

Frequently Asked Questions

About the Program

1. What is Fair Fares NYC?

Fair Fares NYC is a City program created by Mayor Bill de Blasio, City Council Speaker Corey Johnson, and members of the City Council to help New Yorkers with low incomes manage their transportation costs. Using the Fair Fares NYC MetroCard, eligible New York City residents ride for half the regular cost.

2. How does the program work?

Fair Fares NYC allows you to receive a 50% discount on subway and eligible bus fares.

If you are eligible for Fair Fares NYC, the City will give you a special Fair Fares NYC MetroCard (FFM). The FFM you receive will not have any money on it. You must add time or value to your FFM 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 turnstile will deduct half the current fare. This means, if you add \$40.00 dollars to your FFM you will have the whole \$40.00 on your FFM, but 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 or credit card, or your EBT card at MTA MetroCard vending machines to add time or value to your FFM. The MTA vending machines are located in subway stations throughout the City.

Who is eligible?

3. Who is eligible to participate?

Fair Fares NYC is being rolled out to New York City residents in several phases. At this time, certain existing clients of the NYC Department of Social Services receiving SNAP and/or Cash Assistance have been selected to participate. In the fall, certain CUNY students, Veteran students, and NYCHA residents who meet the program's eligibility criteria will be able to participate in the program.

4. Can I apply to participate in the program?

During the current phase of the program, the City will be contacting eligible New Yorkers directly. Eligible New Yorkers will be able to apply to participate starting in January 2020.

5. How do I find out if I am eligible?

You will receive a letter from Fair Fares NYC if you are eligible. If you are the head of your HRA case you can also log into ACCESS HRA at nyc.gov/AccessHRA to see if you are eligible. If you are eligible, you will see a yellow banner at the top of the ACCESS HRA home page. You will be able to see the eligibility status for each household member on the Fair Fares NYC ACCESS HRA page.

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

No. You are not eligible for Fair Fares NYC if you are participating or eligible to participate in MTA discount fare programs. You can learn about these programs at <http://web.mta.info/nyct/fare/rfindex.htm>.

7. Does my immigration status affect my ability to participate in the program?

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

8. How do I find out about changes to my eligibility status?

Your household's ACCESS HRA account will have the current status of everyone in the household and give the reason for any changes in status. You can also call 311.

Enrolling and Receiving your Fair Fares NYC MetroCard**9. If I am eligible, how do I get my Fair Fares NYC MetroCard?**

Log into ACCESS HRA at www.nyc.gov/fairfares website to enroll into the program. Each eligible person must independently choose to participate in the program and agree to the conditions of use. No one can enroll on someone else's behalf. After you have opted into the program, you will receive your Fair Fares NYC MetroCard by mail.

10. I don't have an ACCESS HRA account, can I still sign up for Fair Fares NYC?

Yes! Your letter contains instructions on how to create an ACCESS HRA account.

11. I am having trouble signing up, how can I get help?

If you are having technical problems with ACCESS HRA, please send an email to AccessHRAhelpdesk@hra.nyc.gov. Otherwise, call 311 for assistance.

- 12. I signed up for Fair Fares NYC, but I have not gotten my Fair Fares NYC MetroCard in the mail. What should I do?**
You will receive your Fair Fares NYC MetroCard within 2-3 weeks after you sign up for the program. If it has been more than 3 weeks since you signed up and you have not received your Fair Fares NYC MetroCard, please call 311.
- 13. How do I update my address?**
You should log into your ACCESS HRA account to update your address.
- 14. I went to a Fair Fares NYC location but the office is closed. Who can help me?**
Please call 311.
- 15. I want a Fair Fares NYC MetroCard but I have a hard time with computers and technology. How do I sign up?**
You may go to the Fair Fares NYC Office or call 311 and let them know. 311 will let you know what other options may be available to you.

Using your Fair Fares NYC MetroCard

- 16. Can a member of my family or a friend use my Fair Fares NYC MetroCard?**
No. The card is only for your personal use. You cannot lend the card to anyone or sell the card to anyone.
- 17. Can I use my Fair Fares NYC MetroCard on all public transportation systems?**
You can use your Fair Fares NYC MetroCard on New York City subways and buses. You cannot use it on MTA Express Buses, the Long Island Railroad, or Metro-North.
- 18. 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 farebox or subway turnstile will use the unlimited rides first. Once the 7-day or 30-day unlimited ride period ends, the bus farebox or subway turnstile will start deducting half-fare if there is value on your card.

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Using your Fair Fares NYC MetroCard (continued)

19. What happens if I receive a notice that my Fair Fares NYC MetroCard was deactivated due to misuse or fraudulent activity?

Clients whose cards are deactivated due to misuse or fraud are at risk of losing eligibility for Fair Fares NYC. After the first instance of misuse or fraudulent activity, your Fair Fares NYC MetroCard will be deactivated, and you will lose eligibility for the Fair Fares Program for 60 days. After the second instance of misuse or fraudulent activity, your Fair Fares NYC MetroCard will be deactivated, and you will be permanently disqualified from participating in the program. You are responsible for the use of your Fair Fares NYC MetroCard and must report a lost or stolen card right away to avoid a loss in eligibility.

Lost or Stolen Cards

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

Call 311 to report the card lost or stolen. This information is sent to NYC Transit (NYCT), which is part of the MTA. NYCT will cancel the card.

You will receive a new card in the mail 2-3 weeks after you report a card as lost or stolen.

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

After you call 311 to report your card lost or stolen, you must contact NYCT, which is part of the MTA, not the City of New York, by calling 511 to request a refund for your lost or stolen card. This will begin the refund process for any days left on the card.

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 before the end of the 30-day unlimited ride period to qualify for a refund.

NYCT does **not** provide refunds for lost or stolen 7-Day Unlimited or Pay- Per-Ride Fair Fares NYC MetroCards.

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Lost or Stolen Cards (continued)

NYCT reviews the card account and calculates the refund from the date you get in contact with them. 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.

Fair Fares NYC will mail you a new card 2-3 weeks after you contact NYCT to report the card was lost or stolen. You will not be able to get a new card until NYCT cancels the reported card.

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

We 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 if your Fair Fares MetroCard is lost or stolen.

FAIR FARES NYC- REFUND PROCESS			
FAIR FARES METROCARD	CASH	CREDIT/DEBIT/EBT	CARD REPLACEMENT
Pay-Per-Ride	NYCT will not issue a refund	NYCT will not issue a refund	One time only (within 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 site any time after 5 business days from the date you report it lost or stolen
7- Day Fair Fares MetroCard	NYCT will not issue a refund	NYCT will not issue a refund	
30- Day Fair Fares MetroCard	NYCT will not issue a refund	NYCT Balance Protection Program (BPP) will provide refunds for 30 Day FFMs purchased with credit, debit or EBT	

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**What do I do if my Fair Fares NYC MetroCard becomes
damaged or stops working?**

23. My Fair Fares NYC MetroCard is not working. What do I do?

Go to the Fair Fares NYC office to turn in a Fair Fares NYC MetroCard that is damaged or not working. When you return your damaged card, Fair Fares NYC will give you a new card.

You do not need to take any action to receive a refund. NYCT will conduct a 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 address that the Fair Fares NYC program has for you.

If you have any additional questions, please call 