

## **Fair Fares NYC 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 MetroCard, eligible New York City residents may buy either a 7-day or 30-day pass for half the regular price.

**2. How does the program work?**

Fair Fares NYC allows you to buy a 7-day or 30-day unlimited-ride pass at a 50% discount. If you are eligible for Fair Fares NYC, the City will give you a special Fair Fares MetroCard. The Fair Fares MetroCard you receive will not have any money on it. You must add money to your Fair Fares MetroCard once you receive it.

With the Fair Fares MetroCard, the unlimited weekly pass will cost \$16 and the unlimited monthly pass will cost \$60.50. You can use cash, a debit or credit card, or your EBT card at MTA MetroCard vending machines and at subway station booths. The MTA vending machines are located in subway stations throughout the City.

### **Who is eligible?**

**3. Who is eligible to participate?**

During the first phase of the program, Fair Fares MetroCards will be available to about 30,000 New Yorkers who are existing clients of the NYC Department of Social Services. These individuals will receive letters informing them of their eligibility.

By mid-2019, the City expects to offer an additional 130,000 New Yorkers with lower incomes the chance to participate in Fair Fares NYC.

Only New York City residents are eligible to participate in this program.

**4. Can I apply to participate in the program?**

During the first phase of the program, the City will be contacting eligible New Yorkers directly.

**(Turn page)**

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

You will receive a letter from Fair Fares NYC if you are eligible. This letter will also be available in your Access HRA account.

**6. If I am eligible, how do I get my Fair Fares MetroCard?**

You will receive a letter in the mail with information on how to pick up your Fair Fares MetroCard. You will need to bring the letter and photo identification (for example, your driver license, IDNYC, HRA benefits card with your picture on it, etc.) with you when you pick up your Fair Fares MetroCard.

**7. Can a member of my family or a friend use my Fair Fares MetroCard?**

No. The card is only for your personal use. You cannot lend the card to anyone or sell the card to anyone.

**8. Can I use my Fair Fares MetroCard on all public transportation systems?**

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

**9. 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.

**10. 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.

**11. I received a letter saying that I picked up a Fair Fares MetroCard, but I did not. What do I do?**

Please call 311 right away.

**12. I went to a Fair Fares NYC location but the office is closed. Who can help me?**

Please call 311.

**13. What happens if I receive a notice that my Fair Fares MetroCard was deactivated due to fraudulent activity?**

Clients whose cards are deactivated due to fraud are at risk of losing eligibility for Fair Fares NYC. You are responsible for the use of your MetroCard and must report a lost or stolen card right away to avoid a loss in eligibility.

(Turn page)

### **Lost or Stolen Cards**

**14. What do I do if my 7-Day Fair Fares 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 may go to a Fair Fares NYC office to pick up a new card 5 business days after you report a card as lost or stolen.

NYCT does **not** provide refunds for lost or stolen 7-Day MetroCards.

**15. I purchased a 30-Day Fair Fares MetroCard with a debit, credit, or EBT card. The card is lost or has been stolen. What do I do?**

You must contact NYCT, which is part of the MTA, not the City of New York, by calling 511 to report your card lost or stolen. This will begin the refund process for any days left on the card. You must call NYCT before the end of the 30-day unlimited ride period to qualify for a refund.

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 debit, credit, or EBT card. 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.

You may go to a Fair Fares NYC site to pick up a new card 5 business days after you get in touch with 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.

**16. What do I do if I paid cash for my lost or stolen 30-Day Fair Fares MetroCard?**

Call 311 to report the card lost or stolen. This information is sent NYCT, which will cancel the card.

You may go to a Fair Fares NYC office to pick up a new card 5 business days after you reported to 311 that the card was lost or stolen.

NYCT does **not** provide refunds for lost or stolen 30-Day MetroCards purchased with cash.

**17. How many times can I replace my lost or stolen Fair Fares MetroCard?**

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

**(Turn page)**

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

**18. My Fair Fares MetroCard is not working. What do I do?**

Go to a Fair Fares NYC office to turn in a Fair Fares 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 card by a debit, 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. It takes approximately 7-10 days for NYCT to process and mail your refund.

If you have any additional questions, please call 