



By GARY WOSK

(May 11, 2001) Beginning June 1, the MTA will guarantee delivery of Metro System identification cards within 20 days to kindergarten through 12th grade students.

Students who don't receive their cards by the deadline can receive free monthly pass stamps. Currently, delivery of ID cards takes between 14 and 17 days from the time the application is received by the MTA.

"We are committed to trying to improve this program," said Agapito Diaz, Director of Revenue. "To that end, the 20-day guarantee is our way saying 'We're serious about this and do want to improve service.'"

Each month, the MTA sells 25,000 monthly pass stamps to students, K-12. Annually, the MTA processes some 45,000 student ID applications.

Streamline the process

The change-over from a manually managed program to one that uses the latest computer technology will greatly streamline the time involved in processing applications and issuing cards.

In addition to the 20-day guarantee, applications for student identifications now can be downloaded from the MTA's Internet website. They can be mailed to the MTA or dropped off at a Customer Service Center, at MTA headquarters or at a school.

The 20-day guarantee and making applications available on-line are just the first steps in the effort to upgrade the ID delivery process.

In June, the MTA will issue a Request for Proposal for a contractor to develop a reduced-fare ID card application and renewal system, manage the new database and process the applications for MTA clients.

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