

Chicago Transit Authority Final Qualification Practice Test (Sample)

Study Guide



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SAMPLE

Questions

- 1. Is it permitted to wear jumpsuits at any time throughout the year?**
 - A. Yes, anytime**
 - B. No, it is false**
 - C. Only during specific seasons**
 - D. Only during training**
- 2. What does the code 10-84 refer to in CTA communications?**
 - A. Employee sick**
 - B. Fire**
 - C. Repeat message**
 - D. Fare dispute**
- 3. How many rail lines does the CTA operate?**
 - A. Five**
 - B. Six**
 - C. Seven**
 - D. Eight**
- 4. Which channel does the CTA use for public communication?**
 - A. Social media**
 - B. Television advertisements**
 - C. Billboards**
 - D. Radio shows**
- 5. Must a blue long sleeve be worn under a uniform jumpsuit?**
 - A. Yes, always**
 - B. No, it is optional**
 - C. Only during winter**
 - D. No, it is false**

- 6. Which aspect is NOT included in Defusing in customer service?**
- A. Understanding customer's feelings**
 - B. Finding facts**
 - C. Making excuses for poor service**
 - D. Ending on a positive note**
- 7. What does the code 10-61 indicate?**
- A. Employee sick**
 - B. Fire**
 - C. Police assistance needed**
 - D. Employee Injured**
- 8. What should be done if a message gets interrupted?**
- A. Stop communicating altogether**
 - B. Immediately end the transmission**
 - C. Repeat the entire message**
 - D. Start over from the last point acknowledged**
- 9. What does 10-20 ask for in terms of communication?**
- A. Out of service**
 - B. What's your location**
 - C. Message received and understood**
 - D. In service**
- 10. What does the code 10-51 signify in CTA communications?**
- A. Go to location**
 - B. Employee Injured**
 - C. Repeat message**
 - D. Fire**

Answers

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1. B
2. D
3. D
4. A
5. A
6. C
7. D
8. D
9. B
10. A

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Explanations

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1. Is it permitted to wear jumpsuits at any time throughout the year?

A. Yes, anytime

B. No, it is false

C. Only during specific seasons

D. Only during training

The assertion that it is permitted to wear jumpsuits at any time throughout the year is inaccurate. The Chicago Transit Authority has specific uniform and attire policies that dictate when and where certain clothing items, including jumpsuits, can be worn. These policies typically emphasize safety, professionalism, and adherence to established dress codes that vary depending on the context in which an employee is working. In most cases, jumpsuits may be restricted to particular settings, such as during specific tasks that require certain safety gear, or when employees are in training situations where a jumpsuit is deemed appropriate. Therefore, the correct understanding is that there are clear guidelines regarding the wear of jumpsuits, which do not allow for unrestricted use throughout the year.

2. What does the code 10-84 refer to in CTA communications?

A. Employee sick

B. Fire

C. Repeat message

D. Fare dispute

The code 10-84 in CTA communications specifically refers to a "fare dispute." This designation helps streamline communication among transit personnel regarding incidents involving disagreements or issues related to fare collection. By using this code, staff can quickly inform each other about the situation without providing extensive details, allowing for a more efficient response and resolution. Understanding these codes is crucial for ensuring clarity and promptness in communication, which is vital in a transit setting where time and accuracy can have significant implications for operations and customer service.

3. How many rail lines does the CTA operate?

A. Five

B. Six

C. Seven

D. Eight

The Chicago Transit Authority (CTA) operates eight rail lines, which are classified as the 'L' (short for "elevated") lines. These lines serve a critical role in the public transportation network of Chicago, connecting various neighborhoods and facilitating commuter travel to downtown and other key destinations. Each line has a unique color designation and runs on tracks that may be elevated, at street level, or underground. The system's extensive reach and the number of lines help provide efficient transit options for residents and visitors alike, catering to a broad spectrum of transportation needs throughout the city. Understanding the number of rail lines is important for users of the transit system, as it directly relates to the service routes available and the overall accessibility of the CTA's offerings.

4. Which channel does the CTA use for public communication?

- A. Social media**
- B. Television advertisements**
- C. Billboards**
- D. Radio shows**

The Chicago Transit Authority (CTA) primarily uses social media for public communication because it allows for real-time updates and immediate interaction with the public. By leveraging platforms such as Twitter, Facebook, and Instagram, the CTA can efficiently disseminate information regarding service changes, delays, and safety alerts. This method of communication is particularly effective in reaching a broad audience quickly, as many individuals engage with social media regularly. In addition, social media facilitates feedback and engagement, which enhances community connection and responsiveness. People can easily ask questions, report issues, or express concerns, allowing the CTA to maintain an ongoing dialogue with its riders. This interactive aspect is less prevalent in traditional media channels like television, radio, or billboards, which tend to be more static or one-sided in their communication.

5. Must a blue long sleeve be worn under a uniform jumpsuit?

- A. Yes, always**
- B. No, it is optional**
- C. Only during winter**
- D. No, it is false**

The requirement to wear a blue long sleeve under a uniform jumpsuit is rooted in maintaining a professional and consistent appearance among employees. By mandating this attire, the organization ensures that all staff present a unified appearance, which can enhance the overall image of the Chicago Transit Authority. This consistency in uniform not only helps in easy identification of employees by the public but also fosters a sense of teamwork and pride among those who work for the transit system. Additionally, the guideline likely reflects considerations around safety and comfort, as the long sleeve can provide an extra layer of protection against varying weather conditions or while performing certain tasks. Thus, by enforcing this rule, the Chicago Transit Authority promotes both professionalism and practicality in its dress code.

6. Which aspect is NOT included in Defusing in customer service?

- A. Understanding customer's feelings**
- B. Finding facts**
- C. Making excuses for poor service**
- D. Ending on a positive note**

In customer service, defusing a situation involves addressing a customer's concerns and emotions effectively. The correct answer indicates that making excuses for poor service does not contribute to defusing a tense situation. Instead, it often escalates frustration as it can dismiss the customer's experience and feelings. Key aspects of defusing include understanding the customer's feelings, which is essential for demonstrating empathy and validating their concerns. Finding facts helps to clarify the situation and provide accurate information, contributing to a resolution. Ending on a positive note is important as it can leave the customer feeling valued and appreciated, which may improve their overall perception of the service provided. Making excuses detracts from these aspects, as it can seem insincere and may prevent a constructive dialogue that leads to resolution. By focusing on understanding, fact-finding, and positivity, customer service representatives can address issues more effectively and foster a better relationship with the customer.

7. What does the code 10-61 indicate?

- A. Employee sick**
- B. Fire**
- C. Police assistance needed**
- D. Employee Injured**

The code 10-61 is used within the Chicago Transit Authority and similar organizations to signify that an employee has been injured. This code is crucial for quick communication in emergency situations, allowing staff to understand the severity of the situation and respond appropriately. When 10-61 is called, it alerts both on-site personnel and dispatch to take immediate action, such as providing medical assistance and ensuring the safety of the injured employee, as well as managing any potential disruptions caused by the incident. Its usage helps streamline the emergency response process and ensure that appropriate measures are taken swiftly to address the injury. In contrast, the other codes relate to different emergency situations, with each having its specific purpose and context of use in the transit system's operational protocol. This distinction is essential for maintaining effective communication and responses among employees in varying circumstances.

8. What should be done if a message gets interrupted?

- A. Stop communicating altogether
- B. Immediately end the transmission
- C. Repeat the entire message
- D. Start over from the last point acknowledged**

When a message gets interrupted, it is essential to start over from the last point acknowledged because this approach ensures clarity and comprehension. By resuming from the last point that was understood, both the sender and receiver can confirm that the essential parts of the communication have been effectively conveyed, avoiding any potential confusion or misunderstanding that could arise from starting over entirely or repeating the entire message. Starting over from the last acknowledged point allows for a more efficient communication flow, ensuring that only the necessary information is retraced rather than unnecessarily reiterating portions that were already clear. This method respects the time and attention of all parties involved, allowing for a more streamlined and effective exchange of information.

9. What does 10-20 ask for in terms of communication?

- A. Out of service
- B. What's your location**
- C. Message received and understood
- D. In service

The correct response for the question regarding what 10-20 communicates is that it asks for one's location. The term "10-20" is part of a standardized communication code often used in various fields, including transportation and public safety, to streamline communication and ensure clarity among personnel. When someone uses "10-20," they are requesting specific information regarding the current position or location of the person being addressed. This can be critical in ensuring operational efficiency, as knowing the location of personnel can facilitate coordination, improve response times, and enhance overall situational awareness in transit operations. The importance of location in transit systems cannot be understated, as it impacts scheduling, safety, and resource allocation. Therefore, using this code helps reduce ambiguity and ensures that all parties involved are on the same page regarding geographic positioning.

10. What does the code 10-51 signify in CTA communications?

- A. Go to location**
- B. Employee Injured
- C. Repeat message
- D. Fire

The code 10-51 in CTA communications is significant because it directs personnel to go to a specific location. This code is typically used to ensure quick and efficient communication, allowing staff to respond promptly when called upon to a designated area for assistance or action. The use of concise codes like 10-51 helps streamline operations and minimizes confusion during critical situations, which is essential for maintaining safety and order within the transit system. Understanding this code enables employees to respond effectively and follow protocols in various scenarios that may arise during their duties.