	CTA Form 3725, *Rail Operator Check*
Switch Worker	• Observations must include the Switch Worker performing duties as outlined in SOP 8203 *Switchman Duties and Responsibilities.*	10 minutes	CTA Form 3103, *Supervisor's Report*

Full-Time Temporary Flagger (FTTF)	• Observations must include the Flagger performing duties such as
	  ○ properly setting up slow zones,
	  ○ properly using portable track trips and
	  ○ properly using signals.
		10 minutes and one train movement in each direction past the flagger's work zone, as applicable	CTA Form 3250, *Flagman Operation Check*

Tower Worker	• Observations must include the Tower Worker performing duties as outlined in SOP 8204 *Towerman Duties and Responsibilities.*	10 minutes	CTA Form 3103, *Supervisor's Report*
Customer Service Representative (CSR) and Customer Service Assistant (CSA)	• Observations must include the CSR/CSA performing duties as outlined in SOP 8162 *Customer Service Representative / Customer Service Assistant Duties and Responsibilities.*	10 minutes	CTA Form 3737 *Rail Customer Service Assistant/ Representative Operation Check*

Documenting Observations

Observation forms indicating a violation should be submitted in duplicate, with red ink with the word "VIOLATION" written at the top of the form and underlined. Observation reports with violations will be addressed according to relevant procedures and entered into the Rail Operations Check database.

Single copies may be submitted of observation forms that do not indicate violations.

In some cases, observations may be recorded directly into the database at https://railopscheck.ctadataportal.com instead of on the paper forms.

Rail Service Supervisors, Customer Service Supervisors and Universal Rail Service Supervisors, Other Management Personnel, Coordinators and Project Specialists record their observations on the CTA form appropriate for the employee being observed and forward them to the Transportation Manager's office daily. The observation forms must be filled out completely.

Transportation Managers will process any observations they make or receive and then forward them to the route's administrative staff.

Route Administrative Staff will enter all observations into the Rail Operations Check database. The observation record must include the date of the observation and the identity of the observer: Supervisors will be identified by badge number and other personnel will be identified by initials. The employee entering data into the Rail Operations Check database must initial the hardcopy of the observation, and include the date and time of entry.

Record Retention

Route administrative staff must forward all observation forms to the employee's home terminal after being entered into the Rail Operations Check database.

The Administrative Manager at the observed employee's home terminal is responsible for filing any paper copies in the respective employee's file. After two years have elapsed, the observation reports should be forwarded to the Employee Records Section of the Human Resources Department at CTA Headquarters for filing in the employee's permanent file.

Status Reports

Designated route staff members will publish the status of observation compliance by the end of the first Saturday of each month. This status report will identify the frequency of employee observations compared to the requirements specified in this bulletin; both for the observing employees and the employees to be observed. Other designated route staff members will review the reports.

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

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