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About the Program

1. What is Fair Fares NYC?

Fair Fares NYC is a City program created to help New Yorkers with low incomes manage their transportation costs. Using the Fair Fares NYC discount, eligible New York City residents receive a 50% discount on subway and eligible bus fares. Fair Fares can also provide 50% off MTA Access-A-Ride Paratransit trips.

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2. How does Fair Fares NYC work?

Fair Fares NYC allows you to receive a 50% discount on subway and eligible bus fares or Access-A-Ride fares.

Subways and Buses

With your Fair Fares NYC MetroCard, you will be able to ride the subway and eligible buses for half price! Pay-per-ride, weekly unlimited and monthly unlimited options are all available in Fair Fares NYC.

If you apply and are eligible for Fair Fares NYC and you select the subway and bus discount, the City will give you a Fair Fares NYC MetroCard. The Fair Fares NYC MetroCard you receive will not have any time or value on it. You must add time or value to your Fair Fares NYC MetroCard once you receive it.

When you add time to your Fair Fares NYC MetroCard, you will be charged half the current price for the unlimited weekly or monthly option.

When you add value, you will add the amount you choose to your card and the bus fare box or subway turnstile will deduct half the current fare. This means, if you add \$10.00 dollars to your Fair Fares NYC MetroCard you will have the whole \$10.00 on your Fair Fares NYC MetroCard. Each time you swipe your card, you will only be charged half the current price for a single ride.

You can use cash at subway station booths and cash, debit card, credit card, or your EBT card at MTA MetroCard vending machines to add time or value to your Fair Fares NYC MetroCard. The MTA vending machines are located in subway stations throughout the City.

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Access-A-Ride

Access-A-Ride customers do not use a Fair Fares NYC MetroCard; their discount is applied automatically!

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Who is Eligible

3. Who is eligible to participate?

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

- Are between (and including) the ages of 18 and 64;
- Are in a household that meets the income guidelines for the Fair Fares NYC program;
- Are not receiving full carfare 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 participating or eligible to participate in any other transportation discount program.

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4. I am currently participating in the MTA's disability or senior discount MetroCard program. Am I still eligible for Fair Fares NYC?

You are not eligible for the Fair Fares NYC subway and bus discount if you are participating or eligible to participate in other MTA discount fare programs. You can learn about these programs at <http://web.mta.info/nyct/fare/rfindex.htm>. If you meet the Fair Fares NYC eligibility criteria, you may still be eligible for the Fair Fares NYC discount on Access-A-Ride fares.

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

Fair Fares NYC will not ask about your status or record any information regarding immigration status.

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Applying and Receiving your Fair Fares NYC Discount

6. 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 regarding your:

- Identity;
- Residency; and
- Income.

You may be required to submit supporting documentation. Please visit nyc.gov/fairfares to see a list of documents that may be needed.

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

Once your application has been submitted and all required documents have been uploaded, please allow up to 30 days for review of your application. You can log in to your nyc.gov/accessfairfares account to check your application status. Once your application has been reviewed you will receive notification by mail.

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8. For how long will I be eligible to participate in the Fair Fares NYC program once I am approved?

You will be eligible for one year from the date your application is approved, so long as you continue to meet the eligibility criteria.

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9. When will I receive my Fair Fares NYC MetroCard?

Once your application has been approved, please allow 2 to 3 weeks for delivery of your Fair Fares NYC MetroCard by mail via the United States Postal Service. If you selected the Access-A-Ride discount, you will not receive a MetroCard.

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10. I was approved for a Fair Fares NYC MetroCard 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 MetroCard, please call 311 or report your card never received on Access HRA.

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11. 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.

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

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

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13. I receive my mail at a General Post Office Box. How can I receive my Fair Fares MetroCard?

If your application or renewal is approved and you use a General Post Office Box within the five boroughs of NYC to receive mail, we will mail your Fair Fares NYC MetroCard to your PO Box address.

[Fair Fares NYC Locations](#)

Monday - Friday, 8:30AM to 5PM (Closed on holidays)

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14. How do I update my mailing address?

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

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

Your application may be denied if you do not meet the program eligibility requirements. You may visit www.nyc.gov/accessfairfares to view the reason for application denial. The notice you received explains why you are not eligible for Fair Fares NYC. If you think we have made a mistake, please visit a Fair Fares NYC office, or call 311 to request a review of your application.

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How to Submit Application Documents And Other Related Questions

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

Please refer to the [Fair Fares NYC Suggested Document List](#).

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17. 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 are not able to use the mobile app, you can come into a Fair Fares NYC office and get help uploading your documents.

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18. 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 and get help uploading your documents.

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

Log back in to your account at nyc.gov/accessfairfares to check what documents are still needed and your deadline to submit.

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20. Is there a deadline to submit my documents?

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.

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21. 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.

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Using Your Fair Fares NYC MetroCard

22. Can a member of my family or a friend use my Fair Fares NYC MetroCard?

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

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23. Can I use my Fair Fares NYC MetroCard on all NYC public transportation systems?

You can use your Fair Fares NYC MetroCard on New York City subways and eligible buses. You **cannot** use it on MTA Express Buses, the Long Island Railroad, PATH, AirTrain, or Metro-North.

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24. Can I load value and time on my Fair Fares NYC MetroCard at the same time?

Yes. You can add value and time on your Fair Fares NYC MetroCard at the same time. The bus fare box or subway turnstile will use the unlimited ride period first. Once the weekly unlimited or monthly unlimited ride period ends, the bus fare box or subway turnstile will start deducting half-fare if there is value on your card.

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

Log in to nyc.gov/accessfairfares to renew your Fair Fares NYC enrollment.

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26. What happens if my Fair Fares NYC MetroCard is expiring in less than 30 days?

Check the expiration date on the back of your Fair Fares NYC MetroCard.

If your Fair Fares MetroCard is expiring in less than 30 days:

- You may be able to add value for pay-per-rides or a weekly unlimited ride
- You will not be able to purchase a weekly unlimited ride fare if your card is expiring within 7 days.
- You will not be able to purchase a monthly unlimited ride fare.

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Loss of Eligibility

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

You may lose eligibility if you no longer meet the program eligibility requirements. You may visit www.nyc.gov/accessfairfares to view the reason for your loss of eligibility. The notice you received explains why you are not eligible for Fair Fares NYC and the date your discount will end. If you think we have made a mistake, please visit a Fair Fares NYC office, or call 311 to request a review of your application.

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28. 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.

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

After the first instance of misuse or fraudulent activity, your Fair Fares NYC discount will be suspended. Your Fair Fares NYC MetroCard will be deactivated, if you have one. 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 sixty days have passed and you must be found eligible in order to receive the Fair Fares NYC discount again. After the second instance of misuse or fraudulent activity, you will be permanently disqualified from participating in the program, and if you have a Fair Fares NYC MetroCard, it will be deactivated. You can call 311 if you have questions.

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Lost or Stolen Cards

30. What do I do if my Fair Fares NYC MetroCard is lost or has been stolen?

Log in to your account at nyc.gov/accessfairfares and click on 'Report FFNYC MetroCard Lost or Stolen'. Follow the instructions on the screen to report your card lost or stolen. You can also call 311 to report the card lost or stolen. This information is sent to NYC Transit (NYCT). NYCT will cancel the card. You will receive a new Fair Fares NYC MetroCard in the mail 2-3 weeks after you report your card as lost or stolen as long as you are still eligible for Fair Fares NYC.

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31. How do I request a refund if my card was lost or stolen?

After you log in to your account at nyc.gov/accessfairfares or call 311 to report that your card was lost or stolen, call NYC Transit (NYCT) at 511 to request a refund for 30-Day Unlimited Fair Fares NYC MetroCards purchased with a debit, credit, or EBT card. This will begin the refund process for any days left on the card.

NYCT **does not** provide refunds for:

- any Fair Fares NYC MetroCards purchased with cash, and
- lost or stolen 7-Day Unlimited or Pay- Per-Ride Fair Fares NYC MetroCards.

Only 30-Day Unlimited Fair Fares NYC MetroCards purchased with a debit, credit, or EBT card are eligible for a refund. You must call NYCT at 511 before the end of the 30-day unlimited ride period to qualify for a refund review.

NYCT reviews the card account and calculates the refund from the date you call 511 to request a refund for your lost or stolen card. If there are unused days on the card, NYCT will issue a credit back to your credit, debit or EBT card for the full days remaining. In some circumstances, if you paid with a debit card, NYCT will mail a check in the amount of the refund to you at the address that the Fair Fares NYC program has for you. You will not be able to get a refund if you have previously made two or more reports of lost or stolen MetroCards to NYCT within a calendar year. A \$5 administrative fee will be deducted from the refund if a second claim is processed.

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32. How many times can I replace my lost or stolen Fair Fares NYC MetroCard?

You can only replace your lost or stolen Fair Fares NYC MetroCard once per calendar year.

Use this chart to help you remember if you are able to receive a refund or replacement card if your Fair Fares NYC MetroCard is lost or stolen.

Fair Fares NYC- REFUND PROCESS FOR LOST OR STOLEN CARDS			
FAIR FARES METROCARD	CASH	CREDIT/DEBIT/EBT	CARD REPLACEMENT
Pay-Per-Ride	NYCT will not issue a refund for any Fair Fares NYC MetroCard paid for with cash.	NYCT will not issue a refund	One time only per calendar year. You can get a replacement in one of 2 ways: – in the mail in 2-3 weeks; OR – at a Fair Fares NYC location any time after 5 business days from the date you report it lost or stolen
7- Day Unlimited Fair Fares MetroCard		NYCT will not issue a refund	
30- Day Unlimited Fair Fares MetroCard		NYCT Balance Protection Program (BPP) will provide approved refunds for 30 Day Fair Fares MetroCards purchased with credit, Debit, or EBT card	

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Cards Damaged, Not Working, or Lost in MetroCard Vending Machine

33. My Fair Fares NYC MetroCard is damaged or not working. What do I do?

Go to a Fair Fares NYC location to turn in your Fair Fares NYC MetroCard that is damaged or not working. When you return your card, Fair Fares NYC will give you a replacement card. Your replacement card will not have any money on it.

You do not need to take any action to receive a refund. NYC Transit (NYCT) will review to determine the refund amount, if any.

If you are eligible to receive a refund and purchased your pass using a credit or EBT card, NYCT will issue a credit back to your credit or EBT card. If you paid with cash or a debit card, NYCT will mail a check in the amount of the refund to you at the mailing address that the Fair Fares NYC program has for you.

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34. My Fair Fares NYC MetroCard was lost in a MetroCard Vending Machine. What do I do?

Log in to your account at nyc.gov/accessfairfares and click on 'Report FFNYC MetroCard Lost or Stolen'. Select the option 'Lost in Machine' to tell us what happened to your MetroCard. Please tell us the MetroCard Vending Machine number if you have it. You can also call 311 to report the card as lost in machine. This information is sent to NYC Transit (NYCT). NYCT will cancel the card. You will receive a new Fair Fares NYC MetroCard in the mail 2-3 weeks after you report your card as lost or stolen as long as you are still eligible for Fair Fares NYC.

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Renewals

35. 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 at the time of renewal in order to have your Fair Fares NYC discount renewed.

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

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

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37. How do I renew my Fair Fares NYC program enrollment?

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

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38. Is there a deadline to renew?

Yes, the renewal notice will state your deadline to renew. If you do not renew by the deadline, you can submit a new application. Check your Fair Fares NYC home page for information about your enrollment.

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

If you miss your renewal deadline, you will have to submit a new application. As a result, your new MetroCard may arrive after the current one expires or there will be a break in your Access-A-Ride discount.

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

Go to 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.

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

You can update your mailing address online any time in your account. You can update other profile information when you submit your renewal at nyc.gov/fairfares.

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

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

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

Please refer to the document requirement list on the Fair Fares NYC [website](#).

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44. When will I receive a new Fair Fares NYC MetroCard?

If you renew on time and are still eligible, you will receive a new Fair Fares NYC MetroCard before your old FFNYC MetroCard expires.

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45. Will I be able to continue to use my current Fair Fares NYC MetroCard once my renewal application is approved, if I have not yet received the new card?

Yes. You will be able to continue using your current Fair Fares NYC MetroCard until it expires. You can find the expiration date on the back of the card.

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Expired Cards

46. How do I know when my MetroCard is expiring?

The expiration date is located on the top portion of the back of the card.

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47. Can I use an expired MetroCard if there is still money on it?

No, the MetroCard won't work after the expiration date. Be sure to check the expiration date before you put money on your card. You'll have to ask for a refund if there is money left on the card, so plan ahead and only add what you can use before the expiration date.

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48. How do I request a refund for any remaining funds on my expired FFNYC MetroCard?

If you have money left on your card when it expires, you can bring it to any Fair Fares NYC location. NYC Transit (NYCT) must receive the MetroCard from DSS within two years of the expiration date imprinted on the back of your MetroCard. We will let NYCT know that we have your card and they will determine the refund amount, if any. Please do not return/mail your MetroCard to NYCT. Doing so will delay your refund process. If you are eligible to receive a refund and purchased your pass using a credit or EBT card, NYCT will issue a credit back to your credit or EBT card. If you paid with cash or a debit card, NYCT will mail a check in the amount of the refund to you at the mailing address that the Fair Fares NYC program has for you.

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49. Can the funds from my expired Fair Fares NYC MetroCard be transferred to my replacement MetroCard?

No. Funds from your current Fair Fares NYC MetroCard cannot be transferred to your new card. You must return your card to a Fair Fares NYC location and request a refund.

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50. Can I transfer funds from a regular MetroCard to my Fair Fares MetroCard?

No, transferring funds from a regular MetroCard to a Fair Fares NYC MetroCard is not possible.

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51. Will the MTA Vending Machine or Station Booth offer to exchange my Fair Fares NYC MetroCard if it is expiring soon, like they do with regular MetroCards?

No. Fair Fares NYC MetroCards are specifically assigned to you and can only be issued by the Fair Fares NYC program.

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52. Can I bring both the expired and new Fair Fares NYC MetroCards to the Station Booth agent for a balance transfer?

No. Station agents are not able to transfer funds for FFNYC.

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53. Do I have to return my expired Fair Fares NYC MetroCard?

No, you **ONLY** need to return the MetroCard to a Fair Fares NYC location if you require a refund. Any request for a refund must be made within 2 years of the card's expiration date.

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54. Can I add a weekly or monthly unlimited pass to my MetroCard if it is about to expire?

If your MetroCard is expiring in less than 30 days, the MTA Vending Machine or Station Booth will not let you add a monthly unlimited pass to your card. If your card is expiring in less than 7 days, the MTA Vending Machine or Station Booth will not allow you to put a weekly unlimited pass on your card.

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Please call 311 if you have any questions about the Fair Fares NYC Program. You can also visit [nyc.gov/fairfares](https://www.nyc.gov/fairfares) for more information about the Fair Fares NYC program.