

How to Use NYC Public Transportation at Reduced Rates

You may be eligible for reduced rates when you're traveling around NYC and to/from Westchester and Nassau County (Long Island) using public transportation. There are two programs that offer reduced rates: **Reduced-Fares** and **Fair Fares**. The two programs have different qualifications and slightly different benefits. ***You do not have to be a U.S. Citizen or have lawful status to participate: neither program will ask about immigration status.*** Below is a comparison chart of the two.

	Reduced-Fare	Fair Fares
Eligibility	<p>Age: 65+</p> <p>OR</p> <p>Any Qualifying Disability:</p> <ul style="list-style-type: none"> • Receives Medicare for any reason other than age • Serious mental illness & receiving SSI • Blind • Deaf or hearing loss • Ambulatory disability • Cognitive disability • Other physical disability 	<p>Age: Between 18–64.</p> <p>Residency: Live in one of the five boroughs.</p> <p>Income: At or below 145% of the federal poverty level (as of Jan 7, 2025)</p> <p>Examples: 1 person household: ≤ \$22,692/yr 4-person household: ≤ \$46,617/yr</p> <p>Not already in another transit discount program, including MTA's disability or senior reduced fare or receiving full car fare from DSS/HRA or another NYC agency</p>
Benefit	<p>50% off subways & local/select bus fares</p> <p>50% off Staten Island Railway, Roosevelt Island Tram, & Hudson Link</p> <p>50% off Westchester Bee-Line & Nassau Inter-County Express (NICE)</p> <p>50% off express bus trips except weekday peak periods (6-10am & 3-7pm)</p> <p>50% of full one-way peak fare LIRR & Metro-North except weekday peak mornings traveling into NYC (6-10am)</p> <p>Reduced fare MetroCard or OMNY will work on AirTrain JFK, but will charge the full fare</p> <p>Does NOT apply to PATH</p>	<p>50% off subway & local/select bus fares</p> <p>50% off Staten Island Railway, Roosevelt Island Tram, & Hudson Link</p> <p>50% off Westchester Bee-Line & Nassau Inter-County Express (NICE) <i>once OMNY available there</i></p> <p>50% off Access-A-Ride paratransit trips.</p> <p>Does <u>not</u> apply to: MTA Express Buses, LIRR, PATH, AirTrain JFK, or Metro-North</p>
	<p>With OMNY integration, fares are capped weekly: pay 12 fares in 7 days & the rest of your rides for those 7 days are free</p>	
Notes	Card expires, but you will automatically be sent a new card prior to expiration date as long as you have been actively using the card	Lasts for 1 year & must reapply

✱ **TIP:** If you're eligible for both the Reduce-Fare and Fair Fares programs, choose Reduced Fare if you frequently take Express Bus, LIRR, or Metro North; choose Fair Fares if you frequently take Access-a-Ride.



How to Apply: Reduced-Fare Program

<https://www.mta.info/fares-tolls/subway-bus/reduced-fare>

Step 1: Gather Required Documents

- You will need one of the following ID cards:
 - Valid driver's license (or legal equivalent) from any state
 - Valid passport from any country
 - IDNYC identification card
 - Birth certificate + photo ID
 - Medicare card + photo ID
 - Valid state photo ID
- If you are applying based on a disability, you must also have a physician or licensed healthcare provider complete the Disability Certification in the application:
<https://www.mta.info/document/28266>
- If you are applying by mail (and not in person), you will also need a passport-style photo (2in x 1.5in). You can have them taken at most post offices and Duane Reades, but they charge a fee.

Step 2: Complete the Application (You can apply in person or by mail. You cannot currently apply online.)

In Person

- Be sure to bring:
 - Valid ID
 - Disability Certification, if applying based on a disability
- Go to an in-person location:
<https://www.mta.info/fares-tolls/subway-bus/reduced-fare>
 - *Customer Service Center*: look online to find available locations.
 - *Mobile Sales Vehicles*: these travel neighborhoods. The schedule is online but call 511 before visiting to confirm schedule.

By Mail

- Download & complete the application.
 - For people 65 or older:
<https://www.mta.info/document/28261>
 - For people with disabilities:
<https://www.mta.info/document/28266>
- Include passport-style photo
- Include copy of valid ID
- Include Disability Certification, if applying based on a disability (you may be contacted for more information)
- Mail application and documents to:
MTA New York City Transit
Attn: Reduced Fare Program
130 Livingston Street
Brooklyn, New York 11201-9625
- Your card should arrive **by mail within 2-3 weeks**.

Need Additional Assistance?

Call OMNY Customer Service online (<https://omny.info/contact>) or
by phone (877-789-6696) from 6am-8pm 7 days a week.



How to Apply: Fair Fares

<https://www.nyc.gov/site/fairfares/index.page>

Step 1: Create an Account

- If you don't already have an Access HRA account, you can create one on the Access HRA website:
<https://a069-access.nyc.gov/accesshra/>
- Instructional video here:
<https://www.nyc.gov/site/hra/help/accesshramobile.page>

Step 2: Gather Required Documents

- If you already have an Access HRA account, you may not need to submit any documents, but you should be ready with documents that show your: (i) name and date of birth; (ii) NYC residency; and (iii) taxable household income.
- If documents are required, you **must submit them within 10 days of submitting your application.**
- List of acceptable documents: <https://www.nyc.gov/assets/fairfares/downloads/pdf/FF-14-E.pdf>

Step 3: Complete the Application

On your phone: The main way to apply for Fair Fares is through the Mobile App, which you download on your cell phone. Instructions are here:

<https://www.nyc.gov/site/hra/help/accesshramobile.page>

Online: If you are not currently receiving other government benefits (Medicaid, SNAP, etc.), it may be better to apply through the Access HRA website: <https://a069-access.nyc.gov/accesshra/apply/1147820395571707904>. You will still need to upload any required documents through the ACCESS HRA Mobile App.

Alternatives: If you are unable to apply through the app or website, you can call 311 or go to one of the Fair Fares locations:
<https://www.nyc.gov/site/fairfares/contact-us/contact-us.page>.

Step 4: Wait for Approval

- Processing can take up to 30 days.
- You can check your status on the app or the website.

Step 5: Receive Your OMNY Card

- You should receive your OMNY card **by mail in 2-3 weeks.** You can receive your card at a c/o or P.O. Box address.
- If you haven't received your card after 3 weeks, report your card as "never received" on the app or website or call 311.

Need Additional Assistance?

Answers to FAQs: <https://www.nyc.gov/assets/fairfares/downloads/pdf/Fair-Fares-FAQ-OMNY-English.pdf>.

If you are having technical problems, email AccessHRAhelpdesk@hra.nyc.gov or call 311.

