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Press Release

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NYC Transit

IMMEDIATE

New York City Transit Customer Service Center Opens by Appointment Only with COVID Protections in Place

Following Pandemic Reopening, Center Features Service by Appointment Only to Reduce Waiting Times and Crowding

New Protections Include Plexiglass Barriers and Social Distancing Guidelines

See Photos of the Customer Service Center [Here](#)

The Metropolitan Transportation Authority announced today that after a pause to put COVID protections in place during the recent pandemic, the walk-in NYC Transit Customer Service Center in Lower Manhattan has reopened, by appointment only. The Center is an accessible location for customers to receive information and assistance for various matters related to NYC Transit services. There are now numerous COVID-19 protections in place for both MTA employees and customers, including a thermal scanning temperature device, plexiglass barriers, sanitizer dispensers and social distancing guidelines in the waiting room and at service windows.

“The Customer Service Center is a critical resource for those who prefer an in-person transaction to our online or mail in options,” **said Sarah Feinberg, Interim President of New York City Transit.** “The more our employees can engage with customers while prioritizing everyone’s safety, the easier it becomes to provide the best subway and bus service as riders return to the New York City Transit system.”

Visitors to the NYC Transit Customer Service Center may:

- Apply for a Reduced-Fare MetroCard
- Report a Reduced-Fare MetroCard lost or stolen
- Report a problem with a Reduced-Fare MetroCard
- Report a problem with a full-fare MetroCard
- Apply for an EasyPay Reduced-Fare MetroCard
- Request a non-gendered Reduced-Fare MetroCard
- Receive help with travel planning
- Sign up for EasyPay Xpress
- Get a delay verification letter

The NYC Transit Customer Service Center is located at 3 Stone St in Lower Manhattan and is open from 9 a.m. to 5 p.m. Monday through Friday, except holidays. The last time slot for an appointment is 4:40 p.m. To schedule an appointment, please visit this [website](#) or call 511.

All requests that are processed at the Customer Service Center may also be processed either online or through the mail, for additional convenience.

Visitors to the Customer Service Center must wear a mask and maintain a safe social distance. Customers should arrive 10 minutes prior to their scheduled appointment time.