



New York City Transit

Notice of Examination

Promotion to Dispatcher (Surface Transportation),
Exam No. 3709

Amended Notice – April 26, 2023

Application Deadline:
January 15, 2023

Type of Test:
Multiple-Choice Test

Application Fee:
\$88.00

Multiple-Choice Test Date:
(subject to change)

Saturday, April 29, 2023 or
Sunday, April 30, 2023

Note: Unless otherwise specified, you will be randomly scheduled to test on one of the dates indicated above.

This Notice of Examination was amended on April 26, 2023 to change the relative weights for the knowledge and abilities components of The Test Section from 63% for the knowledge component and 37% for the abilities component, to 55% for the knowledge component and 45% for the abilities component. This change is due to the job analysis results which dictated these respective weights.

JOB DESCRIPTION

Dispatchers (Surface Transportation), at Assignment Level I, under general supervision, assign Bus Operators to their runs; direct the dispatch and movement of buses within their assigned sector; handle unusual occurrences in service; determine ways to minimize delays; see to the observance of rules and procedures pertaining to bus operations; investigate accidents, unusual occurrences and operational equipment failures; ensure revenue security; keep time records; use computers and handheld electronic devices; prepare reports; and perform related work.

Some of the physical activities performed and environmental conditions experienced by Dispatchers (Surface Transportation) are: using keyboards to make entries into electronic devices; standing outdoors for an extended period of time in all weather conditions; walking between and inspecting parked buses while being alert for the movement of arriving and departing buses; and communicating via radio or telephone with Bus Operators, other Dispatchers and the public during all Dispatcher assignments.

(Continued)

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: December 1, 2022

JOB DESCRIPTION (Continued)

Special Working Conditions: Dispatchers (Surface Transportation) may be required to work various shifts, including nights, Saturdays, Sundays and holidays.

(This brief description does not include all of the duties of this position.)

SALARY

The current minimum salary for Dispatcher (Surface Transportation) is \$76,723 per annum increasing to \$95,904 per annum in the sixth year of service. These rates are subject to change. There are two assignment levels within this class of positions. Promotions will be made to Assignment Level I. After promotion, employees may be assigned to the higher assignment level at the discretion of MTA New York City Transit.

ELIGIBILITY TO TAKE EXAMINATION

This examination is open to each employee of MTA New York City Transit who **on the first date of the multiple-choice test:**

1. Is permanently (not provisionally) employed in or appears on a Preferred List (see Note, below) for the eligible title of Bus Operator; and
2. Is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent incumbents of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

You are responsible for determining whether you meet the eligibility requirements for this examination prior to submitting the Application. If you do not know if you are eligible, check with **your department's Human Resources representative**. You may be given the test before we verify your eligibility. If you are marked "Not Eligible," your application fee will **not** be refunded, and you will **not** receive a score.

This examination is **not** open to employees of MTA Bus Company or MaBSTOA, or to employees of MTA agencies other than MTA New York City Transit.

REQUIREMENTS TO BE PROMOTED

Service Requirement: In order to be eligible for promotion, you must have completed (3) three years of permanent service in the eligible title as indicated in the above "ELIGIBILITY TO TAKE THE EXAMINATION" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Time served prior to a break in service of more than one year will not be credited for eligibility purposes.

Driver License Requirement: At the time of promotion, you must possess a Class B Commercial Driver License (CDL) valid in the State of New York with a passenger endorsement and no restrictions. The Class B CDL with a passenger endorsement must be maintained for the duration of your employment and must not include any restrictions which would preclude the performance of Dispatcher (Surface Transportation) duties. If you have serious moving violations, a license suspension or an accident record, you may be disqualified.

Drug Screening Requirement: You must pass a drug screening in order to be promoted, and if promoted, you will be subject to random drug and alcohol tests for the duration of your employment. Additionally, if you have tested positive on a drug or alcohol test or had a refusal to test during pre-employment or while employed by a Federal DOT-regulated employer during the applicable period, you must have completed the Substance Abuse Professional (SAP) evaluation, referral and education/treatment process required by federal law in order to be promoted to this safety-sensitive position.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: December 1, 2022

HOW TO SUBMIT AN APPLICATION

If you believe you meet the requirements in the “Eligibility to Take Examination” section, you may submit an application during the application period. The MTA Exam Information Center, located in the lobby of 180 Livingston Street, Brooklyn, NY 11201, is currently closed. If you believe you have a special circumstance (e.g., a disability, military duty) that prevents you from applying as instructed below, please refer to the Special Circumstances Guide referenced in the “Special Arrangements” section below. Applications will **not** be accepted in person.

Online Applications:

1. If you are an active MTA employee, apply using the “BSC” employee portal at www.mymta.info by the last day of the application period (non-active MTA employees and applicants requesting a fee waiver must email us by the last day of the application period at examsunit@nyct.com for application instructions). **Note:** The application system may not function properly with mobile devices or tablets. For best results when applying, please use the latest version of Microsoft Edge, open a new window, and avoid having multiple tabs open in the same window.
2. Once you have logged in, click on the My Job Search ribbon and then click on Exams (non-Railroad).
3. Follow the steps to submit an application.
4. Active MTA employees must pay the application fee via payroll deduction.
5. A confirmation number will appear on the same page after submitting your application and authorizing a payroll deduction. (Save this number for future reference.)

IMPORTANT: Your application submission confirms that you have read this Notice of Examination, including any dates and the requirements.

Application Fee: This fee is generally not refundable. Under special circumstances, you may be entitled to a refund. Please refer to the Department of Citywide Administrative Services (“DCAS”) General Exam Regulation E.3.4 to determine if you are entitled to a refund. Please visit http://web.mta.info/nyct/hr/forms_instructions.htm to access the DCAS General Exam Regulations online. Application fee refund requests, along with any relevant supporting documentation, should be emailed to examsmakeups@nyct.com or mailed to the address in the “Correspondence” section below.

ADMISSION LETTER

An Admission Letter will be mailed to you about 10 days before the first date of the competitive multiple-choice test. If you do not receive an Admission Letter at least 4 days before this date, you must email a request for a duplicate Admission Letter to examsunit@nyct.com. A paper copy of the Admission Letter is your ticket for admission to the test.

Applicants **must** keep their mailing address **up to date**. Please refer to the “Correspondence” section below for instructions on how to update your address and other contact information.

THE TEST

The test will consist of a competitive multiple-choice test with a job knowledge section and a job abilities section. Each section is being weighted based on their importance to the overall job. Your score on the job knowledge section will comprise 55% of your multiple-choice test score and your score on the job abilities section will comprise 45% of your multiple-choice test score. A score of at least 70% is required on each section to receive a passing score on the test. If you receive a passing score on the job knowledge section and on the job abilities section, your percentage score from each section will be added together to determine your multiple-choice test score.

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READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: December 1, 2022

THE TEST (Continued)

Your score on the competitive multiple-choice test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test in order to have your seniority credited. Your seniority score will be 70 plus ½ point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services, in competitive class titles. Your service will be credited through the date of the test up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

Veterans' or Disabled Veterans' Credit will be granted only to eligible passing candidates who request that they be applied. Veterans' or Disabled Veterans' Credit should be requested at the time of application, but must be requested before the date the eligible list is established. Claims for Veterans' or Disabled Veterans' Credit cannot be made once the eligible list is established.

The competitive multiple-choice test may include questions on the following knowledge areas and abilities:

Job Knowledge Section:

- Knowledge of the rules, regulations and procedures as they pertain to governing the timely, safe and efficient operation of buses
 - *Example:* Informing a Bus Operator of the proper uniform in the winter months
- Knowledge of the basic requirements of Article 19-A of the Vehicle and Traffic Law as they pertain to Bus Operators maintaining their Driver Licenses
 - *Example:* Informing a Bus Operator that they cannot operate in customer service due to an Article 19-A violation
- Knowledge of the general MTA New York City Transit rules and regulations
 - *Example:* Informing a Bus Operator about a sick leave policy

Job Abilities Section:

- Decisiveness - Readiness to make decisions, render judgments, take action, or commit oneself
 - *Example:* Making a quick but measured decision related to bus reroutes
- Initiative - Active attempts to influence events to achieve goals, self-starting rather than passive acceptance. Taking action to achieve goals beyond those called for, originating action
 - *Example:* Taking action on a road incident before needing to be told what to do
- Leadership - The ability to influence, motivate, and inspire employees
 - *Example:* Providing words of encouragement to a Bus Operator

TEST ADMINISTRATION GUIDELINES

Warning: You are not permitted to enter the test site with cellular phones, smart watches, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are permitted; however, they must be hand-held, battery or solar powered, numeric only. Calculators with functions **other than** addition, subtraction, multiplication and division **are prohibited**. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices in the building at any time before, during or after the test, you may **not** receive your test results, your test score may be nullified, and your application fee will **not** be refunded.

Social Distancing and other safety protocols, **including the wearing of masks**, will be required during the administration of the test. Further details will be provided on your Admission Letter.

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READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: December 1, 2022

TEST ADMINISTRATION GUIDELINES (Continued)

You may not have any other person, including children, present with you while you are being processed for or taking the test and no one may wait for you inside of the test site while you are taking the test.

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, State issued identification card, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, IDNYC, Employer ID with photo, or Student ID with photo.

Leaving: You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

THE TEST RESULTS

If you pass the competitive multiple-choice test and are marked eligible, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for promotion when your name is reached on the eligible list.

ADDITIONAL INFORMATION

Training: You may be required to undergo a formalized training course during your probationary period. Failure to successfully complete the training course may result in termination or returned to your previously held permanent title.

SPECIAL ARRANGEMENTS

Late Applications: Refer to the "Correspondence" section below to contact the Examinations Unit to determine the procedure for submitting a late application if you meet one of the following conditions:

1. You are absent from work for at least one-half of the application period and are unable to apply for reasons such as vacation, sick leave or military duty; or
2. You become eligible after the above application period, but before the first test date.

Special Test Accommodations: If you plan to request an alternate test date due to your religious observance or special testing accommodations due to disability, please follow the instructions included in the Special Circumstances Guide, which is accessible online at http://web.mta.info/nyct/hr/forms_instructions.htm and will be attached to this Notice of Examination during the application period. An alternate test date due to religious observance must be requested no later than 15 days prior to the date on which multiple-choice testing is expected to begin. Special testing accommodations due to disability must be requested no later than 30 days prior to the date on which multiple-choice testing is expected to begin.

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READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: December 1, 2022

SPECIAL ARRANGEMENTS (Continued)

Make-Up Tests: You may apply for a make-up test if you cannot take the multiple-choice test as scheduled for any of the following reasons:

1. Compulsory attendance before a public body; or
2. On-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
3. Absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child, or child of a domestic partner where you are an officer or employee of the City; or
4. Absence due to ordered military duty; or
5. A clear error for which MTA New York City Transit is responsible; or
6. A temporary disability, pregnancy-related, or child-birth related condition preventing you from taking the test.

To request a make-up test, submit your request with documentation of the special circumstances that caused you to miss your test (as attachments) by email to examsmakeups@nyct.com or by mail to the address in the "Correspondence" section below as soon as possible.

CORRESPONDENCE

Change of Contact Information: It is critical that you keep your contact information (i.e., telephone number, mailing address and/or email address) current with MTA New York City Transit. You may miss important information about your exam(s) or consideration for appointment or promotion, including important information that may require a response from you by a specified deadline, if we do not have your correct contact information. To update your contact information, you may:

1. Email us at examsunit@nyct.com with the subject "Contact Info Update;" or
2. Mail your request to the address at the end of this section.

Your request must include your full name, exam title(s), exam number(s) and your old and new telephone numbers, mailing and/or email address. **MTA employees must also visit the employee portal at www.mymta.info to update their contact information through the MTA Business Service Center (BSC).**

All other correspondence should be sent to examsunit@nyct.com and must include "Promotion to Dispatcher (Surface Transportation), Exam No. 3709" in the Subject. Alternatively, you can mail your correspondence to the following address:

Promotion to Dispatcher (Surface Transportation), Exam No. 3709
MTA New York City Transit
180 Livingston Street, Room 4070
Brooklyn, NY 11201

PENALTY FOR MISREPRESENTATION

Any intentional misrepresentation on the application or examination may result in disqualification, even after promotion, and may result in criminal prosecution.