



October 16, 2026

Mario Bucceri
President
United Transit Leadership Organization (UTLO)
PO Box 15, Radio City Station
New York, New York 10101

Re: Health Benefits Open Enrollment – eBenefits and Mobile Device Project

Dear Mr. Bucceri:

This letter is to advise you of new features on My MTA Portal that the MTA Benefits Operations Department will launch during the 2026 Open Enrollment period. This fall, during the Open Enrollment period, employees and retirees will be able to use their computers as well as mobile devices to access the Open Enrollment module on a platform known as “eBenefits” in My MTA Portal. eBenefits will allow employees and retirees to add a new dependent, or remove a current dependent, and/or make medical coverage changes and electronically upload the required supporting documentation using their computer or mobile device, instead of mailing physical documents, faxing, or emailing them to the Business Service Center.

The purpose of this change is to modernize the Open Enrollment process and provide employees and retirees with a more user-friendly computer and mobile experience. The mobile capability is particularly helpful for employees who may have limited access to a desktop or laptop computer. Employees and retirees will also be able to electronically upload supporting documentation and verify that their submissions were received through eBenefits. The MTA views this as an important step in modernizing the Benefits experience and will continue to build on these capabilities over time.

eBenefits Open Enrollment job aids and “How To” videos will be available on the Open Enrollment Information site on My MTA Portal to assist employees and retirees with navigating these new features. Additional communications will be distributed to employees before and during the launch, and office hours and other support opportunities will be offered for employees who need assistance or have questions about using the application.

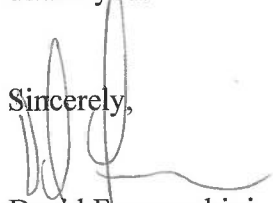
To further support awareness and adoption, the MTA will offer two live eBenefits demonstrations for designated Union representatives who regularly assist members with benefits-related questions. The sessions will be held on **Thursday, October 22, 2026 at 10:00 a.m.** and **Friday, October 23, 2026 at 2:00 p.m.** During the demonstration, representatives will receive a live walkthrough of the eBenefits platform, including the desktop and mobile experience, so they can become familiar with the employee journey and help reinforce awareness of the new digital process with their members.

Representatives with an active MTA email address will be provided access to the eBenefits stage environment in advance of the session so they can follow along during the demonstration. The session is intended to familiarize representatives with the process and available resources; Benefits subject-matter experts will remain the appropriate resource for questions regarding eligibility, plan coverage, or benefits policy.

Please designate the appropriate representative(s) from your Union who support members with benefits-related questions and provide their name and active MTA email address when responding. Additional registration and access instructions will be shared with confirmed participants.

The MTA looks forward to our continued partnership to modernize Benefits processes, provide support to employees and retirees, and increase awareness of these new self-service capabilities. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Franceschini', with a horizontal line extending to the right.

David Franceschini
Deputy Chief, Collective Bargaining
Office of Labor Relations

cc: A. Miller
S. Scholl
A. Dey Dewan
A. Abdelrahman
D. Brogan