

Frequently Asked Questions About Fair Fares / Access-A-Ride

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

Go to www.nyc.gov/fairfares to check if you might be eligible for Fair Fares NYC (FFNYC) and to apply for FFNYC. Provide your Access-A-Ride (AAR) ID number as part of your Fair Fares NYC application. If your application is approved and the MTA confirms your AAR ID, you will receive an AAR discount of 50% off of each AAR ride.

- 2. I am an Access-A-Ride customer and I am already enrolled in Fair Fares NYC. How can I sign-up to start using the Fair Fares NYC discount on Access-A-Ride?**

Log into your account at www.nyc.gov/accessfairfares and click on 'Update Access-A-Ride Information'. Follow the instructions on the screen to apply your Fair Fares NYC discount to Access-A-Ride. **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 Fair Fares NYC discount on Access-A-Ride trips?**

You will start getting the Fair Fares NYC discount on Access-A-Ride trips after Fair Fares NYC notifies you that your Fair Fares NYC application is approved and after the MTA confirms your Access-A-Ride information. Log back into your account at www.nyc.gov/accessfairfares to check your Access-A-Ride discount status. Please allow up to one week after enrollment for your AAR discount to begin.

- 4. How do I use my Fair Fares NYC discount on Access-A-Ride?**

Once your Fair Fares NYC discount is added to your Access-A-Ride account, the discount will be applied automatically. Access-A-Ride drivers will charge you half-fare.

5. What happens to my Fair Fares NYC MetroCard?

Once your Fair Fares NYC discount has been applied to Access-A-Ride, your Fair Fares NYC MetroCard will be canceled, and we will ask that you return it. In the meantime, as per the terms of the Conditions of Use, you must not let anyone else use your FFNYC MetroCard. If you are eligible for or enrolled in the MTA's discount program for riders with disabilities or the Access-A-Ride MetroCard, you must enroll in that program or use that card to receive a discount on subways and buses.

6. What happens if my Fair Fares NYC enrollment ends?

Fair Fares NYC will notify you if your enrollment is ending for any reason. 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 Access-A-Ride. You can always re-apply for Fair Fares NYC should your circumstances change and you meet the eligibility requirements again.

7. What happens if my Access-A-Ride enrollment ends?

If your Access-A-Ride enrollment ends, please let us know by logging into your account at www.nyc.gov/accessfairfares and clicking on 'Update Access-A-Ride Information'. At that time, you may request a new Fair Fares NYC MetroCard if you do not have another transit discount. If you are eligible for or enrolled in the MTA's discount program for riders with disabilities, you must enroll in that program or use that card to receive a discount on subways and buses.

8. Where do I go for more information about Fair Fares NYC?

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

9. What if I need help applying for Fair Fares NYC 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.**