



Notice of Examination

Fare Enforcement Agent, Exam No. 3608

Application Deadline:

January 15, 2023

Type of Test:

Multiple-Choice Test

Application Fee:

\$68.00

Test Date: (subject to change)

Saturday, April 15, 2023 or
Sunday, April 16, 2023

JOB DESCRIPTION

Fare Enforcement Agents, under supervision, perform surveillance, investigative and enforcement work to ensure passenger compliance with current fare policies of MTA New York City Transit. They check the validity of customers' receipts on New York City Transit revenue vehicles to ensure payment is made in accordance with existing fare policies; issue summonses to fare evaders and exercise resilience and de-escalation techniques with agitated customers who may have violated fare policy; investigate alleged violations of fare enforcement; participate in the monitoring and coordinating activities of team members and assist them as necessary; testify at hearings and in court regarding the details of summonses issued; provide route and fare-related information to customers, and assist and instruct them to use fare receipt issuance machines; record daily actions in memo books and prepare reports; perform special assignments as needed; operate a motor vehicle; and perform related work.

Some of the physical activities and environmental conditions experienced by Fare Enforcement Agents are: standing for lengthy periods of time on moving buses; conducting visual inspection of documents; walking up and down stairs; frequently boarding and alighting buses; and working outside in all weather conditions.

Special Working Conditions: Fare Enforcement 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.)

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Filing Opened: December 1, 2022

SALARY AND BENEFITS

The current minimum salary for Fare Enforcement Agent is \$52,289 per annum increasing to \$80,442 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 three years of full-time, satisfactory security experience primarily involving the enforcement of policies, procedures and regulations governing the behavior and actions of the general public, including the performance of associated investigations and the issuance of summonses or the writing of comprehensive reports.

If you have qualifying part-time experience, it will be credited on a prorated basis.

The high school, vocational high school, technical school, or trade 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).

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.

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 our website at http://web.mta.info/nyct/hr/forms_instructions.htm to access the Foreign Education Fact Sheet.

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.

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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.

Driver License Requirement: At the time of appointment, you must have a motor vehicle driver license valid in the State of New York with no disqualifying restrictions that would preclude the performance of the duties of this title. If you have serious moving violations, a license suspension or an accident record, you may be disqualified. This license must be maintained for the duration of your employment in the title.

New York State Security Guard Registration Requirement: At the time of appointment, you must possess a valid New York State Security Guard Registration Card or show valid proof of filing for a New York State Security Guard Registration Card between the start of the application period and your appointment date. By the end of the probationary period, you must possess this New York State Security Guard Registration Card as explained, generally, in Article 7-A of the New York State General Business Law ("the Security Guard Act"), and, specifically, in Section 89-h of the New York State General Business Law, entitled "Requirements for a [Security Guard] Registration Card". Failure to secure this registration card will result in the termination of your employment. This registration card must be maintained for the duration of employment.

Medical Requirement: Medical guidelines have been established for the position of Fare Enforcement 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.

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HOW TO SUBMIT AN APPLICATION AND PAY THE APPLICATION FEE

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.

Online Applications:

1. 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.
2. To apply, log into your existing account, or create an account if you do not yet have one.
3. Follow the steps to submit an application.
4. A confirmation number will appear on the same page after submitting your application (Save this number for future reference).

IMPORTANT: If you are requesting a fee waiver, you should not complete Steps 5, 6, or 7 below. Instead, by January 30, 2023, you must submit documentation supporting your fee waiver request by mail to Fare Enforcement Agent, Exam No. 3608, 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.

5. Below the confirmation number, a Pay Examination Fee button will appear for you to click to open the payment page.
6. 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.
7. You will be sent a confirmation email after you submit payment for the application fee (Save this email for future reference).

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.

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.

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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 scheduled to take the test on one of the dates listed in the above “Test Date” box. You will be randomly 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 understand written sentences and paragraphs.
 - Example: *Understanding written bulletins released by MTA New York City Transit.*
- **Written Expression** – The ability to use English words or sentences 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 includes being able to identify the whole problem as well as the elements of the problem.
 - Example: *Observing a person not paying their bus fare and recognizing it as a problem.*
- **Deductive Reasoning** – The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense.
 - Example: *Applying MTA New York City Transit rules and regulations to situations to determine the appropriate action that must be taken.*
- **Inductive Reasoning** – The ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions. It includes coming up with a logical explanation for why a series of unrelated events occur together.
 - Example: *Identifying a suspicious and/or unsafe situation based on different issues observed to form a conclusion about the incident.*
- **Information Ordering** – The ability to correctly follow a rule or set of rules to arrange things or actions in a certain order. The rule or sets 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 MTA New York City Transit Rules and Regulations procedures in the correct order given.*

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THE TEST (Continued)

- **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 bus maps and determining the destination of the bus route.*
- **Memorization** – The ability to remember information, such as words, numbers, pictures and procedure.
 - Example: *Remembering details of a fare evasion incident on a bus.*
- **Customer Service** – The ability to work with customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations.
 - Example: *Providing travel directions to a customer.*

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 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.

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 testing.** 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 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

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.

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SPECIAL ARRANGEMENTS

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 multiple-choice 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 multiple-choice 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, 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 "Fare Enforcement Agent, Exam No. 3608" in the Subject. Alternatively, you can mail your correspondence to the following address:

Fare Enforcement Agent, Exam No. 3608
MTA New York City Transit
180 Livingston Street, Room 4070
Brooklyn, NY 11201

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PENALTY FOR MISREPRESENTATION

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