



New York City Transit

Notice of Examination

Promotion to Maintenance Supervisor (Car Equipment), Exam No. 4711

Application Deadline:

April 15, 2024

Types of Tests:

Multiple-Choice Test,
Supervisory Abilities
Assessment & Report Writing
Assessment

Application Fee:

\$96.00

Multiple-Choice Test Date:

(subject to change)

Saturday, July 13, 2024 or
Sunday, July 14, 2024

Note: Unless otherwise specified, you will be randomly scheduled to test on one of the dates indicated above.

JOB DESCRIPTION

Maintenance Supervisors (Car Equipment), under general supervision, plan, coordinate, organize and control the work of their assigned employees; ensure compliance with rules and regulations, work orders and safety requirements; and are responsible for ensuring that the quality and quantity of the work conforms to prescribed standards. They supervise employees who maintain, inspect, test, examine, lubricate, paint, troubleshoot and make repairs and adjustments on any part of MTA New York City Transit's multiple-unit subway cars and subway service cars in the car shops, terminals, yards and on the road. At Assignment Level I, Maintenance Supervisors (Car Equipment) supervise employees engaged in the maintenance inspection, testing, examination, troubleshooting, fabrication, overhaul and repair of subway car electrical, electronic, mechanical and pneumatic equipment, subway car doors, truck equipment, electrical and pneumatic brake equipment, subway car bodies and associated components, air conditioning and heating equipment and, electrical and electronic control and motor equipment. Maintenance Supervisors (Car Equipment) supervise employees who maintain and repair shop equipment such as car washers, part washers and overhead cranes; operate and maintain lifting, moving, towing and carrying equipment associated with the placement and removal of subway cars and subway car parts; respond to trains in customer service with defects or that were involved in major incidents; supervise employees performing the cleaning of subway cars and facilities in shops, yards and terminals; keep written and computerized records; prepare reports; and perform related work.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: March 1, 2024

Some of the physical activities performed and environmental conditions experienced by Maintenance Supervisors (Car Equipment) are: working outdoors in all weather conditions; walking along subway tracks, stepping over rails (including live third rails); climbing and walking on elevated structures; climbing in and out of maintenance pits; crouching under subway cars in maintenance pits; standing and/or walking for extending periods of time; making tactile and visual inspections of equipment; distinguishing colors; reading gauges and prints; and hearing warnings (bell, whistle, and vocal).

Special Working Conditions: Maintenance Supervisors (Car Equipment) may be required to work various shifts, including nights, Saturdays, Sundays and holidays.

(This brief description does not include all of the duties of this position.)

SALARY

The current minimum salary for Maintenance Supervisor (Car Equipment) is \$93,316 per annum increasing to \$109,784 per annum in the sixth year of service. This rate is subject to change. There are two assignment levels within this class of positions. Promotions will be made to Assignment Level I. After promotion, employees may be assigned to the higher assignment level at the discretion of MTA New York City Transit.

ELIGIBILITY TO TAKE EXAMINATION

This examination is open to each employee of MTA New York City Transit who **on the first date of the multiple-choice test:**

1. Is permanently (not provisionally) employed in or appears on a Preferred List (see Note, below) for the eligible title of Car Inspector, Road Car Inspector, Car Maintainer - Group B, or Car Maintainer - Group C, or in the title of Electronic Equipment Maintainer working in the Car Maintenance Division; and
2. Is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent incumbents of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

You are responsible for determining whether you meet the eligibility requirements for this examination prior to submitting the Application. If you do not know if you are eligible, check with **your department's Human Resources representative**. You may be given the tests and/or assessments before we verify your eligibility. If you are marked "Not Eligible," your application fee will **not** be refunded, and you will **not** receive a score.

This examination is **not** open to employees of MaBSTOA or MTA Bus Company, or to employees of MTA agencies other than MTA New York City Transit.

THE TEST

The test will consist of three distinct components: a competitive multiple-choice test, a qualifying report writing assessment and a qualifying supervisory abilities assessment. All three components of the test will be given in a single session on the same day. A score of at least 70% is required to pass each test.

You will be assigned to a test date and location, and you cannot request that your scheduled test date or location be changed, unless you meet the conditions in the "Special Test Accommodations" subsection below.

Your score on the competitive multiple-choice test will determine 85% of your final score. Your seniority will determine the remaining 15%.

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You must pass the competitive multiple-choice test and both the qualifying report writing assessment and supervisory abilities assessment to have your seniority credited.

Your seniority score will be 70 plus ½ point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services, in competitive class titles. Your service will be credited through the first date of the competitive multiple-choice test up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

Veterans' or Disabled Veterans' Credit will be granted only to eligible passing candidates who request that they be applied. Veterans' or Disabled Veterans' Credit should be requested at the time of application but **must** be requested before the date the eligible list is established. Claims for Veterans' or Disabled Veterans' Credit cannot be made once the eligible list is established.

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

- **Electrical Equipment** – Knowledge of proper maintenance, troubleshooting, and repair techniques of electrically operated equipment utilizing safe work practices
 - Example: *Locating a defect using point-to-point troubleshooting*
- **Mechanical Equipment** – Knowledge of proper maintenance, troubleshooting, and repair techniques of mechanical equipment utilizing safe work practices
 - Example: *Repairing a broken chain or doors that are out of alignment*
- **Pneumatic Equipment** – Knowledge of pneumatic devices and principles; ability to install, maintain, troubleshoot/test with standard testing equipment and repair pneumatic devices utilizing safe work practices
 - Example: *Troubleshooting a piece of equipment that is running under normal operating pressure*
- **Mechanical Tools** – Knowledge of how to safely utilize tools when repairing equipment
 - Example: *Using a screwdriver to remove a screw*
- **Electrical Tools**: Knowledge of how to use a multimeter properly and safely
 - Example: *Placing the leads and how to correctly set up the multimeter*
- **Electrical Theory/Schematics** – Knowledge of electronic and electrical theory and schematic reading
 - Example: *Utilizing Ohm's Law to calculate current*
- **Supervisory Rules and Regulations** – Knowledge of supervisory rules and regulations; emergency procedures; communication methods
 - Example: *Informing subordinates of workplace policies regarding time-off request*
- **Track Safety and Flagging** – Knowledge of New York City Transit Track Safety and Flagging rules and regulations
 - Example: *Using an approved tool bag without a shoulder strap while walking on the tracks*
- **Planning and Organizing** – Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignment of personnel and appropriate allocation of resources
 - Example: *Preparing a list of customer complaints in priority order*
- **Delegation** – Utilizing subordinates effectively; allocating decision-making and other responsibilities to the appropriate subordinates
 - Example: *Assigning a new employee their weekly and daily call targets*

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- **Management Control** – Establishing procedures to monitor and/or regulate processes, tasks, or activities of subordinates and job activities and responsibilities; taking action to monitor the results of delegated assignments or projects
 - Example: *Conducting quality control test calls to ensure employees are providing excellent customer service*
- **Sensitivity** – Actions that indicate a consideration for the feelings and needs of others
 - Example: *Expressing empathy to a customer who reports losing an item on a subway platform*
- **Judgment** – Developing alternative courses of action and making decisions based on logical assumptions that reflect factual information and/or recognizing imaginative solutions and innovations in work-related situations
 - Example: *Determining which assignments are high priority and should be completed as soon as possible*
- **Decisiveness** – Readiness to make decisions, render judgments, take action, or commit oneself
 - Example: *Deciding which jobs maintainers will be assigned for the day*
- **Behavioral Flexibility** – Modifying one's approach to most effectively meet the needs of the situation
 - Example: *Adjusting assignments for personnel to accommodate work emergencies*

The qualifying report writing assessment will require candidates to write one or more reports based on information provided on the day of the test. Candidates will be evaluated on their ability to write concisely, comprehensively and clearly using good grammatical form. Only those candidates who achieve passing scores on the competitive multiple-choice test and qualifying supervisory abilities assessment will have their qualifying report writing assessment rated.

HOW TO SUBMIT AN APPLICATION

If you believe you meet the requirements in the “Eligibility to Take Examination” section, you may submit an application during the application period. If you believe you have a special circumstance (e.g., a disability, military duty) that prevents you from applying as instructed below, please refer to the Special Circumstances Guide referenced in the “Special Test Accommodations” subsection below. Applications will not be accepted in person.

Online Applications:

1. If you are an active MTA employee, apply using the MTA Business Service Center (BSC) employee portal at www.mymta.info by the last day of the application period (non-active MTA employees and applicants requesting a fee waiver must email us by the last day of the application period at examsunit@nyct.com for application instructions). Note: The application system may not function properly with mobile devices or tablets. For best results when applying, please use the latest version of Microsoft Edge, open a new window, and avoid having multiple tabs open in the same window.
2. Once you have logged in, click on the My Job Search ribbon and then click on Exams (non-Railroad).
3. Follow the steps to submit an application.
4. Active MTA employees must pay the application fee via payroll deduction.
5. A confirmation number will appear on the same page after submitting your application and authorizing a payroll deduction (Save this number for future reference).

IMPORTANT: Your application submission confirms that you have read this Notice of Examination, including any dates and the requirements.

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Application Fee: This fee is generally not refundable. Under special circumstances, you may be entitled to a refund. Please refer to the Department of Citywide Administrative Services (“DCAS”) General Exam Regulation E.3.4 to determine if you are entitled to a refund. Please visit http://web.mta.info/nyct/hr/forms_instructions.htm to access the DCAS General Exam Regulations online. Application fee refund requests, along with any relevant supporting documentation, should be emailed to examsmakeups@nyct.com or mailed to the address in the “Correspondence” section below.

Late Applications: Refer to the “Correspondence” section below to contact the Examinations Unit to determine the procedure for submitting a late application if you meet one of the following conditions:

1. You are absent from work for at least one-half of the application period and are unable to apply for reasons such as vacation, sick leave or military duty; or
2. You become eligible after the above application period, but before the first test date.

Special Test Accommodations: If you plan to request an alternate test date due to your religious observance or special testing accommodations due to disability, please follow the instructions included in the Special Circumstances Guide, which is accessible online at http://web.mta.info/nyct/hr/forms_instructions.htm and will be attached to this Notice of Examination during the application period. An alternate test date due to religious observance must be requested no later than 15 days prior to the date on which testing is expected to begin. Special testing accommodations due to disability must be requested no later than 30 days prior to the date on which testing is expected to begin.

Make-Up Tests: You may apply for a make-up test if you cannot take the multiple-choice test as scheduled for any of the following reasons:

1. Compulsory attendance before a public body; or
2. On-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
3. Absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child, or child of a domestic partner where you are an officer or employee of the City; or
4. Absence due to ordered military duty; or
5. A clear error for which MTA New York City Transit is responsible; or
6. A temporary disability; or
7. Pregnancy, childbirth or a related medical condition.

To request a make-up test, submit your request with documentation of the special circumstances that caused you to miss your test (as attachments) by email to examsmakeups@nyct.com or by mail to the address in the “Correspondence” section below as soon as possible.

CORRESPONDENCE

Change of Contact Information: It is critical that you keep your contact information (i.e., telephone number, mailing address and/or email address) current with MTA New York City Transit. You may miss important information about your exam(s) or consideration for appointment or promotion, including important information that may require a response from you by a specified deadline, if we do not have your correct contact information. To update your contact information, you may:

1. Email us at examsunit@nyct.com with the subject “Contact Info Update;” or
2. Mail your request to the address at the end of this section.

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Your request must include your full name, exam title(s), exam number(s) and your old and new telephone numbers, mailing and/or email address. **MTA New York City Transit employees must also visit the employee portal at www.mymta.info to update their contact information through the “BSC.”**

All other correspondence should be sent to examsunit@nyct.com and must include “Promotion to Maintenance Supervisor (Car Equipment), Exam No. 4711” in the Subject. Alternatively, you can mail your correspondence to the following address:

Promotion to Maintenance Supervisor (Car Equipment), Exam No. 4711
MTA New York City Transit
149 Pierrepont Street
Brooklyn, NY 11201
Attn: Exam Administration, 3rd Floor, Room 3.600

TEST SITE REQUIREMENTS

An Admission Letter will be mailed to you about 10 days before the first date of the multiple-choice test, supervisory abilities assessment, and report writing assessment. If you do not receive an Admission Letter at least 4 days before this date, you must email a request for a duplicate Admission Letter to examsunit@nyct.com. A paper copy of the Admission Letter is your ticket for admission to the test.

Applicants **must** keep their mailing address **up to date**. Please refer to the “Correspondence” section above for instructions on how to update your address and other contact information.

Warning: You are not permitted to enter the test site with cellular phones, smart watches, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are permitted, however, they must be hand-held, battery or solar powered, numeric only. Calculators with functions **other than** addition, subtraction, multiplication and division **are prohibited**. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices in the building at any time before, during or after the test, you may **not** receive your test results, your test score may be nullified, and your application fee will **not** be refunded.

You are also not permitted to use on site any medical assistive devices, including those that give notification or alerts, or that vibrate, without the prior express written authorization of MTA New York City Transit. You can contact MTA New York City Transit by email at: examsmakeups@nyct.com.

You may not have any other person, including children, present with you while you are being processed for or taking the test and no one may wait for you inside of the test site while you are taking the test.

Leaving: You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

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

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THE TEST RESULTS

If you pass the competitive multiple-choice test, qualifying supervisory abilities assessment and qualifying report writing assessment and are marked eligible, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for promotion when your name is reached on the eligible list.

REQUIREMENTS TO BE PROMOTED

Probationary Period: At the time of promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility to Take Examination" section, and you must be permanently employed in that title or your name must appear on a Preferred List for the title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least one year. Time served prior to a break in service of more than one year will not be credited.

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

ADDITIONAL INFORMATION

Training: You may be required to undergo a formalized training course during your probationary period. Failure to successfully complete the training course may result in termination or returned to your previously held permanent title.

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

PENALTY FOR MISREPRESENTATION

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



IMPORTANT: If you believe you have a special circumstance (e.g., disability, military duty) that prevents you from applying as instructed in the Notice of Examination, you may email us during the application period at examsmakeups@nyct.com to inquire about any available alternative application options.

(A) RELIGIOUS OBSERVANCE:

Please be advised that if you are unable to test on any of the test dates listed on the Notice of Examination because of religious observance, you must notify us of the potential conflict at least **fifteen (15) days** before the first listed test date. Please do not wait to submit your request until you have been sent an Admission Letter, or your request could be denied due to lateness. A separate request must be submitted for each exam, and each request must include:

- your full name and Applicant ID (if known) or the last 4 digits of your Social Security Number (SSN),
- the exam number and title, and
- a signed statement on letterhead from your religious organization certifying that your religious observance prohibits you from taking the test on the scheduled date. Please note that you must submit your religious organization's statement with your request; the statement must be dated within the last 12 months; and the statement must be signed by your religious leader or their designee.

To submit the request and documentation described above, you must email or write to:

examsmakeups@nyct.com (Please include your signed statement from your religious leader as an attachment.)

Mail: MTA NYC Transit, **(Insert Exam Title & Number)** – Spec. Circumstances, 149 Pierrepont Street, Room 3.600, Brooklyn NY 11201 NOTE: Mail must be postmarked by the deadline.

(B) DISABILITY:

If you have a disability which will interfere with your ability to take any test in this examination without special accommodation(s) or other assistance, you must submit a written request for specific special accommodation(s) for each test no later than **thirty (30) days** before the first test date listed on the Notice of Examination (NOE). Each request must include:

- your full name and Applicant ID (if known) or the last 4 digits of your Social Security Number (SSN),
- the exam number and title,
- the specific nature of your disability and a justification for the special accommodation(s), and
- a statement corroborating your disability by a doctor or agency authorized for this purpose. Please note that MTA New York City Transit may request additional information, including medical documentation evidencing that you have a disability and the need for specific special testing accommodation(s). If you have been approved for special testing accommodations in the past, either while attending school or for employment purposes, feel free to include that supporting documentation, as it may expedite the review process.

If you have a temporary disability, pregnancy-related, or child-birth-related condition which prevents you from taking a test on the date that it is scheduled, which is listed on the Notice of Examination (NOE), you may request a make-up exam by submitting a request no later than **one week following close of the application period**, or, if the temporary disability, pregnancy-related, or child-birth-related condition arises after that date, within **one week following the occurrence**. In addition to the information specified above, the request must include original medical documentation signed by an appropriate, licensed doctor specifying 1) the nature of the condition, 2) the duration of the condition, 3) the functional limitations of the condition, and 4) why the condition prevents you from taking the test as scheduled. Where appropriate and practicable, MTA New York City Transit may provide an alternative form of accommodation, such as an alternative test site.

IMPORTANT: Supporting documentation **must** satisfy the criteria above. Documentation satisfying an employer's requirement(s) for a leave of absence may **not** be sufficient.

To submit the request and documentation described above, you must email or write to:

Email: examsmakeups@nyct.com (Please attach documentation signed by your doctor or authorized agency.)

Mail: MTA NYC Transit, **(Insert Exam Title & Number)** – Spec. Circum., 149 Pierrepont Street, Room 3.600, Brooklyn, NY 11201 NOTE: Mail must be postmarked by the deadline, and you are strongly encouraged to purchase tracking when mailing.



(C) VETERANS' / DISABLED VETERANS' CREDIT (ONLY FOR CIVIL SERVICE EXAMS):

For Veterans' or Disabled Veterans' Credit, you must meet the following requirements by the date of appointment or promotion:

- a. Be a resident of New York State; **and**
- b. Be a United States citizen or an alien lawfully admitted for permanent residence; **and**
- c. Received an honorable discharge or release under honorable conditions from the Armed Forces of the United States. The "Armed Forces of the United States" means the Army, Navy, Marine Corps, Air Force and Coast Guard, including all components thereof, and the National Guard when in the service of the United States pursuant to call as provided by Law; **and**
- d. Have served on full-time active duty, other than active duty for training, in at least one of the following Time of War periods below:

Armed Forces of the United States during: World War II (Dec 7, 1941 - Dec 31, 1946); or Korean Conflict (Jun 27, 1950 - Jan 31, 1955); or Vietnam Conflict (Feb 28, 1961 - May 7, 1975); or Persian Gulf Conflict (Aug 2, 1990 - to be determined).	O R	You must have received the armed forces expeditionary medal, navy expeditionary medal, or marine corps expeditionary medal for: Hostilities in Lebanon (Jun 1, 1983 - Dec 1, 1987); or Hostilities in Grenada (Oct 23, 1983 - Nov 21, 1983); or Hostilities in Panama (Dec 20, 1989 - Jan 31, 1990).
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For Disabled Veterans' Credit, in addition to a, b, c, and d, at the time the list is established, you must have been found to have a service connected disability incurred in a Time of War period listed above, which has been rated at least 10 percent by the U.S. Department of Veterans Affairs (V.A.). If the V.A. has not certified the disability as permanent, it must have been rated at least 10 percent by a V.A. physician no more than one year prior to the date of filing your application or the date of establishment of the eligible list. **Veterans' or Disabled Veterans' Credit should be requested at the time of application but MUST be requested before the date the eligible list is established.** Claims for Veterans' or Disabled Veterans' Credit will **not** be processed once the eligible list is established. All claims for Veterans' or Disabled Veterans' Credit will be investigated and you will be required to produce documentation, such as discharge papers, to prove that you are eligible for the credit. **All requests for Veterans' or Disabled Veterans' Credit must include your full name and Applicant ID (if known) or the last 4 digits of your Social Security Number (SSN), and the exam number and title.**

POINTS: Disabled veterans are entitled to receive ten additional points in an exam for original appointment or five additional points in a promotion exam. Non-disabled veterans are entitled to receive five additional points in an exam for original appointment or two and one-half additional points in a promotion exam. **Exception:** If you were certified as a disabled veteran after using non-disabled Veterans' Credit, please refer to <https://www.cs.ny.gov/vetcredits/> for additional information.

Note:

1. You may use Veterans' or Disabled Veterans' Credit only once after January 1, 1951 for appointment or promotion from a City, State, or County civil service list from a jurisdiction within the State of New York. **Note:** See exception above.
 2. Veterans' or Disabled Veterans' credit will be added only to the final score of those candidates who pass all tests associated with the examination.
 3. Above is only a summary of necessary conditions; complete provisions are contained in statutory and/or decisional law.
- To submit a request after applying and before the eligible list is established, you must email or write to:**
 Email: examsunit@nycct.com (You can attach any relevant supporting documentation to your emailed request)
 Mail: MTA NYC Transit, (**Insert Exam Title & Number**) – Spec. Circum., 149 Pierrepont Street, Room 3.600, Brooklyn, NY 11201 NOTE: Mail must be postmarked by the deadline, and you are strongly encouraged to purchase tracking when mailing.

(D) LEGACY CREDIT (ONLY FOR OPEN COMPETITIVE CIVIL SERVICE EXAMS):

Ten points can be added to the open competitive exam score of a candidate who is the child or sibling of (1) an individual who served the City of New York as a Firefighter, Police Officer, Emergency Medical Technician or Paramedic and was killed in the line of duty; (2) an individual who served the City of New York as a Firefighter or Police Officer and died in the performance of duty as the result of the World Trade Center attack on September 11, 2001 or as the result of participation in the rescue efforts that took place in response to the attack; or (3) an FDNY EMS member in the service of the City of New York who died in the performance of duty as the result of the World Trade Center attack on September 11, 2001 or as the result of participation in the rescue efforts that took place in response to the attack. A candidate can receive Legacy



Credit for no more than one parent or one sibling. A candidate can, however, receive Legacy Credit for both a parent and a sibling, in which case, the candidate may be entitled to 20 points. **Legacy Credit must be requested in accordance with the instructions below before the date the eligible list is established.** Claims for Legacy Credit will **not** be processed once the eligible list is established. All candidates making such claims will be required to present to the hiring agency prior to appointment documentation verifying their claim. All claims for Parent or Sibling Legacy Credit will be investigated. **All Requests for Legacy Credit, whether sent by mail or email, must include your full name and Applicant ID (if known) or the last 4 digits of your Social Security Number (SSN); the exam title and number; and whether the request is for Parent Legacy Credit, Sibling Legacy Credit, or both.**

Note:

1. You may use Legacy Credit only once for appointment from a City, State, or County open competitive civil service eligible list from a jurisdiction within the State of New York.
2. Legacy Credit will be added only to the final score of those candidates who pass all parts of the open competitive examination.
3. The above description of Legacy Credit is only a summary of necessary conditions. The complete provisions are contained in the relevant statutory and/or decisional laws governing Parent and Sibling Legacy Credit.

To submit the request described above, you must email or write to:

Email: examsunit@nyct.com (You can attach any relevant supporting documentation to your emailed request.)

Mail: MTA NYC Transit, **(Insert Exam Title & Number)** – Spec. Circum., 149 Pierrepont Street, Room 3.600, Brooklyn, NY 11201 NOTE: Mail must be postmarked by the deadline, and you are strongly encouraged to purchase tracking when mailing

(E) CHANGE OF CONTACT INFORMATION:

It is critical that you keep your contact information (e.g., email address, mailing address, telephone number) current with MTA New York City Transit. If your contact information is not up to date, you could miss important information about your exam(s) or consideration for appointment, including important information that may require a response by a specified deadline. **Your request must include your full name and Applicant ID (if known) or the last 4 digits of your Social Security Number (SSN), your exam title(s) and number(s), and your previous and new contact information.**

To update your contact information:

1. Email us at examsunit@nyct.com, with the subject named CONTACT INFO UPDATE, or
2. Mail us at MTA NYC Transit, **(Insert Exam Title[s] & Number[s])** – Spec. Circum., 149 Pierrepont Street, Room 3.600, Brooklyn NY, 11201.

IMPORTANT:

- If you are an MTA employee, all changes to your contact information must also be made through the MTA Business Service Center (BSC) via the employee portal at <http://www.mymta.info>.
 - If you are on an established eligible list for a Civil Service exam (i.e., an exam for NYC Transit or Bridges and Tunnels), you must also keep your contact information current with New York City's Department of Citywide Administrative Services (DCAS). To request a change to your name or SSN, you must complete and submit DCAS' Data Correction Form (<https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>). To request a change to your contact information, you must submit your request to DCAS by mail at 1 Centre Street, 14th Floor, New York, NY 10007, or by email at casys@dcas.nyc.gov. Please include your old (i.e., incorrect) and new (i.e., correct) information with your request(s). You may miss a chance for appointment or promotion if DCAS does not have your correct name, SSN, and/or contact information.
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