Name (First, Last)

Fair Fares ID

Fair Fares NYC

Conditions of Use and Other Important Information for New York City Department of Social Services/Human Resources Administration

Fair Fares Discount on Subway and Local Bus or Access-a-Ride Trips

The Department of Social Services/Human Resources Administration (DSS/HRA) administers the Fair Fares New York City (FFNYC) Program ("the Program"). The Program lets eligible individuals ride the subway, local buses, and Access-A-Ride (AAR) Paratransit for half-price.

Enrollment in the Fair Fares NYC Program:
If you meet the eligibility requirements of the Program and funding is available, you will receive a FFNYC discount and be enrolled in the Program for one year. You will be enrolled for one of the following discounts (whichever one applies to you at the time you enroll):

- Discount on MTA New York City Transit (NYCT) subways and local buses (including the Bee-Line, Nassau Inter-County Express, Staten Island Railway, Roosevelt Island Tram, and Hudson Rail Link); **or**
- Access-A-Ride.

If at any time you are no longer eligible, the Program will disenroll you and the discount will stop. The Program will let you know by mail at the address you have on file if you have been disenrolled.

FFNYC Eligibility

NYC residents may be eligible for FFNYC if they:

- Are between (and including) the ages of 18 and 64;
- Are in a household that meets the income guidelines for the FFNYC program;
- Are not receiving full carfare from the DSS/HRA or any other NYC agency; **and**
- If choosing the FFNYC subway and bus discount, are not already participating or eligible to participate in any other transportation discount program.

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Switching from the Fair Fares MetroCard (FFM) to the One Metro New York (OMNY) payment:

The Program is no longer issuing Fair Fares MetroCards (FFMs). If you have a FFM, you may use it until (whichever happens first):

- The FFM expires (the expiration date is on the back of the card);
- The FFM no longer works;
- The FFM gets deactivated; **or**
- You are no longer enrolled.

The Conditions of Use you already signed still applies to your MetroCard as long as it stays in effect.

You will switch from MetroCard to OMNY when:

- You renew your enrollment in the Program; **or**
- You report your MetroCard as lost, stolen, or damaged.

You can switch from MetroCard to OMNY at any time. When you switch from MetroCard to OMNY, you can choose how you want to pay your discounted fare:

- You can use an OMNY card that FFNYC sends to you;
- You can use your own OMNY card; **or**
- You can pay with a personal credit card, debit card, or mobile device.

For Participants Enrolled in the Discount on subways and local buses:

The Fair Fares NYC discount is for your use only. If you let someone else use your discount, the Program may suspend you and remove your discount. Please see the Penalties section below for more information.

Using the FFNYC Discount with OMNY:

- You can tap your card or device on any OMNY reader. Your discount will work on the subway, local buses, Staten Island Railway, Roosevelt Island Tram, and Hudson Rail Link. Your discount will not work on express buses or AirTrain JFK – you will be charged full fare for these services.
- If you take 12 paid trips within 7 consecutive days, all additional rides in that timeframe will automatically be free. ***This will be available for as long as fare capping is offered by OMNY.***
- You can only use one payment method with your discount: an OMNY Card, a credit or debit card, or a mobile device. Your ability to change your payment method may be limited at the Program's discretion.

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How the OMNY Card Works:

You can add money to an OMNY card at an OMNY Card Vending Machine located in NYCT subway stations, at participating retail stores across the city (omny.info/retail), by calling OMNY Customer Service at (877)-789-6669, or online through your registered OMNY account (omny.info/register).

- The Program does not pay or reimburse fare costs. Any card FFNYC gives you will not have any money on it.
- Before you can use an OMNY card, you will need to add money to pay the fare for the mode of transportation you are going to use. The smallest amount that can be added to your card is $1.00. You need a balance of at least 50% of the stated fare to ride.

How to Use Your Discount with a Credit or Debit Card or a Mobile Device

You can use your discount with a personal credit or debit card, or a mobile device. OMNY will charge you the discounted fare each time you tap.

- FFNYC will let you know when the discount has been added to your credit or debit card.
- If you want to use your discount with your mobile device, tap the device on the OMNY reader after the discount is added.
- The discount can only be used with one version of your credit or debit card: For example, you will not be able to use the discount on your physical card if the discount is on the digital version of the same card on your mobile device.
- If your credit or debit card has more than one authorized user, only one authorized user can use that card with the discount.
- If you switch from an OMNY card to a credit or debit card or mobile device, your OMNY card will become a full fare card.

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Lost, Stolen, or Damaged OMNY cards:

- Log in to ACCESS HRA (AHRA) or call 311 to report your card lost, stolen, or damaged. The OMNY card will not work once it is canceled.
- You can replace your OMNY card with another OMNY card, or with a credit or debit card or mobile device.
- FFNYC will issue only one replacement OMNY card per enrollment year. A second replacement is allowed only under special circumstances at the Program's discretion.
- When FFNYC sends you a new OMNY card, any money on the previous card will move to the new card.
- **OMNY DOES NOT OFFER REFUNDS.**
- If you reach the replacement card limit, you may add your discount to your own OMNY card or use a credit or debit card or mobile device.
- If you switch your discount to your own OMNY card, any money on the previous card will stay in your OMNY account. You must call OMNY customer service at (877) 789-6669 to move money from your old card to your own OMNY card.
- A misused or abused Fair Fares OMNY Card (FFOC) with money remaining are not eligible for refunds.

Lost, Stolen, or Damaged Credit Card, Debit Card, or Mobile Device

- Contact your bank first to cancel or pause your card to prevent unauthorized transactions.
- To move your discount to a different card, log into AHRA. To request an OMNY card, log into AHRA or call 311.

Expiration of a Fair Fares-Issued OMNY Card (FFOC):

- Your FFOC has an expiration date on the back. You should continue to use the same card until it expires. FFNYC will automatically mail you a new card before it expires if you are still enrolled in the program.
- FFNYC will move your money from the expired card to the new card.

No Transfer of Money from MetroCard to OMNY Card:

- You cannot transfer any remaining balance from a full-fare MetroCard or a full-fare OMNY card.
- You cannot transfer the balance from your Fair Fares MetroCard to your Fair Fares OMNY Card. You need to use the remaining balance on your MetroCard before it expires or is canceled.

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Requesting a Refund for a Lost or Stolen FFM in Accordance with NYCT Procedures:

If your FFM is lost or stolen, **and** you bought a 30-day pass with a **credit, debit or EBT card**:

- After you call 311 or log into AHRA to report your card lost or stolen, you should contact NYC Transit by calling 511 or (718) 330-1234 and following the prompts until you reach the Balance Protection Program to request a refund.
- You may be eligible for a partial refund based on the day you let Balance Protection know that the FFM is lost or stolen **and**:
  - The lost or stolen FFM had a 30-day pass on it;
  - There was time left on your 30-day pass when it was deactivated; and
  - You paid for the 30-day pass with a debit, credit or EBT card.
- If your FFM is lost or stolen, you can get one FFM free refund each calendar year. A second refund will have a $5.00 fee, and no refund will be given if the amount on the card is less than $5.00. You can receive two refunds each year at the most.

FFMs that are Damaged or Not Working:

If you cannot use your FFM because it is damaged or not working, you must return your damaged or non-working FFM to a FFNYC office location.

Call 311 or visit www.nyc.gov/fairfares to find the nearest office location. DSS/HRA will give you a replacement FFOC once you return your damaged or non-working FFM to the Program.

MetroCard Expiration

If money is left on your FFM when it expires, you may request a refund.

Send your request by mail or return your expired card to a FFNYC location. Any request for a refund must be made within 2 years of the expiration date on the back of the card.

To send a request by mail, include the following information in the envelope with your card:

- Your first and last name.
- Fair Fares Client ID number (found on the Fair Fares home page in your ACCESS HRA account).
- The total balance you think is left on the card.

Send your Fair Fares MetroCard and the above information to:

Fair Fares NYC
PO Box 7099
New York, NY 10008-7099

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For Participants Enrolled for a Discount on Access-A-Ride (AAR) Trips:

- Fair Fares participants who are AAR riders and request a discount on AAR trips are not eligible to receive a discount on subways and local buses. If you already have a subway or local bus discount, FFNYC will remove the discount from your card or mobile device.
- After you give the Program your Access-A-Ride ID number and NYC Transit confirms your information, the discount will be applied directly to each AAR account. Once you are confirmed by AAR, you will be able to book discounted trips on AAR during your Fair Fares eligibility period. The discount will be applied to the trip when you book it, and you will only pay the discounted fare when your trip is completed.
- You are the only one allowed to use your AAR fare discount. If you let someone else use your discount, you may lose your eligibility for the Program. Please see the Penalties section below for more specific information.

By agreeing to the FFNYC conditions of use, you acknowledge and accept the terms and policies governing the use of our services, including guidelines on user conduct, data privacy, intellectual property rights, and limitations of liability.

Renewals in the FFNYC Program:

The Program will let you know at least 30 days before your FFNYC Program enrollment period ends. Then, you can send a renewal application to DSS/HRA. Once your renewal application is approved, your discount will keep working with the same payment method you were already using, unless you asked to use a new payment method during your renewal application. If your FFOC expires during your enrollment, a new FFOC will be sent to you automatically before it expires.

Disclaimer:

Fair Fares discounts will only be available while the Program is in effect. If the Program is discontinued, the discount will be removed from your card, but you can continue to use any remaining balance in your OMNY account at full fare. Access-A-Ride discounts will end immediately if the Program is discontinued.

By agreeing to these Conditions of Use, you also agree that this agreement is by and between you, as the participant, and DSS/HRA as the administrator of the FFNYC Program. NYCT is not a party to this agreement.

Changes to this Agreement:

DSS/HRA may change the terms of this Agreement at any time. These changes will become effective when posted on the Fair Fares website. If any change makes a part of this agreement invalid, the change does not make the entire agreement invalid. This means the rest of the terms of this agreement will still be in effect.

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Governing Law:

The laws of the State of New York and Chapter 12 of Title 68 of the Rules of the City of New York control this Agreement. New York State laws will be used to interpret this Agreement.

Changes to your Information:

You will receive notices and replacement FFOCs to the address we have on file. You are agreeing to inform DSS/HRA of any changes to the information given by you earlier, such as:

- Name;
- Address;
- Telephone Number; and
- E-mail Address.

You can change your mailing address or contact information by visiting www.nyc.gov/accessfairfares, calling 311 or visiting a Fair Fares NYC Office location.

Ineligibility:

FFNYC will remove the discount from your card or mobile device if or when you are found ineligible for the Program. You may continue to use the card or mobile device without the discount if it has not been deactivated.

Restrictions:

You are the only person allowed to use your FF discount. If you let someone else use your FF discount, you may be removed from the Program, and if you have a FFOC, any remaining balance on the card may be lost.

As with all OMNY cards, you must show your FFOC to any police officer or transit staff member if they ask for it.

The Program may remove your discount if:

- You tampered with your FFOC; or
- You let someone else use your FFOC or device to ride the subway or eligible bus with your discount.

Penalties:

If you abuse or misuse your FF discount or defraud Fair Fares NYC (including but not limited to giving the discount to another person to use, or intentionally providing misinformation to Fair Fares NYC), you will receive a warning letter and a 60-day suspension. After the 60-day suspension ends, you can reapply to the Program. If you commit a second offense, you will be permanently disqualified from the Program.

Misused or abused FFOCs with money remaining are not eligible for refunds.

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Right to Dispute Eligibility Decision:

If you are found ineligible for Fair Fares NYC, you have the right to dispute the eligibility decision by requesting an administrative review by calling 311 or visiting a FFNYC location.

Disclosure:

DSS/HRA may use and share personal information collected about you for your participation in the Program for certain purposes, including but not limited to the following:

- Administering the program;
- Connecting you with additional benefits, services, and care that you may be eligible for;
- Verifying your participation in the Access-A-Ride program;
- Verifying you are not participating in an MTA Reduced-Fare program; and
- Providing to law enforcement to investigate suspected instances of fraud related to the Program.

The Fair Fares discount and its use are subject to all tariff provisions, rules and regulations of the NYC Transit and its affiliates.

The use of a FFOC shall be subject to the same fare and tariff terms, conditions, and restrictions as the use of the FFM. Your use of the Fair Fares discount with OMNY is subject to the OMNY Terms of Service and OMNY Privacy Policy which can be found at OMNY.info.

Please read and sign these Conditions of Use and keep a copy for your records.

Participant Name (Print) Date

Participant Signature

For customer service or more information, call 311. If you are deaf or hard of hearing, use 711 or your preferred relay service provider to contact us.