



Bus Company

Notice of Examination

Promotion to Dispatcher, Exam No. 4407

Amended Notice – February 7, 2024

Application Deadline:

March 15, 2024

Type of Test:

Multiple-Choice Test

Application Fee:

\$88.00

Multiple-Choice Test Date(s):

(subject to change)

Saturday, June 1, 2024 or

Sunday, June 2, 2024

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 February 7, 2024 to update the address in the “Correspondence” section.

JOB DESCRIPTION

Dispatchers, under general supervision, assign bus operators to their runs; direct the dispatch and movement of buses within an assigned territory; handle unusual occurrences in service; determine ways to minimize delays incidental to bus operations; make computations relative to bus schedules; investigate accidents, unusual occurrences and equipment failures; keep time records; prepare reports; and communicate via radio. When required, Dispatchers operate MTA Bus Company vehicles on the road or in the yards; and perform related work.

Special Working Conditions: Dispatchers 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 in the bargaining unit represented by the Transit Supervisors Organization, Local 106 is \$37.32 per hour increasing to \$43.39 per hour in the sixth year of service. The current minimum salary for Dispatcher in the bargaining unit represented by the Amalgamated Transit Union, Local 1179 is \$42.08 per hour increasing to \$46.76 per hour in the third year of service. These rates are subject to change. MTA Bus Company will determine the bargaining unit to which newly promoted Dispatchers will be assigned.

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Application Period Opened: February 1, 2024

ELIGIBILITY TO TAKE EXAMINATION

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

1. is employed in the title of Bus Operator; 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 MaBSTOA, or to employees of MTA agencies other than MTA Bus Company.

THE TEST

You will be given a multiple-choice test. A score of at least 70% is required to pass the multiple-choice test.

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 Test Accommodations" subsection below.

Your score on the multiple-choice test will determine 85% of your final score. Your seniority will determine the remaining 15%. 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 MTA Bus Company or one of the private bus companies consolidated under MTA Bus Company to a maximum of 100 for 10 years or more of eligible service. Partial seniority credit will be given for each day served as an MTA Bus Company employee. Time serviced prior to a break in service of more than one year will not be credited.

The multiple-choice test may measure your knowledge, skills and abilities in the following and other related areas:

- **Rules and Regulations:** 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*
- **Bus Operation:** Knowledge of the procedures governing the assignment of Bus Operators to scheduled bus runs, and of the rules, contracts, and procedures that govern the supervision of Bus Operators
 - Example: *Informing subordinates of workplace policies regarding time-off requests*
- **Number Facility:** Ability to make computations related to bus schedules, earned pay hours, and leave allowances
 - Example: *Calculating the time it takes to get from one location to another based on the bus schedule*
- **Judgment:** Ability to follow mandated procedures and exercise good judgment in the event of accidents, crimes, illnesses, or other emergencies or unusual occurrences
 - Example: *Determining which assignments are high priority and should be completed as soon as possible*
- **Forms and Records:** Knowledge of proper record keeping procedures, including a knowledge of forms most commonly used by Dispatchers
 - Example: *Completing a report based on an incident you observed on the road*

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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. 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 Test Accommodations” subsection below. Applications will **not** be accepted in person.

Online Applications:

1. If you are an active MTA employee, apply using the MTA Business Service Center (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.

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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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, parent-in-law, 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; or
7. Pregnancy, childbirth or a related medical condition.

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 Bus employees must also visit the employee portal at www.mymta.info to update their contact information through the “BSC.”**

All other correspondence should be sent to examsunit@nyct.com and must include “Promotion to Dispatcher, Exam No. 4407” in the Subject. Alternatively, you can mail your correspondence to the following address:

Promotion to Dispatcher (MTA Bus), Exam No. 4407
MTA New York City Transit
149 Pierrepont Street
Brooklyn, NY 11201
Attn: Exam Administration, 3rd Floor, Room 3.600

TEST SITE REQUIREMENTS

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 above for instructions on how to update your address and other contact information.

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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.

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.

Vacancies at the Far Rockaway and John F. Kennedy depots will be filled through the canvassing of eligible candidates employed at either depot in list order. Vacancies at the Baisley Park, College Point, Eastchester, LaGuardia, Yonkers and Spring Creek depots will be filled through the canvassing of eligible candidates employed at any one of those locations in list order.

All promotions are subject to pre-promotion evaluations. Eligibility will be verified before the eligible lists are established. The names of applicants who do not meet eligibility requirements will not be placed on the eligible lists regardless of their written test scores. The eligible lists resulting from this exam will remain active for a maximum of 4 years from the date it is established. MTA Bus Company reserves the right to terminate the lists after one year.

When an eligible list to fill a particular vacancy is exhausted, the MTA Bus Company reserves the right to canvass employees on the remaining eligible lists to fill that vacancy. Employees who accept a position to fill that vacancy will be removed from their respective eligible list.

REQUIREMENTS TO BE PROMOTED

Service Requirement: You must be an active Bus Operator at MTA Bus Company at the time of promotion. In addition, you must have served a minimum of 3 years as a Bus Operator at MTA Bus Company or one of the private bus companies consolidated under the MTA Bus Company to be eligible for promotion.

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

Drug Screening Requirement: You must pass a drug screening in order to be promoted.

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Promotions: Successful completion of this examination does not guarantee promotion. Eligible candidates will be considered for selection in order of list standing. Two separate promotional eligible lists shall be established for this exam as follows:

- 1) List 4411 – Promotion to Dispatcher (JFK and Far Rockaway Depots): This list encompasses positions associated with these depots including, crew, yard, road operations, command center and other associated functions. The Dispatcher position is represented by the Amalgamated Transit Union, Local 1179 at these depots. Only Bus Operators from JFK and Far Rockaway Depots will be eligible for placement on this list.
- 2) List 4412 – Promotion to Dispatcher: This list encompasses all positions in this title other than the positions referenced in Paragraph 1 above this section. These positions are represented by the Transit Supervisors Organization, Local 106. Only Bus Operators from College Point, Baisley Park, LaGuardia, Eastchester, Yonkers and Spring Creek Depots will be eligible for placement on this 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 being returned to your previously held title.

Probationary Period: You will be required to complete a probationary period. If you do not successfully complete the probationary period, you may be terminated or returned to your previously held title.

PENALTY FOR MISREPRESENTATION

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

MTA Bus Company 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: MTA02

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