



**MaBSTOA**

*Manhattan and Bronx Surface Transit Operating Authority*

# Notice of Examination

**Promotion to Dispatcher (Surface Transportation)  
Exam No. 3208**

**Amended Notice – October 10, 2022**

**Application Deadline:**

October 20, 2022

**Type of Test:**

Multiple-Choice Test

**Application Fee:**

\$88.00

**Multiple-Choice Test Date:**

(subject to change)

Saturday, February 11, 2023 or  
Sunday, February 12, 2023

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

**This Notice of Examination was amended on October 10, 2022 to include Transit Support Coordinators as an eligible title. The filing for this notice has been re-opened from October 6, 2022 through October 20, 2022. Those who already applied do not need to re-apply.**

## **JOB DESCRIPTION**

**Dispatchers (Surface Transportation)**, assign Bus Operators to their runs; direct the dispatch and movement of buses within the assigned sector; handle unusual occurrences in service, and determine ways to minimize delays; ensure the observance of rules and procedures pertaining to bus operations; make computations relative to bus schedules, earned pay hours and leave allowances; investigate accidents, unusual occurrences and operational equipment failures; ensure revenue security; keep time records; prepare reports; communicate via radio or telephone with Bus Operators, other Dispatchers, management and the public. They also operate Authority vehicles on the road or in the yards, when required, and perform related work.

Some of the physical activities performed by Dispatchers and environmental conditions experienced are: using a keyboard to make entries into a computer; standing outdoors for an extended period of time in all weather conditions; walking between and inspecting parked buses while being alert for the movement of arriving and departing buses; and communicating via radio or telephone with Bus Operators, other Dispatchers and the public.

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**Special Working Conditions:** Dispatchers (Surface Transportation) 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 Dispatcher (Surface Transportation) is \$76,723 per annum increasing to \$95,904 per annum in the sixth year of service. These rates are subject to change.

## **ELIGIBILITY TO TAKE EXAMINATION**

This examination is open to each employee of MaBSTOA who **on the first date of the multiple-choice test** is

1. employed in the title of MaBSTOA Bus Operator or Transit Support Coordinator and
2. is not otherwise ineligible.

You are responsible for determining whether you meet the eligibility requirements for this examination prior to submitting the application. You may be given the test 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 New York City Transit or MTA Bus Company, or to employees of MTA agencies other than MaBSTOA.

## **REQUIREMENTS TO BE PROMOTED**

**Service Requirement:** To be promoted from the eligible list resulting from this examination, you must have completed three years in the eligible title as indicated in the "Eligibility to Take Examination" section above. Time served prior to a break of more than one year will not be credited for eligibility purposes.

**Pre-Promotional Evaluation:** All promotions are subject to pre-promotional evaluations.

**Driver License Requirement:** At the time of promotion, you must possess a Class B Commercial Driver License (CDL) valid in the State of New York with a passenger endorsement and no restrictions. The Class B CDL with a passenger endorsement must be maintained for the duration of your employment and must not include any restrictions that would preclude the performance of Dispatcher (Surface Transportation) duties.

**Medical Requirement:** Medical guidelines have been established for the position Dispatcher (Surface Transportation). 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 take the examination and/or perform the essential functions of the job.

**Drug Screening Requirement:** You must pass a drug screening in order to be promoted, and if promoted, you will be subject to random drug and alcohol tests for the duration of your employment. Additionally, if you have tested positive on a drug or alcohol test or had a refusal to test during pre-employment or while employed by a Federal DOT-regulated employer during the applicable period, you must have completed the Substance Abuse Professional (SAP) evaluation, referral and education/treatment process required by federal law in order to be promoted to this safety-sensitive position.

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

(Continued)

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## REQUIREMENTS TO BE PROMOTED (Continued)

**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 New York City Transit/MaBSTOA.

## HOW TO SUBMIT AN APPLICATION

If you believe you meet the requirements in the “Eligibility to Take Examination” section, you may submit an application during the application period. 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. Applications will not be accepted in person.

### Online Applications:

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

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

**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](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](mailto:examsmakeups@nyct.com) or mailed to the address in the “Correspondence” section below.

## ADMISSION LETTER

An Admission Letter will be mailed to you about 10 days before the first date of the multiple-choice test. If you do not receive an Admission Letter at least 4 days before this date, you must email a request for a duplicate Admission Letter to [examsunit@nyct.com](mailto: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.

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## THE TEST

You will be given a multiple-choice test. The test will consist of a multiple-choice test with a job knowledge section and a job abilities section. Each section is being weighted based on their importance to the overall job. Your score on the job knowledge section will comprise 63% of your multiple-choice test score and your score on the job abilities section will comprise 37% of your multiple-choice test score. A score of at least 70% is required on each section to receive a passing score on the test. If you receive a passing score on the job knowledge section and on the job abilities section, your percentage score from each section will be added together to determine your multiple-choice test score.

Your score on the multiple-choice test will determine 90% of your final score. Your seniority will determine the remaining 10%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus 3 points for each year of service in MaBSTOA up to a maximum total of 100 for 10 years of service. Your service will be credited through the first date of the multiple-choice test, up to a maximum of 10 years. Partial seniority will be given for each day served as a MaBSTOA employee.

You will be scheduled to take the test on one of the dates listed 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 Arrangements" section below.

The multiple-choice test may include questions on the following knowledge areas and abilities:

- **Bus Operations:** Knowledge of the rules, regulations and procedures as they pertain to governing the timely, safe and efficient operation of buses
  - Example: *Recalling the steps of a pre-trip inspection*
- **Vehicle and Traffic Laws:** Knowledge of the basic requirements of 19-A Vehicle and Traffic Law as they pertain to Bus Operators maintaining their Driver Licenses
  - Example: *Understanding the different types of signs used for construction and detours*
- **Rules and Regulations:** Knowledge of the general MTA New York City Transit rules and regulations
  - Example: *Informing subordinates of workplace policies regarding time-off request*
- **Decisiveness:** Readiness to make decisions, render judgments, take action, or commit oneself
  - Example: *Deciding which assignments are high priority and should be completed as soon as possible*
- **Initiative:** Active attempts to influence events to achieve goals, self-starting rather than passive acceptance. Taking action to achieve goals beyond those called for, originating action
  - Example: *Taking action on a road incident before needing to be told to do so*
- **Leadership:** The ability to influence, motivate, and inspire employees
  - Example: *Providing words of encouragement to a Bus Operator*

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

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## 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.

**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 employee ID when you arrive to take the test.

## THE TEST RESULTS

If you pass the 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 mail of your test results. If you meet all requirements and conditions, you will be considered for promotion when your name is reached on the eligible list.

## 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.

**Probationary Period:** You will be required to successfully complete a one-year probationary period. If you do not successfully complete the probationary period, you may be returned to your former title at the discretion of MaBSTOA.

## SPECIAL ARRANGEMENTS

**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.

(Continued)

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

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## SPECIAL ARRANGEMENTS (Continued)

**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](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](mailto: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](mailto: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](http://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](mailto:examsunit@nyct.com) and must include "Promotion to Dispatcher (Surface Transportation), Exam No. 3208" in the Subject. Alternatively, you can mail your correspondence to the following address:

Promotion to Dispatcher (Surface Transportation), Exam No. 3208  
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 promotion, and may result in criminal prosecution.

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MaBSTOA is an Equal Opportunity Employer and welcomes applications from all qualified persons. The General Examination Regulations of the Department of Citywide Administrative Services are accessible through our website at

[http://web.mta.info/nyct/hr/forms\\_instructions.htm](http://web.mta.info/nyct/hr/forms_instructions.htm)

The list resulting from this examination will be based strictly on examination ratings attained by candidates through their test scores and seniority ratings, as described above.

NYCT/MaBSTOA/MTA Bus Co. Personnel Testing, Selection and Classifications Unit

Title Code No. M2719

**Application Period Opened:** October 6, 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:

<b>A)</b> Unemployed.	<b>B)</b> Receiving Supplemental Security Income (SSI) payments.
<b>C)</b> Receiving Medicaid benefits.	<b>D)</b> Receiving Public Assistance in the form of Temporary Assistance for Needy Families (TANF)/Family Assistance or Safety Net Assistance.
<b>E)</b> Certified eligible for a Workforce Investment Act program through New York City's Workforce1 Career Centers.	<b>F)</b> 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](http://www.labor.state.ny.us). For the Department of Labor outside of New York State, you may access their website at [www.dol.gov](http://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.

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**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.

<b>SPECIAL CIRCUMSTANCES</b> <b>Directions for submission of requests</b>
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Note: **These directions are designed to assist you in completing Section 17 and 18 on the APPLICATION FOR EXAMINATION form and to inform you how to notify us of a CHANGE OF ADDRESS. You may include your religious observance or disability requests with your completed application form(s) if you provide the correct supporting documentation when you submit your application.**

**(A) RELIGIOUS OBSERVANCE:**

If, because of religious belief, you cannot take the test on a Saturday or on the scheduled test date, you must request an alternate date no later than 15 days prior to the scheduled test date.

The request must include:

<ul style="list-style-type: none"><li>• your full name</li><li>• your social security number</li></ul>	<ul style="list-style-type: none"><li>• the exam number</li><li>• the exam title</li></ul>
<ul style="list-style-type: none"><li>• a signed statement on letterhead from your religious leader certifying that your religious observance prohibits you from taking the test on the scheduled date.</li></ul>	

If you are submitting your request after you applied, please mail it to: **MTA New York City Transit, Attn: (Insert Exam Title and Exam Number) - SABBATH, 180 Livingston Street, Room 4070, Brooklyn NY, 11201.**

**(B) DISABILITY:**

If you have a disability which will interfere with your ability to take this test without special accommodation(s) or other assistance, you must submit a written request for specific special accommodation(s) postmarked no later than 30 days prior to the test date.

The request must include:

<ul style="list-style-type: none"><li>• your full name</li><li>• your social security number</li><li>• the exam number</li></ul>	<ul style="list-style-type: none"><li>• the exam title</li><li>• the specific nature of your disability</li><li>• a justification for the special accommodations</li></ul>
<ul style="list-style-type: none"><li>• a statement corroborating your disability by a doctor or agency authorized for this purpose.</li></ul>	

If you are submitting your request after you applied, please mail it to: **MTA New York City Transit, Attn: (Insert Exam Title and Exam Number) – SP ACCOM, 180 Livingston Street, Room 4070, Brooklyn NY, 11201.**

**(C) CHANGE OF ADDRESS:**

**All correspondence with employees will be mailed to the address on record with the MTA Business Service Center (BSC). The address on the application must match the address on record with their departments.**

**Employees may submit changes to their address or other contact information in one of the following ways:**

- **Use the BSC Self-Service Portal and submit the change yourself**
- **Contact the BSC by phone at (646) 376-0123 or by email at [bscservice@mtabsc.org](mailto:bscservice@mtabsc.org)**