



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

POLICY BULLETIN #19-14-OPE
(This Policy Bulletin Replaces PB #18-79-OPE)

**REVISED INFORMATION ON THE FAIR FARES NYC PROGRAM
FOR FIA, HASA, AND ODV STAFF**

Date: March 15, 2019	Subtopic(s): Carfare, POS, Streamlined POS
New	<p>The purpose of this policy bulletin is to provide guidance for all Family Independence Administration (FIA), HIV/AIDS Services Administration (HASA) staff, and Office of Domestic Violence (ODV) center-based staff related to the Fair Fares NYC program.</p> <p>Fair Fares NYC is a program created to help New Yorkers at or below the federal poverty level to manage their transportation costs. Using the Fair Fares MetroCard, eligible New York City (NYC) residents may buy a 7-day or 30-day unlimited ride pass for half of the regular price.</p> <p>As of March 15, 2019, eligible NYC residents will be able to add value to their Fair Fares MetroCard using the pay-per-ride option and receive a 50% discount when they swipe their cards at the subway station turnstile or bus farebox. Therefore, the Fair Fares MetroCard holder will only be charged half of the current fare.</p> <p>Eligible individuals will receive a notice from the Fair Fares NYC program inviting them to enroll. These individuals may visit a Fair Fares NYC location after receiving their eligibility letter. Fair Fares NYC has one location in each borough. The hours of operation for the Fair Fares locations are Monday – Friday from 8:00am to 7:00pm.</p>
New	<p>As of April 1, 2019, eligible individuals will be able to enroll in Fair Fares NYC through ACCESS HRA and will be mailed their Fair Fares MetroCard.</p>
New	<p>Beginning March 19, 2019, POS and Streamlined POS (SPOS) will display a Fair Fares alert in the CA Application Interview, CA Recertification Interview, SNAP Application Interview and the SNAP Recertification Interview activities when any household member who is eligible for a Fair Fares NYC MetroCard has not yet enrolled.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

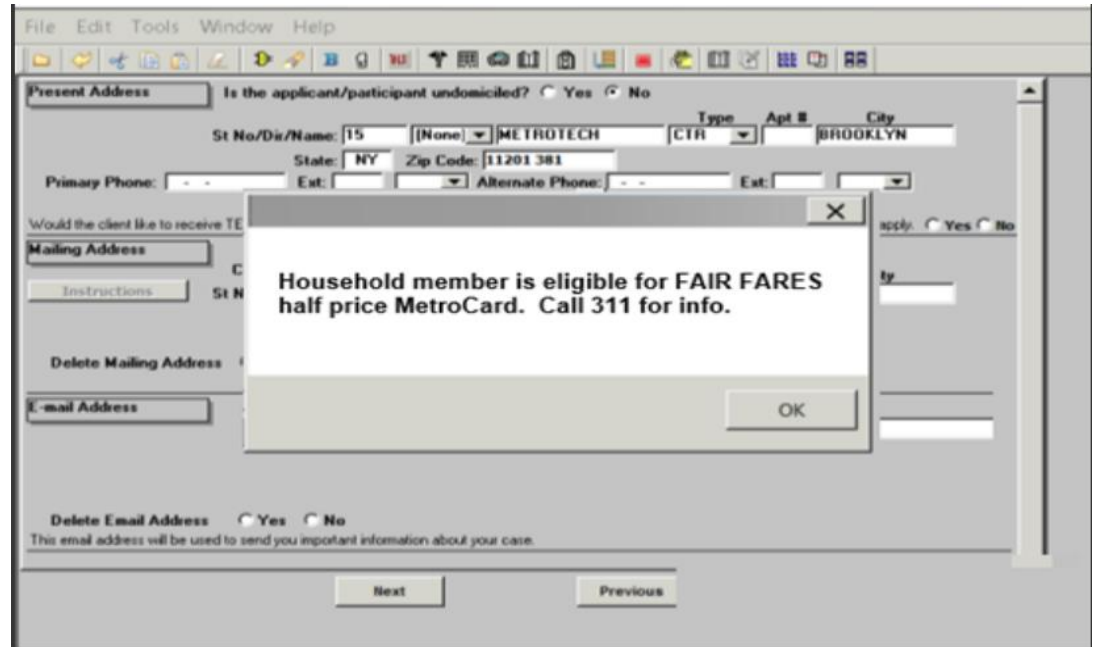
New

The alert will read - Household member is eligible for Fair Fares half-price MetroCard. Call 311 for info.

New

Alert display in POS

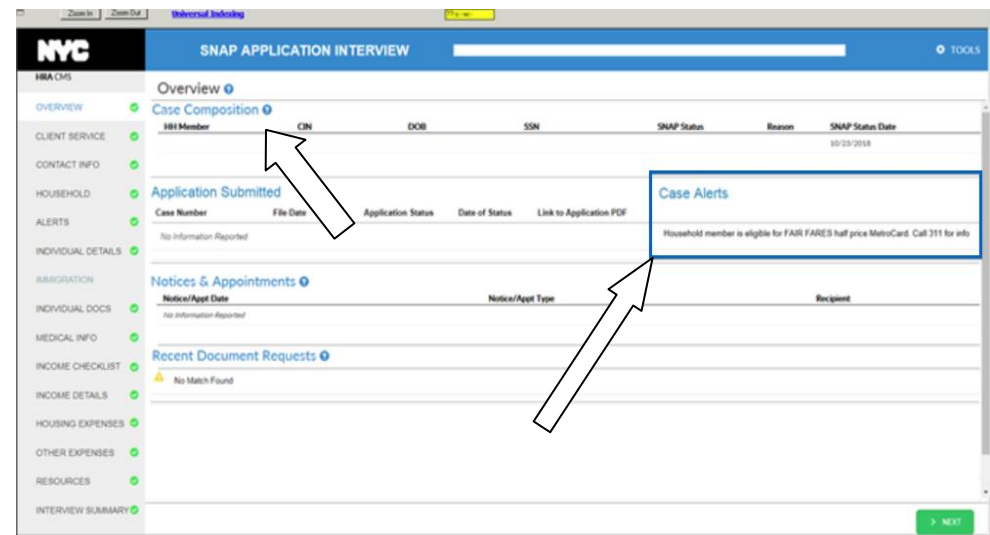
In POS, the alert will appear in the Address Information screen.



New

Alert Display in SPOS

In SPOS, the alert will appear in the Case Alert section in the Overview section.



New

The alert will not give individual eligibility status; it will only alert that a household member is eligible.

New When FIA, HASA, or ODV staff see these alerts, they should advise the applicant/participant that someone in their household is eligible for a Fair Fares NYC MetroCard and has not yet enrolled. Staff should give them the Fair Fares NYC (**FF-1b**) locations insert only until April 1, 2019.

New Starting April 1, 2019, the Fair Fares NYC In-Center Brochure (**BRC-1010**) brochure will be available. The Center Director's Designee will give each JOS/Worker 25 copies of the **BRC-1010** to keep on their desk for staff to distribute to applicants/participants.

New The Center Director's Designee must order additional copies of the **BRC-1010** through the Centralized Intake Workflow System (CIWS).

Reminder If the applicant/participant has any questions about the Fair Fares NYC program, or contacts a FIA, HASA, or ODV location because they are experiencing issues with their Fair Fares MetroCard, the FIA, HASA, or ODV staff must tell the individual to call 311 for additional information and assistance.

FIA, HASA, and ODV staff are reminded that all existing policies and procedures regarding the issuance of carfare remain unchanged. Staff must always provide carfare when appropriate.

Effective Immediately

Attachment:

FF-1b Fair Fares NYC

Related Items:

PB #19-12-SYS	POS Release Notes Fair Fares Alert
PB #17-26-OPE	Issuance of Carfare
HRA PB #2019-003	Fair Fares New York City Program
FAX Flash 19-09	Fair Fares Household Member Eligibility Alert Message in POS and SPOS

Fair Fares NYC

BRONX	BROOKLYN
1309 Fulton Avenue Bronx, NY 10456	444 Thomas Boyland Street Brooklyn, NY 11212
MANHATTAN	QUEENS
413 East 120th Street New York, NY 10035	114-02 Guy Brewer Boulevard Jamaica, NY 11434
STATEN ISLAND	
1 Edgewater Street Staten Island, NY 10305	

OFFICE HOURS: Monday-Friday, 8 AM to 7 PM. • Closed Holidays

ساعات عمل المكتب: من يوم الاثنين إلى يوم الجمعة، من الساعة 8 صباحاً حتى الساعة 7 مساءً. • مغلق أيام الأعياد والإجازات
(Arabic)

অফিসের সময়: সোমবার-শুক্রবার, সকাল ৪টা থেকে সন্ধ্যা ৭টা। • ছুটির দিন বন্ধ (Bengali)

HORAIRES D'OUVERTURE : Lundi-vendredi, de 8 h à 19 h. • Fermé les jours fériés
(French)

LÈ BIWO A LOUVRI: Lendi jiska vandredi, ant 8 AM ak 7 PM. • Fèmen Jou Ferye
(Haitian Creole)

업무 시간: 월요일 - 금요일, 오전 8시 - 오후 7시 • 공휴일 휴무 (Korean)

GODZINY PRACY: poniedziałek-piątek, 8:00 do 19:00. • Zamknięte w święta (Polish)

ВРЕМЯ РАБОТЫ: понедельник – пятница, с 8.00 до 19.00. • Закрыто в праздничные дни. (Russian)

HORAS LABORALES: Lunes-viernes, 8 AM a 7 PM. • Cerrado los días festivos (Spanish)

办公时间: 周一 - 周五, 早上 8:00 至晚上 7:00。• 节假日关闭 (Simplified Chinese)

營業時間: 週一 - 週五, 上午 8:00 至晚上 7:00。• 節假日休息 (Traditional Chinese)

دفتر کے اوقات: پیر تا جمعہ، 8 بجے صبح تک 7 بجے شام • (Urdu)