

Frequently Asked Questions About Fair Fares NYC and Access-A-Ride

1. **I am an MTA Access-A-Ride (AAR) customer. How can I sign up for Fair Fares NYC (FFNYC) and get a discount on AAR trips?**

Go to www.nyc.gov/fairfares to see if you are eligible for FFNYC. If you are eligible, you can apply for FFNYC by providing your AAR ID number. If the MTA confirms your AAR ID, and you are approved, you will get a discount of 50% off each AAR ride.

2. **I am an AAR customer, and I am already enrolled in FFNYC. How can I sign up to start using the FFNYC NYC discount on AAR?**

Log in to your account at www.nyc.gov/accessfairfares and click on "Update Access-A-Ride Information." Follow the instructions on the screen to apply your FFNYC discount to your AAR.

Access-A-Ride vehicles will not accept your Fair Fares NYC MetroCard. You must update your account to receive the discount.

3. **When will I start getting my FFNYC discount on AAR trips?**

You will start getting the FFNYC discount on AAR trips after FFNYC approves you, and the MTA has confirmed your AAR information.

You can log in to your account at www.nyc.gov/accessfairfares to check the status of your AAR discount. Your AAR discount will begin up to one week after enrollment.

4. **How do I use my FFNYC discount on AAR?**

Once your FFNYC discount is added to your AAR account, the discount will be applied automatically. AAR will only charge you half-fare.

5. **What happens to my FFNYC subway and bus discount?**

Once your FFNYC discount has been applied to your AAR, your FFNYC subway and bus discount will end. You can use the discount through the MTA Reduced-Fare program on subways and buses.

6. **Will FF NYC give me an OMNY card to pay for paratransit trips?**

No. AAR would give you an OMNY card if you enrolled in the AAR program.

7. What happens if my FFNYC enrollment ends?

FFNYC will send you a notice if your enrollment is ending. The notice will tell you the reason and date your enrollment will end. After your enrollment ends, you will be responsible for the full fare when you use AAR. You can reapply for FFNYC if your situation changes, and you become eligible again.

8. What happens if my AAR enrollment ends?

If your AAR enrollment ends, please let us know by logging in to your account at www.nyc.gov/accessfairfares and clicking on "Update Access-A-Ride Information."

You can request an FFNYC subway and bus discount if you do not have another transit discount. If you are eligible for the MTA Reduced-Fare program, you must enroll in it to get a discount on subways and buses.

9. Where do I go for more information about FFNYC?

Please call **311** if you have any questions about FFNYC. You can also visit www.nyc.gov/fairfares for more information.

10. What if I need help applying for FFNYC because of a disability?

Please call **311** if you need help completing your FFNYC application or submitting your documents because of a disability.

**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.**