



**THE CITY OF NEW YORK
DEPARTMENT OF SANITATION
OPERATIONS ORDER 2015-04**



EFFECTIVE DATE: July 16, 2015

**SUBJECT: SMART Operations Board: Standard
Operations Procedure**

**AFFECTIVE DIRECTIVES: Operations Order 2009-31 (District Operations
Board Standard Operations Procedure)**



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1.0 Introduction

The SMART (Sanitation Management Analysis and Resource Tracking) electronic Operations Board provides Department Personnel responsible for setting up the Operations Board the tools to schedule sanitation tasks and manage equipment and personnel at all District and Borough locations throughout DSNY. In addition, SMART provides real-time visibility to personnel and equipment status to help streamline the allocation of resources throughout the Department. Up-to-date information can be viewed simultaneously by multiple users within a District, as well as by the Boroughs and Headquarters, supplementing telephone contact between various offices.

The Department has reviewed the SMART Operations Board standard procedures and the following protocol shall be implemented throughout the Bureau of Cleaning and Collection. All Boroughs are to ensure that personnel responsible for setting up the Operations Board are using and updating the SMART Operations Board in accordance with this order.

2.0 Accessing SMART

SMART is a web-based system which is accessed through the DSNY Intranet, using an assigned login via the Chrome browser. All District Personnel responsible for setting up the Operations Board are assigned a unique login/password to access the SMART system. Usernames and passwords should not be shared. For login issues, contact the helpdesk at **212-437-4200** or email ithelpdesk@dsny.nyc.gov for assistance and the creation of a "trouble ticket".

3.0 SMART Overview

There are three panels on the SMART Operations Board: Equipment, Personnel and Tasks.

- Equipment Panel – used to view and manage equipment availability and status
- Personnel Panel – used to view and manage personnel availability and status
- Tasks Panel - used to set up tasks and assign resources to them for official orders

4.0 Equipment

Garage Supervisors along with other authorized personnel will use the SMART Equipment Panel to view and manage equipment availability and status at a location. The Equipment Panel shows an Equipment Card for each piece of equipment that is owned by a location as well as any equipment that is attached to the location.

Change in Equipment Status:

Upon any changes in equipment status, the Garage Supervisor will update the SMART Operations Board accordingly. This information must be entered immediately so all equipment reports and inquiries are accurate.

The following are equipment status changes that are available in SMART:

- Attach/Detach Equipment
- Up/Down Equipment
- Update Equipment for Snow Readiness



- Load Status Update – (updated to either Empty, Relay or Rollover, see next section)

Equipment Panel:

Equipment is listed in the following groups on the Equipment Panel:

- **Available** group – Shows the Up equipment at your location, within various subgroups, based on equipment type or equipment category.
- **Relay/Rollover** groups – Lists Up equipment at the board location whose updated Load Status is Relay or Rollover
- **Pending** group – Equipment in this group requires an action to complete a process. This group contains the following subgroups:
 - **Pending Load** –The load status must be updated for equipment with bins that have been used for various collections and recycling tasks. If the load has not been updated for equipment that has been assigned to a collection task, it will appear in this subgroup an hour before the Task End Time. This subgroup only displays equipment that has a Pending Load Update status.
 - **Pending Attach** – After the sending location initiates an equipment detach, the Equipment Card appears in the Pending Attach subgroup on the receiving location’s board, and remains there until the receiving location accepts the equipment or the sending location cancels the detachment.
 - **Pending Detach** – After the sending location initiates an equipment detach, the equipment moves to the Pending Detach subgroup on its board, and remains there until the receiving location accepts the equipment or the sending location cancels the detachment.
- **Detached** group – After the receiving location accepts the equipment, it displays on the sending location’s board in the Detached group.
- **Down** group – When you down the equipment, it moves to the Down group on your board.

The **Live Equipment Summary** at the top of the equipment panel displays +/- by equipment type based on availability against operational needs. This enables Garage Supervisors to quickly determine if there is a shortage or surplus of equipment for the day.

Equipment Cards:

Equipment Cards display with the following colors:

	Blue — Collection (category)
	Green — Dual-Bin (equipment type)
	Yellow — Cleaning (category)
	White — Miscellaneous (category)
	Orange — Snow (category)



The boxes at the right side of the equipment card contain information about load status or snow readiness, depending on what is relevant to the particular equipment.

- Load Status** - The boxes at the right side of the equipment card represent a truck's bins. If the box is empty, the truck does not have a bin. Single bin trucks show one box; dual bin trucks show two boxes. If a bin is empty, the letter 'E' shows in the box and the background color of the box matches the Equipment Card. If the bin is not empty, the box shows a number that represents the material and is color-coded according to the material category.
- Snow Readiness** - When Collection, Dual Bin, Cleaning or Miscellaneous vehicles are dressed for snow their equipment cards turn orange. The boxes will now indicate snow readiness instead of load status, even if that equipment has bins. The load status will still be available in the equipment details.

Snow Readiness Indicator	Meaning
38AA-320 C	Salt spreader with chains
25DD-004 R	Rear loader, right (default) plow direction:
25DD-704 S	Rear loader, Straight plow
25NG-607 W	Rear loader, straight plow with wing
38AB-128 L	Salt Spreader, Left plow direction, No sand or salt
26AM-205 V	Open dump truck, Large V-plow
25DC-187 M	Rear loader, Mini v-plow
38AB-230 SL	Salt Spreader , No plow type, Loaded with Salt
38AB-230 SN	Salt Spreader, No plow type, Loaded with Sand
38Z-008 R SN	Salt Spreader, Right plow, Loaded with Sand
29FF-002 R SL	Flow & Dump, Right plow, Loaded with salt



5.0 Personnel

Supervisory Personnel will ensure that SMART will be used to manage personnel availability and changes in status.

Change in Personnel Status:

As personnel status changes, Supervisory Personnel will ensure SMART is updated immediately.

The following are personnel status updates that will be performed in SMART:

Update Available / Unavailable status (i.e. Sick, Chart, Vacation, LODI, etc.)

- Chart Cancellation
- Add / Remove MDA
- Personnel Detach
- Add / Remove Special Positions (e.g. Night Signee, Shop Steward, DSOA)

Note: Any discrepancies found must be reported to the helpdesk at 212-437-4200 or email ithelpdesk@dsny.nyc.gov

- Sick and MDA status changes must be entered by Supervisory personnel at the payroll location
- Grounding and lifting as the result of a safety infraction is entered into SMART by Safety and Training (e.g. suspension of license for any reasons)
- Qualifications are entered into SMART from records maintained by Safety & Training
- Employee details such as Name, Address, Titles, Location, etc... are automatically entered into SMART from the HR system - NYCAPS
- When a chart change is submitted and will affect the next day's plan, Supervisory Personnel must immediately enter the change in CityTime then into SMART. If a chart change is denied after changes are made in CityTime and SMART, the change must be reversed immediately in both CityTime and SMART

Personnel Panel

On the right of the Personnel Panel is a list of all personnel that are **Available** and **Unassigned**, grouped by title. Personnel that appear in this grouping must be assigned to a function. Personnel must never be left as available / unassigned.

On the left of the personnel panel are lists of personnel who are either unavailable for assignment or who can only be assigned under certain conditions. They are grouped as follows:

- **Unavailable** – Personnel Cards for employees who are unavailable for assignment to tasks appear in subgroups based on their specific unavailable status (e.g., Chart, Sick, Jury Duty, etc.).
- **Assigned** – This group shows Personnel Cards for all employees who are assigned to tasks by shift and by title.



- **Detached** – This group contains Personnel Cards for all employees who are detached from the Board location.
- **MDA** – This group shows Personnel cards for employees whose status is MDA (except for MDA 1L, which displays under the “Available” group).

The **Live Personnel Summary** at the top of the Personnel Panel shows personnel available for assignment by title and compares this to the personnel needs. The Personnel Summary will be used to determine if there is a shortage or surplus of personnel for the day at a location.

Personnel Cards

A Personnel Card shows the first initial, period, space, and last name of each person represented on the Operations Board. For example:

A. Brewington The employee’s name is Adam Brewington.

Employees who are grounded, have a special position (tissue), or on a Medical Duty Assignment (MDA) will be displayed on the Operations Board with a visual colored indicator to the right of their Personnel Card.

The colors of Personnel Cards on the District Operations Board depend on the title and payroll-assigned section of the employee. See Tables 1 and 2, below.

Table 1: Color Palette for Personnel (except for Sanitation Workers that are payroll-assigned to District sections)

	Assistant Chief (GS III)
	Deputy Chief (GS II)
	Superintendent
	Supervisors payroll-assigned to a location
	Civilian
	Attached Personnel displayed at the receiving location
	Sanitation Worker (not assigned to a section)

Table 2: Color Palette for Sanitation Workers that are Payroll-Assigned to District Sections

Section Color	Section Number
	1
	2
	3
	4
	5
	6
	7
	8



6.0 Tasks

Boroughs will ensure that responsible personnel will use the SMART Operations Board to set up tasks and schedule resources (Equipment and Personnel) to those tasks accordingly.

Set up the Operations Board

Personnel that are responsible for setting up the Operations Board will set up the tasks based on quotas and orders from the Borough. Task details can be edited for each assignment as appropriate.

Update Operations Board

When Boroughs send updates for the next day's task, the responsible personnel will modify the Operations Board to reflect those changes.

Use the Task Settings panel to update the Operations Board as follows:

- Add/Delete Shift
- Add/Delete Category
- Add/Delete Subcategory
- Add/Delete Section
- Add/Delete Task/Route

Note: SMART restricts changes to the Operations Boards after 48 hours have passed since the end of the last shift on the board. For example, if March 15th's board has a 2100-0500 shift that ends at 0459 hours on March 16th, you cannot make changes to that board after 0459 hours on March 18th.

7.0 Task Assignments

Boroughs will ensure that the responsible personnel will use the SMART Operations Board to:

- Assign Equipment to Tasks
- Assign Personnel to Tasks
- Assign Supervisors to Supervisory Roles
- Assign Supervisors to Supervisory Tasks

Assign Equipment to Tasks

Garage Supervisors will assign equipment to tasks by selecting Equipment Cards from the Equipment Panel and dragging and dropping them to tasks.

Note the following:

- Equipment which is shown as Available/Unassigned or Rollover can be assigned to a task.
- Equipment which is shown as Relay can be assigned to a Relay task.
- Equipment which is shown in Pending group, Detached or Down cannot be assigned.



Assign Personnel to Tasks

Supervisory Personnel will ensure that SMART will be used to assign personnel to tasks. Assign personnel to tasks by selecting them from the Personnel Panel and dragging and dropping their Personnel Card to the selected task.

Note the following:

- An employee who is shown as Available/Unassigned can be assigned to a task.
- An employee who is shown as Assigned can be assigned overtime, assigned for the next day, or diverted to a new task.
- An employee who is in MDA status can be assigned to an appropriate role.
- Unavailable Personnel (e.g., Chart) cannot be assigned to a task but they can be made available for assignments.

Assign Supervisors to Supervisory Roles

Supervisors are assigned differently than Sanitation Workers. Before Supervisors can be assigned to specific tasks, they must first be assigned to a supervision role (e.g. Field Officer 1).

Assign Supervisors to Supervisory Tasks

Supervisors can be assigned to supervise a single task or to multiple tasks across sections within a location. Drag Supervisors' Personnel Cards from the Supervision Category on the Tasks Panel to the Supervisor slots in the sections or tasks. Supervisor assignments will appear on the DS-332 Report.

8.0 SMART Generated Reports

Personnel Qualification Search Report:

This report will assist Boroughs in assigning personnel to specialized equipment and reducing the potential need for differential payments. With more accurate personnel qualification reporting, District assignments to scheduled tasks will also be more accurate and valuable to the Boroughs.

Cancelled Chart Report:

Boroughs receive orders from HQ of the number of Charts approved for cancellation. Boroughs will ensure that Districts will enter all personnel who are approved for chart cancellation in SMART accordingly so that the "Cancelled Chart Report" is accurate for viewing by Management.

Pending Load Not Updated Report

Boroughs will ensure that districts will maintain the load status updates in SMART so that relays can be managed properly by material type. In order for the Districts to report to the Boroughs accurate relay counts, it is required that the pending load status be updated prior to end of the shift.



9.0 Continuing Processes

For SMART Release 1, the following systems/processes which relate to equipment, personnel and tasks will be retained:

- All currently used functions of the SCAN Manpower (MARS) and Supervisors Manpower (SMARS) systems. This includes collection and cleaning quotas, initial and final daily plans, preliminary and final daily utilization, the closing and control features, and extensive headquarters reporting.
- The SCAN Equipment system:
 - The garages will continue to perform the following SCAN garage functions
 - 22 –Manage GPS (Global Positioning System) Devices
 - 24 – Manage OCA (Other City Agency) Vehicles
 - 50 – Final AM Report
 - All users will continue to access all inquiry and reporting screens
- The SCAN Work Completed system
- HRMS
- CityTime (for payroll reporting and chart maintenance)
- Districts will continue to maintain all manual logs including:
 - The carting book – DS0744
 - The payroll daily function log -DS332A
 - The down log book – DS371A
 - The telephone order book – DS364
 - Sunday DS23 and Holiday lists
 - The Sick Log - DS1367
 - The chart Cancellation Roster DS0939 and Chart Cancellation Book
 - All other logs
- Garages will continue to enter information from the DS332A into CityTime.
- Any other systems and procedures not explicitly mentioned will also be continued.



10.0 Additional References

SMART Documents and Training Manuals relating to this order are available on the DSNY Manuals Sharepoint and are accessible from the SMART Operations Board “**Help**” menu.

- SMART Operations Board Manual
- SMART Reports Manual
- SMART Quick Reference Guides
- SMART Functions and Business Processes
- SMART Security Guide
- SMART FAQs

CANCELLATION:

This order shall remain in effect until canceled

ISSUING AUTHORITY:

A handwritten signature in black ink, appearing to read "Dennis Diggins".

Dennis Diggins
First Deputy Commissioner

DISTRIBUTION:

All Bureau Heads, Managers, Uniformed Officers