METROLINX PERSONAL TRACK SAFETY TRAINING

COURSE DETAILS

Q: **Who needs PTS training?**

A: PTS training is required by anyone accessing and/or working within the Metrolinx Right of Way (ROW) or working on a piece of Metrolinx owned rail infrastructure (e.g., bridges, tunnels, etc.).

Q: **What topics are covered in PTS training?**

A: PTS training covers rail safety topics such as Fit For Duty and Personal Protective Equipment requirements, track protection, and track work safety when working near live trains on Metrolinx's GO network.

Q: **I am working on a Metrolinx Light Rail Transit (LRT) project. Do I need PTS training?**

A: PTS training is a safety training requirement for heavy rail projects. To discuss any light rail safety training requirements, please contact your supervisor or Metrolinx Project Delivery Team contact.

Q: **Do delivery drivers need PTS to access worksites?**

A: Delivery drivers who will not perform work on-site can access the rail corridor without a valid PTS certification card. Delivery drivers must be escorted under a form of positive protection. Review the PTS Program Guide on the [PTS website](#) for more details.

Q: **I am a Metrolinx employee who works at GO stations. Do I need PTS training?**

A: Metrolinx station ambassadors are permitted to complete the PTS – Platforms training program in lieu of the PTS training. Please contact your supervisor to register for the PTS – Platforms training.

TRAINING REGISTRATION

Q: **How do I register for a Personal Track Safety (PTS) training session/course?**

A: Go to the PTS website and click the registration button to select and register for a training session. Individuals will be redirected to GoToWebinar to register for a PTS training session.

Q: **How do I cancel/withdraw from a PTS training session?**

A: Go to the confirmation email received after registering for a PTS training session to cancel or withdraw from the session. The confirmation email will be sent by Metrolinx Safety Training.

Q: **What are the upcoming training dates?**

A: Go to the PTS website and click the registration button to view upcoming training sessions.

Q: **When will I receive the training details?**

A: A confirmation email will be sent to the registered email address with details for the training session including a webinar link unique to the registered individual and how to add the event to a calendar. The confirmation email will be sent by Metrolinx Safety Training via GoToWebinar's email domain (@gotowebinar.com). Check your spam or junk folder if you do not receive the confirmation email.

Q: **How do I add the training session to my calendar?**

A: After registering for a training session, the registered email address will receive a confirmation email. This confirmation email will have a "Add to calendar" function that can be used to add the training session to one's calendar.

Q: **What platforms will be used to participate in the course (e.g., MS Teams, Slido, etc.)?**

A: This virtual training session will be conducted through GoToWebinar, a virtual conference platform. The PTS exam will be completed online through FlexiQuiz. Go to the PTS website to access the GoToWebinar and FlexiQuiz user guide.

Q: **How will participants receive attendance credit after registering for a training session?**

A: After a session ends, GoToWebinar produces a report that shows how long each participant was logged into a training session. This report will be used to award attendance credit. Participants who receive attendance credit will receive an invitation to write the PTS exam approximately one hour after the training session ends.

Q: How do I register multiple individuals?

A: Go to the [PTS website](#) and click the registration button to select and register for a training session. If registering multiple individuals on their behalf, please fill out the registration page for each individual separately. For example, complete the registration process 10 times for 10 individuals. This is required to set up access to the PTS exam. The administrator can provide their email address if they wish to receive the registered participant's digital PTS card.

Q: How do I register multiple individuals who will be attending training through one webinar link?

A: Unfortunately, Metrolinx is unable to award training credit if screens are shared. Each individual must register separately to obtain a unique GoToWebinar join link and confirm attendance. If employees need to share screens to participate in the training, we recommend reaching out to a Metrolinx-accredited training provider to obtain Personal Track Safety certification. Please visit the [PTS website](#) to view a list of accredited training providers and contact them to discuss training needs.

Q: How do I register individuals who have no email addresses?

A: Go to the [PTS website](#) and click the registration button to select and register for a training session. If registering individuals with no email addresses, you must still register each participant **individually.** For each individual, provide an email address from someone else from the organization (e.g., an administrator/supervisor). An email address is required in order to register for both the training session and exam, receive the certificate of completion, and also receive the digital PTS certification card.

ATTENDING TRAINING VIA GOTOWEBINAR

Q: What is a GoToWebinar?

A: GoToWebinar is a web-based platform designed for hosting and attending virtual events and training sessions.

Q: How do I join the training session?

A: Go to the [PTS website](#) and click the registration button to select and register for a training session. A confirmation email will be sent to the registered email address with details to the training session such as adding the event to a calendar and the webinar link that is unique to the registered individual. Click on the webinar link when it is time to join the webinar.

Q: How do I receive attendance credit for attending this training session?

A: After a session ends, GoToWebinar produces a report that shows how long each participant was logged into a training session. This report will be used to award attendance credit. Participants who receive attendance credit will receive an invitation to write the exam approximately 1 hour after the session ends.

Q: How early can I join the webinar?

A: Registered individuals can join a PTS training session within the scheduled hour. This will launch the "Waiting for organizer" window. Individuals who join outside of the scheduled hour will be asked to come back later (For example, joining the webinar at 6:00am when the webinar is scheduled for a time at 8:30am).

Q: Do I need to download software application on my desktop computer/laptop?

A: GoToWebinar will prompt participants to download/launch a web-based plugin on the computer/laptop. Individuals may also attend the training session via the GoToWebinar mobile app.

Q: How do I ask questions during the training session?

A: Ask questions at any point during the webinar using the Questions box on the GoToWebinar control panel. Questions asked are only visible to the Metrolinx Safety Training team. Once the question is answered, it will display in the Questions box on the GoToWebinar control panel.

Q: How do I answer the polls?

A: During the training session, the facilitators will launch polls. Select an answer on the screen and click Submit.

Q: How do I get the answer to the polls?

A: The facilitator will launch and share poll results. The facilitator will discuss the correct answer to a poll.

Q: Can I view the other participants questions asked during the training session?

A: Individuals can only see their own questions asked. The facilitator will address all PTS relevant questions to audience.

Q: Do I have to attend the full session to be able to write the exam?

A: Registered individuals should attend and be logged on for the full session to be able access the exam. Exam access will be given based on full attendance credit.

COMPLETING THE PTS EXAM VIA FLEXIQUIZ

Q: **What is a FlexiQuiz?**

A: FlexiQuiz is an online testing platform that allows users to complete assessments such as quizzes, tests, and exams.

Q: **How do I access the PTS exam?**

A: After successfully completing the PTS training session, Metrolinx Safety Training and Competence will email the PTS exam link to the email address provided during training registration. The PTS exam link will direct individuals to FlexiQuiz to complete the exam. Individuals will only receive an email with the link to the PTS exam once attendance requirements are met.

Q: **When will I get an email to access my PTS exam?**

A: Individuals will only receive an email with the link to the PTS exam once attendance requirements are met. This email with the exam link will be sent out at the end of the session. Participants will need to check their inbox or junk/spam folders for this email. If the exam link is not received by then, the participant can email MXSafetyCompetence@metrolinx.com.

Q: **How do I access the PTS exam if an administrator registered training for me?**

A: The email address used to register an individual to attend training on GoToWebinar must be the same email address used to register an individual to access the exam on FlexiQuiz. If the individual does not have an e-mail address, the e-mail address used to register the individual for the training session must be provided when registering for the exam (e.g., an administrator/supervisor).

Q: **How do I complete the PTS exam?**

A: Instructions will be provided by the facilitator during the training session. The PTS exam follows a multiple-choice format. Select an answer for each question and ensure all questions have been answered before clicking Submit. Go to the PTS website to access the GoToWebinar and FlexiQuiz user guide.

Q: **Can I complete the PTS exam anytime?**

A: Individuals must complete the PTS exam within five business days after completing the training session.

Q: **How many times can I write the PTS exam?**

A: Individuals have three attempts to pass the exam.

Q: How can I rewrite the PTS exam?

A: Individuals who do not pass the PTS exam on one of the three permitted attempts can click "Retake Quiz" on FlexiQuiz. Please note, individuals have three attempts to pass the exam.

Q: How many questions are there on the PTS exam?

A: There are 55 multiple choice questions.

Q: How long do I have to write the PTS exam?

A: Individuals are permitted 90 minutes.

Q: What is the minimum passing grade?

A: The minimum passing grade is 80%.

Q: Will I be able to review my answers?

A: FlexiQuiz allows individuals to bookmark specific questions to review or change answers before submitting the PTS exam. Use the "Bookmark" function to bookmark questions and review them for later.

Q: How can I see what questions I answered correctly/incorrectly on the exam?

A: After submitting the PTS exam, click "Review Answers".

Q: What is the deadline to write the PTS exam?

A: The exam must be completed within five business days of attending the training session.

Q: Will I get my PTS exam results right away?

A: Individuals can view their results and score immediately after submitting the PTS exam on FlexiQuiz.

Q: What can I do if I am not able to complete my exam once starting it?

A: Individuals can save and continue the PTS exam within the five days. See instructions from the GoToWebinar and FlexiQuiz user guide on the PTS website.

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PTS CERTIFICATION

Q: How do I receive my temporary PTS certificate?

A: Individuals who successfully pass the PTS exam can download their PTS Certificate of Completion by clicking the **Certificate** button on the results page. A PDF copy of the individual's Certificate of Completion will then be sent to the email address used to register the individual on FlexiQuiz. The Certificate of Completion acts as the certified individual's temporary PTS certification card.

Q: What is the difference between a Certificate of Completion and temporary PTS certification card?

A: The Certificate of Completion is the certified individual's temporary PTS certification card. The Certificate of Completion/temporary PTS certification card is valid for 30 days. A formal digital PTS certification card will be sent to the individual's registered email address.

Q: What is the difference between a temporary PTS certification card and digital PTS certification card?

A: The temporary PTS certification card is provided to successfully certified individuals immediately after completing the PTS exam to allow access to work on Metrolinx's rail network. The temporary PTS certification card is valid for 30 days while the digital PTS certification card is being created and emailed out. An accessible PTS certification card must be carried at all times while on Metrolinx's rail network.

Q: How long is the temporary PTS certificate valid for?

A: The temporary PTS certificate is valid for 30 days.

Q: How long does the PTS certification last?

A: The PTS certification is valid for three years. Individuals must recertify in PTS prior to the expiration date on the PTS certification card to continue working on Metrolinx's rail network.

Q: When will the PTS certification card be sent to me?

A: The formal digital PTS certification card will be e-mailed to the participant in 10-15 business days after successful completion of the training session and exam. Please note that the exam must be completed within five business days of attending the session.

Q: How will the PTS certification card be sent to me?

A: A digital PTS certification card will be provided via email after successful completion of the training session and exam.

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Q: Is the PTS certification card physical or digital?

A: Metrolinx provides digital PTS certification cards. Individuals are responsible for having a digital or physical PTS card accessible when accessing and working on Metrolinx's rail network.

Q: When does my PTS certification expire?

A: PTS certification expires three years after the digital PTS certification card is issued. Check the PTS certification card for the exact expiration date.

Q: What credentials would grant me exemption from PTS recertification and for how long?

A: CROR-qualified individuals who have an initial PTS certification and a valid CROR card are granted exemption from recertifying in PTS. CROR-qualified individuals are those who perform CROR rule-related duties, also known as essential duties, under the Railway Safety Management System (RSMS). Exemption from recertifying in PTS is granted as long as the individual has and carries a valid CROR card and continues to carry the initial PTS certification card while on Metrolinx's rail network. Go to the PTS website to access the PTS Program Guide for more information on PTS recertification.

Q: Does PTS certification replace other railway requirements (e.g. CN or CP contractor training)?

A: No. Individuals must ensure they meet other railway requirements (e.g., additional training as required).

Q: What happens if someone arrives to work in the Right of Way (ROW) without their PTS certification card?

A: Individuals without a valid PTS certification card are not permitted to work in the ROW on Metrolinx's rail network. CROR-qualified individuals must have both a valid PTS card and valid CROR card in the ROW.

Q: I am not a CROR-qualified individual. Do I still need to be certified in PTS?

A: Yes. All individuals who require access to work on Metrolinx's rail network must be certified in PTS.

Q: I am a CROR-qualified individual. Do I still need to be certified PTS?

A: Yes. All individuals who require access to work on Metrolinx's rail network must be certified in PTS.

Q: Where do I upload a photo for the PTS certification card?

A: Photos are no longer required for the new version of the PTS certification card.

Q: How can a spelling error be fixed on my PTS certification card?

A: Email MXSafetyCompetence@metrolinx.com if there are errors to the PTS certification card.

Q: What if I lost my PTS card?

A: If you require a copy of your PTS card, please contact your training provider directly. If the training was completed through Metrolinx, you may request a reissued card by emailing the Metrolinx Safety and Competence team at MXsafetycompetence@metrolinx.com.

Q: Are PTS cards from accredited vendors accepted?

A: Yes, PTS cards issued by accredited vendors are accepted. Please refer to the [PTS website](#) for the current list of Metrolinx-approved PTS training vendors.

TRAINING RESOURCES

Q: Where do I get the PTS Presentation?

A: Go to the [PTS website](#) to download a copy of the most up-to-date training presentation. A copy will also be provided during the training session.

Q: Is there a guide on GoToWebinar and/or FlexiQuiz?

A: Go to the [PTS website](#) to access the GoToWebinar and FlexiQuiz user guides.

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