

## Miscellaneous Practice Test

- 1) The correct form number for a Customer Service Follow Up is :
  - A) DS 34C
  - B) DS 463B
  - C) DS 445
  - D) DS 66R
  
- 2) A Customer Service Follow Up is what color?
  - A) Green
  - B) Blue
  - C) White, Yellow, & Pink triplicate
  - D) White
  
- 3) After investigating a CP1, Supervisor Cooks tries to make contact with the constituent and is unsuccessful. Supervisor Cook's decides to use a Customer Service Follow Up form. Which of the following is not an acceptable place to leave the form?
  - A) Taped to the constituent's front door.
  - B) Posted in the mail room of the building.
  - C) Posted in the vestibule near the buzzers.
  - D) Inside the constituent's mail box.
  
- 4) Which equipment are equipped with GPS Mobile Phones?
  - A) Collection trucks, passenger cars, and spreaders
  - B) Collection trucks, dual bin trucks, spreaders, haulsters, and flow & dumps.
  - C) Collection trucks, dual bin trucks, all spreading equipment, and mechanical brooms.
  - D) Collection trucks, dual bin trucks, and all spreading equipment except haulsters.
  
- 5) True or False? A garage Officer for a given shift must check at least 5 trucks that are going out on the next shift to make sure the GPS is operational.
  - A) True
  - B) False

- 6) Upon doing her morning inspection, Supervisor Rodriguez realizes the GPS in 25DC111 is non-operational. The garage is even on trucks. The proper thing to do is:
- A) Update SCAN and down the truck. Inform the Borough so the route can be cut and run on the 4-12 shift.
  - B) Update SCAN and put out 2 Hand Brooms until IT can fix the phone.
  - C) Update SCAN, inform IT, treat the truck as a working down and put the assigned route out as scheduled.
  - D) Update SCAN, put out 2 Hand Brooms, and divide the ITSAs among the other trucks to ensure the route is cleaned.
- 7) Which of the following is not a legitimate alert form on a GPS Phone?
- A) Accident Form
  - B) Irate Citizen Form
  - C) Obstructed Route Form
  - D) Stuck Truck Form
  - E) Salt Form
- 8) Upon receiving an alert from 25DC-678 D/S Jackson should immediately:
- A) Dispatch a Supervisor to location to investigate and report findings.
  - B) Contact S/Ws via the push-to-talk option on the GPS phone.
  - C) Contact S/Ws using the two way radio.
  - D) Contact the S/Ws via personal cell phone if possible.
- 9) Toughbooks will remain docked in Supervisory vehicles for the duration of the week. True or False?
- A) True
  - B) False
- 10) Who is responsible for assigning a GPS Phone Log to each district?
- A) Borough Superintendent
  - B) District Superintendent
  - C) Borough Operation's Superintendent
  - D) Garage Officer
- 11) What is the correct form number for the GPS Phone Log?
- A) DS 232A
  - B) DS 232B
  - C) DS 232C
  - D) DS 232D

- 12) Who is responsible for checking the accuracy of the GPS Phone Log?
- A) Garage Officer
  - B) District Superintendent
  - C) Borough Operations Superintendent
  - D) Clerk
- 13) Borough Operations Superintendents must ensure that GPS Phones in spreading equipment is checked at least once per week for functionality year round.
- A) True
  - B) False
- 14) Each Borough is assigned how many "Cold Stock Phones" to replace broken phones in their fleet?
- A) 5
  - B) 10
  - C) 20
  - D) 25
- 15) In regards to O.O. 2012-02 Field Force Manager/GPD Phone Manual, which of the following is true?
- A) The District Superintendent and Garage Officer may submit all trouble tickets and Phone Swap Sheets to the IT Help Desk via E-mail
  - B) The District Superintendent must submit all trouble tickets and Phone Swap Sheets to the IT Help Desk via E-mail
  - C) The District Superintendent and Garage Officer may submit all trouble tickets to the IT Help Desk via E-mail. Phone Swap Sheets may only be submitted by the Borough Operations Office.
  - D) Only the Borough Operations Office may submit all trouble tickets and Phone Swap Sheets to the IT Help Desk via E-mail
- 16) Both a Police report and unusual incident (DS 779) must be filled out when a GPS phone is not working. True or False?
- A) True
  - B) False

17) A Ghost Bike is:

- A) A bike that has been thrown out due to horrifying supernatural beliefs.
- B) A bicycle that has been left as a memorial for someone who has passed away, and may be painted white.
- C) Any bicycle that has been stripped down to its frame.
- D) Any bicycle that has been reported to the police department as stolen which DSNY might have taken as part of its derelict bicycle program.

18) Which of the following characteristics does not meet derelict qualifications?

- A) The bicycle is crushed and not usable.
- B) The bicycle has flat tires
- C) The handlebars or pedals are damaged.
- D) The seat and front wheel are missing.

19) After how many days from the tag date will arrangements for the removal of the bicycle be made?

- A) 5 days
- B) 7 days
- C) 10 days
- D) 14 days

20) Who will initiate orders to activate the Snow and Emergency Response Team (SERT)?

- A) Borough Operations Office
- B) Bureau Operations Office
- C) First Deputy Commissioner
- D) Commissioner

## Miscellaneous Practice Test Answer Key

- 1) C
- 2) A
- 3) D
- 4) B
- 5) B
- 6) C
- 7) B
- 8) B
- 9) A
- 10) C
- 11) D
- 12) A
- 13) B
- 14) A
- 15) C
- 16) B
- 17) B
- 18) D
- 19) B
- 20) B

