



MaBSTOA

Manhattan and Bronx Surface Transit Operating Authority

Notice of Examination

**Promotion to Dispatcher (Surface Transportation)
Exam No. 3208**

Second Amended Notice – April 26, 2023

Application Deadline:
October 20, 2022

Type of Test:
Multiple-Choice Test

Application Fee:
\$88.00

Multiple-Choice Test Date:
(subject to change)
Saturday, February 11, 2023 or
Sunday, February 12, 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. These weights were reflected correctly on the exam.

JOB DESCRIPTION

Dispatchers (Surface Transportation), assign Bus Operators to their runs; direct the dispatch and movement of buses within the assigned sector; handle unusual occurrences in service, and determine ways to minimize delays; ensure the observance of rules and procedures pertaining to bus operations; make computations relative to bus schedules, earned pay hours and leave allowances; investigate accidents, unusual occurrences and operational equipment failures; ensure revenue security; keep time records; prepare reports; communicate via radio or telephone with Bus Operators, other Dispatchers, management and the public. They also operate Authority vehicles on the road or in the yards, when required, and perform related work.

Some of the physical activities performed by Dispatchers and environmental conditions experienced are: using a keyboard to make entries into a computer; 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.

(Continued)

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: October 6, 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.

ELIGIBILITY TO TAKE EXAMINATION

This examination is open to each employee of MaBSTOA who **on the first date of the multiple-choice test** is

1. employed in the title of MaBSTOA Bus Operator or Transit Support Coordinator and
2. is not otherwise ineligible.

You are responsible for determining whether you meet the eligibility requirements for this examination prior to submitting the application. 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 New York City Transit or MTA Bus Company, or to employees of MTA agencies other than MaBSTOA.

REQUIREMENTS TO BE PROMOTED

Service Requirement: To be promoted from the eligible list resulting from this examination, you must have completed three years in the eligible title as indicated in the "Eligibility to Take Examination" section above. Time served prior to a break of more than one year will not be credited for eligibility purposes.

Pre-Promotional Evaluation: All promotions are subject to pre-promotional evaluations.

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 that would preclude the performance of Dispatcher (Surface Transportation) duties.

Medical Requirement: Medical guidelines have been established for the position Dispatcher (Surface Transportation). Candidates will be examined to determine whether they can perform the essential functions of the position. Where appropriate, a reasonable accommodation will be provided for a person with a disability to enable such person to take the examination and/or perform the essential functions of the job.

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.

Residency: New York City residency is not required for this position.

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READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: October 6, 2022

REQUIREMENTS TO BE PROMOTED (Continued)

English Requirement: You must be able to understand and be understood in English to perform the duties and responsibilities of the position.

Proof of Identity: Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with New York City Transit/MaBSTOA.

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 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.

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THE TEST

You will be given a multiple-choice test. The test will consist of a 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.

Your score on the multiple-choice test will determine 90% of your final score. Your seniority will determine the remaining 10%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus 3 points for each year of service in MaBSTOA up to a maximum total of 100 for 10 years of service. Your service will be credited through the first date of the multiple-choice test, up to a maximum of 10 years. Partial seniority will be given for each day served as a MaBSTOA employee.

You will be scheduled to take the test on one of the dates listed in the above "Test Date" box. You will be assigned to a test date and location, and you cannot request that your scheduled test date or location be changed, unless you meet the conditions in the "Special Arrangements" section below.

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

- **Bus Operations:** Knowledge of the rules, regulations and procedures as they pertain to governing the timely, safe and efficient operation of buses
 - Example: *Recalling the steps of a pre-trip inspection*
- **Vehicle and Traffic Laws:** Knowledge of the basic requirements of 19-A Vehicle and Traffic Law as they pertain to Bus Operators maintaining their Driver Licenses
 - Example: *Understanding the different types of signs used for construction and detours*
- **Rules and Regulations:** Knowledge of the general MTA New York City Transit rules and regulations
 - Example: *Informing subordinates of workplace policies regarding time-off request*
- **Decisiveness:** Readiness to make decisions, render judgments, take action, or commit oneself
 - Example: *Deciding which assignments are high priority and should be completed as soon as possible*
- **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 to do so*
- **Leadership:** The ability to influence, motivate, and inspire employees
 - Example: *Providing words of encouragement to a Bus Operator*

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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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.

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.

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.

Proof of Identity: You must present your MTA employee ID when you arrive to take the test.

THE TEST RESULTS

If you pass the 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.

Probationary Period: You will be required to successfully complete a one-year probationary period. If you do not successfully complete the probationary period, you may be returned to your former title at the discretion of MaBSTOA.

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.

(Continued)

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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SPECIAL ARRANGEMENTS (Continued)

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.

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. 3208” in the Subject. Alternatively, you can mail your correspondence to the following address:

Promotion to Dispatcher (Surface Transportation), Exam No. 3208
MTA New York City Transit
180 Livingston Street, Room 4070
Brooklyn, NY 11201

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PENALTY FOR MISREPRESENTATION

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

MaBSTOA is an Equal Opportunity Employer and welcomes applications from all qualified persons. The General Examination Regulations of the Department of Citywide Administrative Services are accessible through our website at http://web.mta.info/nyct/hr/forms_instructions.htm

The list resulting from this examination will be based strictly on examination ratings attained by candidates through their test scores and seniority ratings, as described above.

NYCT/MaBSTOA/MTA Bus Co. Personnel Testing, Selection and Classifications Unit
Title Code No. M2719

Application Period Opened: October 6, 2022