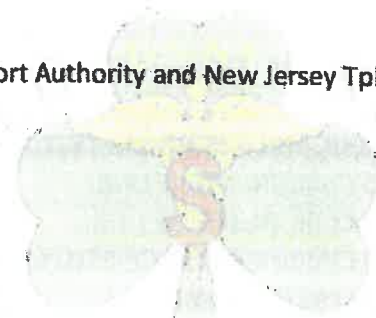


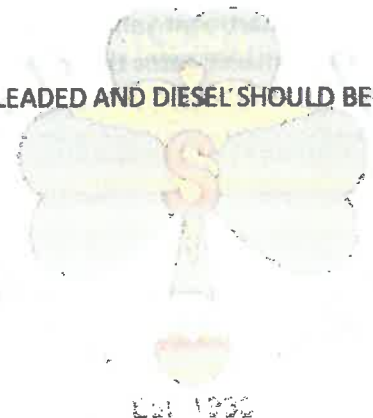
Emerald Society Quiz 2019

- 1) A wrecker will be dispatched to a down truck on the New Jersey Turnpike without receiving prior approval from the turnpike traffic operations center.
A. TRUE
B. FALSE
- 2) Wrecker operators must place two quick disconnect yellow flashing lights on the rear of any towed truck spaced a minimum of:
A. 1 foot apart
B. 2 feet apart
C. 4 feet apart
D. Together
E. None of the above
- 3) When towing front loading trucks (E-Z packs) from New Jersey, which of the following crossings can be used?
A. Holland tunnel
B. Lincoln tunnel
C. George Washington Bridge
D. All of the above
- 4) Towing and service permits are not valid for towing supervisor's vehicles or vans off the New Jersey Turnpike.
A. TRUE
B. FALSE
- 5) The New Jersey Turnpike Authority reserves the right to call a franchise towing company when, in the opinion of the state police, such action is of an emergency nature of when department equipment is not promptly forthcoming.
A. TRUE
B. FALSE
- 6) When trucks are dumping in New Jersey they are to follow the predetermined route to the vendor. The predetermined route utilizes:
A. New Jersey Turnpike
B. Route 80
C. Route 1 and 9
D. All of the above
- 7) All operators of Department vehicles using EZ pass are reminded that at Port Authority and New Jersey Tpk toll plazas without electronic gates the speed limit is:
A. 5 MPH
B. 10 MPH
C. 15 MPH
D. 25 MPH
- 8) Private transfer station workers can assist our operators with hopper control handles and guide our trucks into off loading spots.
A. TRUE
B. FALSE



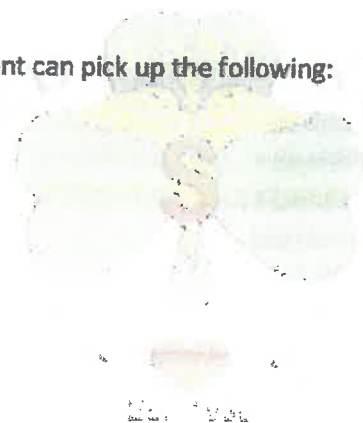
Emerald Society Quiz 2019

- 9) All DSNY vehicles entering and exiting the easement driveway to and from Review Avenue shall do so with extreme caution. All trucks shall exceed 5 MPH in the private driveway and while in the transfer station.
- A. TRUE
B. FALSE
- 10) A certificate of occupancy is not required for non-profit organizations that lease or rent their space.
- A. TRUE
B. FALSE
- 11) If a request for collection service is from a non-profit organization, a notice of assessment statement from the department of finance and /or a letter from another city agency stating that they directly fund them at the address in which they are requesting service is required.
- A. TRUE
B. FALSE
- 12) After a DS 1110 (BCC Request for Collection Service/ Inspection Report) is completed by the collections office, it is then forwarded to:
- A. District for field inspection
B. Corresponding borough office to start service
C. Corresponding borough office to be logged in
D. District superintendent for inspection
- 13) After a DS 1110 is completed at district, the application is then sent to the borough office for the borough Chiefs signature and to start service.
- A. TRUE
B. FALSE
- 14) Due to high winds all Marine Transfer Stations are to secure all barges by doubling up the lines, particular attention to be given to barges outside of the slip.
- A. TRUE
B. FALSE
- 15) WHAT IS THE SALT CAPACITY IN CUBIC YARDS FOR A SPREADER (38AA-212)?
- A. 20
B. 25
C. 16
D. 2
- 16) WHILE CONDUCTING A HOFFMAN TEST THE ALLOWABLE READING FOR UNLEADED AND DIESEL SHOULD BE-?
- A. WITHIN 5 CUBIC IN. ABOVE LINE
B. WITHIN 5 CUBIC IN. BELOW LINE
C. WITHIN 5 CUBIC IN ABOVE OR BELOW LINE
D. MUST BE EXACTLY 5 GALLONS



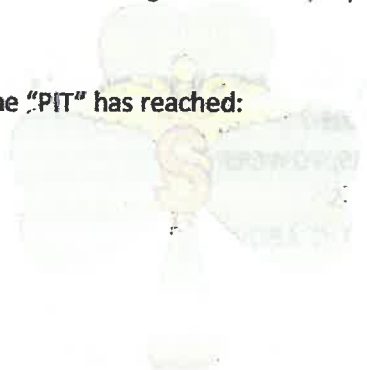
Emerald Society Quiz 2019

- 17) LAST YEAR DURING A SNOW STORM THE COMBINED AMOUNT OF SALT SPREAD ON ONE PARTICULAR SHIFT WAS MEASURED AT 22,000 LBS. WHAT IS THIS TOTAL IN TONS?
- A. 44 TONS
 - B. 2.2 TONS
 - C. 11 TONS
 - D. 220 TONS
- 18) THE MINIMUM DISTANCE A PERSONAL CAR MAY BE PARKED FROM THE FUEL PUMPS IS:
- A. 25'
 - B. 50'
 - C. 75'
 - D. 100'
- 19) IT'S Saturday, October 18, 2018, AND SUPV. IRBY IS THE 8-4 GARAGE FOREMAN. SUPV. IRBY MUST COMPLY WITH OPERATION ORDER 2001-03 RE: EMERGENCY SANDING. SUPV. IRBY SHOULD ORDER G.U. S/W MARTANO TO PERFORM WHICH OF THE FOLLOWING?
- A. CHECK TO SEE IF SPREADERS/HAULSTERS CABS AND WINDOWS ARE CLEAN
 - B. UNLOAD SPREADERS/HAULSTERS WITH THE SAND, WASH. LUBE AND RELOAD WITH SALT
 - C. CHECK TO SEE IF SPREADERS/HAULSTERS ARE FILLED WITH FUEL AND SAND
 - D. UNLOAD SPREADERS/HAULSTERS WITH THE SAND, WASH, LUBE AND RELOAD WITH SAND
- 20) WHAT SUMMONS SHOULD YOU TELL A SUPV. TO ISSUE FOR A ICY SIDEWALK:
- A. S-01
 - B. S-21
 - C. S-18
 - D. H-50
- 21) OFFICER'S WEARING THE BLACK OVERCOAT SHOULD WEAR THEIR BADGES:
- A. LEFT SIDE
 - B. RIGHT SIDE
 - C. NOT BE WORN ON OVERCOAT
 - D. NONE OF THE ABOVE
- 22) THE DEPARTMENT VEHICLE IN AN ACCIDENT IS ALWAYS CONSIDERED VEHICLE # 2
- A. TRUE
 - B. FALSE
- 23) Department personnel when servicing a New York City Agency or Department can pick up the following:
- A. TELEVISIONS
 - B. MONITORS, TOWERS
 - C. KEYBOARDS
 - D. NONE OF THE ABOVE



Emerald Society Quiz 2019

- 24) The Department of Sanitation is responsible to clean which of the following city owned non-landscaped areas?
- A. CENTER MALL TRAFFIC ISLAND
 - B. MEDIANS
 - C. TIRANGLES
 - D. SITTING AREAS
 - E. ALL OF THE ABOVE
- 25) Compressed gas cylinders, tanks and canisters with the valve assembly "intact" can be collected as a recyclable.
- A. TRUE
 - B. FALSE
- 26) When requesting for access to DS facilities the request must be approved in advance by:
- A. Bureau of Legal Affairs
 - B. Borough Chief
 - C. Chief of Bureau Operations Office
 - D. None of the above
- 27) When a person receives approval to interview department personnel they must interview person in:
- A. District Superintendent's office
 - B. Garage office
 - C. Borough office
 - D. Not on Department property
- 28) District Superintendents are responsible for reporting and removal of graffiti on department locations and equipment.
- A. TRUE
 - B. FALSE
- 29) When the graffiti cannot be cleaned on the same shift or touched up the vehicle will be entered as BCCU down in the SCAN System. This vehicle will remain down until the graffiti is addressed. If a situation arises where a district needs a truck that is down for graffiti, that truck:
- A. Cannot be used until graffiti is removed
 - B. Can be used only on baskets
 - C. Can be used as a working down but district must notify BME
 - D. Can be used as a working down but district must notify borough command and borough must notify Equipment Office.
- 30) The Bureau of Building Management must be notified immediately when the "PIT" has reached:
- A. ½ of its capacity
 - B. ¾ of its capacity
 - C. 1/3 of its capacity
 - D. 2/3 of its capacity
 - E. None of the above



Emerald Society Quiz 2019

- 31) Once the compressed gas cylinders, tanks, canisters, propane gas tanks, barbeque tanks, etc. with valve assembly intact has been identified and properly reported, the supervisor will check the location until the tank/cylinder is removed.
- A. Every shift
 - B. Daily
 - C. Weekly
 - D. Not again
 - E. None of the above



ANSWER KEY**REFER TO:**

1	B	DM: New Jersey Turnpike Export Equipment Towing Procedures
2	C	DM: New Jersey Turnpike Export Equipment Towing Procedures
3	C	DM: New Jersey Turnpike Export Equipment Towing Procedures
4	A	DM: New Jersey Turnpike Export Equipment Towing Procedures
5	A	DM: New Jersey Turnpike Export Equipment Towing Procedures
6	D	DM: New Jersey Turnpike Export Equipment Towing Procedures
7	A	DM: Department Vehicles Using E-Z Pass
8	B	DM: Private Transfer Station Safety Concerns
9	B	DM: Entrance to the Waste Management Review Transfer Station
10	A	DM: Procedure for New Collection Service
11	A	DM: Procedure for New Collection Service
12	C	DM: Procedure for New Collection Service
13	B	DM: Procedure for New Collection Service
14	A	DM: High Winds SWM
15	C	SMART Equipment Report
16	C	PAP 2017-02
17	C	Math
18	B	DM: Fuel Pump Security
19	D	DM: Service of Sand Spreaders
20	B	DM: Summons Issuance Alert
21	C	DM: Officer's Raincoat/Overcoat & Bomber Jacket
22	B	General Order 2012-11
23	D	DM: Hazardous Waste Compliance
24	E	DM: Leventhal Agreement
25	B	DM: Compressed Gas Cylinders, Tanks, Canisters, Propane Gas Tanks, Barbeque Tanks, ETC.
26	C	DM: Unauthorized access to D.S Facilities
27	D	DM: Unauthorized access to D.S Facilities
28	B	DM: Procedures for Graffiti Removal
29	D	DM: Procedures for Graffiti Removal
30	D	DM: Floor Drain Oil Separators
31	B	DM: Compressed Gas Cylinders, Tanks, Canisters, Propane Gas Tanks, Barbeque Tanks, ETC.

Sent By/Date: HDQTRSOP 2/22/2019 8:38 AM

Dept Msg #: DM2019-1063

Code: EQ55

Subject: NEW JERSEY TURNPIKE EXPORT EQUIPMENT TOWING PROCEDURES

Message: The New Jersey Turnpike Authority (NJTA) has issued the Department a Towing Permit #1651 and a Tire Service Permit #0425 to tow and change flat/damaged tires on the New Jersey Turnpike. Both permits will be honored and renewed provided the Department follows and adheres to towing and tire service guidelines set by the NJTA.

- All traffic regulations and special regulations for towing service will be observed. (No U-Turns, No standing of wrecker next to down vehicle, No pedestrian crossing of the turnpike, etc.)
- Down equipment will be reported to the DSNY Operations Office by Equipment operators and/or Route Monitor Supervisors by two way radio or toll free # 1 (877) NYC TRASH or 692-8727. The report will include the exact position of the down truck (right lane, shoulder, safety lane, etc.) and if a safety or traffic condition exists.
- DSNY Operations must call the New Jersey Turnpike Traffic Operations Center at 1 (800) 352-4848 and receive permission to dispatch wreckers for down equipment.
- Under no circumstances will a wrecker be dispatched to the New Jersey Turnpike without receiving prior approval from the Turnpike Traffic Operations Center.
- Wreckers must be dispatched immediately as a two hour time limit has been established by the NJTA for towing equipment off the Turnpike.
- Operators of down trucks will show either a copy of the towing permit or the tire service permit when requested by NJTA authorities.
- Wrecker operators must place two quick disconnect yellow flashing lights spaced a minimum of four feet apart on the rear of any towed truck.
- Down equipment will be towed to the nearest exit. Equipment will then be towed to garage facility by using locally approved streets, not the Turnpike.
- Equipment must not be towed through the Holland Tunnel. When towing, only the Lincoln Tunnel or George Washington Bridge will be used. An exception to this is front loading trucks (E-Z Pack) which will only be towed on the George Washington Bridge.
- Towing and tire service permits are not valid for towing Supervisor's vehicles or vans off the New Jersey Turnpike.

VERY IMPORTANT - The NJTA reserves the right to call a franchise towing
===== company when, in the opinion of the State Police,
such action is of an emergency nature or when
Department equipment is not PROMPTLY FORTHCOMING.
=====

Note: An Unusual Incident Report must be promptly filled out by the reporting Officer for all instances of franchise company towing of Department equipment.

Borough Managers, District Superintendents and Supervisors will sign the blotter attesting they have read and understood this message.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 3/11/2019 8:28 AM

Dept Msg #: DM2019-1453

Code: MISC35 (rev 1/29/18)

Subject: DEPARTMENT VEHICLES USING E/Z PASS

Message: All Operators of Department vehicles using E-ZPass are reminded of the following:

- * E-ZPass must be properly affixed to windshield.
- * Operators are to be aware of proper lane usage.
- * At Port Authority and New Jersey Turnpike Toll Plazas without electronic gates the speed limit is 5 MPH. Operators of Department vehicles are NOT to exceed this speed when entering or exiting toll plazas. Speed limit is electronically monitored and recorded. Caution must be exercised.
- * At Triborough Bridge & Tunnel crossing with electronic gates (East River Crossings, etc.). Department vehicles must come to a FULL STOP, obtain a green "go" light, then proceed.
- * Vehicle operators will be held accountable by the Department and any other Enforcement Jurisdiction.
- * Any malfunctions such as gate not raising, or a light advising operator to contact E-ZPass must be immediately reported to Garage Supervisor upon return to garage.
- * In the event a Department E-ZPass is lost or stolen, it must be reported immediately through channels to The Bureau Operations Office. This information must be reported to The Police Department and a complaint number must be included in an Unusual Incident Report (DS779) which must also be forward through channels to Bureau Operations Office. If a lost / stolen E-ZPass is recovered after deactivation it must be forwarded to Bureau Operations Office. For additional information refer to General Order 2017-13.
- * Any summons issued due to a malfunctioning or defective E-ZPass tag must be reported and turned over to an employee's immediate supervisor prior to the end of their shift. The original Summons will be submitted through channels to the Bureau Operations Office, attention CBO. UNDER NO CIRCUMSTANCES SHALL AN EMPLOYEE ATTEMPT TO RESOLVE THE SUMMONS ON THEIR OWN! A copy of the summons will be filed by the borough for reference. Anytime an employee receives a summons an Unusual Incident report (DS779) must be completed.

This order is to be read at all roll calls for Tuesday, March 12, 2019 and posted on all Location Bulletin Boards. In addition, all roll call Supervisors will sign the blotter attesting that the above message was read at roll call.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 2/27/2019 9:58 AM

Dept Msg #: DM2019-1167

Code: MISC1

Subject: PRIVATE TRANSFER STATION SAFETY CONCERNS

Message: The Department Code of Conduct - General Order 2015-03, Rule 5.3 states, "Employees shall not permit any unauthorized use of Department vehicles, premises, equipment, property or supplies".

This order and rule applies to all employees at any private transfer station facility.

- * Under no circumstances is it permissible for our drivers to allow a private transfer station employee to handle or operate any controls on a Department vehicle.
- * Private transfer station workers can assist our operators as guide persons only!!

- * Operators of collection trucks will make every effort to safely lower the vehicle's tailgate inside the facility. If it is not possible to close the tailgate inside the facility, it shall be secured in the immediate area outside the location.
- * The unsafe work practice of leaving the facility with the tailgate in a fully raised dumping position and driving onto a public street is strictly prohibited!!!

- * Drivers of Department collection trucks dumping at a private transfer station facility must visibly check any low overhead obstructions inside and outside the location and make sure there is sufficient height clearance before moving the vehicle.
- * Operators are not to cycle the vehicle hopper while waiting on line.
- * Operators of Department vehicles will obey all Transfer Station safety and traffic regulations.
- * Drivers are to conduct themselves in a courteous and professional manner at the facility.

DRIVING SAFELY IS YOUR RESPONSIBILITY
BE ALERT BEHIND THE WHEEL
THINK!!!

This message is to be posted on all location bulletin boards.

Distribute a copy of this message to all relay personnel.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 3/11/2019 9:07 AM

Dept Msg #: DM2019-1463

Code: MISC141

Subject: ENTRANCE TO THE WASTE MANAGEMENT REVIEW TRANSFER STATION

Message: All DSNY vehicles entering and exiting the easement driveway to and from Review Avenue shall do so with extreme caution. All trucks shall not exceed 5 MPH in the private driveway and while in the transfer station. All vehicles shall come to a complete stop before crossing the railroad tracks leading into and out of the transfer station. In addition, after leaving the facility and approaching Review Avenue, all vehicles MUST come to a complete stop before crossing the sidewalk. After coming to a full stop, proceed onto Review Avenue with caution. Pedestrians use this portion of the sidewalk, therefore, all vehicles must proceed with caution.

This Department message shall be read at all roll calls for Tuesday, March 12, 2019.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 12/28/2018 9:07 AM

Dept Msg #: DM2018-6836

Code: COLL6

Subject: PROCEDURE FOR NEW COLLECTION SERVICE

Message: The following procedures for new refuse and recycling collection service for new housing or non-profit organizations shall be followed:

A resident/developer/non-profit organization can be instructed to contact the Office of Collection/Recycling at 646 885-4830 to receive information and guidance on the Department's procedure on obtaining Department of Sanitation collection service.

The resident/developer/non-profit organization shall send a letter requesting service for a specific address to the Collection Office via fax @ 212 788-3915 or by mail to:

Department of Sanitation
Collection Office, Room 700
125 Worth Street
New York, New York 10013
Att: New Collection Service

This letter must simply state that the applicant is requesting Department of Sanitation collection service for their premises. The name of a contact person and daytime phone number must be included. A copy of the Certificate of Occupancy (C of O) must be attached to the letter (temporary C of O is acceptable). The C of O is needed to generate a log number for the D.S. 1110 (BCC Request for Collection Service/Inspection Report).

If the request is from a non-profit organization, a Notice of Assessment Statement from the Department of Finance and/or a letter from another City Agency stating that they directly fund them at the address in which they are requesting service for is required.

A Certificate of Occupancy is not required for non-profit organizations that lease or rent their space.

After the DS1110 is completed by the Collection Office, it is then forwarded to the corresponding Borough Office to be logged in. The Borough Office will then send the DS1110 to the appropriate district for a field inspection to be completed by the Supervisor in charge of the section where the property is located. After completion, the application is then sent to the Borough Office for the Borough Chiefs signature and then forwarded to the Collection Office for final approval/disapproval by the Chief of Collection.

An "Approval Letter" will then be generated by the Collection Office, and a copy is attached to the yellow (Borough Copy) of the DS1110 and forwarded to the Borough Office where it will be filed. The "pink copy" (District Copy) will be forwarded to the District who must notify the applicant of their correct days of Refuse and Recycling Collection and the exact day when the service will start.

The entire procedure takes approximately 2 weeks from when the initial letter of request is received.

Steven W. Costas
First Deputy Commissioner

Sent By/Date: HDQTRSOP 2/24/2019 11:46 PM

Dept Msg #: DM2019-1091

Code: HIGH WINDS S.W.M. (REV 11/2/18)

Subject: HIGH WINDS S.W.M.

Message: Due to high winds all Marine Transfer Stations are to secure all barges by doubling up the lines, particular attention to be given to barges outside of slip. The Operations Control Office (O.C.O.) will be notified of any unusual occurrences immediately.

Supervisory personnel at landfill and Marine Transfer Stations are to make immediate inspections of all known wind pockets and litter problem areas and will take remedial action where necessary.

All personnel shall pay particular attention scanning landfill terrain & barges for signs of smoke or fires & respond immediately with corrective action.

Steven W. Costas
Acting Commissioner

38AB-001

Condition **Up**

Last Update 03/03/2019 05:37:00

Last Updated By abraithwaite

Type Salt Spreader

License AG639D

Owner QW04

Current Location

VIN # 1M2K195C27K034209

Model Year 2006

Manufacturer MACK/ALLISON/MR688

DEP No.

DEP Exp. Date

Assigned QW04

▼ Equipment Information

In Service Date 01/29/2008

Transponder ID

Cubic Capacity 16

Length 27'10"

Hopper Hgt. 00

Max Speed

Tonnage Capacity 20.4

Width 8'6"

Turn Radius 29'

Tank Cap. 3

Tare Weight 15.6

Height 10'4"

Unit Price 215330

Fuel Type D

Front Tires 3.15/80R15 1200R20 RR

Rear Tires

↓ Action



CW04

55

55

DE

Sent By/Date: HDQTRSOP 1/2/2019 8:32 AM

Dept Msg #: DM2019-0007

Code: EQ80 (REV 1-24-18)

Subject: FUEL PUMP SECURITY

Message: It is critically important that fuel pumps especially unleaded pumps be locked at all times when not in use.

The parking of Department employee's cars within (50) feet of areas where fuel and lubricants are received, dispensed or stored is prohibited, unless in an authorized parking area.

District Superintendents and location Supervisors will ensure only regulation fuel cans are used to transport fuels. This shall require authorization from the location Supervisor and must be noted in the District Operations Book. If any cans, hoses, funnels or other means of siphoning or withdrawing fuel are found, charges are to be preferred.

*AT NO TIME ARE OTHER CITY/FEDERAL AGENCIES PERMITTED TO HAVE A FUEL CAN FILLED AT ANY OF OUR DEPARTMENT LOCATIONS WITHOUT THE CONSENT OF THE ASSISTANT CHIEF OF BUREAU OPERATIONS.

The Bureau Operations office is to be notified immediately upon detection of any act of siphoning or unauthorized withdrawing of fuel. Violators will be subject to disciplinary action which may lead to termination.

For more information refer to P.A.P. 2017-02, Fuel and Lubricant Manual Guidelines.

Drivers from agencies with unofficial license plates and/or unmarked vehicles requesting fuel must show agency issued identification and vehicle identification. When an officer is in doubt as to the status of vehicle ownership (private, city) they will contact the borough for guidance.

District Superintendents and Garage Supervisors must be aware of City/Federal agencies authorized to receive fuel at Department locations (refer to DM2018-0227).

EMPLOYEES FROM OTHER CITY/FEDERAL AGENCIES ARE NOT AUTHORIZED TO DISPENSE FUEL AT DSNY LOCATIONS. FUEL MAY ONLY BE DISPENSED BY DSNY PERSONNEL DIRECTLY INTO THE AUTHORIZED VEHICLE. THIS POLICY MUST BE STRICTLY ENFORCED.

District Superintendents and Garage Supervisors will be held strictly accountable for fuel pump security.

Borough Staff Officers and Chiefs conducting facility inspections will spot check garages for compliance.

Borough Chiefs, Deputy Chiefs, Superintendents and Supervisors will sign the blotter attesting they have read and understand this directive.

Steven W. Costas
First Deputy Commissioner

Sent By/Date: HDQTRSOP 2/14/2019 8:40 AM

Dept Msg #: DM2019-0882

Code: EQ36

Subject: SERVICE OF SAND SPREADERS

Message: All 0800 to 1600 Garage Supervisors are to read and comply with Operations Order 2001-03, Re: Emergency Sand Spreaders.

Sand spreaders and haulsters loaded with sand will be unloaded every Saturday during the 0800 to 1600 shift; washed, serviced and re-loaded with sand.

In districts where sand haulsters must be available to correct conditions on bridges and/or roadways with weight restrictions, BOTH a haulster and a spreader will be serviced and re-loaded. ====

Where possible spreaders and haulsters will be rotated to utilize all equipment.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 3/2/2019 12:33 PM

Dept Msg #: DM2019-1271

Code: SNOW94

Subject: SUMMONS ISSUANCE FOR ALERT # 11, CONDITION # 16, STORM # 7

Message: The official end date/time for frozen precipitation:
Saturday, March 2, 2019 at 1100 hours.

Summonses for failure to remove snow and ice may be issued as of 1500 hours
Today, Saturday, March 2, 2019.

Military Time is not to be used for writing ECB Summonses.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 1/7/2019 9:05 AM

Dept Msg #: DM2019-0140

Code: MISC69 (rev 9/5/18)

Subject: OFFICER'S RAINCOAT/OVERCOAT AND BOMBER JACKETS

Message: In accordance with Uniform Order GO #2007-08, the black trench coat has become a required part of the officers uniform. The officer titles required to have the coat are Supervisor through General Superintendent Level V.

The coat is a black trench coat with a zip out liner manufactured by London Fog and Newport Harbor. The coat may be worn with both the Class A or every day uniform. The approximate cost of the coat is \$150. The actual cost will be set by the distributor. The current distributors are:

Varsity Army & Navy
1239 Castle Hill Avenue
Bronx NY 10462
718-828-4742

Mac's Uniforms
1984 Flatbush Avenue
Brooklyn, NY, 11234
(718) 377-5127/5171

Uniform by Park Coats
790 Third Avenue C/O 27th St
Brooklyn NY 11232
718-499-1182

In addition, Uniform Order GO # 2007-08 states rank insignias are to be placed on shoulder mortar boards and the proper placement on the epaulets of the coat. Also, it indicates that location brass shall be worn on the collar.

Mortar boards are currently available at the following uniform retailers:

- * Uniforms by Park Coats
- * Varsity

Note: Officer Bomber Jackets can be purchased from the following Official Department Suppliers:

Varsity Army & Navy
1279 Castle Hill Avenue
Bronx NY 10462
718-828-4742

Mac's Uniforms
1984 Flatbush Ave
Brooklyn, N.Y. 11234
(718) 377-5127/5171

Uniform by Park Coats
790 Third Avenue C/O 27th St
Brooklyn NY 11232
718-499-1182

All officers shall sign the daily blotter attesting they have read and understand the contents of this order.

Borough Chiefs/Unit heads will monitor their locations for compliance with this directive and make it part of the annual uniform inspection as outlined in General Order 2007-08.

Steven W. Costas
First Deputy Commissioner

Sent By/Date: HDQTRSOP 2/26/2019 8:43 AM

Dept Msg #: DM2019-1138

Code: COLL5 (REV 1/31/19)

Subject: HAZARDOUS WASTE COMPLIANCE

Message: WASTE LIGHT BULBS, TELEVISIONS AND COMPUTERS FROM CITY AGENCIES AND
DEPARTMENTS: HAZARDOUS WASTE COMPLIANCE

=====

New York City Law Department has issued the following instructions to the
Department:

Department personnel shall NOT collect certain discarded light bulbs, televisions or computers from any New York City Agency or Department due to the presence of lead, mercury, and other regulated substances in such waste. This collection prohibition shall apply to all New York City Office Buildings, Public School Buildings, NYPD Precincts, FDNY Firehouses, Court Houses and other buildings that house a City Agency or department. All agencies have been informed by the Law Department that certain light bulbs, as well as televisions and computers from such work locations are not to be discarded with regular refuse. If prohibited materials are placed out for collection, field officers shall inform the City Agency or Department that they must utilize a private electronics recycling vendor for disposal. The Department of Citywide Administrative Services (DCAS) has a contract for this purpose, as do a number of other agencies.

The type of light bulbs that this directive applies to are fluorescent, neon, high intensity discharge, mercury vapor, high pressure sodium, and metal halide lamps. This directive does not apply to ordinary household-type incandescent light bulbs. All types of televisions are included. Computer waste shall include all monitors, towers, CPUs (central processing units), keyboards, modems, printers, scanners, and laptops.

Department personnel will continue to collect discarded light bulbs ONLY from residential households.

NOTE:

As of December 5, 2018, electronic waste is only collected curbside in Staten Island, Brooklyn North, Brooklyn South, and Queens West by appointment only through 311 or via website:

<https://www1.nyc.gov/assets/dsny/site/contact/e-waste-pickup-request>

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 2/25/2019 2:02 PM

Dept Msg #: DM2019-1123

Code: MON1H (rev 11/24/17)

Subject: LEVENTHAL AGREEMENT

Message: All District Superintendents and District Field Supervisors are responsible for monitoring all aspects of street cleaning in their district, in addition to monitoring the primary issues such as street cleanliness, baskets, drop offs, dump-outs etc. All field officers are reminded of the additional responsibilities assigned to DSNY by the Leventhal Agreement.

The Leventhal Agreement states in section III-A:

- 1- The Department of Sanitation shall clean the following City-owned properties: UNLANDSCAPED (refer to section II Part A definitions) center malls traffic islands, medians, triangles and sitting areas; underpasses; overpasses; safety zones; step streets; throw-out areas at the end of dead-end streets; and pedestrian walkways, and/or other strips of City-owned property adjacent to City streets, (except as limited by III.A.2). Tree pits located on unlandscaped center malls, medians, etc., shall also be cleaned by the Department of Sanitation. Vacant lots are currently cleaned by and are the responsibility of the Department of Sanitation's Vacant Lots Program and are therefore not addressed within the context of this directive.
- 2- Responsibility for cleaning alongside subways, railways and developed properties belonging to governmental bodies or agencies (including those of the City) resides with the agency having jurisdiction for that property. When cleaning is not performed, the Department of Sanitation, consistent with its Charter and Code authority, shall seek compliance from these agencies.
- 3- Responsibility for snow removal on arterial highways shall remain with the Department of Sanitation as it is currently assigned.

All District Superintendents and Supervisors will read this directive and sign the daily blotter attesting that they have read and understand it.

Borough Chiefs and their staffs shall discuss the contents of this message at the next weekly staff meeting with their District Superintendents.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 10/30/2017 9:50 AM

Dept Msg #: DM2017-5829

Code: RECY10 (REV 2/24/17)

Subject: COMPRESSED GAS CYLINDERS, TANKS, CANISTERS, PROPANE GAS TANKS, BARBEQUE TANKS, ETC.

Message: Compressed gas cylinders, tanks, canisters, propane gas tanks, barbecue tanks, etc., which have the valve assembly at the top of the tank clearly removed (indicating that there is no gas remaining inside the canister) may be collected as a recyclable.

Compressed gas cylinders, tanks and canisters with the valve assembly "intact" ARE NOT to be collected under any circumstances. Employees should follow these guidelines.

- 1- If a compressed gas cylinder, tank, canister, propane gas tank, barbecue tank, etc., which has the valve assembly intact, is observed, the employee should notify his/her Supervisor of the EXACT LOCATION where it was observed.
- 2- If the tank is located in front of a residence the Supervisor will inform the owner that the tank must be returned to a vendor. Vendors may be located in the telephone directory.
- 3- If a compressed gas cylinder, tank, canister, propane gas tank, barbecue tank, etc., with the valve assembly intact is located on a vacant lot or discarded as a drop off, and the owner cannot be identified, the Supervisor will notify Operations, through channels, of the EXACT LOCATION of the tank. Operations will then notify the Fire Department Operations and make arrangements for the removal of the tanks.
- 4- Once the Compressed gas cylinders, tanks, canisters, propane gas tanks, barbecue tanks, etc., with the valve assembly "intact" has been identified and properly reported, the Supervisor will check the location DAILY until the tank/cylinder is removed.

DSNY PERSONNEL ARE STRICTLY PROHIBITED FROM ACCEPTING ANY COMPRESSED GAS CYLINDERS, TANKS OR CANISTERS WITH THE VALVE ASSEMBLY INTACT FOR STORAGE AT ANY DSNY LOCATION.

Civilian calls regarding discarded compressed gas cylinders, tanks, canisters, propane gas tanks, barbecue tanks, etc., should be directed to the NYC Citizens Service Center at 3-1-1 for proper removal.

Any questions regarding this message are to be directed, through channels, to Operations at (646) 885-4857 or (646) 885-4860 for further clarification.

This Department Message shall be read at all remaining roll calls for Monday, October 30, 2017 and posted on all location bulletin boards. In addition, all roll call Supervisors will sign the blotter attesting that the above message was read at roll call.

Steven W. Costas
First Deputy Commissioner

Sent By/Date: HDQTRSOP 2/25/2019 8:10 AM

Dept Msg #: DM2019-1105

Code: FACILITY2 (REV 11/2/15)

Subject: UNAUTHORIZED ACCESS TO D.S. FACILITIES

Message: As referenced in General Order 2010-15, employees shall only use Department Facilities and/or property when authorized and only for AUTHORIZED DEPARTMENT PURPOSES.
=====

All requests for access to D.S. Facilities must be approved in advance by the Chief of Bureau Operations Office. D.S. policy prohibits the use of its facilities for solicitation, financial transactions, etc. Anyone claiming to have prior permission must still be referred to the Borough Chief through channels to verify that prior approval has been granted.

Anyone interested in interviewing Department personnel are to be informed that they can not do so without prior approval from Operations and that they cannot interrupt our daily work effort but may speak to personnel before or after work hours or during lunch periods. This interview can not take place on Department property.

If said person refuses to abide by the order, police assistance may be requested to remove said person from our premises.

The following established procedure will be adhered to when an individual request to interview or enter facilities without prior Department authorization:

No person or vehicle is authorized on Department locations without proper authorization.

The garage officer or location Supervisor will courteously inform the person to call Operations at (646) 885-4860/57 for approval and request that they leave the premise.

If such person wishes to speak to any employee they will be informed to communicate with them either before or after working hours or during lunch periods not during the normal work shift.

Location Supervisors involved with the above should immediately notify their Borough Office with all the particulars and the Borough will then notify Operations.

Location Supervisors will be held accountable for complying with this directive. All Supervisors, District Superintendents, and Borough Managers will read this directive and sign the daily blotter attesting that they have read and understood it.

This message is to be prominently posted on the garage bulletin board.

Steven W. Costas
Acting Commissioner

Sent By/Date: HDQTRSOP 4/13/2017 10:45 AM

Dept Msg #: DM2017-2367

Code: FACILITY3 (rev 7/13/11)

Subject: PROCEDURES FOR GRAFFITI REMOVAL

Message: Garage Supervisors on all shifts are responsible for the reporting and removal of graffiti. The following procedures are to be followed in all instances where graffiti is found on Department Equipment or Facilities.

EQUIPMENT PROTOCOL

=====

Operators of equipment are responsible for the reporting of graffiti to the Garage Supervisor. The Garage Supervisor, when possible, will immediately assign personnel to clean the graffiti.

First, the location power washer is to be used with truck soap on the affected area. If this process does not remove the graffiti you should let the affected area dry, then apply graffiti remover.

Only use graffiti remover while wearing protective equipment, rubber gloves and goggles in a well ventilated area.

If remover gets in the eyes or irritates skin, flush with cool water repeatedly. Water neutralizes the remover.

If the graffiti cannot be cleaned on the same shift, or touched up, the vehicle will be entered as BCCU down in the scan system. This vehicle will remain down until the graffiti is addressed.

If a situation arises where a district needs a truck that is down for graffiti, that truck may be utilized as a working down. If this occurs the district will notify the Borough Command and the Borough will notify the Equipment Office at (646) 885-4878, Monday through Friday, between 0700-1600 hours. During off-hours, the Bureau Operations Office must be notified at (646) 885-4860.

FACILITY PROTOCOL

=====

If graffiti is observed on a DSNY facility, the location supervisor will immediately notify the borough and forward photographs of the graffiti to the borough and to the Deputy Chief of Facilities. In addition, they will indicate the amount of square footage affected and if the job requires painting or power washing. An Unusual Incident report must always be completed.

This message will supersede all previous messages regarding graffiti.

Location Supervisor will sign the daily blotter to attest to reading this message. District Superintendents will be held accountable for compliance with this order.

Dennis Diggins
First Deputy Commissioner

Sent By/Date: HDQTRSOP 2/28/2019 8:38 AM

Dept Msg #: DM2019-1190

Code: FACILITY7 (REV 4/11/17)

Subject: FLOOR DRAIN OIL SEPARATORS

Message: Garage Supervisors are reminded that they must check the garage floor drain oil separators at least once every two weeks.

The Bureau of Building Management must be notified at (718) 334-9100 immediately when the "PIT" has reached 2/3's of its capacity. Additionally, a priority 1 ticket must be entered into Avantis under Regulatory/Violations.

The date, time and the person contacted at BBM shall be entered into garage blotter and signed by the Garage Supervisor.

If there is no response to this notification within five working days the Garage Supervisor will inform his Borough Operations Superintendent who will then notify the Equipment/Facilities Office at (646) 885-4878.

Borough Superintendents will be responsible to see that this order is carried out.

Failure to comply with the above will result in disciplinary action being taken.

Steven W. Costas
Acting Commissioner



THE CITY OF NEW YORK
DEPARTMENT OF SANITATION
OPERATIONS ORDER 2012-04



EFFECTIVE: March 1, 2011

SUBJECT: Uniformed Personnel Requests
for Changes in Chart Days

AFFECTED DIRECTIVES: Operations Order 2001-04 is hereby rescinded

REFERENCE: Prevailing Operations Order on Uniformed
Personnel Chart Cancellation Rosters

Each uniformed employee should maintain a minimum leave balance of sixteen (16) hours of compensatory time to ensure that the individual has accrued time available for unforeseen absences (e.g. - emergency leave, etc...). Therefore, any uniformed employee who has less than twenty-four (24) hours of accrued compensatory leave shall follow the procedures set forth in this Order when requesting a change in the employee's chart day. Uniformed employees with accrued compensatory leave balances of twenty-four (24) or more hours shall request an "authorized leave day" instead of requesting a change in the employee's chart day.

- A uniformed employee shall, in the absence of an emergency, submit the request for a change in the employee's chart day to the employee's immediate Supervisor using form DS 1005 (Request for Authorized Leave) at least one (1) week prior to the employee's scheduled chart day. On the form, the employee shall print the words "Chart Change".
- Upon receipt of the request, the Supervisor shall review the number of hours in the employee's compensatory leave balance and indicate in the "Remarks" section of the DS 1005 the number of requests for a change in chart day which were approved during the preceding twelve month period. The Supervisor shall then take one of the following actions on the request:
 1. If the employee has a balance of twenty-four (24) or more hours of compensatory time, the Supervisor shall instruct the uniformed employee to submit the request as an "authorized leave day" (i.e.- "excused with pay" - XWP or "excused without pay" - XWOP), using form DS 1005.
 2. If the employee has less than twenty-four (24) hours of accrued compensatory time, the Supervisor shall complete form DS 1005 as a request for a change in the employee's chart day by filling out the leave balance captions and signing the section labeled "Uniformed Supervisor or Timekeeper Signature" and indicating the date on which this signature was entered onto the DS 1005.
- The District Superintendent or appropriate Unit Supervisor in the Bureau of Waste Disposal or the Enforcement Unit shall review the request for a change in the employee's chart day and "Recommend" the request for approval or disapproval at this District/Unit level.

- The request for a chart change as documented on the form DS 1005 can neither be completed, nor approved by an Operations Assistant Clerk.
- The request for a chart change as documented on form DS 1005 shall then be forwarded to the Borough Office or the Unit Headquarters. A Staff Officer will review the request, sign the form in the appropriate section and indicate whether it is approved or disapproved. The completed form DS 1005 will then be returned to the location from which it originated where it will be placed in the appropriate folder within the designated District/Unit Payroll filing cabinet after taking the actions set forth below.
- If the request for a change in chart day was approved, the Supervisor for the District or Unit shall record the details of the chart change in the Absence and Lateness Log including the name of the staff officer who approved it along with the date of approval. Details of the chart change shall be forwarded to the employee's timekeeper who shall record the appropriate change in chart day in CityTime along with comments noting the affected dates of the change in chart day and the name of the Staff Officer having approved the request (e.g. – "c/c 1/24/12 to 1/25/12 approved by D/C J. Doe")
- In the event that a request for a chart change is approved in accordance with this order, the employee, or in the case of a mutual exchange of chart days both employees, will not be eligible to work on the employee's chart day during the week of the approved change in chart day. This exception will not apply if there are mandatory chart cancellations by the Department to meet its operational needs. However, under such circumstances, the Department will review claims of hardship on a case-by-case basis and determine whether to grant the employee the day off requested in the chart change.
- Both uniformed employees of the same rank requesting a mutual exchange of chart days shall submit form DS 1005 to the District Superintendent for approval. The District Superintendent shall record his/her approval of the mutual chart change in the Absence and Lateness Log. However, even if the District Superintendent approves the mutual chart change, he/she shall follow the procedure set forth in this Order with respect to securing approval thereof from the Borough Chief.

CANCELLATION:

Until rescinded

ISSUING AUTHORITY:

Bernard J. Sullivan
Bernard J. Sullivan
First Deputy Commissioner

DISTRIBUTION:

All Uniformed Personnel and Timekeepers



**THE CITY OF NEW YORK
DEPARTMENT OF SANITATION
GENERAL ORDER 2015-08**

EFFECTIVE DATE: Thursday, March 26, 2015

SUBJECT: **REPORT OF ARREST AND DISPOSITION OF
ANY CRIMINAL CHARGE RELATING TO
ANY DEPARTMENT EMPLOYEE**

AFFECTED DIRECTIVES: General Order 2012-31 is hereby cancelled.

REFERENCE: General Order 2015-03 Code of Conduct
General Order 2008-14 Requirements and Inspection
Procedures Regarding Department Issued Photo ID
Cards, Badges and Driver's Licenses

Any Department employee, if arrested, indicted, or otherwise charged with the commission of a crime, including a Desk Appearance Ticket (DAT), shall be responsible for reporting that fact, whether they are working or away from work on an excused absence, immediately upon release to the employee's immediate supervisor before returning to regular duty and within two (2) calendar days to the Office of the Department Advocate, (212) 437-5069, located at 44 Beaver Street, 11th Floor, New York, NY.

The employee shall also be issued a disciplinary complaint (DS 249) by the Department Advocate or Designee. If the criminal charges are dismissed or the employee is found not guilty, the Department may at the Commissioner's discretion, reevaluate the complaint.

In addition, any Department employee shall be responsible for reporting any incarceration within two (2) calendar days to his or her supervisor and the Department Advocate's Office. The immediate supervisor, upon receiving such a report, will be responsible for immediately reporting the incident directly to the Office of the Department Advocate and separately through the proper chain of command to their Bureau Head.

Additionally, upon receiving an arrest report, the immediate supervisor assigned to any Department Bureau or Unit, except Solid Waste Management (SWM), must prepare an Unusual Incident Report (DS 779) and forward it, through the proper channels, to the Bureau of Cleaning & Collection (BCC) Operations Office. The immediate supervisor assigned to SWM, upon receiving an arrest report, must prepare an Unusual Incident Report (DS 779A) and forward it, through the proper channels, to the SWM Bureau Head and the Office of the Department Advocate.

Any employee who is unable to report to duty because of any arrest or any incarceration shall be carried as Absent Without Official Leave (AWOL). Similarly any employee who is unable to remain

at home while on medical leave because of any arrest or any incarceration shall be carried as AWOL (In CityTime: "Leave Without Pay- Unscheduled LWOP").

Any employee, charged with the commission of a crime or a violation other than a traffic violation, must send an original certified copy of the disposition with a court seal of the criminal matter within two (2) weeks of the date of such disposition to the Office of the Department Advocate.

Further, any employee arrested for an alcohol or drug related offense, must report to the Department Advocate's Office between 0800 hours and 1300 hours before such employee may return to regular duty. Such employee shall be referred to the Department Health Care Facility (HCF) for drug and/or alcohol testing and shall be referred to the Department's Employee Assistance Unit (EAU). In the event the employee tests positive for drugs or alcohol, the employee shall be suspended for 30 days and disciplinary charges will be issued against the employee.

If an arrest results in a suspension of a Commercial Driver's License (CDL), an employee must have a definite date for a hearing by the court, and/or Department of Motor Vehicle (DMV), adjudicating any charges not later than one year from the date of the arrest. The date of the hearing must be submitted in writing to the Department Advocate. The employee shall inform the Department Advocate of any adjournments of the hearing date. The Department Advocate shall be responsible for monitoring any adjournment to a hearing date and the reasons for such adjournment.

Any employee arrested for a firearm related offense must report to the Office of the Department Advocate before such employee may return to regular duty and shall be suspended for 30 days.

Any employee arrested for an offense related to domestic violence must report to the Office of the Department Advocate before such employee may return to regular duty and shall be referred to EAU.

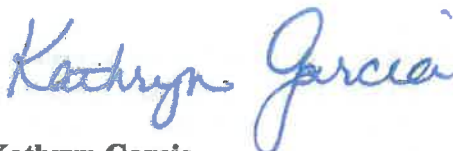
Any probationary employee arrested must report to the Office of the Department Advocate before such employee may return to regular duty.

Failure to comply with any provision of this order, as well as submitting fraudulent reports or making fraudulent statements, shall result in disciplinary action, which may include suspension and/or the dismissal of said employee from the Department.

This order shall be permanently posted on all bulletin boards at all locations and read at three consecutive roll calls on the first regular work day of each month.

CANCELLATION: **This Order shall remain in effect until it is cancelled.**

ISSUING AUTHORITY:



**Kathryn Garcia
Commissioner**

DISTRIBUTION: **Full**



**THE CITY OF NEW YORK
DEPARTMENT OF SANITATION
GENERAL ORDER 2015-03**



EFFECTIVE DATE: January 12, 2015

SUBJECT: **CODE OF CONDUCT**

AFFECTED DIRECTIVES: General Order 2010-06 is hereby rescinded and replaced by this order.

REFERENCE: PAP 2012-04

As Commissioner of the New York City Department of Sanitation, I hereby promulgate GENERAL ORDER No. 2015-03, and adopt the Code of Conduct, effective January 12, 2015. This Code of conduct shall apply to every employee of the Department of Sanitation. Employees are required to obey all Department Rules, Regulations and Orders, both verbal and written, that may be issued from time to time. Publishing the Code of Conduct does not supersede other Department Rules, Regulations and Orders.

The provisions of this Code of Conduct shall govern any violation committed on or after its effective date. Any violation committed prior to its effective date will be governed by the Code of Conduct in effect at that time. However, during the first six months following issuance of General Order 2015-03, complaints issued charging rule violations under the prior Code of Conduct will still be valid.

All Employees shall be accorded all rights due them by statute, rule or regulation and by the provisions of the governing collective bargaining agreement to the extent permitted by Law.

CANCELLATION: This Order shall remain in effect until it is rescinded.

ISSUING AUTHORITY:

Kathryn Garcia
Commissioner

DISTRIBUTION: All Department Employees

TABLE OF CONTENTS

Rule		Page
CHAPTER I		
Time and Leave		
1.1	Reporting to work on time.....	1
1.2	Signing in and out of work location.....	1
1.3	Roll Call - in uniform.....	1
1.4	Absent without authority.....	1
1.5	Emergency leave.....	1
CHAPTER II		
Substance Abuse		
2.1	Employee's use of alcohol or drugs.....	1
2.2	Notifying Medical Division on use of prescription drugs.....	1
2.3	Reporting to DSNY Health Care Facility when ordered.....	1
2.4	Bringing alcohol or drugs on Department property.....	1
2.5	Substance use tests.....	1
2.6	Compliance with substance abuse policy.....	1
CHAPTER III		
Conduct		
3.1	Obedying direct orders.....	2
3.2	Employee Arrest.....	2
3.3	Non-notification of Employee arrest.....	2
3.4	Possession of a valid driver's license when on duty.....	2
3.5	Reporting suspended or revoked license.....	2
3.6	Neglect of duty.....	2
3.7	Productivity standards.....	2
3.8	Wearing authorized uniform.....	2
3.9	Condition of uniform.....	2
3.10	Notice to Department of change of address or phone number.....	2
3.11	Proper entries and filling out of Department forms.....	2
3.12	Maintenance of Department records.....	2
3.13	Non-Smoking Policy.....	3
3.14	Discrimination.....	3
3.15	Sexual harassment.....	3
3.16	Employee use of social media.....	3
3.17	Electronic equipment.....	3
3.18	Unauthorized sorting or taking of material put out for collection.....	3
3.19	Collection and spillage of material.....	3
3.20	Loitering, lounging, or sleeping while on duty.....	3
3.21	Returning to assigned location after completion of work.....	3
3.22	Striking or attempting to strike a superior, fellow employee, or member of the public.....	3
3.23	Threatening or using obscene language to a superior, the public or fellow employee.....	3
3.24	Workplace Violence Policy.....	3
3.25	Unauthorized absence from work site or other Department location.....	4
3.26	Possession of firearms and weapons.....	4
3.27	Conduct prejudicial to good order or discipline.....	4

CHAPTER IV**Ethics**

4.1	Answering questions relating to official duties	4
4.2	Reporting corruption and criminal activity	4
4.3	Giving or taking bribes	4
4.4	False records or statements	4
4.5	Stealing	4
4.6	Possession of stolen property	4
4.7	Damaging or tampering with any person's property	4
4.8	Non-fraternization policy	4
4.9	Borrowing money or using credit of subordinate	4
4.10	Engaging in criminal activity	4
4.11	Gambling	4
4.12	Collecting money or selling tickets or chances	5
4.13	Giving Department records or information to unauthorized persons	5

CHAPTER V**Department Equipment and Property**

5.1	Use of Department property	5
5.2	Authorization to use Department vehicles and equipment	5
5.3	Permitting unauthorized use of Department property	5
5.4	Obeying all traffic laws	5
5.5	Payment of summonses/violations	5
5.6	Use of Department fuel and lubricants	5
5.7	Inspection of vehicles for fuel and lubricants	5
5.8	Reporting accident	5
5.9	Unauthorized posters or notices	5
5.10	Return of tools and equipment	6
5.11	Broom and shovel on collection trucks	6
5.12	Safety orders and equipment	6
5.13	Damaging city property or equipment	6
5.14	Using equipment properly	6
5.15	Leaving Department vehicles unattended	6
5.16	Leaving keys in ignition of unattended vehicle	6
5.17	Prohibited use of electronic devices	6
5.18	Prohibited use of audio devices	6
5.19	Use of proper equipment	6
5.20	Responsibility for Department equipment	6
5.21	Responsibility for Department Permits and Badges	6

CHAPTER VI**Trade Waste**

6.1	Collection of trade waste	6
6.2	Permitting use of Department vehicles, or premises for trade waste disposal	6
6.3	Unauthorized use of Department vehicles	7
6.4	Reporting of suspected trade waste	7
6.5	Removal of medical waste	7
6.6	Reporting of suspected medical waste	7
6.7	Removal of asbestos, hazardous or toxic waste	7
6.8	Reporting of suspected hazardous waste	7

CHAPTER VII**Medical**

7.1	Compliance with medical orders and rules	7
7.2	Feigning illness or injury	7
7.3	Physically and mentally able to perform duties	7
7.4	Reporting sick	7
7.5	Remaining at home when on paid sick leave	7
7.6	Visits by sick leave unit	7
7.7	Reporting injury or illness to supervisor	7
7.8	Reporting to DSNY Health Care Facility	8
7.9	Medical note	8
7.10	Signing medical waivers	8

CHAPTER VIII**Supervisory Personnel**

8.1	Supervisory responsibilities	8
8.2	Signing of blotter or timesheet	8
8.3	Maintenance of assigned location	8
8.4	Inventory of tools, supplies, and equipment	8
8.5	Safety and fire regulations	8
8.6	Department files and records	8
8.7	Uniforms	8
8.8	Responsible for enforcing Code of Conduct	8
8.9	Sexual harassment	8
8.10	Vehicle license plate and code number	8
8.11	Dumping of unauthorized material at disposal locations	9
8.12	License requirements and inspection procedures	9
8.13	Setting a good example for workers	9
8.14	Reporting of violations of Department's EEO/Sexual Harassment Policies	9
8.15	Summons book requirement	9
8.16	Notification of trade or hazardous waste condition	9
8.17	Reporting corruption and criminal activity	9
8.18	Supervision of subordinates	9
8.19	Accurately recording information	9

CHAPTER IX**Enforcement**

9.1	Compliance with Peace Officer rules	9
9.2	Safeguarding of firearms	9
9.3	Unattended firearms	9
9.4	Maintenance of firearms	9
9.5	Uniforms	10
9.6	On duty carrying of firearms	10
9.7	Carrying of firearms when not in uniform	10
9.8	Off duty/out of State carrying of firearm	10
9.9	Non-enforcement assignment	10
9.10	Reporting loss of firearm	10
9.11	Reporting use of firearm	10
9.12	Emergency lights and sirens	10

CHAPTER I
Time and Leave

- 1.1 Employees must report to work on time.
- 1.2 Employees must accurately record their hours of duty in accordance with the procedures established at their work location. Employees who are required to, must sign in when they arrive at their work location, and must sign out at the end of their work shift.
- 1.3 Uniformed employees must be at roll call in proper and complete uniform ready to work, and must adhere to the rules set forth in the Roll Call Procedures and Uniform Regulations Order.
- 1.4 Employees may not be absent without authorization.
- 1.5 Uniformed employees who cannot report to work must call their work location at least one hour before their assigned tour of duty and notify the Department that they are unable to report to work. The employee must give a valid reason for the emergency leave and must submit verifiable proof of the emergency within 48 hours of the request. Employees unable to call their work location at least one hour before their scheduled tour of duty must give a reason that is acceptable to the Department. Employees may not use emergency leave in lieu of medical leave.

CHAPTER II
Substance Abuse

- 2.1 Employees may not be under the influence of alcohol, drugs, intoxicants, or controlled substances while at work or on Department premises or property.
- 2.2 Employees must notify the Department's Medical Division and their location Supervisor before the start of their next shift and report the use of any prescription drug, or physical condition that may impair their ability to perform their duties safely.
- 2.3 Employees must report to the DSNY Health Care Facility when ordered.
- 2.4 Employees are prohibited from using, possessing, selling or bringing any alcoholic beverages or controlled substances on or to any Department property, vehicle, equipment, vessel, or premises, or to any official assignment off-premises.
- 2.5 Employees must submit to drug and alcohol tests when ordered, in accordance with the Department's Policy and Administrative Procedure on Substance Abuse, Workplace Violence and any random tests required by the FMCSA for CDL holders.
- 2.6 Employees shall obtain, become familiar and comply with the Department's Policy and Administrative Procedure on Substance Abuse.

CHAPTER III
Rules of Conduct

- 3.1 Employees must obey all Rules, Regulations, Orders, messages, and direct orders given them by their superiors.
- 3.2 Employees shall not bring discredit to the City or the Department by being arrested, issued a desk appearance ticket, indicted and/or charged with the commission of any crime.
- 3.3 If arrested, indicted, or charged with the commission of any crime, or convicted of any crime, employees must notify their immediate Supervisor and the Office of the Department Advocate of that fact within two calendar days, whether they are working or away from work on an excused absence.
- 3.4 Employees who are required to have a valid driver's license and/or Commercial Driver's License (CDL) or any other permit necessary for the performance of their duties, must be in possession of their required license/permit at all times during their tour of duty. All required licenses or permits must be kept valid at all times for applicable assignment or job title.
- 3.5 Employees required to possess a driver's license and any other special license or permit to perform their duties, shall immediately report any loss, suspension, revocation, expiration, or restriction of the license or certificate to their Supervisor. The employee shall not drive, operate equipment, and/or perform their work duties without a valid license or permit.
- 3.6 Employees shall promptly and properly perform their assigned duties, and complete all assigned tasks.
- 3.7 Employees are required to maintain productivity at the standards established for their particular job assignment subject to the provisions of any governing collective bargaining agreement.
- 3.8 Uniformed employees must wear only authorized Department uniforms and uniform accessories.
- 3.9 Uniforms must be clean, neat, and presentable.
- 3.10 Employees must keep the Department informed of their address and telephone number and must notify their Supervisor of any change of residence or telephone number, and complete a new Medical Profile Card, and Department "Change of Employee Home Address" forms within two (2) business days after the employee changes residence, or telephone number. The Supervisor shall submit the forms to the Medical Division's Supervised Sick Leave Unit, and the Bureau of Human Resources.
- 3.11 Employees shall prepare and maintain Department records accurately, and shall only make true and accurate entries on these forms, reports and records. Employees shall comply with the Department Orders, Rules and Regulations governing Department forms, reports and records.
- 3.12 Employees shall maintain Department records and files, and protect and safeguard them from damage and loss.

- 3.13 Employees are required to familiarize themselves and adhere to all City Laws, Rules and Regulations concerning not smoking in the workplace.
- 3.14 Employees shall treat all other persons fairly and with respect, and shall not discriminate against any person in violation of rule, regulation or law. This includes, but is not limited to, all aspects of employment, terms and conditions of employment, any relationship with other government employees and the general public. Employees must become familiar with and comply with the City of New York's EEO Policy.
- 3.15 Sexual harassment of employees of the Department of Sanitation, any government agency or members of the general public is prohibited. Workplace sexual harassment is a form of employment discrimination and is in violation of the New York City's EEO Policy, the Department of Sanitation Policy and Administrative Policy on sexual harassment and other applicable rules, regulations and laws. Employees must become familiar with the City's EEO Policy and the Department's PAPs on sexual harassment and non-fraternization.
- 3.16 Employees are required to familiarize themselves and comply with the Department of Sanitation Policy and Procedure regarding Employee use of Social Media.
- 3.17 Employees shall be responsible for and follow Department procedures when using and securing Department electronic equipment including but not limited to telephones, cellular phones, radios, communicating devices, computers, pagers, cameras, radar guns, and other types of Department property.
- 3.18 Unauthorized sorting or taking of any refuse or recycling material for personal use is prohibited.
- 3.19 Collection crews are required to collect all material assigned and placed out for collection, and shall clean up any material that they spill during collection. Recycling crews shall collect all recyclable material properly, and clean up any material that they spill during collection. Recyclable material shall not be disposed of with refuse collection by either refuse or recycling.
- 3.20 Employees shall not loiter, lounge nor sleep while on-duty.
- 3.21 Employees shall return promptly to their assigned location after completing their work assignment unless ordered otherwise by their Supervisor.
- 3.22 Employees shall not strike, attempt to strike, threaten to strike, or engage in any altercation with a superior, subordinate or fellow employee, or a member of the public.
- 3.23 Employees shall be courteous and act in a professional manner at all times. Employees may not threaten, or use offensive, abusive, obscene or sexual language, ethnic slurs, threats or gestures toward a superior, subordinate or fellow employee, or a member of the public, either in the presence of a person, on the phone, or through texting, email, or social media.
- 3.24 Employees are required to familiarize themselves and comply with all rules and regulations regarding the Department's Workplace Violence Policy.

- 3.25 Employees must be present at their assigned work site, route, garage, section or other Department location during working hours unless authorized to leave by a Supervisor.
- 3.26 An employee shall not possess a firearm or any other dangerous weapon while on duty, or in or on any Department premises, property, vehicle or equipment without the specific, written authorization of the Commissioner.
- 3.27 Employees shall not conduct themselves in a manner prejudicial to good order and discipline, or which tends to discredit the City or the Department.

CHAPTER IV
Ethics

- 4.1 Employees must cooperate with any official inquiry relating to their duties, corrupt activities, or conflicts of interest.
- 4.2 Every employee shall immediately report to the Office of the Inspector General or the Department of Investigation any and all information concerning conduct about which they know or should reasonably know to involve a conflict of interest, corruption or other criminal activity by another City employee, or by persons, businesses or organizations dealing with the City.
- 4.3 Employees shall not solicit, give, agree to accept, or accept any benefit, money, or anything of value in connection with their actions or duties as an employee in connection with any Department operation, service or activity. Employees shall not grant nor authorize any privileges or favors in connection with Department operations, services or activities.
- 4.4 Employees shall not lie nor make or allow any false report or false entry in or on any Department of other official record, or give a false statement in connection with any Department operation, activity or investigation.
- 4.5 Employees shall not steal, attempt to steal, or allow anything to be stolen from Department premises, or property, or any equipment or vehicle belonging to the Department.
- 4.6 Employees shall not knowingly possess or attempt to possess any stolen property.
- 4.7 Employees shall not intentionally damage, tamper or interfere with the property of the Department, or of any person.
- 4.8 Employees shall not enter into a romantic/sexual relationship with a subordinate that he/or she supervises.
- 4.9 Employees shall not borrow money, lend money, or use the credit of a superior, subordinate or fellow employee for any transaction.
- 4.10 Employees shall not engage in any criminal activity while on duty or on Department premises or property, or while using or operating Department vehicles or equipment, or engaging in any Department activities.
- 4.11 Employees shall not gamble on Department premises or property.

- 4.12 Employees shall not take up collections on or adjacent to Department premises or property for any cause, nor offer any tickets or chances for sale without the Commissioner's written authorization.
- 4.13 Employees shall not disclose any confidential information relating to Department operations, services or activities, nor give any Department records to any unauthorized person. Employees must obtain the express approval of an appropriate Bureau Head/representative, with the authority to release such information or records prior to the disclosure of any information.

CHAPTER V

Department Equipment and Property

- 5.1 Employees must carefully and correctly use, maintain and operate all City or Department vehicles, vessels, supplies, premises, equipment and property assigned to them.
- 5.2 Employees shall only use and operate Department vehicles, equipment and property when authorized and only for authorized Department purposes.
- 5.3 Employees shall not permit any unauthorized use of Department vehicles, premises, equipment, property or supplies.
- 5.4 Employees shall drive carefully, obey all traffic laws, and maintain the highest degree of attention while operating or guiding Department vehicles and equipment. The negligent operation or guidance of a vehicle or equipment, whether or not it causes a vehicular accident, is a violation of this Rule.
- 5.5 Employees will be personally liable for payment of any parking summonses and associated towing fees, or fines for moving violations issued by law enforcement, or for Notices of Violation from evidence captured by street electronic devices, issued while operating Department vehicles. The exception will be moving violations issued to trucks travelling through New Jersey, under the Export program.
- 5.6 Employees shall use fuel and lubricants only for Department vehicles and equipment, and for Department purposes, and shall not waste them.
- 5.7 Department employees assigned to equipment or vehicles shall inspect the equipment and/or vehicle for fuel, engine coolant, lubricants, and damage before leaving the garage unless ordered otherwise by a Supervisor; such order shall be set forth in writing by the Supervisor on the "BCC-Daily Performance Record", and the Supervisor shall sign the document. Any damage or defects shall be reported immediately to the location Supervisor.
- 5.8 Employees must report all accidents, however, slight, immediately, and shall remain on the scene of the accident until released by a Supervisor. Employees must cooperate with the Supervisor and any Safety Officer or law enforcement personnel investigating the accident.
- 5.9 Employees may not post nor hang any unauthorized notices, posters or pictures on Department premises, property, equipment, or vehicles.

- 5.10 Employees must return all tools and equipment to their proper place at the end of their tour of duty.
- 5.11 Collection and Recycling crews shall carry a broom and shovel, and any other assigned equipment on their truck to clean spilled material along their assigned route.
- 5.12 Employees are required to adhere to and follow all safety orders and Department messages, and practice safe work habits to ensure the safety of themselves fellow employees, and the public.
- 5.13 Employees shall not cause or permit damage to Department premises, equipment, vehicles, or property, or any other property.
- 5.14 Employees must comply with all Laws, Rules and Regulations when using or operating Department vehicles and equipment.
- 5.15 Employees shall not leave Department vehicles or equipment unattended on a public thoroughfare, or at any unauthorized location.
- 5.16 Employees shall not leave any Department vehicle or equipment unattended while parked with keys in the ignition, or the shutdown switch in the on position, or the emergency brake unset, or leave any operating control device unattended.
- 5.17 Employees are strictly prohibited from using cell/smartphones, tablets, or other portable electronic devices while operating Department vehicles or equipment. Prohibited usage includes talking, texting, video conferencing (i.e. Skype, FaceTime) surfing the web, operating apps, etc.
- 5.18 Employees may not wear earphones attached to radios, tape players or other audio devices while operating Department vehicles or equipment.
- 5.19 Employees assigned to collection, recycling, street cleaning or other field operations shall equip themselves with the proper tools for their assigned tasks.
- 5.20 Employees shall be responsible for all safety equipment, fire extinguishers, E-Z passes, safety cones, etc., that are assigned to them to enable them to perform their duties.
- 5.21 Employees shall be responsible for safeguarding Department issued Parking Permits and Badges, both on and off duty.

CHAPTER VI Trade Waste

- 6.1 Employees are prohibited from accepting, removing or helping to remove trade waste. Employees shall become familiar with and adhere to the Department Order on Trade Waste, and with the Department's Collection Regulations.
- 6.2 Employees shall not authorize nor allow asbestos, hazardous or toxic waste, regulated medical waste, or trade waste to be disposed of on Department vehicles, equipment, premises, or property.

- 6.3 Employees shall not allow individuals who are not employees of the Department to load any waste or recyclable materials into a Department vehicle.
- 6.4 Employees shall report any suspected trade waste or its improper collection to their supervisor and shall not collect such waste unless ordered to do so by a Supervisor.
- 6.5 Employees are prohibited from accepting removing, helping to remove or disposing of regulated medical waste.
- 6.6 Employees shall report any suspected regulated medical waste or its improper collection to their Supervisor.
- 6.7 Employees are prohibited from accepting, removing, helping to remove or disposing of asbestos waste, or hazardous or toxic waste.
- 6.8 Employees shall report any suspected asbestos, or hazardous or toxic waste at collection point or if observed inside vehicle/container to their Supervisor.

CHAPTER VII

Medical

- 7.1 Employees are required to become familiar and comply with all Orders and Rules of the Department relating to medical leave procedures that apply to their Bureau title. Medical leave includes leave that is the result of illness (sick leave), accident, line-of-duty injury (LODI), and Workers Compensation.
- 7.2 Employees shall not falsely claim, exaggerate or prolong any injury or illness.
- 7.3 Employees are required to be physically and mentally capable of performing the duties of their title.
- 7.4 Employees covered by the Department's Medical Leave Policy and Administrative Procedure must notify their work location that they are sick no later than one hour before their assigned tour of duty. Employees who become sick during the hour immediately before the start of their tour of duty must immediately notify their work location.
- 7.5 Employees covered by the Department's Policy and Administrative Procedure on Medical Leave must remain at home during paid sick leave unless they have received authorization to leave in accordance with Department procedures.
- 7.6 Employees covered under the Department's Policy and Administrative Procedure, while on medical leave, shall remain accessible and available for a sick leave visit. Employees shall take reasonable steps to ensure that they remain accessible and available for a telephone sick leave visit call and/or home visit by Supervised Sick Leave Unit personnel.
- 7.7 Employees shall immediately report any illness or injury occurring during their work shift to their Superior, and shall follow the Supervisor's directions including but not limited to directions to report immediately to an emergency medical facility or the DSNY Health Care Facility for evaluation.

- 7.8 Employees on medical leave, or reporting sick must report to the DSNY Health Care Facility in accordance with the Department's Medical Leave Policy and Procedure, or when ordered by authorized personnel.
- 7.9 Employees must submit medical documentation as required by the Department's Medical Leave Unit. Such documentation (the medical note) must be completed by a licensed medical practitioner, or must be a comparable document that is determined to be acceptable and appropriate by the Department's Medical Unit.
- 7.10 Employees covered by the Medical Leave Policy and Administrative Procedure must agree in writing to waive the confidentiality of medical records, including physician's or hospital records, relating to any injury or illness for which the employee claims that they are entitled to medical leave.

CHAPTER VIII Supervisory Personnel

- 8.1 Supervisory personnel shall be responsible and accountable for carrying out all of their assigned tasks.
- 8.2 Supervisory personnel shall sign a blotter or time sheet when they arrive at, and when they leave Department field locations.
- 8.3 Supervisory personnel shall be responsible and held accountable for keeping their assigned locations in a safe and clean condition, and shall promote and enforce safety rules and regulations.
- 8.4 Supervisory personnel shall be responsible and held accountable for maintaining an updated inventory of tools, litter baskets, equipment, and supplies needed for the efficient operation of the Department, and shall safeguard them during their daily operation.
- 8.5 Supervisory personnel shall be responsible and held accountable for complying with all safety and fire regulations relating to the operation of Department premises, property, vehicles, and equipment.
- 8.6 Supervisory personnel shall be responsible and held accountable for following the proper procedures and complying with Department Orders, Rules and Regulations on the preparation and maintenance of Department files, records, reports and forms.
- 8.7 Uniformed supervisory personnel shall wear only the authorized Department uniform, which shall be kept neat, clean and presentable.
- 8.8 Supervisory personnel shall be responsible for the compliance with and enforcement of the Code of Conduct, and all other Orders, messages, Rules and Regulations of and applicable to the Department by all subordinates under their jurisdiction.
- 8.9 Supervisory personnel shall comply with and enforce the Department's Policy and Administrative Procedure on discrimination, including sexual harassment.
- 8.10 Supervisory personnel assigned to garages shall ensure that all vehicles have the proper license plates, vehicle code number, and export decals exposed as required.

- 8.11 Supervisory personnel shall allow only authorized material to be dumped at disposal facilities.
- 8.12 Supervisory personnel shall enforce and comply with Department Orders, Rules and Regulations on license requirements and inspection procedures, and on Parking and Environmental Control Board Notices of Violations.
- 8.13 Supervisory personnel must at all times act in a way which brings credit to the Department and provides a good example for their subordinates and fellow employees at all times.
- 8.14 Supervisors who become aware of any violations of the Department's Equal Employment Opportunity or Sexual Harassment Policy shall immediately notify the Department's Director of Equal Employment Opportunity.
- 8.15 Uniformed supervisory personnel assigned to field duties shall possess a summons book at all times while on duty, and shall safeguard all Department property, equipment and vehicles assigned to them.
- 8.16 Supervisory personnel shall notify the Borough Staff and the Office of the Inspector General when a trade waste, or hazardous or toxic waste condition exists, or has been allowed to exist.
- 8.17 Supervisory personnel shall properly inform the Office of the Inspector General or the Department of Investigation of any report that they receive from a subordinate, fellow employee or private citizen concerning alleged corruption, conflict of interest or other criminal activity by a City employee, or a person, business or organization dealing with the City.
- 8.18 Supervisory personnel shall ensure that all employees working under their supervision, accurately and properly sign in and sign out on the Daily Attendance Record, blotter, or such other form as may be designated by the Department.
- 8.19 Supervisory personnel shall accurately prepare and record information in Department files, records, reports and forms.

CHAPTER IX Enforcement

- 9.1 Department Peace Officers shall comply with all Laws, Rules, and Regulations applicable to their Peace Officer status, and to their use of firearms.
- 9.2 Department Peace Officers shall exercise the highest degree of care when handling and safeguarding their firearms and shall comply with the Department's Rules and Regulations, Orders and Directives concerning firearms.
- 9.3 Department Peace Officers shall not leave firearms unattended, and shall not store their firearms in a bank safe deposit box.
- 9.4 Department Peace Officers shall maintain a clean firearm in good working condition at all times and shall not modify their firearms in any way without the permission of the Department's armorer.

- 9.5 Department Peace Officers and Enforcement personnel shall wear only the authorized Department uniform and uniform accessories, including body armor vest, while on duty, except when directed by proper authority to dress otherwise.
- 9.6 Department Peace Officers shall carry their firearms only in an authorized holster.
- 9.7 Outside headquarters, Department Peace Officers who are not in uniform shall carry their firearms in a concealed manner in accordance with the Law.
- 9.8 Off-duty Department Peace Officers traveling outside New York State shall not carry their firearms.
- 9.9 Department Peace Officers shall not carry their firearm while detached to B.C.C. for a non-enforcement assignment.
- 9.10 Department Peace Officers shall immediately report the theft or loss of a firearm to the police precinct having jurisdiction over the location of the occurrence, and shall notify their immediate supervisor, the Firearms Tactic Unit, and the appropriate headquarters staff.
- 9.11 Department Peace Officers shall immediately submit an incident report to the Director of Enforcement when un-holstering their weapon for any reason other than cleaning, changing, practicing at an authorized pistol range, or being ordered to do so by a Department firearms instructor or an authorized law enforcement agent other than the New York City Department of Sanitation.
- 9.12 Department Peace Officers shall familiarize themselves with the rules concerning the proper use of emergency lights and sirens.

The Night Before:

- **Relax!** There are a lot of good reasons NOT to study the night before Test Day. Marathoners don't go for a run before Race Day, and mental marathoners like you shouldn't study for more than an hour on the day before you take the SAT. Your brain needs to rest in order to do its best. Read a book or hang out with a friend or two.
- **Avoid screen time.** You're going to need to get a good night's sleep, and bright screens (televisions, phones, movies) will wake up your brain and make it more difficult to drift off at an early hour.
- **Have a healthy dinner.** Drink lots of water and load up with complex carbohydrates, just like marathon runners do: potatoes, pasta, and rice are good choices here, as well as protein and vegetables.
- **Organize your bag for Test Day.** The night before is the time to put your ID, admission ticket, pencils, calculator, batteries and other gear in a bag by the door.
- **Make a plan to get to the testing site.** Before you go to sleep, make sure you know *exactly* how you're going to get to the testing site. If you are going to need to find parking, make a plan for that. If you are relying on public transportation, check the schedule and make sure your subway/bus/train is running. Check for road closures. If a friend or parent is going with you, make sure they know what they need to do, too.

Test Morning:

- Wake up early and have a healthy breakfast. Here are a few good choices: eggs, toast, cereal, bagel, fruit, juice, cheese, milk.
- If you drink coffee or tea, then stick to your routine. If you don't drink a caffeinated beverage every day, though, Test Day isn't the time to start. You need calm, slow-burning, consistent energy today.
- Get to the test site early.

- When you get to the test site, try to steer clear of nervous people. You don't need their anxious energy rubbing off on you!

Here are some things you can do that might make you more confident and comfortable on Test Day. Keep in mind that everyone is different, and all of these don't work for everyone, so it's always better to try them out before you actually use them on Test Day.

- **If you don't know how to do a question, skip it.** "Sometimes, things don't "click," and that's alright. Just keep going and go back to the question later. Most of the time you'll realize that it was actually super easy, and your brain just needed to reset!"
- **Read the questions quickly before reading the passage.** "I like to circle and underline names and weird words in the questions before reading the passage. I don't try to actively remember them while I read, but my brain seems to pay more attention to those things anyway."
- **Simplify complicated sentences.** "Some sentences are so long and confusing! I find it really helpful to identify the subject and the verb of more complicated sentences and cross out extra stuff like prepositional clauses beginning with of, for, about, with, etc..."
- **Don't leave anything blank.** "On the new SAT, there is no penalty for guessing, so if you don't know an answer, go ahead and guess – you might get lucky!"
- **Use process of elimination.** "Crossing out choices as you go along really helps when you get that feeling that you might need to guess. Every time you confidently eliminate an option, your chance of selecting the correct answer out of the remaining options is higher. Even if you have no idea how to answer a

question, try to eliminate any obviously wrong choices – and then guess from the remaining ones.”

- **Cover up the choices.** " I always try to come up with an answer on my own before I even look at the choices. This helps me make sure that I don't get distracted by answer choices that look good before I have a chance to figure it out for myself."
- **Pace yourself.** "It can be hard to get through each section in the limited time that you have, much less get the right answers and double check everything! Skip questions that are going to take longer and come back to them if you have time. Don't spend more than 1.5 minutes on any question on your first pass through."
- **Trust yourself.** "When I was taking practice tests, I had no problem getting the sections done in time, but then I'd spend the extra minutes reviewing and second-guessing my first answers. I found I often would switch from the right answer to a wrong one just because I doubted myself!"
- **Bubble in batches.** "I use a system that helps me avoid accidentally bubbling in the wrong answers. I complete five questions (circling my answer choices on the test itself), and then I bubble the answers in on the answer sheet. I think it also saves time. It's inefficient to bubble in answers after every question - think of all that hand movement! But don't wait until the end of the test to bubble in everything, or you might panic – or even run out of time before you have a chance to enter all your answers!"
- **Use any extra time wisely.** "If you find yourself with extra time at the end of a section, make good use of it. No, it isn't fun to re-read all of those questions, but you'll be so glad if you catch any mistakes. The same goes for the answer grid - make sure your answer choices are in the right bubbles!"
- **Make sure you are answering the question being asked.** "Always double check to make sure you're answering the right question!"

