



New York City Transit

NOTICE OF EXAMINATION

PROMOTION TO STATION AGENT Exam No. 6717

WHEN TO APPLY: From: 4/1/2026

To: 4/30/2026

APPLICATION FEE: \$68.00

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.95% of the payment amount. This service fee is nonrefundable.

TYPE OF TEST:

Multiple-Choice Test

TEST DATE:

Multiple-Choice testing is expected to begin on Saturday, July 25, 2026

JOB DESCRIPTION:

Station Agents, under general supervision, provide direct, front line customer service to New York City Transit customers, including listening to, understanding and offering solutions to customers' questions, concerns, and complaints; offer customers accurate, helpful travel and transit system-related information; sell and add value to fare cards; keep records; provide assistance to customers in the use of automated fare equipment, fare cards, turnstiles, and ADA-accessible gates; explain to customers various fare options and policies; perform "fingertip" maintenance on station equipment to keep it clean and operational; monitor the proper operation of elevators and escalators; observe and report on overall station conditions, including failures, outages, defects, emergency response situations, and unusual or suspicious occurrences; direct customers during overcrowding conditions; assist with emergency station and train evacuations, as needed; request police and/or medical assistance, as needed; and perform related work.

Some of the physical activities performed by Station Agents and environmental conditions experienced are: working inside an enclosed booth with HVAC regulated air systems; working on noisy, environmentally exposed subway platforms; communicating with passengers over loud background noises; working in spaces with relatively high dust/dirt levels and with limited natural light; walking/riding up and down stairways, ramps and escalators/elevators and working in all kinds of weather while performing customer service on platforms and mezzanines.

Special Working Conditions: Station Agents 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 Station Agents (Non AFC) is \$25.15 per hour for a 40-hour work week increasing to \$35.92 per hour in the sixth year of service. The current minimum salary for Station Agents (AFC) is \$27.17 per hour for a 40-hour work week increasing to \$38.82 per hour in the sixth year of service. These rates are subject to change.

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 titles of Cleaner (Transit Authority) or Railroad Track Cleaner; **or**
2. Is employed in or appears on a Recall List (see Note, below) for the eligible Labor Class titles of Transit Cleaner or Transit Track Cleaner; **and**
3. Has worked in the eligible title of Cleaner (Transit Authority), Railroad Track Cleaner, Transit Cleaner or Transit Track Cleaner for at least one year; **and**
4. Is not otherwise ineligible.

This examination is open to employees in the title of Transit Cleaner or Transit Track Cleaner on a collateral basis.

(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.)

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

(Note: A “Recall List” is a list for former Labor Class employees who have rehiring rights.)

For this examination only, admission is extended to employees holding the Labor Class titles of Transit Cleaner or Transit Track Cleaner which has been determined by the Department of Citywide Administrative Services to be a related line of promotion.

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 test(s) and/or assessment(s) 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:

You will be given a competitive multiple-choice test. The competitive multiple-choice test may be given at a computer terminal or using paper and pencil/pen. A score of at least 70% is required to pass the competitive multiple-choice test.

You will be scheduled to take the test as indicated in the above “Test Date” box. You will be assigned to a test date and location, and you cannot request that your scheduled test date or location be changed, unless you meet the conditions in the “Special Test Accommodations” subsection below.

Your score on the competitive multiple-choice test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the competitive multiple-choice test to have your seniority credited. Your seniority score will be 70 plus $\frac{1}{2}$ point for each three months of completed continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services, in permanent, competitive class titles or in the labor class titles of Transit Cleaner or Transit Track Cleaner. 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 may measure your knowledge, skills and abilities in the following and other related areas:

- **Written Comprehension:** The ability to read and understand information and ideas presented in writing.
 - Example: Reading and understanding a safety sign.
- **Written Expression:** The ability to communicate information and ideas in writing so others will understand.
 - Example: Writing incident reports regarding unusual occurrences.
- **Problem Sensitivity:** The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
 - Example: Recognizing that a delayed train in a subway line may interfere with the normal operation of the subway line at your station.
- **Deductive Reasoning:** The ability to apply general rules to specific problems to produce answers that make sense.
 - Example: Applying MTA New York City Transit rules and regulations to situations to determine the appropriate actions that must be taken.
- **Inductive Reasoning:** The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
 - Example: Determining the action that must be taken based on a combination of observations and radio chatter from other Station Agents and Station Supervisors.
- **Information Ordering:** The ability to follow correctly a rule or set of rules to arrange things or actions in a certain order. The rule or set of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations.
 - Example: Following the step-by-step instructions of issuing a ticket to a customer.
- **Spatial Orientation:** The ability to tell where you are in relation to the location of some object or to tell where the object is in relation to you.
 - Example: Reading a map to provide a customer with travel directions.
- **Number Facility:** Involves the degree to which adding, subtracting, multiplying, and dividing can be done quickly and correctly. These can be steps in other operations such as finding percentages.
 - Example: Performing a calculation to determine the remaining balance on an OMNY card.
- **Short-Term Memory:** The ability to remember information, such as work assignments, rules, and procedures immediately after hearing them.
 - Example: Remembering the train delays immediately after it was stated by the Stations Supervisor.
- **Visualization:** The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.
 - Example: Understanding that items located on the platform are in the same location whether you are looking at it from your booth or from on the platform.
- **Customer Service:** The ability to provide information to passengers in a professional and courteous manner.
 - Example: Giving a passenger directions to a location.

HOW TO APPLY:

If you believe you are eligible to take this examination, apply using the Online Application System (OASys) at <https://a856-mtaexams.nyc.gov/OASysWeb/home>. Follow the onscreen application instructions for electronically submitting your application, payment, and completing any required information. A unique and valid email address is required to apply online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact the Examinations Unit. This review may require up to five (5) business days to be reviewed and resolved. Please keep this information and the application period deadline in mind when creating your account.**

The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived.

If you are requesting a fee waiver, you must, by May 14, 2026, submit documentation supporting your fee waiver request by mail to Station Agent, Exam No. 6717, MTA New York City Transit, 149 Pierrepont Street, Brooklyn, NY 11201, Attn: Exam Administration, 3rd Floor, Room 3.600. You must include your full name, last 4 digits of your Social Security Number (SSN), your Applicant ID Number (if known), your online application confirmation number, and the exam title and number with your request. For fee waiver request documentation requirements, please refer to the Fee Waiver Request 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.

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact the Examinations Unit at examsunit@nyct.com.

Application for Examination: Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.

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

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

If you submit an application for this promotion examination and you also submit an application for the open competitive examination for Station Agent, Exam No. 6617, you will only be permitted to take the test(s) for this title one time.

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 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 the Examinations Unit 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 email address) current with your employer. 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, follow the applicable instructions below:

Current employees must:

- Visit the employee portal at www.mymta.info to update your contact information through the “BSC” **and**
- Update this information on your Profile page in OASys by logging into your OASys account and navigating to your Dashboard, then your Profile tab at <https://a856-mtaexams.nyc.gov/OASysWeb/home>

External candidates must:

- Update this information on your Profile page in OASys by logging into your OASys account and navigating to your Dashboard, then your Profile tab at <https://a856-mtaexams.nyc.gov/OASysWeb/home>

Personal Information Update: If there are changes to your name and/or social security number you must use the Correction Form and follow all instructions for changing your name and/or social security number with the Examinations Unit. The following link will provide you with the MTA Correction Form: <https://www.mta.info/document/170711>.

All other correspondence should be sent to examsunit@nyct.com and must include “Promotion to Station Agent, Exam No. 6717” in the Subject. Alternatively, you can mail your correspondence to the following address:

Promotion to Station Agent, Exam No. 6717
MTA New York City Transit
149 Pierrepont Street
Brooklyn, NY 11201
Attn: Exam Administration, 3rd Floor, Room 3.600

TEST SITE REQUIREMENTS:

Your Admission Letter will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. A paper copy of the Admission Letter is your ticket for admission to the test.

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

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

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.

THE TEST RESULTS:

If you pass the competitive multiple-choice test and are marked eligible, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by email 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.

If you believe that your test results were rated incorrectly, you may submit an appeal of your score to the Examinations Unit, through the OASys. Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at <https://a856-mtaexams.nyc.gov/OASysWeb/home> and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and

- 4. Select the exam part from the Exam Part drop-down list.
- 5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
- 6. Enter the details of your appeal by providing specific reasons why your score should be higher.

REQUIREMENTS TO BE PROMOTED:

Education Requirement: At the time of promotion, you must possess a four-year high school diploma or its educational equivalent approved by a State’s Department of Education or a recognized accrediting organization.

Note: An Associate’s Degree or higher will be accepted in place of the four-year high school diploma or its educational equivalent.

The high school must be approved by a State’s Department of Education or a recognized accrediting organization. The college or university must be accredited by regional, national, professional or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education, and by the Council for Higher Education Accreditation (CHEA).

Foreign Education Fact Sheet (required only if you need credit for your foreign education for this examination): If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation, as well as instructions on how to submit this evaluation are listed in the Foreign Education Fact Sheet, which will be attached to this Notice of Examination during the application period. When you contact the evaluation service, ask for a “document-by-document” (general) evaluation of your foreign education. Your foreign education evaluation **must** be submitted directly to NYC Transit’s Examinations Unit by the service completing the evaluation. Foreign education evaluations received directly from applicants will not be accepted. You may also visit http://web.mta.info/nyct/hr/forms_instructions.htm to access the Foreign Education Fact Sheet on our website.

Note: If you have earned a higher-level degree in the United States that supersedes the level and type of education required to meet the qualification requirements, you do not need to submit a foreign education evaluation. However, you must indicate that you have completed the higher-level degree in the United States; proof of acceptance into an academic program or school is not sufficient to determine satisfactory equivalency.

From the competitive title of Cleaner (Transit Authority) or Railroad Track Cleaner: At the time of promotion, you must have completed your probationary period in one of the eligible titles indicated in the above “Eligibility to Take Examination” section, and you must be permanently employed in one of those titles or your name must appear on a Preferred List for one of those titles. Additionally, you must have served permanently in an eligible title for at least one year. Time served prior to a break in service of more than one year will not be credited.

From the labor class titles of Transit Cleaner or Transit Track Cleaner: At the time of promotion you must have completed your probationary period in one of the eligible titles indicated in the above “Eligibility to Take Examination” section, and you must be employed in one of those titles or your name must appear on a Recall List for one of those titles. Additionally, you must have served in the eligible title of Transit Cleaner or Transit Track Cleaner for at least one year. Time served prior to a break in service of more than one year will not be credited.

Medical Requirement: Medical guidelines have been established for this position. Candidates will be examined to determine whether they can perform the essential functions of the position. Where appropriate, a reasonable accommodation will be provided for a person with a disability to enable such person to perform the essential functions of the job.

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

ADDITIONAL INFORMATION:

Training: You may be required to satisfactorily complete a Station Agent training program in accordance with MTA New York City Transit Authority standards. Failure to successfully complete the training course may result in termination or being returned to your previously held title.

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

Application Receipt: You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check the "Junk", "Trash", or "Spam" folders for the primary email linked to your OASys account. If you are unable to locate the email, you can view a summary of the notification email by clicking the Notifications tab on your OASys dashboard. If you are still unable to locate the email, please email the Examinations Unit via the Contact feature available in OASys with a description of the issue, and include the exam number and your profile number located on your OASys Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

PENALTY FOR MISREPRESENTATION:

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

The General Examination Regulations of the Department of Citywide Administrative Services (DCAS) apply to this examination and are part of this Notice of Examination, and they are accessible through our website at http://web.mta.info/nyct/hr/forms_instructions.htm

MTA New York City Transit is an Equal Opportunity Employer.

Title Code No. 10610; The Rapid Transit Railroad Service; Group I - Per Diem and Per Hour Positions

Application Period Opened: 4/1/2026