



Metrolinx Competency Management Procedure: Track Inspection Guidelines (TIG) / Movement Over Rail Breaks (MORB)

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Preface

This is the first edition of the Metrolinx Competency Management Procedure.

This procedure applies to Track Inspection Guidelines (TIG) and Movement Over Rail Breaks (MORB) for complete infrastructure assets and systems applicable to Track & ROW, and is applicable to Metrolinx Project Delivery Teams and supporting contractors/vendors for GO/UP heavy rail contracts.

This document was developed by Metrolinx, Asset Management - Track, within the Asset Management and Maintenance (AMM) Division.

Suggestions for revision or improvements can be sent to the Metrolinx Asset Management - Track office, Attention: Director of Asset Management - Track, who shall introduce the proposed changes to the Metrolinx Track Standards Committee. The Director of Asset Management - Track ultimately authorizes the changes. Submitted suggestions should include a description of the proposed change, background of the application and any other useful rationale or justification. The submitter's name, company affiliation (if applicable), email address, and phone number must also be included.

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Contents

Preface	iii
1 Definitions & Abbreviations	2
1.1 Definitions.....	2
1.2 Abbreviations.....	3
2 Purpose	4
3 Scope	4
4 Process	4
4.1 General	4
4.2 Track Inspection Guidelines (TIG)	4
4.3 TIG Compliance Plan.....	4
4.4 Method of Verification.....	5
4.5 Training	6
4.6 Movement over Rail Breaks (MORB) Training	7
4.7 Method of Supervision	8
4.8 Record and Coaching	8
5 Instructors and Evaluators.....	9
5.1 General Requirements.....	9
5.2 Assessment Requirements	11
6 Obligations	12
6.1 General	12
6.2 Contractual Obligations.....	13
6.3 Reporting	13
7 Roles and Responsibilities	13
8 Supplementary Documentation.....	14

1 Definitions & Abbreviations

1.1 Definitions

Table 0-1 Definitions

Term	Definition
Agreement	Document executed between Metrolinx and a general contractor or an Applicant for any aspect of a utility crossing. The Third-Party agreement typically includes rates to be charged for the utility crossing within the Metrolinx ROW, responsibilities for the payment of installation costs, future maintenance costs, and liabilities for damages.
Applicant	The third party, which can be road authorities, public and private utility companies, or landowners, who submit an application to construct a utility trenchless crossing within the Metrolinx Right-of-Way.
Contractor	Depending on the Project's contractual setup, it can work directly with the Applicant or directly with Metrolinx, either as the constructor or as the constructor's subcontractor undertaking trenchless utility construction.
Canadian Rail Operating Rules (CROR)	Canadian Rail Operating Rules (current version)
Continuous Welded Rail (CWR)	Rail that is welded into lengths of 400 ft (122 m) or greater.
Track Inspection Qualification Evaluation	Training and testing to occur not more than every three (3) years
Employee	An individual with responsibilities that may affect the safe operation of the railway
Hiring Manager	Person responsible for executing the recruitment and selection of an Employee.
Movement Over Rail Breaks (MORB)	A course providing training to authorize a person in Movement Over Rail Breaks capacity as defined by Rules Respecting Track Safety of Transport Canada and the Metrolinx Track Inspection Guidelines Competency Management Procedure
Project	Proposed planned work or activity to install a utility within the Metrolinx ROW utilizing a trenchless technology method.

Term	Definition
Railway Infrastructure	Any physical infrastructure that supports Metrolinx rail operations, including but not limited to, track beds, bridges, culverts, signalling and communication cables, bungalows and cases, signal bridge structures, road crossing warning systems, electrification infrastructure, and Railway communication towers and their associated building infrastructure.
Railway SMS Knowledge Management	Awareness of the processes to ensure requirements under the knowledge management component of the Railway Safety Management System are met.
Right-of-Way (ROW)	Refers to the Metrolinx railway lands, comprising the mainline track shared with freight railways and other passenger trains, such as VIA Rail and Amtrak, as well as Metrolinx rail equipment layover yards and rail equipment maintenance facilities, unless otherwise specified.
Supervisor	Person responsible for providing guidance and oversight of an Employee.
Track Inspection Guidelines (TIG)	Track Inspection Guidelines (TIG)

1.2 Abbreviations

Table 0-2 List of Abbreviations

Abbreviation	Definition
ROW	Right-of-Way
CWR	Continuous Welded Rail
CROR	Canadian Rail Operating Rules
MORB	Movement Over Rail Breaks
TIG	Track Inspection Guidelines
WPM	Work Plan Methodology

2 Purpose

- 2.1 The purpose of this procedure is to define the processes and requirements to ensure Competency Management by all stakeholders for Track Inspection Guidelines (TIG) and Movement Over Rail Breaks (MORB) Training. All employees performing duties related to Track Inspection or authorization of a movement over a rail break in a maintenance or construction capacity, as either an employee or other persons who may affect the safe operation of the railway, are expected to be versed in all prerequisite knowledge, skills, training, and qualifications prior to performing these duties.

3 Scope

- 3.1 This procedure applies to all employees (both internal and external to Metrolinx), other persons, managers, contract owners, and supervisors of employees or other persons who perform Essential Duties in the Metrolinx-owned Right-of-Way (ROW).

4 Process

4.1 General

- 4.1.1 It is the responsibility of the manager and/or the employee's supervisor to ensure the employee has all qualifications, skills, and knowledge in performing any duties outlined, prior to performing those duties. The following procedure outlines the process the Hiring Manager and Supervisor shall follow, starting from prior to a worker's employment, through to obtaining qualification as a Track Inspection Guidelines qualified employee.

4.2 Track Inspection Guidelines (TIG)

- 4.2.1 Under the Metrolinx Track Standards, the requirements for the inspection and maintenance of track, utilities, and railway-related infrastructure owned and/or maintained by Metrolinx are identified. Track inspections must be carried out ONLY by employees who are trained and qualified. Inspections must be made either on foot or by riding over the track in a vehicle at a speed that allows the person making the inspection to adequately inspect the track structure. Mechanical, electrical, and other inspection devices may be used to supplement visual inspections.

4.3 TIG Compliance Plan

- 4.3.1 Transport Canada's Rules Respecting Track Safety outlines a comprehensive list of requirements for the documentation of training, experience, and competency of all Track Inspectors and Track Supervisors employed by Metrolinx or Contractors on Metrolinx's behalf.

- 4.3.2 The Railway SMS Knowledge Management requires a comprehensive list of Essential Duties which outlines the Knowledge, Training and Qualifications needed to perform Track Inspections. This list reflects the work being performed in the field to ensure all employees and contractor employees have the required knowledge, skills, and qualifications to keep themselves and others safe while ensuring the safe operation of trains and track units on all Metrolinx-owned track.

4.4 Method of Verification

- 4.4.1 Each qualification, skill, or knowledge outlined in the Railway SMS Essential Duties list will have a method of verification assigned to it. These methods of verification include the following:

- a) Industry Qualifications;
- b) Education;
- c) Experience; and
- d) Training

- 4.4.2 When selecting a Method of Verification, the method most critical to verifying the qualification, skill, and knowledge must be selected.

4.4.3 Industry Qualifications

- 4.4.3.1 Track Inspection requires both Track Inspection Guidelines and Continuous Welded Rail (CWR) training. These qualifications must be verified by the Supervisor. Where these qualifications must be maintained as a condition of employment, the Supervisor's responsibility is to ensure these qualifications are maintained by the employee. These qualifications and records must be tracked and auditable upon request by Metrolinx at any time. Canadian Rail Operating Rules (CROR) training and qualification is recommended.

4.4.4 Education

- 4.4.4.1 Some skills and knowledge elements require education, such as those obtained through a Bachelor's degree, Master's degree, or Diploma.

- 4.4.4.2 These skills and knowledge elements must be verified through the hiring process, and it is the responsibility of the hiring manager to verify these skills and knowledge elements prior to hiring the employee. Unlike Professional Qualification, these elements may or may not have maintenance requirements. If there are no maintenance requirements, such as training or requalification tests, the skill or knowledge element shall be verified through the Methods of Supervision Section. The proof of education must be uploaded into the Employee Self-Service portal under Skills and Qualifications (for Metrolinx employees), as well as the Track Inspection Qualification Portal (for external employees). Track Inspectors or track supervisors may possess the completion of a degree in Engineering or diploma in a related field, or a combination of education, training and experience deemed equivalent by the hiring manager.

- 4.4.4.3 The portal is located at: <https://forms.office.com/r/xbhXL4m92j>

4.4.5 Experience

- 4.4.5.1 Certain skills and knowledge elements are obtained through experience or time in the field. These skills and knowledge elements must be present and considered prior to hiring someone into a role that requires these elements. Employees must have at least one (1) year of track inspection (including mentoring and onboarding) experience to be considered for qualification status.
- 4.4.5.2 These skills and knowledge elements must be verified through the hiring process, and it is the responsibility of the hiring manager to verify these skills and knowledge elements prior to hiring the employee. The skill or knowledge element must be verified through the Methods of Supervision Section

4.5 Training

- 4.5.1.1 At Metrolinx, an employee will be deemed competent as a Track Inspector once they have attended and passed the Track Inspections Guidelines course (minimum 90%) with the Continuous Welded Rail (CWR) component and completed the Track Inspection Qualification Evaluation with an 88% or higher passing grade. To be deemed qualified to inspect and place track In-Service, the Track Inspection Qualification Evaluation shall be completed every three (3) years. A Track Inspection Annual Evaluation must also be completed every year to ensure that the employees are operating within the parameters required for track inspection with an 80% or higher passing grade. Only one retest of the annual inspection will be permitted upon an initial failure. This retest shall not occur within one month (30 days) of the initial test. If the retest is also failed, the employee must retake and pass the entire Track Inspection Guidelines course before becoming eligible for another Track Inspection Qualification Evaluation.
- 4.5.1.2 All records of course completion, evaluation and the training's verification must be retained and maintained for all Metrolinx employees as well as External Contractors. Employees must complete the Track Inspection Qualification Portal form and upload the date of TIG Certification, as well as the signed copy of their completed Track Inspection Qualification Evaluation.
- 4.5.1.3 Table 4-1 below outlines the steps as well as the interval for how often the various components of training need to be addressed.

Table 4-1 - Training Requirement Interval

Step Number	Training/Competency Requirement	Vendor	Interval
1	Track Inspection Guidelines Course	Metrolinx Sandy Cooke Railway Training Solutions (SCRTS)	3 Years
2	Track Inspection Qualification Evaluation	Metrolinx/External Contractor	3 Years
3	Track Inspector Annual Evaluation	Metrolinx/External Contractor	1 Year
4	Track Inspection Qualification Portal	Metrolinx/External Contractor	1 Year

- 4.5.1.4 Additionally, the TIG Course must include Continuous Welded Rail training, as a majority of Metrolinx-owned rail is comprised of Continuous Welded Rail. For employees transferring companies, while valid in TIG competency and qualification, the credentials will remain valid. Metrolinx recommends re-certifying individuals within 6 months and requiring re-qualification within 6 months.
- 4.5.1.5 For programs offered through Metrolinx University, no action is required by the employee or manager as part of tracking attendance. For external courses, or courses offered by the business unit, the following process must be followed:
- a) **External Training** - For courses offered through Metrolinx Human Resources (HR) External Training program, it is the Employee's responsibility to ensure proof of completion is stored in the Employee Self-Service Skills and Qualifications.
 - b) **Business Unit Courses** - Any course offered by the business unit to its employees must be sent to HR for tracking in Metrolinx University (for internal Metrolinx employees).
- 4.6 **Movement over Rail Breaks (MORB) Training**
- 4.6.1 Movement Over Rail Breaks Training is also considered a requirement under Rules Respecting Track Safety. Training and competency requirements for Movement Over Rail Breaks are outlined below.
- 4.6.2 At Metrolinx, an employee will be deemed competent in the supervision of Movements Over Rail Breaks once they have attended and passed a four-hour Movement Over Rail Breaks course and completed the Movement Over Rail Breaks Evaluation with an 80% or higher passing grade. To be deemed competent to perform supervised Movements Over Rail Breaks, training and certification are required every three (3) years. An annual evaluation must also be completed to ensure that the employees are operating within the parameters and maintaining the knowledge with an 80% or higher passing grade. Only one retest of the annual inspection will be permitted after an initial failure. This retest shall not occur within one month (30 days) of the initial test. If the retest is also failed, the employee must retake and pass the entire Movement over Rail breaks course before becoming eligible for another Evaluation. The score must be entered into the MS Form in the available field.
- 4.6.3 All records of course completion, evaluation and the training's verification must be retained and maintained for all Metrolinx employees as well as External Contractors. Employees must complete the form and upload the date of MORB Certification, as well as the signed copy of their completed Evaluation.
- 4.6.4 Employees must have at least one (1) year of track inspection (including mentoring and onboarding) experience to be considered for MORB qualification status.

4.7 Method of Supervision

- 4.7.1 It is the responsibility of the Supervisor to ensure employees who perform track inspection have the qualifications, skills, and knowledge to do so safely. In addition, Supervisors are required to validate that the work is done properly and in a safe manner. To meet this requirement, all Supervisors must do the following:
- a) Create a schedule of planned work observations for each employee;
 - b) Conduct a work observation of each essential task;
 - c) Record the outcome of that observation, including any coaching actions required; and
 - d) Review the outcome of the observation and any coaching actions with the employee in a timely manner.
- 4.7.2 The Supervisor of an employee who performs track inspections must create a plan for observation for each employee. This plan should include annual Field observation assessments, leveraging the Track Inspection Qualification Evaluation every twelve months at a minimum and should reflect what tasks will be observed and ensure that each essential duty is observed at least once every three years. The plan should include observations that are unplanned from the employee's perspective.
- 4.7.3 The plan should include the following:
- a) The employee's name and position;
 - b) List of essential tasks performed by the employee;
 - c) Time frame for each observation;
 - d) A series of observable behaviours tied to each essential task; and
 - e) A series of questions that can be asked of the employee to validate knowledge.
- 4.7.4 It is the duty of the Supervisor to carry out the work observation. When performing a work observation, the Supervisor must view the essential task being performed without interruption. It is essential Supervisors keep an eye on safe behaviours and adherence to all qualifications, skills, and/or knowledge related to that task. During the observation period, any inconsistent actions or variance from the procedures should be documented.
- 4.7.5 After observing the work for an adequate amount of time, the Hiring Manager or Supervisor can ask a series of clarifying questions to validate their observations or to seek clarity on any actions observed.

4.8 Record and Coaching

- 4.8.1 All observations must be recorded and must include the following:
- a) Employee's name and position;
 - b) Date of the observation;
 - c) Essential duties being observed;
 - d) Series of observable behaviours tied to each essential task from the Track Inspection Qualification Evaluation;
 - e) Series of questions that can be asked of the employee to validate knowledge;

- f) Follow-up questions and answers asked during the observation; and
- g) After the observation is complete, if required, a series of coaching actions must be established for the employee based on the results of the observation.

4.8.2 It is the responsibility of the Supervisor to schedule a meeting between themselves and the employee they observed within two weeks after the observation. During this meeting, all recorded observations must be shared along with any coaching actions identified. The employee and the Supervisor should confirm this meeting took place, and a record of this should be stored in the Employee Self-Service Skills and Qualifications (for internal Metrolinx staff) with a unique name that outlines the date and time the Observation took place.

Note: If a supervisor performed the observation, they must attend the meeting to discuss the results.

5 Instructors and Evaluators

5.1 General Requirements

Table 5-1 - Training Requirements

Requirements	Instructors	Evaluators
Valid TIG Qualification	Required	Required
Knowledge Assessment Passing Grade (Closed Book)	100%	95%
Qualification Evaluation Passing Grade (In-Field)	100%	100%
Valid PTS Certification	Required	Required
Valid CROR Qualification	Required	Required
Valid Continuous Welded Rail (CWR) Qualification	Required	Required
Years of Relevant Job Experience	Five or more years	Five or more years
Minimum Field Experience	Three months within the last twelve months	Three consecutive months within the last six months
TIG Recertification Training and Exam	Every three years	Every three years

5.1.1 Instructor Requirements

5.1.1.1 In-class training, Instructors must adhere to the following qualification requirements:

- a) Instructors must be approved employees of Metrolinx, a Metrolinx-approved contractor or dedicated training vendor;
- b) Instructor trainee must submit a recent copy of their CV to Metrolinx Asset Management and Maintenance - Track for approval;
- c) Instructors must have and maintain a valid PTS certification;
- d) Instructors must have and maintain a valid TIG qualification for a minimum of three years and completed at least one recertification cycle;
- e) Instructor candidates must successfully complete a written knowledge assessment of Track Inspection Guideline and achieve a minimum score of 100%;
- f) Instructor candidates must successfully complete an in-field Qualification Evaluation of Track Inspection Guideline and achieve a minimum score of 100%;
- g) Knowledge and Qualification Evaluations shall be proctored, administered, and evaluated by a Metrolinx Asset Management and Maintenance - Track approved individual or a Metrolinx approved vendor;
- h) Instructors must have a minimum of five years of in-field job experience within the rail construction and/or maintenance sector performing Track Inspection duties; and
- i) Instructors must have working knowledge of all applicable Metrolinx Track Standards.

5.1.2 Evaluator Requirements

5.1.2.1 Evaluators must adhere to the following qualification requirements:

- a) Evaluators must be approved employees of Metrolinx, a Metrolinx-approved contractor or dedicated training vendor;
- b) Evaluator trainee must submit a recent copy of their CV to Metrolinx Asset Management and Maintenance - Track for approval;
- c) Evaluators must have and maintain a valid PTS certification;
- d) Evaluators must have and maintain a valid Track Inspection Guideline qualification for a minimum of three years and have completed at least one recertification cycle;
- e) Evaluator candidates must successfully complete a written knowledge assessment of Track Inspection Guideline and achieve a minimum score of 95%;
- f) Evaluator candidates must successfully complete an in-field Qualification Evaluation of Track Inspection Guideline and achieve a minimum score of 100%;
- g) Evaluators must have a minimum of five years of in-field job experience within the rail construction and/or maintenance sector applying Track Inspection duties;

- h) Knowledge and Qualification Evaluations shall be proctored, administered, and evaluated by a Metrolinx Asset Management and Maintenance - Track approved individual or a Metrolinx approved vendor;
- i) Qualification Evaluation;
- j) Qualified Evaluators must have performed duties for three consecutive months within the last six months in the same role and/or functions applying Track Inspector Guideline duties; and
- k) Evaluators must have working knowledge of all applicable Metrolinx Track Standards.

5.2 Assessment Requirements

5.2.1 Knowledge Assessment Requirements

- a) Instructors and Evaluators must complete a Track Inspection Guideline knowledge assessment;
- b) Knowledge assessments shall be developed, approved, administered, and proctored by Metrolinx;
- c) Individuals must complete the written knowledge assessment(s) in person;
- d) The written knowledge assessment(s) shall be closed book, where individuals are not permitted to consult their own materials or resources;
- e) The necessary passing grade for knowledge assessment(s) is 100% and shall apply to all individuals undertaking knowledge assessment(s) with the intent of becoming an Instructor;
- f) The necessary passing grade for knowledge assessment(s) is 95% and shall apply to all individuals undertaking knowledge assessment(s) with the intent of becoming an Evaluator;
- g) Individuals are permitted a maximum of two attempts at the knowledge assessment. The second attempt at the written knowledge assessment must be completed a minimum of 48 hours and a maximum of 10 business days apart from the initial attempt; and
- h) Individuals who fail to successfully pass the applicable knowledge assessment after two attempts must complete applicable in-class training and receive approval from Metrolinx Asset Management and Maintenance - Track before undertaking the knowledge assessment again.

5.2.2 Qualification Evaluation Requirements

- a) Instructors and Evaluators must complete a Track Inspection Guideline knowledge assessment before undertaking the Qualification Evaluation(s);
- b) Instructors and Evaluators must complete the Track Inspection Guideline Qualification Evaluation in the field;
- c) Qualification Evaluations shall be developed, approved, administered, and proctored by Metrolinx;

- d) The necessary passing grade for Qualification Evaluation(s) is 100% and shall apply to all individuals undertaking Qualification Evaluation(s) with the intent of becoming an Instructor or Evaluator;
- e) Qualification Evaluation forms must be approved by Metrolinx Asset Management and Maintenance - Track;
- f) Individuals are permitted a maximum of two attempts at the Track Inspection Guideline Qualification Evaluation. The second attempt at the Qualification Evaluation must be completed a minimum of one (1) month from the initial attempt to allow for corrective actions to be implemented in the second attempt;
- g) Individuals who fail to successfully pass the Qualification Evaluation after two (2) attempts must complete applicable in-class and/or on-the-job training, apply corrective actions, and receive approval from Metrolinx Asset Management and Maintenance - Track before undertaking the Qualification Evaluation again within a maximum of six (6) months; and
- h) In-field Qualification Evaluations must be completed on Metrolinx territory.

6 Obligations

6.1 General

6.1.1 It is the responsibility of the Supervisor to ensure any worker who accesses the railway and whose activities may affect the safety of railway operations has provided all the required documentation to show that they are TIG qualified.

6.1.2 This verification must happen at least annually, or as required based on incidents, investigations, or audits.

Note: Metrolinx's field audit schedule is not part of this process, but may trigger a need to verify a specific worker or company by the contract owner.

6.1.3 Through the tender process, Track Inspection Qualification Evaluation must be provided to the proponent, and the proponent must show how they have or will meet the requirements as part of the tendering process.

6.1.4 Included in the final Contract with Metrolinx must be a requirement to supply the contract owner with a holistic report on compliance within 5 business days of a request and at least annually.

6.1.4.1 This report must include the list of all personnel who intend to access the right of way and whose activities may affect the safety of railway operations, the method of verification for the knowledge elements, and any expiry dates where applicable. Anyone found to be out of compliance as part of this report must not perform the essential duties until they are back in compliance.

Note: Contractor reporting must meet or exceed the documentation required for Metrolinx internal verification via the Track Inspection Qualification Portal available at: <https://forms.office.com/r/xbhXL4m92j>

6.2 Contractual Obligations

- 6.2.1 It is the responsibility of the contract owner to ensure the final contract language has adequate terms and conditions to leverage penalties or disqualify a company if a worker or workforce fail to comply with the Metrolinx Railway SMS.

6.3 Reporting

- 6.3.1 It is the responsibility of the contract owner to report any contractor who has fallen out of compliance to the Railway SMS Committee within 7 business days of the non-compliance. For individual workers who have fallen out of compliance, a summary of total workers can be shared at the Railway SMS Committee's quarterly meetings.

7 Roles and Responsibilities

- 7.1 The following roles have responsibilities outlined in this procedure:

- a) **Supervisors** with employees who perform any of the essential duties outlined in the Railway SMS Essential Duties List;
- b) **Contract Owners** with Contractors who will perform any essential duties or impact the safe operations of the railway;
- c) **Employees** who perform any of the essential duties outlined in the Railway SMS Essential Duties List;
- d) **Business Units** that provide training outlined in List of Essential Duties;
- e) The following responsibilities outlined in this procedure have been summarized below per role:
 - i) **Supervisors** shall comply with this and other regulatory procedures, ensure employees are qualified, as well as provide adequate guidance and oversight to employees as referenced in 3.4, including completion and application of the Observation plan.
 - ii) **Contract Owners** shall comply with this and other regulatory procedures, as well as Contract documents, provide a holistic report at least annually regarding compliance, report any persons who have fallen out of compliance and identify an action plan.
 - iii) **Employees** shall comply with this and other regulatory procedures, complete training and qualification evaluations to ensure continuous compliance, upload information into the portal, ensure records are auditable and abide by the observation plan created by the Supervisor.

8 Supplementary Documentation

Document
Track Inspection Qualification Evaluation Note: Internal to Metrolinx, provided as needed
Metrolinx Movement Over Rail Breaks (MORB) Evaluation Note: Internal to Metrolinx, provided as needed
Metrolinx RSMS Essential Duties List (SD-014-LST-0002) Note: Internal to Metrolinx, provided as needed
Knowledge Management Procedure (SD-014-PRC-0012) Note: Internal to Metrolinx, provided as needed