

# Reduced-Fare OMINNY

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2025

# Agenda

- Reduced-Fare Basics and Joining Reduced-Fare
- Customers Using RF with Credit/Debit Card or Mobile Device
- Current Customer Transition (including EasyPay)
- OMNY Basics
- Online OMNY Account
- Q&A

# Program Basics: Who qualifies for Reduced-Fare?

Any person age 65 or over



# Program Basics: Who qualifies for Reduced-Fare?

## Any person with a qualifying disability:

- Receiving Medicare benefits (other than age)
- Blindness
- Serious mental illness, receiving SSI
- Deafness or hearing loss
- Ambulatory disability
- Cognitive disability
- Other physical disability



# Join Reduced-Fare: Apply in person or via mail



- The MTA is no longer issuing Reduced Fare **MetroCards** to customers
- We are moving to OMNY
- Any new Reduced Fare will be issued as OMNY

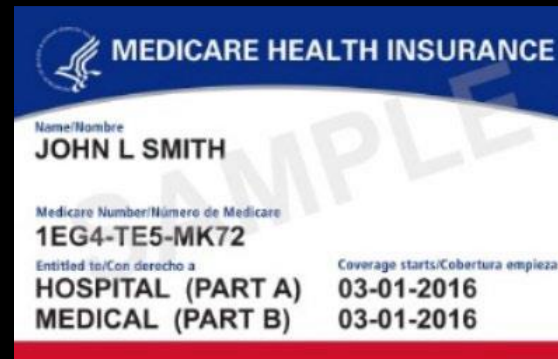
# If you are a new customer: 4 Ways to Apply

1. The main NYCT Customer Service Center
  - 3 Stone Street in Lower Manhattan
2. Subway Customer Service Centers (CSCs) -15 across all 5 boroughs
3. Mobile Sales Buses/Vans
4. Apply via mail (application available online and at subway booths)



# Join Reduced-Fare: Summary of What to Bring

- If you are over 65, all you need is a valid photo ID
- If you have a disability, please bring a completed application and one of the following:
  - Medicare Card
  - NYS Blind Card
  - Medical documentation



NEW YORK STATE Commission for the Blind	
KATHY HOCHUL Governor	SUZANNE MILES-GUSTAVE, ESQ. Acting Commissioner
Verification of Legal Blindness	
Name: JOHN Q. SMITH	NYSCB Registration No. CF #000000
Address: 123 Main Street, Fl 2 New York, NY 10001	
The above named person is registered as legally blind with the Commission for the Blind in accordance with New York State law, Section 8704.	
Signature: <i>John Q. Smith</i> Title: Associate Commissioner, NYSCB Date: 12/11/2024	

# Customer Service Centers – Open 24/7

## Manhattan

168 St-Washington Heights 1AC  
125 St (Lex Av) 456  
34 St-Pennsylvania Station 123  
Times Square-42 St 123 7 S NQRW  
Fulton St AC 45 23 JZ

## Bronx

161 St-Yankee Stadium BD4  
Fordham Rd 4  
Parkchester-E 177 St 6

## Queens

Jackson Hts-74 St-Roosevelt Av EFMR7  
Flushing-Main St 7  
Sutphin Blvd-Archer Av-JFK EJZ

[mta.info/CSC](https://mta.info/CSC)



## Brooklyn

Atlantic Av-Barclays Ctr 2345 DNR BQ  
Stillwell Av-Coney Island DFNQ  
Myrtle-Wyckoff Avs LM

## Staten Island

St. George SIR



# Current Reduced Fare Customers

# Reduced-Fare Customers already using your own Credit/Debit Card or Mobile Device

- If you already joined RF OMNY using your own card or device:
  - This transition won't change your experience
  - No action is needed on your part
  - You will *not* be getting a card in the mail

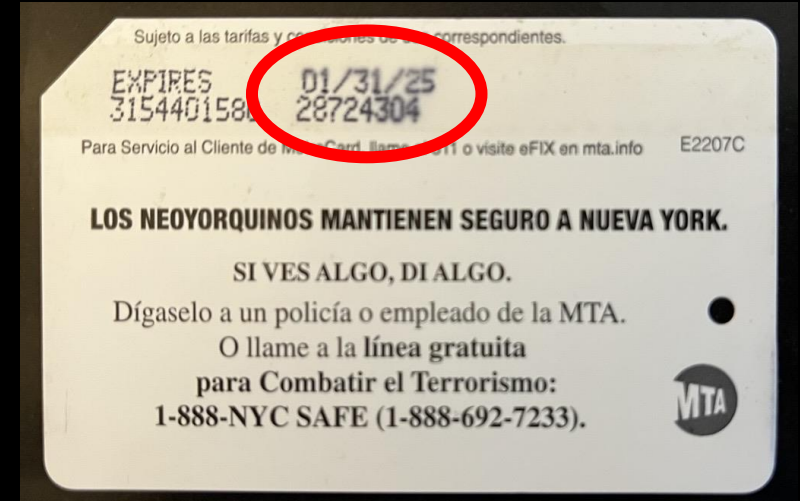
# Current EasyPay Customers: OMNY Cards via Mail

- You should have received an OMNY Card in the mail between December 2024 and now
- Close your EasyPay account and receive a refund:
  - Call the EasyPay call center: 877-323-7433

**EasyPay MetroCards  
no longer work as of  
March 23**

# Current customers: OMNY Cards via Mail

- You should have received an OMNY Card in the mail between December 2024 and now
- Your Reduced-Fare **MetroCard** expires on the printed expiration date
- *This is your last RF MetroCard*
- Please spend down the balance on your RF MetroCard—you can also transfer a remaining balance at a CSC or Mobile Van
- Then start tapping with OMNY



**MetroCards sales and  
refills will end on  
December 31, 2025**

# Current customers: OMNY Cards via Mail



Congrats on receiving your first OMNY Card

- 1. Take a picture of the card back to save the number and card details in case you lose the card;**
- 2. Add value to the card:**
  - OMNY Cards come with a zero balance



# Current customer: I didn't receive an OMNY card in the mail

- Call 511; check if your mailing address is correct
- Once verified, if you need a new card visit an in-person location:
  - CSCs, Mobile Sales, or 3 Stone St
- If you have been going to a station booth to repeatedly get temporary RF cards:
  - You need to apply for a Permanent RF card



# OMNY Basics

# Your OMNY Card

- Reduced-Fare OMNY Card is very similar to a full-fare Card
  - **RF icon on back to differentiate**
- No photo on the card, but still required with application and kept for verification purposes
- Thicker card, more durable than MetroCard



# No Change to the cost of your trips with OMNY

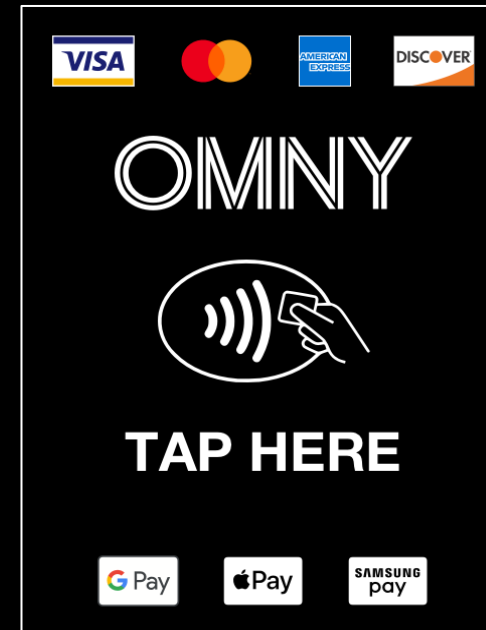


- Continue to enjoy the same half-price fares where you do today, including:
  - Subways
  - Local, Select, & off-peak Express Buses
  - Staten Island Railway
  - Roosevelt Island Tram
- Bee-Line and NICE bus: coming soon
- Free transfers between the Subway and Bus are also unchanged



# Tapping with OMNY

- No more swiping
- Tap your card against the OMNY screen on turnstiles or buses.
- Hold your card on the reader until you get the green "GO" screen
- Then GO!

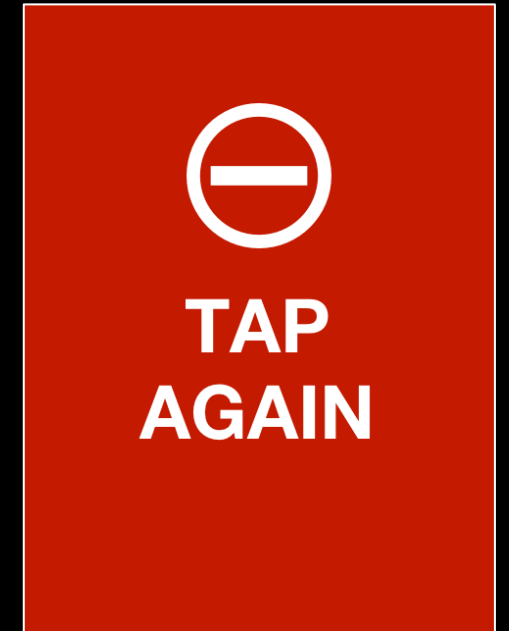
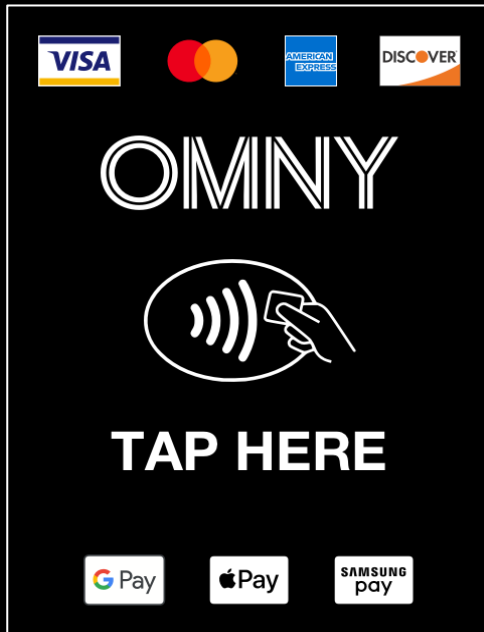




# Tapping with OMNY



# Tapping with OMNY



# Loading Value on your OMNY Card

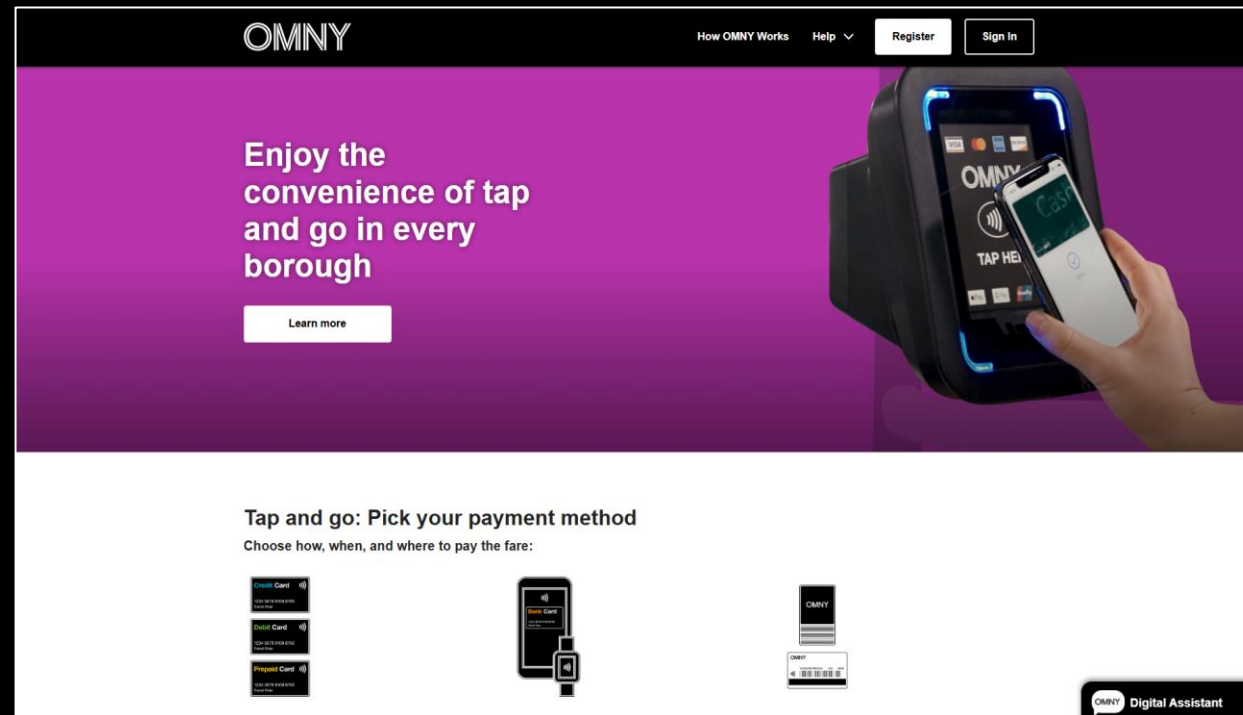


## Add value to the card first

1. Add value online at [omny.info](https://omny.info)
  - Set up automatic refills from your credit or debit card
2. Use OMNY vending machines in subway stations—cash accepted
3. Visit participating retail locations: [omny.info/retail](https://omny.info/retail) —cash accepted
4. Meet our Mobile Sales Vans: [mta.info/mobilesales](https://mta.info/mobilesales)

# Add value online at OMNY.info

- Gives you the most options and flexibility in how you refill your card
- Allows for automatic reloads, replicating the EasyPay Program
- Step-by-Step Instructions for using the Omny.info later in this presentation



# OMNY Vending Machines

Similar, but simpler compared to existing MetroCard

- Larger screen and text, higher contrast
- New languages
- New audio assistance
- To find a list of stations with CVMs visit: [omny.info/omny-card](https://omny.info/omny-card)





# Add value at Mobile Sales Vans!



- MTA vans and buses are all over the city, everyday.
- Find the location nearest you at
  - [mta.info/mobilesales](https://mta.info/mobilesales)
- Additionally, Mobile vans can:
  - Transfer your MetroCard Balance to your OMNY Card
  - Provide a new OMNY Card

# Add value at retailers near you

The screenshot shows the OMNY website interface. At the top is the OMNY logo and a menu icon. Below is the heading "Retail locations". A search bar labeled "Find a retail location" contains the text "New York, NY 10002". Below the search bar is a link "Use my current location". A note states "OMNY card availability may vary by retailer." and "Showing 1 to 10 of 50". A list of retailers is displayed on the left, each with a location pin icon, name, distance, address, and options to "Buy OMNY cards", "Load value", and "Get directions". The retailers listed are Century Pharmacy (0.15 miles), CVS Pharmacy (0.2 miles), Payomatic Check Cashing (0.34 miles), and Payomatic Check Cashing (0.44 miles). On the right is a map of Lower Manhattan showing the locations of these retailers as pins. The map includes labels for various neighborhoods like SoHo, NoHo, East Village, and Dumbo. At the bottom right of the map is the "OMNY Digital Assistant" logo.

**OMNY**

**Retail locations**

Find a retail location

New York, NY 10002

Use my current location

OMNY card availability may vary by retailer.

Showing 1 to 10 of 50

- Century Pharmacy** 0.15 miles  
225 Madison St, New York NY 10002  
Buy OMNY cards Load value  
Get directions
- CVS Pharmacy** 0.2 miles  
500 Grand St, New York NY 10002  
Buy OMNY cards Load value  
Get directions
- Payomatic Check Cashing** 0.34 miles  
57 Pitt St, New York NY 10002-3521  
Buy OMNY cards Load value  
Get directions
- Payomatic Check Cashing** 0.44 miles  
445 Essex St, New York NY 10002

Map Satellite

OMNY Digital Assistant

- Thousands of retailers across the five boroughs are set up to refill Reduced Fare OMNY Cards
- Check the retailer list online: [omny.info/retail-locations](https://omny.info/retail-locations)
- Will refill your card at the cash register



# Transfer your MetroCard Balance to OMNY

**Skip the line: spend down the balance**

1. CSCs: [mta.info/CSC](https://mta.info/CSC)
2. 3 Stone Street
3. Mobile Sales Vans: [mta.info/mobilesales](https://mta.info/mobilesales)



# New Benefits with OMNY

- Earn free rides after tapping 12 times in seven days
- Never spend more than \$17 within one seven-day period

Day 1 —————→ Day 7

Earn **free** rides after **12** taps.

**Same value as 7-Day Unlimited Ride pass**



# New Benefits with an OMNY Account

- Track your progress toward earning free rides
- Skip vending machine lines when you reload your card online
- Set up automatic refills, like the current EasyPay program
- Freeze your card if it's ever lost or stolen



# Get Help with OMNY

- Use the OMNY website: [omny.info](https://omny.info)
- Reduced Fare OMNY website: [mta.info/fares/reduced-fare/omny](https://mta.info/fares/reduced-fare/omny)
- Visit the NYCT Customer Service Center at 3 Stone Street
- 15 Customer Service Centers at Subway stations
  - Across all 5 boroughs [mta.info/CSC](https://mta.info/CSC)
- Mobile Sales Vans: [omny.info/mobilesales](https://omny.info/mobilesales)
- Call the OMNY Call Center at [877-789-6669](tel:877-789-6669)

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34 St-Pennsylvania Station 123  
Times Square-42 St 123 7 S NQRW  
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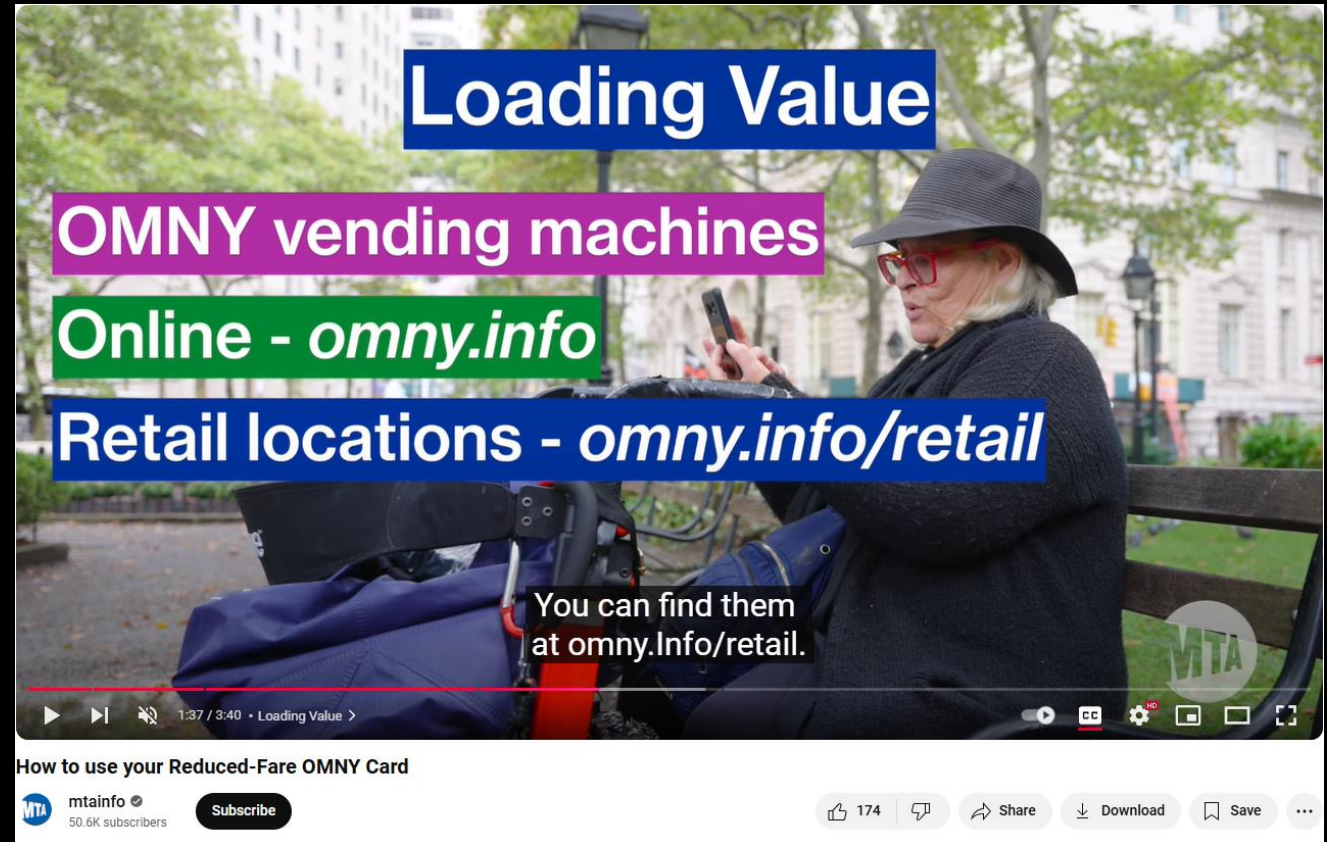
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Myrtle-Wyckoff Avs LM

## Staten Island

St. George SIR

# Get More Information

- OMNY Website:
  - [omny.info](https://omny.info)
- Reduced-Fare Webpage:  
[mta.info/reduced-fare](https://mta.info/reduced-fare)
- RF OMNY Video:
  - [youtube.com/@mtainfo](https://youtube.com/@mtainfo)
- OMNY Call Center
  - 877-789-6669



# Q&A