



New York City Transit

Notice of Examination

Station Agent ((Customer Service Agent)),

Exam No. 3607

Application Deadline:

November 21, 2022

Type of Test:

Multiple-Choice Test

Application Fee:

\$68.00

Test Date:

Multiple-choice testing is
expected to begin on Saturday,
May 20, 2023

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.

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READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: November 1, 2022

JOB DESCRIPTION (Continued)

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 AND BENEFITS

The current minimum salary for Station Agent is \$22.90 per hour for a 40-hour work week increasing to \$32.72 per hour in the sixth year of service. These rates are subject to change. The benefits of this position include, but are not limited to, night and weekend salary differentials, paid holidays, vacation and sick leave, a comprehensive medical plan and a pension plan.

HOW TO QUALIFY

Education and Experience Requirements: By the **last day of the Application Period**, you must meet the following requirements:

A four year high school diploma or its educational equivalent, approved by a State's Department of Education or a recognized accrediting organization; and

One year of full-time satisfactory experience **continuous with one employer** performing **in-person** customer service to the general public that includes **at least one** of the duties below as a primary job function (the majority of the essential duties):

- a. Providing comprehensive customer service entailing the dispensing of information or listening to and resolving customers' concerns, problems and complaints; or
- b. Giving travel information in a transportation environment, such as a bus, rail or marine station, terminal or port; or
- c. Providing troubleshooting (help-desk) services or resolving problems regarding a company's products or services.

Experience which involves only incidental or occasional customer service, such as sales associate or cashier, taxi or ride share drivers, receptionist, or through online or by phone help-desks, is not acceptable.

Only qualifying part-time experience that is at least 25-hours per week will be credited on a prorated basis.

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.

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READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: November 1, 2022

HOW TO QUALIFY (Continued)

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.

You are responsible for determining whether you meet the qualification requirements for this examination prior to applying. You may be given the test before we determine if you meet the qualification requirements. If you are marked "Not Qualified," your application fee will **not** be refunded, and you will **not** receive a score.

REQUIREMENTS TO BE APPOINTED

Vaccination Requirement: As of November 14, 2021, MTA New York City Transit is requiring all new hires to be fully vaccinated against Covid-19. "Fully vaccinated" means having received both doses of a 2-dose vaccine and two weeks have elapsed since the second dose, or having received 1 dose of a 1-dose vaccine and two weeks have elapsed since the dose.

You can request a medical or religious accommodation from this requirement by forwarding your requests to Workforce.Relations@nyct.com. To contact us by phone, call 347-643-8209.

Medical Requirement: Medical guidelines have been established for the position of Station Agent. You will be examined to determine whether you 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 appointed.

Residency: New York City residency is not required for this position.

English Requirement: You must be able to understand and be understood in English to perform the duties and responsibilities of the position.

Proof of Identity: Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with MTA New York City Transit.

HOW TO OBTAIN AN APPLICATION

During the application period, you may apply online for this examination (see the Online Applications sub-section below). Or, if you are unable to apply online, you may obtain an electronic copy of the mail-in application package for this examination by emailing a request to examsunit@nyct.com during the application period. The MTA Exam Information Center, located in the lobby of 180 Livingston Street, Brooklyn, NY 11201, is currently closed. 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 Arrangements" section below.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: November 1, 2022

HOW TO SUBMIT AN APPLICATION

You must submit an application during the application period, and applications will **not** be accepted in person. Applicants who apply online and wish to request a Fee Waiver **must** only complete the Online Applications Steps 1 through 4 below. Once you complete step 6, you must follow the link below in step 7, to the online Education and Experience Test Paper. You will have until midnight Eastern time on the last day of the Application Period (November 21, 2022) to clearly specify in detail all of your relevant education and experience on your Education and Experience Test and submit it in Microsoft Forms. If you do not submit your Education and Experience Test in Microsoft Forms by midnight Eastern time on the last day of the Application Period (November 21, 2022), your application will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

Online Applications:

If you are not an active MTA employee, apply using www.mymta.info/exams by the last day of the application period (Active MTA employees can apply using the “BSC” employee portal at www.mymta.info). **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.

1. To apply, log into your existing account, or create an account if you do not yet have one.
2. Follow the steps to submit an application.
3. A confirmation number will appear on the same page after submitting your application (Save this number for future reference). Please write this confirmation number down as you will need it to complete your MS Forms Education and Experience Test Paper.

IMPORTANT: If you are requesting a **fee waiver**, proceed to Step 7, you should not complete Steps 4, 5, or 6 below. Instead, **by Tuesday, December 6, 2022**, you must submit documentation supporting your fee waiver request by mail to Station Agent, Exam No. 3607, MTA NYC Transit, 180 Livingston Street, Room 4070, Brooklyn, NY 11201. 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.

4. Below the confirmation number, a Pay Examination Fee button will appear for you to click to open the payment page.
5. A major credit card or a bank card associated with a bank account must be used when paying the application fee, and this fee will appear on your credit or bank card statement as “MTA NYCT Exam Fee.” **Note:** Disputing the application fee could result in removal from this examination, and it might affect your ability to apply online for any future examinations.
6. You will be sent a confirmation email after you submit payment for the application fee (Save this email for future reference).

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READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: November 1, 2022

HOW TO SUBMIT AN APPLICATION (Continued)

Note: If you have trouble paying the application fee after submitting your online application, please visit http://web.mta.info/nyct/hr/forms_instructions.htm to access the Online Payment Tutorial.

7. Once you complete the payment, please click the following link: <https://forms.office.com/g/2yuv44LYCD>. This link will bring you to a Microsoft Forms Education and Experience Test Paper that must be completed to finalize the application process. Failure to complete this document will result in being found not qualified for the examination.

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.

ADMISSION LETTER OR NOTICE OF PROPOSED DISQUALIFICATION

An Admission Letter or a Notice of Proposed Disqualification will be mailed to you at least 10 days before the first date of the multiple-choice test. If you do not receive an Admission Letter or Notice of Proposed Disqualification at least 4 days before this date, you **must** email a request for a duplicate Admission Letter/Notice of Proposed Disqualification 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 below for instructions on how to update your address and other contact information.

THE TEST

You will be given a multiple-choice test. A score of at least 70% is required to pass this test. Your score on this test will determine your place on the eligible list.

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 Arrangements” section below.

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 multiple-choice test may include questions that require the use of any of the following abilities:

- **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.*

(Continued)

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: November 1, 2022

THE TEST (Continued)

- **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 a MetroCard.*
- **Mathematical Reasoning** – Ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem. It encompasses reasoning through mathematical problems to determine appropriate operations that can be performed to solve problems. It also includes the understanding or structuring of mathematical problems. The actual manipulation of numbers is not included in this ability.
 - Example: *Determining the mathematics required to calculate the required change for a customer.*
- **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.*

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: November 1, 2022

TEST ADMINISTRATION GUIDELINES

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 **not** permitted. 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.

Social Distancing and other safety protocols, **including the wearing of masks**, will be required during the administration of the test. Further details will be provided on your Admission Letter.

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.

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied entrance into the test.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, State issued identification card, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, IDNYC, Employer ID with photo, or Student ID with photo.

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.

THE TEST RESULTS

If you meet the education and experience requirements and pass the competitive multiple-choice test, your name will be placed 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 appointment when your name is reached on the eligible list.

ADDITIONAL INFORMATION

Appointments: All appointees must satisfactorily complete a Station Agent training program in accordance with MTA New York City Transit Authority standards. Appointees who do not satisfactorily complete the training program will be subject to termination.

SPECIAL ARRANGEMENTS

Special Test Accommodations: If you plan to request an alternate test date due to your religious observance or special test 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 the multiple-choice testing is expected to begin. Special test accommodations due to disability must be requested no later than 30 days prior to the date on which the multiple-choice testing is expected to begin.

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READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: November 1, 2022

SPECIAL ARRANGEMENTS (Continued)

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, 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, pregnancy-related, or child-birth related condition preventing you from taking the test

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.

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 employees must also visit the employee portal at www.mymta.info to update their contact information through the MTA Business Service Center (BSC).**

All other correspondence should be sent to examsunit@nyct.com and must include "Station Agent, Exam No. 3607" in the Subject. Alternatively, you can mail your correspondence to the following address:

Station Agent, Exam No. 3607
MTA New York City Transit
180 Livingston Street, Room 4070
Brooklyn, NY 11201

PENALTY FOR MISREPRESENTATION

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

The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination, 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: November 1, 2022



New York City Transit

180 Livingston Street, Room 4070
Brooklyn NY 11201

MTA NEW YORK CITY TRANSIT EXAMINATION FEE WAIVER REQUEST GUIDE

NEW YORK CITY TRANSIT EXAMINATION FEE WAIVER REQUEST FORM

TO ALL APPLICANTS:

In accordance with Civil Service Law Section 50.5(b), the application fee shall be waived for any person who meets at least one of the following criteria during the month you wish to apply for an examination:

A) Unemployed.	B) Receiving Supplemental Security Income (SSI) payments.
C) Receiving Medicaid benefits.	D) Receiving Public Assistance in the form of Temporary Assistance for Needy Families (TANF)/Family Assistance or Safety Net Assistance.
E) Certified eligible for a Workforce Investment Act program through New York City's Workforce1 Career Centers.	F) Veterans Fee Waiver for U.S. Armed Forces service members who have served on full-time active duty, other than reserves and/or training.

You must complete a separate "EXAMINATION FEE WAIVER REQUEST FORM" for each examination for which you are requesting a fee waiver.

PRINT CLEARLY OR TYPE INFORMATION

Name: _____ **SS#:** _ _ _ - _ _ - _ _ _

Exam Title: _____ **Exam Number:** _____

I request that my application fee for the examination listed above be waived in accordance with the Section 50.5(b) of the State Civil Service Law.

*****AFFIRMATION*****

I have read the above-mentioned portion of Section 50.5(b) of the Civil Service Law relating to the waiver of the application fee and hereby certify that I am qualified to receive such waiver for the reason indicated below. I understand that if I falsify information concerning my current eligibility in order to obtain the application fee waiver, **I may be banned from appointment to any position within the City of New York, and may be subject to criminal prosecution. (All such violations will be referred to the Department of Investigation.)**

Signature: _____ **Date:** _____

Fee Waiver Criteria Selection: Check only the box that applies to you and for which you have acceptable documentation as described on pages 2 and 3. Complete, sign, and date this form and return it along with your documentation. At the time of applying for the above-indicated examination, I am currently...

- ☐ **A)** an individual who is unemployed.
- ☐ **B)** an individual who is receiving Supplemental Security Income (SSI) payments.
- ☐ **C)** an individual who is receiving Medicaid benefits.
- ☐ **D)** an individual who is receiving Public Assistance in the form of Temporary Assistance for Needy Families (TANF)/Family Assistance or Safety Net Assistance.
- ☐ **E)** a participant certified eligible for a Workforce Investment Act program through New York City's Workforce1 Career Centers.
- ☐ **F)** an individual who has served in the U.S. Armed Forces on full-time active duty, other than reserves and/or training.

FOLLOW THE INSTRUCTIONS ON PAGES 2 & 3, AND SUBMIT AND SIGN THIS PAGE WITH THE CORRECT DOCUMENTATION.



MTA NEW YORK CITY TRANSIT EXAMINATION FEE WAIVER REQUEST GUIDE

EXAMINATION FEE WAIVER SUPPORTING DOCUMENTATION REQUIREMENTS

- A) For an individual who is unemployed: Submit an “**Unemployment Insurance Benefit Payment History**” inquiry printout. This printout must include Week Ending dates that correspond with the month that you are applying for an exam. You may obtain this printout from the New York State Department of Labor by calling 1 (877) 221-1634 or online at www.labor.state.ny.us. For the Department of Labor outside of New York State, you may access their website at www.dol.gov for assistance in locating this type of documentation online for the state in which you reside. If you are unemployed, but not currently receiving Unemployment Insurance Benefits, you may submit an affidavit signed by you stating that you are unemployed, and notarized by a Notary Public. Your affidavit must be dated within the application period for the exam you are applying for. For unemployment benefits received outside of New York State, you may include a copy of your unemployment check that bears your Name and SS# dated and issued for the month in which you are applying for an exam.
- B) For an individual who is receiving Supplementary Security Income (SSI) payments: Submit a “**Benefit Verification Break Down Letter**”. This printout shows the break down of your monthly payments on letterhead from a Social Security Administration Office in your state that is dated during the month for which you are applying for an exam and specifically indicates that you received SSI benefits that month. Award Letter Notifications re-issued during the month you are applying for an exam that does not include the added information in the OTHER IMPORTANT INFORMATION field that specifically states you are receiving SSI benefits that month will not be accepted. Parents who receive SSI benefits for their minor children are not eligible for a fee waiver.
- C) For an individual who is receiving Medicaid benefits or partial benefits that include Medicaid: Submit the “**MA Case/Suffix/ Individual/Summary**” printout. This printout must verify that either your eligibility for Medicaid is coded “AC” for Active, or your authorization period is currently active, or if your case has been closed, the date your case was closed. These dates must include the month for which you are applying for an exam. You may obtain this printout from your assigned worker, or from a New York City Human Resources Administration Medicaid Office or call 1 (877) HRA-8411. If you applied for Medicaid benefits through a hospital or managed care program/organization, you will need to submit documentation on letterhead from that program/organization that is dated during the month you are applying for an exam that specifically verifies your eligibility of receiving Medicaid benefits that month. For Medicaid benefits received outside New York City, you will need to submit documentation on letterhead from a social service agency in your state that is dated during the month you are applying for an exam that specifically verifies your eligibility of receiving Medicaid benefits, or indicates your case is active that month.

MTA NEW YORK CITY TRANSIT EXAMINATION FEE WAIVER REQUEST GUIDE

- D) For an individual who is receiving Public Assistance in the form of Temporary Assistance for Needy Families(TANF)/Family Assistance or Safety Net Assistance benefits: Submit the “**PA Case Composition-Suffix/Individual Summary**” printout. This printout must verify that either your eligibility for Public/Cash Assistance is coded “AC” for Active, or if your case has been closed, the date your case was closed. These dates must include the month for which you are applying for an exam. If your case has been coded “SN” for Sanctioned, or if you recently applied for benefits and your case is coded “AP” for Application, you are not eligible to receive a fee waiver. You may obtain this printout from your assigned worker, or from a New York City Human Resources Administration Office or call 1 (877) HRA-8411. For TANF/Family Assistance or Safety Net Assistance benefits received outside New York City, you will need to submit documentation on letterhead from a social service agency in your state that is dated during the month you are applying for an exam that specifically verifies your eligibility of receiving TANF/Family Assistance or Safety Net Assistance benefits, or indicates your case is Active that month.
- E) For a participant certified eligible for a Workforce Investment Act program through New York City’s Workforce1 Career Centers: Submit documentation on letterhead from the Department of Small Business Services that is dated during the month for which you are applying for an exam and specifically indicates that you are a participant registered with the City’s Workforce1 Career Centers for that month. You may obtain this letter only by calling the New York City Department of Small Business Services at (212) 513-6406.
- F) For an individual who has served in the U.S. Armed Forces on full-time active duty, other than reserves and/or training: Participants must have been discharged under honorable conditions from the Armed Forces of the United States (Army, Navy, Marine Corps, Air Force, Coast Guard or the National Guard only). The Veterans Exam Fee Waiver cannot be used retroactively for any exam for which you have already applied. Proper documentation must accompany your application. Mail a clear copy of your separation papers (Form DD214, long form) or a Statement of Service letter along with your application package. The Veterans Exam Fee Waiver is available for Promotion and Open Competitive exams. Please note that Veterans Preference Credits and the Veterans Exam Fee Waiver are two separate programs that have different purposes and criteria.

SUBMISSION INSTRUCTIONS

By the deadline stated in the Notice of Examination, you must submit documentation supporting your fee waiver request by mail to MTA New York City Transit, ATTN: Fee Waiver Request for (***Insert Exam Title and Number***), 180 Livingston Street, Room 4070, Brooklyn, NY 11201.



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:

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

Mail: MTA NYC Transit, (**Insert Exam Title & Number**) – Spec. Circum., 180 Livingston St., Rm 4070, Brooklyn, NY 11201

NOTE: Mail must be postmarked by the deadline, and you are strongly encouraged to purchase tracking when mailing.

(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., 180 Livingston St., Rm 4070, 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@nyct.com (You can attach any relevant supporting documentation to your emailed request)

Mail: MTA NYC Transit, (**Insert Exam Title & Number**) – Spec. Circum., 180 Livingston St., Rm 4070, 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., 180 Livingston St., Rm 4070, 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., 180 Livingston St., Rm 4070, 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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Personnel Testing, Selection and Classification Unit

180 Livingston Street, Room 4070

Brooklyn, NY 11201

Applicant questions can be emailed to examsunit@nyct.com or mailed to the address above.

FOREIGN EDUCATION FACT SHEET

- In order to receive credit in the examination for your foreign education, you must have your foreign education evaluated by **one of the approved services on the reverse side**.
- Refer to the Notice of Examination to find out whether you need a "document-by-document" evaluation (general) or a "course-by-course" evaluation (which includes a "document-by-document" evaluation) of your foreign education.
- The cost of evaluating your foreign education is paid by the applicant.
- Your evaluation must be received no later than **8 weeks** from the last day to apply for this examination. If your evaluation is not received by this time, your foreign education will not be rated. An extension of this time limit is available if the evaluation service submits an acceptable reason in writing for the delay.
- All acceptable foreign education evaluations submitted directly by the evaluation service to the address below **will be retained in a permanent file for future reference. However, if a document by document evaluation is on file with us and you are now applying for an examination that requires a course by course evaluation to meet the education qualification(s), you will need to have an evaluation service send us a course by course evaluation. If you are having a foreign education evaluation sent to us for the first time and you are applying for multiple exams in the same month, the evaluation service that you use only needs to send us one foreign education evaluation.**
- Photocopies of foreign education evaluations received from candidates will **not** be accepted and may be returned or discarded.
- Only foreign education evaluations submitted directly to us by an approved evaluation service with a *raised seal* or an *original stamp* of the evaluation service on the evaluation will be accepted.
- If you previously had a foreign education evaluation done by one of the approved evaluation services listed on the reverse side for another purpose, we will accept your foreign education evaluation provided that it is stamped "certified duplicate original" **and** received directly from that evaluation service.

In order to obtain an official confirmation that we have received your foreign education evaluation from the service that you selected, we recommend that you have a stamped, self-addressed postcard included by the service when your evaluation is sent to us. We will return the post card to you to acknowledge that your foreign education evaluation has been received. **Due to the number of foreign education evaluations received, a delay may occur in confirming the receipt of your evaluation by telephone or in-person inquiries.**

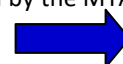
Have the evaluation service include:

- Your **name** and **social security number** on the evaluation; and
- The **Exam Title** and **Examination Number** of the examination you are applying for on the envelope.
- A stamped, self-addressed stamped postcard (for confirmation of receipt of your foreign education evaluation).

Have the evaluation service mail or email your completed original evaluation to:

- New York City Transit
Personnel Testing, Selection and Classification Unit
c/o (please state the specific Exam Title and Exam Number)
180 Livingston Street, Room 4070
Brooklyn, NY 11201
Email: foreigned@nyct.com (Evaluation services must password-protect emailed files, as instructed by the MTA)

TURN OVER FOR THE LIST OF APPROVED FOREIGN EDUCATION EVALUATION SERVICES



APPROVED FOREIGN EDUCATION EVALUATION SERVICES

Center for Applied Research, Evaluation & Education, Inc.

International Evaluation Service
P.O. Box 18358
Anaheim, CA 92817
Phone: (714) 237-9272; 237-9276
Fax: (714) 237-9279
E-mail: info@iescaree.com
Web: <http://www.iescaree.com>

Center for Educational Research & Evaluation (CERE)

140-30 Beech Avenue, Suite #1R
Flushing, Queens, NY 11355
Phone: (718) 445-2790
Fax: (718) 879-5871
E-mail: MJafry8@aol.com
Web: <http://www.degreeevaluation.com>

Evaluation Service, Inc.

333 W. North Avenue #284
Chicago, IL 60610
Phone: (847) 8569
Fax: (312) 587-3068
E-mail: info@evaluationservice.net
Web: www.evaluationservice.net

Educational Perspectives, NFP.

P.O. Box 618056
Chicago, IL 60661-8056
Phone: (312) 421-9300
Fax: (312) 421-9353
Email: info@edperspective.org
Web: <http://www.edperspective.org>

Educational Records Evaluation Service, Inc.

601 University Avenue, Suite 127
Sacramento, CA 95825-6738
Phone: (916) 921-0790
Fax: (916) 921-0793
E-mail: edu@eres.com
Web: <http://www.eres.com>

Foreign Academic Credentials Services, Inc.

P.O. Box 400
Glen Carbon, IL 62034
Phone: (618) 656-5291
Fax: (618) 656-5292
E-mail: facsa@aol.com
Web: www.facsusa.com

Span Tran: The Evaluation Company

450 Fashion Avenue, Suite 1004
New York, NY 10123
Phone: (646) 475-2570
Fax: (713) 789-6022
E-mail: status@spantran.com
Web: <http://www.spantran.com>
Online App: https://www.spantran.com/mta_app

Foundation for International Services, Inc.

505 Fifth Avenue South
Suite 101
Edmonds, WA 98201
Phone: (425) 248-2255
Fax: (425) 248-2262
E-mail: info@fis-web.com
Web: www.fis-web.com

Globe Language Services, Inc.

305 Broadway, Suite 401
New York, New York 10007
Phone: (212) 227-1994
Fax: (212) 693-1489
E-mail: info@globelanguage.com
Web: www.globelanguage.com

Institute of Foreign Credential Services

12 Cedar Street
Dobbs Ferry, NY 10522
Phone: (914) 693-2840
Fax: (914) 231-7782
E-mail: info@ifcsevals.com
Web: <http://www.ifcsevals.com>

International Consultants of Delaware, Inc.

3600 Market Street, Suite 450
Philadelphia, Pa. 19104
Phone: (215) 387-6950 Ext 603
Fax: (215) 349-0026
E-mail: icd@icdeval.com
Web: <http://icdeval.com>

International Education Research Foundation (IERF)

PO Box 3665
Culver City, CA 90231-3665
Phone: (310) 258-9451
Fax: (310) 342-7086
Email: info@ierf.org
Web: www.ierf.org

Josef Silny & Associates, Inc.

International Education Consultants

7101 S.W. 102nd Avenue
Miami, FL 33173
Phone: (305) 273-1616
Fax: (305) 273-1338
E-mail: info@jsilny.com
Web: <http://www.jsilny.com>