

Frequently Asked Questions

About the Program

1. What is Fair Fares NYC? 4
2. Is Fair Fares NYC (FFNYC) switching from MetroCard to a One Metro New York (OMNY) Card? 4
3. Do I have to switch my FFNYC discount to OMNY? 4
4. Can I transfer money from MetroCard to OMNY Card? 5
5. How does Fair Fares NYC discount work? 5

Eligibility

6. Who is eligible to participate? 6
7. I am currently participating in the MTA Reduced-Fare program. Am I eligible for the Fair Fares NYC discount? 6
8. Does my immigration status affect my ability to participate in Fair Fares NYC? 6

Applying for and Receiving Your Fair Fares NYC Discount

9. How can I apply for a Fair Fares NYC discount?..... 6
10. How do I find out if my application is approved?..... 7
11. For how long can I participate in the Fair Fares NYC program?..... 7
12. When will I get my Fair Fares NYC OMNY card? 7
13. I was approved for a Fair Fares NYC OMNY Card but did not get it in the mail. What should I do?..... 7
14. I am having trouble with the nyc.gov/accessfairfares website. How can I get help?. 7
15. I need help completing the Fair Fares NYC application. Who can help me? 7
16. I receive my mail at a P.O. Box. How can I receive my Fair Fares OMNY card? 8
17. How do I update my mailing address?..... 8
18. My Fair Fares application was denied. How can I get more information? 8

How to Submit Application Documents and Other Related Questions

19. What documents will I need to verify my age, NYC residence and income?	8
20. How do I submit documents for my application?	8
21. I tried to submit my documents, but it didn't work. How can I get help?	8
22. How do I know if you received my documents?	9
23. Is there a deadline to submit my documents?	9
24. What happens if I don't submit my documents in time?	9

Using Your Fair Fares NYC OMNY Card

25. Where can I find my Fair Fares OMNY Card number?	9
26. What is the OMNY card transit account number and where can I find it?	9
27. Can a member of my family or a friend use my Fair Fares NYC OMNY Card (FFOC)?	9
28. Can I use my Fair Fares OMNY Card (FFOC) on all NYC public transportation systems?	10
29. How do I add money to my Fair Fares NYC OMNY Card (FFOC)?	10
30. Do I get the fare cap with my Fair Fares NYC OMNY Card (FFOC)?	10
31. Should I create an OMNY account?	11
32. What should I do if I got charged the full fare instead of the discounted fare?	11
33. Who should I call if I have a question about a charge on my OMNY card (other than getting charged full fare)?	11

Losing Eligibility

34. I received a notice that my enrollment is ending because I am no longer eligible. I think there was a mistake. Who can I talk to?	11
35. How long do I have to request a review of my eligibility determination?	12
36. What happens if I receive a notice that my Fair Fares NYC discount will end due to misuse or fraudulent activity?	12

Lost or Stolen Cards

37. How many times can I replace my lost or stolen Fair Fares NYC OMNY card?	12
38. What do I do if my FFNYC OMNY card is lost, has been stolen or damaged?	12
39. How do I move my balance to my new card?	13

Renewals

40. How often do I need to renew my Fair Fares NYC enrollment?	13
41. How can I renew my Fair Fares NYC enrollment?	13
42. Will I be notified when I need to renew?	13
43. Is there a deadline to renew?	13
44. What happens if I miss the deadline to renew?	14
45. How do I know if I still qualify for Fair Fares NYC?	14
46. How do I update my address, or any other information that has changed in the last year?	14
47. What if my new address is not in New York City?	14
48. What documents do I need to submit with my renewal application?	14
49. Will I get a new Fair Fares NYC OMNY card when I renew?	14
50. Will I be able to continue to use my current Fair Fares NYC discount once my renewal application is approved?	15

Expired Cards

51. How do I know when my Fair Fares NYC OMNY card is expiring?	15
52. What happens if my Fair Fares NYC OMNY card will expire in less than 30 days? ..	15
53. Can I use an expired Fair Fares OMNY card if there is still money on it?	15

About the Program

1. What is Fair Fares NYC?

Fair Fares NYC is a City program that helps New Yorkers with low incomes manage their transportation costs. Using Fair Fares NYC, eligible New York City residents receive a 50% discount on subway and eligible bus fares, or 50% off Access-A-Ride Paratransit trips.

[Back to Top](#)

2. Is Fair Fares NYC (FFNYC) switching from MetroCard to a One Metro New York (OMNY) Card?

Yes. FFNYC is no longer sending Fair Fares MetroCards (FFMs). If you have an FFM, you may use it until one of the following happens (whichever happens first):

- a) the card expires (the expiration date is on the back of the card);
- b) the card no longer works;
- c) the card gets deactivated; or
- d) you are no longer enrolled in the Fair Fares program.

You will receive your OMNY card in one of these ways:

- When you renew your FFNYC enrollment, we will send you a Fair Fares NYC OMNY Card (FFOC).
- If you report your MetroCard as lost, stolen, or damaged, FFNYC will replace it with an OMNY card.
- You may switch from MetroCard to OMNY at any time on ACCESS HRA.

[Back to Top](#)

3. Do I have to switch my FFNYC discount to OMNY?

Yes. OMNY is the new payment method and will replace MetroCard. You will need to use OMNY to ride on NYC Transit subways and local, limited and Select Bus Service (SBS) buses, Staten Island Railway, the Roosevelt Island Tram, and Hudson Rail Link bus service.

4. Can I transfer money from MetroCard to OMNY Card?

No. You cannot transfer money from your FFM to your FFOC. However, any balance on your FFM will remain available to you and can be used to ride subways and local, limited and Select Bus Service (SBS) buses, the Staten Island Railway, the Roosevelt Island Tram, and Hudson Rail Link bus service.

You must use the remaining balance on your MetroCard before the card expires or is canceled. Simply swipe or dip your MetroCard as you do today. You cannot transfer a balance from a full-fare MetroCard or a full-fare OMNY card to a FFM or FFOC.

[Back to Top](#)

5. How does Fair Fares NYC discount work?

Fair Fares NYC gives you a 50% discount on subway, eligible buses, or Access-A-Ride fares.

- **Subways and Buses**

With your Fair Fares NYC OMNY Card (FFOC), you can ride the subway and eligible buses for half price!

If you are eligible for Fair Fares NYC and you select the subway and bus discount, the City will give you an FFOC. The card will not have any money on it. You cannot use your FFOC until you add money to it.

Here are the ways that you can add money to your FFOC:

- In a subway station using an OMNY vending machine (just tap your card on the screen to get started).
- A store, pharmacy or check cashing location in your neighborhood (visit omny.info/retail to find one near you).
- Online or by phone with an OMNY account. Create a free account at omny.info/register or call 877-789-6669.

When you add money to your FFOC and tap the OMNY reader on the bus or subway it will deduct half the current fare. Each time you tap your card, you will only be charged half the current price for a single ride. That half-fare cost is deducted from your balance.

- **Access-A-Ride**

Access-A-Ride (AAR) customers do not use a Fair Fares OMNY card. Their discount is applied automatically! AAR cards are distributed by the MTA. If you have any questions about AAR, visit their website at <https://new.mta.info/accessibility/access-a-ride> or call 877-337-2017.

[Back to Top](#)

Eligibility

6. Who is eligible to participate?

New York City (NYC) residents may be eligible for Fair Fares NYC if they:

- Are aged 18 to 64.
- Are in a household that meets the income guidelines for the Fair Fares NYC program.
- Are not receiving full car fare from the Department of Social Services/Human Resources Administration (DSS/HRA) or any other NYC agency; and,
- If choosing the Fair Fares NYC subway and bus discount, are not currently eligible for, or participating in, any other transportation discount program.

[Back to Top](#)

7. I am currently participating in the MTA Reduced-Fare program. Am I eligible for the Fair Fares NYC discount?

No. If you are in the MTA Reduced-Fare program, you can use the discount through the MTA Reduced Fare program on subways and buses. If you are an AAR customer, you may apply for the FFNYC discount to use only on AAR..

You can learn about the MTA's other discount programs at <https://mta.info/reduced-fare>.

[Back to Top](#)

8. Does my immigration status affect my ability to participate in Fair Fares NYC?

No. Fair Fares NYC will not ask about your immigration status.

[Back to Top](#)

Applying and Receiving your Fair Fares NYC Discount

9. How can I apply for a Fair Fares NYC discount?

All NYC residents can apply for a Fair Fares NYC discount. Visit nyc.gov/accessfairfares to learn more and apply.

You may be asked to provide personal information about your:

- Identity
- Residency, and
- Income

You may need to submit [documentation](#). Please go to nyc.gov/site/fairfares/faq/faq.page to see the Fair Fares NYC Suggested Document List.

[Back to Top](#)

10. How do I find out if my application is approved?

Once you submit your application and upload all required documents, please allow up to 30 days for us to review your application. You can log in to your account to check your application status at nyc.gov/accessfairfares. You will be notified by email once we have reviewed your application.

[Back to Top](#)

11. For how long can I participate in the Fair Fares NYC program?

For one year from the date your application is approved if you continue to be eligible.

[Back to Top](#)

12. When will I get my Fair Fares NYC OMNY card?

Once your application has been approved, please allow 2 to 3 weeks for delivery of your Fair Fares NYC OMNY Card. The card is sent by mail through the United States Postal Service (USPS). If you selected the Access-A-Ride discount, you will not receive an OMNY card. Instead, you will receive your Access-A-Ride OMNY ID card from the MTA.

[Back to Top](#)

13. I was approved for a Fair Fares NYC OMNY Card but did not get it in the mail. What should I do?

If it has been more than 3 weeks since you were approved, and you have not received your Fair Fares NYC OMNY card, please call **311** or report your card as 'never received' on [Access HRA](#).

[Back to Top](#)

14. I am having trouble with the nyc.gov/accessfairfares website. How can I get help?

If you are having technical problems with nyc.gov/accessfairfares, please email AccessHRAhelpdesk@hra.nyc.gov or call **311** for assistance.

[Back to Top](#)

15. I need help completing the Fair Fares NYC application. Who can help me?

Visit one of the Fair Fares NYC locations and the staff will help you with your application. Visit nyc.gov/fairfares and click on '[Contact Us](#)' for a list of Fair Fares NYC locations. You can also call **311** for more information.

[Back to Top](#)

16. I receive my mail at a P.O. Box. How can I receive my Fair Fares OMNY card?

If your application or renewal is approved, we will mail your Fair Fares NYC OMNY card to a P.O. Box within the five boroughs of NYC .

[Back to Top](#)

17. How do I update my mailing address?

Please visit nyc.gov/accessfairfares to update your mailing address.

[Back to Top](#)

18. My Fair Fares application was denied. How can I get more information?

Your application may be denied if you do not meet the eligibility requirements. You may visit nyc.gov/accessfairfares to see the reason for the denial.

The notice you received explains why you are not eligible for Fair Fares NYC. If you think we made a mistake, please visit a Fair Fares NYC nyc.gov/site/fairfares/contact-us/contact-us.page office location, or call **311** to ask for a review of your application.

[Back to Top](#)

How to Submit Application Documents and Other Related Questions

19. What documents will I need to verify my age, NYC residence and income?

Please review the Fair Fares NYC Suggested Document List at nyc.gov/site/fairfares/faq/faq.page

[Back to Top](#)

20. How do I submit documents for my application?

Use the ACCESS HRA mobile app to upload documents for Fair Fares NYC. Go to nyc.gov/ffdocs to download the ACCESS HRA app, log in to your account, and submit your documents. If you cannot use the mobile app, you can come into a Fair Fares NYC office [location](#) and get help.

[Back to Top](#)

21. I tried to submit my documents, but it didn't work. How can I get help?

Try logging out of your account and then logging back in. It can take up to 15 minutes for the documents to appear. If you are still having trouble, you can come into a [Fair Fares NYC office](#) to get help.

[Back to Top](#)

22. How do I know if you received my documents?

Fair Fares will send you a text message if your application is not complete. You can also log back in to your account at nyc.gov/accessfairfares to check what documents are still needed and your deadline to submit.

[Back to Top](#)

23. Is there a deadline to submit my documents?

Yes. You have 10 days to submit your documents after you submit your application. Log in to your account at nyc.gov/accessfairfares to check the status of your application and see how much time you have left to submit your documents.

[Back to Top](#)

24. What happens if I don't submit my documents in time?

If we do not receive your documents in time, you will need to submit a new application.

[Back to Top](#)

Using Your Fair Fares NYC OMNY Card

25. Where can I find my Fair Fares OMNY Card number?

The 18-digit card number can be found on the back of your OMNY card. You should keep a record of this number.

[Back to Top](#)

26. What is the OMNY card transit account number and where can I find it?

The transit account number is connected to all activities on your OMNY account. You may need to give this number to OMNY customer service if you need help. You can find your transit account number in your OMNY account after you add your Fair Fares card to your account in Access HRA, or by calling **311**.

[Back to Top](#)

27. Can a member of my family or a friend use my Fair Fares NYC OMNY Card (FFOC)?

No. Your FFOC is only for your personal use. You cannot share your FFOC with family members or friends. You cannot sell the card or sell taps to anyone. You cannot lend the card to anyone. Breaking this rule is card misuse or fraud and will result in a 60-day suspension of your FFOC. If you break this rule a second time, you will be permanently banned from the Fair Fares NYC Program.

[Back to Top](#)

28. Can I use my Fair Fares OMNY Card (FFOC) on all NYC public transportation systems?

You can use your FFOC on New York City subways and local buses as well as the Staten Island Railway, Roosevelt Island Tram, and Hudson Rail Link, and you will be charged half fare.

When OMNY becomes available on Westchester Bee-Line and Nassau Inter-County Express (NICE) buses, you will also be able to use your FFOC on those services, at half fare. However, please note that while you can also use your FFOC to pay for your ride on an express bus, Long Island Railroad, Metro North Railroad, PATH, and the JFK AirTrain, you will be charged the full fare.

[Back to Top](#)

29. How do I add money to my Fair Fares NYC OMNY Card (FFOC)?

Here is how you can add money to your FFOC once you get it:

- At an OMNY card vending machine located in NYC Transit subway stations.
- At participating retail stores across the City. For OMNY retail locations, please visit <https://omny.info/retail-locations>.
- By calling OMNY Customer Service at **877-789-6669**.
- Online through your registered OMNY account (<https://omny.info/register>). You can also set up automatic reloads through an OMNY account, so you never have to worry about a low balance again.

30. Do I get the fare cap with my Fair Fares NYC OMNY Card (FFOC)?

Yes. If you take 12 paid trips in a 7-day period using the same FFOC, the rest of your rides of the same week will automatically be free. You must use your FFOC for each individual paid ride. You must also use your card when you transfer, but it does not count toward the 12 paid rides because a transfer is free.

[Back to Top](#)

31. Should I create an OMNY account?

Yes. Even though it is optional, an OMNY account is secure and lets you:

- track your progress toward reaching the 7-day fare cap,
- reload your card,
- manage your payment method,
- get account notifications,
- instantly freeze your card if it is ever lost or stolen,
- and more!

To register for an OMNY account, please go to <https://omny.info/register>.

If you need help registering for an OMNY account, contact OMNY Customer Service by calling **877-789-6669**.

[Back to Top](#)

32. What should I do if I got charged the full fare instead of the discounted fare?

Check your Access HRA account to see if you are still enrolled in the program. If you are still enrolled, please call **311** for help.

[Back to Top](#)

33. Who should I call if I have a question about a charge on my OMNY card (other than getting charged full fare)?

Contact OMNY Customer Service by calling **877-789-6669**.

[Back to Top](#)

Losing Eligibility

34. I received a notice that my enrollment is ending because I am no longer eligible. I think there was a mistake. Who can I talk to?

You may lose eligibility if you no longer meet the eligibility requirements. You may visit nyc.gov/accessfairfares to see the reason why you are no longer eligible.

The notice you received explains why you are not eligible for Fair Fares NYC and the date your discount will end. After this date, any trips taken with your FFOC will be charged the full fare.

If you think we have made a mistake, please visit a Fair Fares NYC [office](#), or call **311** to ask for a review of your application.

[Back to Top](#)

35. How long do I have to request a review of my eligibility determination?

You must request a review within 14 days of receiving the notice that your enrollment will end. If we do not hear from you, your discount will end on the date indicated in your notice.

[Back to Top](#)

36. What happens if I receive a notice that my Fair Fares NYC discount will end due to misuse or fraudulent activity?

The first time there is misuse or fraudulent activity, your Fair Fares NYC discount will be suspended. If you have a Fair Fares NYC OMNY Card, it will go back to full fare. You will lose eligibility for Fair Fares NYC, and you will not be able to participate in Fair Fares NYC for 60 days. You must reapply after the 60 days have passed, and you must be found eligible to receive the Fair Fares NYC discount again.

The second time there is misuse or fraudulent activity, you will be permanently disqualified from participating in the program and your discount will end. You can call **311** if you have questions.

[Back to Top](#)

Lost, Stolen, or Damaged Cards

37. How many times can I replace my lost or stolen Fair Fares NYC OMNY card?

Fair Fares NYC will only replace your lost, stolen, or damaged card one time for each enrollment year.

38. What do I do if my Fair Fares NYC OMNY card is lost, has been stolen or damaged?

Log in to your Fair Fares account at nyc.gov/accessfairfares and click on 'Report FFNYC OMNY card Lost, Stolen or Damaged'. Follow the instructions on the screen.

You can also call **311**. Once your report is received, you will get a new Fair Fares NYC OMNY card in the mail in 2 to 3 weeks, as long as you are still eligible.

If you first reported your card to OMNY in your OMNY account or by phone, you need to report your card again to Fair Fares to get a replacement.

[Back to Top](#)

39. How do I move my balance to my new card?

You may transfer your balance from your lost, stolen, or damaged card to your new Fair Fares NYC OMNY Card by calling OMNY Customer Service at **877-789-6669**. You must provide the email address connected to your OMNY account. If you do not have an OMNY account, you must provide the card number or the transit account number for the lost OMNY card. You can find the transit account number in your Access HRA account or by calling **311**.

There are no refunds for lost or stolen OMNY cards. Only balance transfers.

[Back to Top](#)

Renewals

40. How often do I need to renew my Fair Fares NYC enrollment?

You need to renew your Fair Fares NYC enrollment once a year. You must be eligible for the program at that time to have your Fair Fares NYC discount renewed.

[Back to Top](#)

41. How can I renew my Fair Fares NYC enrollment?

Log in to your account at nyc.gov/accessfairfares to renew your Fair Fares NYC enrollment, after you receive a notice to renew from Fair Fares. Do this at least 30 days before the end of your enrollment to avoid a gap in your discount.

[Back to Top](#)

42. Will I be notified when I need to renew?

Yes. We will mail and text you a notice when it is time for you to renew. We will use the mailing address that you gave to Fair Fares NYC. You can check your Fair Fares NYC home page for updates and deadlines at any time.

[Back to Top](#)

43. Is there a deadline to renew?

Yes. The renewal notice will show your deadline to renew. If you do not renew by the deadline, you must submit a new application. Check your Fair Fares NYC account for information about your enrollment.

[Back to Top](#)

44. What happens if I miss the deadline to renew?

If you miss your renewal deadline, you will have to submit a new application. This will cause a temporary suspension of your discount. While your account is temporarily suspended, your Fair Fares OMNY Card will be charged the full fare if you travel with it. Your discount will restart once you renew or reapply, and your application is approved.

[Back to Top](#)

45. How do I know if I still qualify for Fair Fares NYC?

Visit nyc.gov/fairfares to check your eligibility. You must still meet the Fair Fares NYC eligibility requirements to renew your Fair Fares NYC program enrollment.

[Back to Top](#)

46. How do I update my address, or any other information that has changed in the last year?

You can update your mailing address online anytime through your online account. You can update other profile information when you submit your renewal at nyc.gov/fairfares. You can call **311** to update your mailing address.

[Back to Top](#)

47. What if my new address is not in New York City?

Only New York City residents are eligible for Fair Fares NYC.

[Back to Top](#)

48. What documents do I need to submit with my renewal application?

Please review the Fair Fares NYC Suggested Document List at nyc.gov/site/fairfares/faq/faq.page

[Back to Top](#)

49. Will I get a new Fair Fares NYC OMNY card when I renew?

You will continue to use the Fair Fares NYC OMNY Card (FFOC) that was sent to you unless your card is lost or stolen, or your card is about to expire. Your FFOC will last for years.

[Back to Top](#)

50. Will I be able to continue to use my current Fair Fares NYC discount once my renewal application is approved?

Yes. You will be able to continue using your current Fair Fares NYC discount until your enrollment expires (you are no longer eligible). Even when your enrollment expires, you can continue to use your OMNY card to pay the full fare.

[Back to Top](#)

Expired Cards

51. How do I know when my Fair Fares NYC OMNY card is expiring?

The expiration date is on the back of your card.

[Back to Top](#)

52. What happens if my Fair Fares NYC OMNY Card (FFOC) will expire in less than 30 days?

Your FFOC has a longer expiration date and will last for years. You should continue to use your card until it expires. If you are still enrolled in the program and your current FFOC is going to expire soon, FFNYC will automatically mail you a new card about 30 days before your current card expires. When you receive your replacement FFOC, you can transfer the balance from your expired card to your new FFOC card by contacting OMNY Customer Service at **877-789-6669**.

[Back to Top](#)

53. Can I use an expired Fair Fares OMNY Card (FFOC) if there is still money on it?

No. Your FFOC will not work after the expiration date. When your card expires, you can transfer the balance to your new card by contacting OMNY Customer Service at **877-789-6669**.

[Back to Top](#)

Please call 311 if you have any questions about the Fair Fares NYC Program. You can also visit nyc.gov/fairfares for more information about the Fair Fares NYC program.