

WELCOME TO
OMINNY



WHAT IS OMNY?

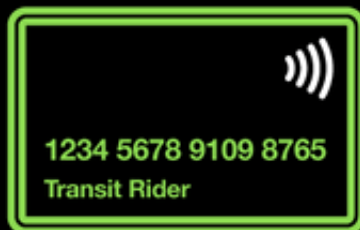
OMNY is the MTA's new contactless fare payment system

OMNY offers more options for how and where to pay the fare

Short for "One Metro New York" – embodying our goal of serving all customers across many modes of transportation in the region

OMNY will eventually replace legacy fare payment systems including MetroCard and eTix

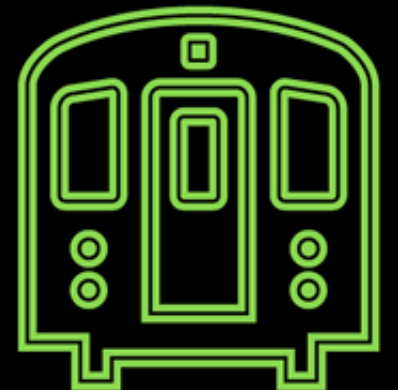
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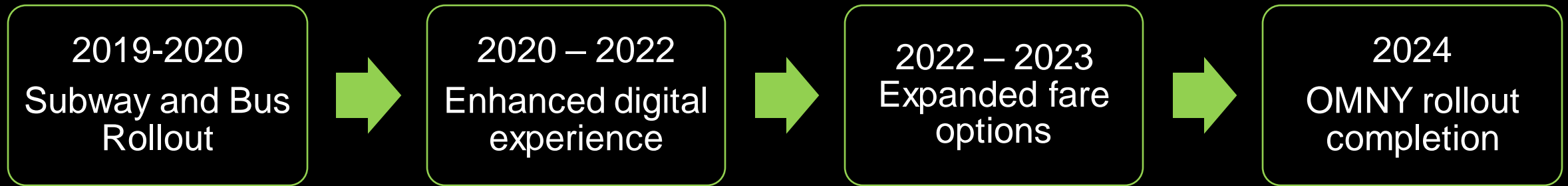
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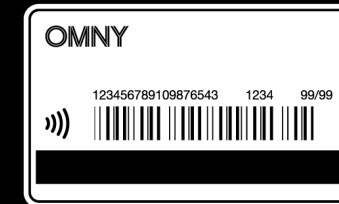
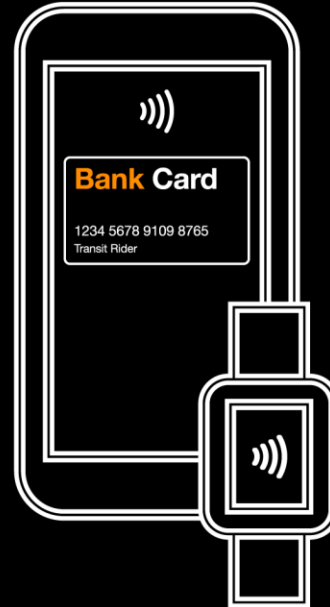
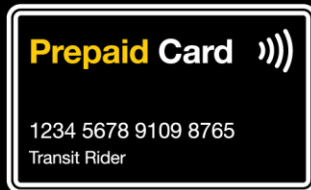
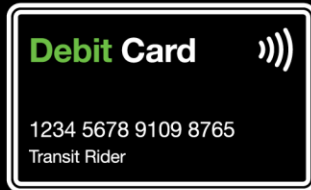
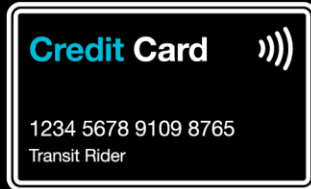
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OMNY's Timeline



HOW DOES OMNY WORK?



Tap your contactless credit, debit, or reloadable prepaid card.

Set up your digital wallet and tap your smart phone, smart watch, or wearable.

Load an OMNY card before you travel. You can buy a new OMNY card or reload an existing card at a retail location near you or online.



BENEFITS OF USING OMNY

Contactless forms of payment

Weekly fare capping

Online account management at
omny.info

Free Transfers

More durable cards



TAPPING AT OMNY READERS

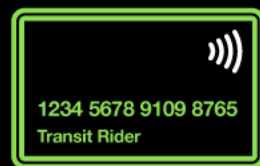


WHY ARE WE HERE?

The new way to pay for



using the



you already have

SWITCH TO REDUCED FARE OMNY

Reduced-Fare with OMNY offers the same half-price fare that customers receive today, only with more options for how you pay the fare.

Customers must be accepted in the Reduced-Fare Program before they can switch their benefits over to Reduced-Fare OMNY.



REDUCED FARE OMNY CARD



If you take no action today, a Reduced Fare OMNY card will be sent to you in the mail later this year.

Contact customer service to make sure your mailing address is up to date!

USING THE DIGITAL ASSISTANT



[How OMNY Works](#)

[Help](#) ▾

[Register](#)

[Sign In](#)

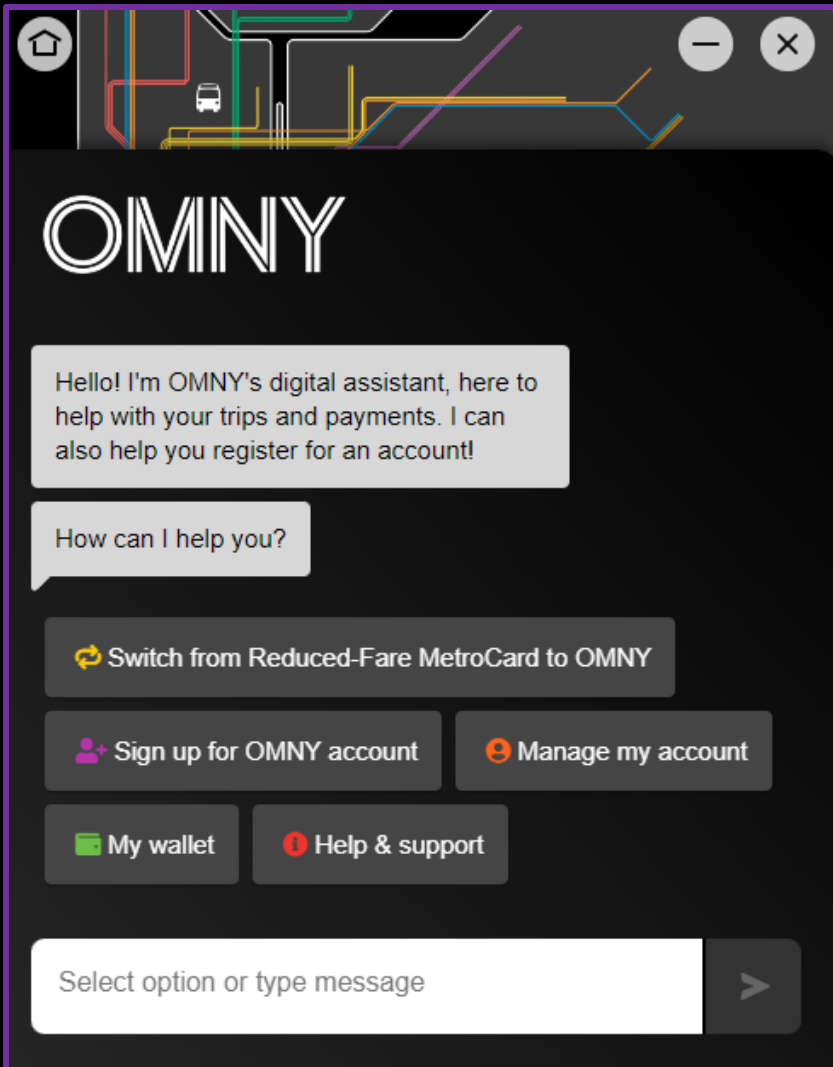
Enjoy the
convenience of
contactless in every
borough

[Learn more](#)



 **Digital Assistant**

SWITCHING TO REDUCED FARE OMNY



Streamlined process takes only a few minutes.

Digital assistant is screen reader accessible.

Customer support available from the OMNY Call center.

Assistance at in-person locations will be available by the end of the year.

CONTACT US



For questions about OMNY, you can reach the OMNY customer service online. If you have an OMNY account, sign in at omny.info.

If you do not have an OMNY account, you can still connect with OMNY customer service online by filling out the form on omny.info/contact.



You can call OMNY customer service directly at 877-789-6669. The customer service center is open 7 days a week, 8 am to 5 pm.

While speaking with an OMNY customer service representative, you can access your OMNY account, hear your trips and charges, manage your travel cards, and more.



VISIT US IN PERSON

Visit any of our customer service centers located at 3 Stone Street and at the following subway stations:

- 34 St-Penn Station
- 161 St-Yankee Stadium
- Atlantic Av-Barclays Ctr
- Coney Island–Stillwell Av
- Flushing-Main St
- Fulton St
- Jackson Hts-Roosevelt Av
- Myrtle-Wyckoff Avs
- St. George



VISIT US IN PERSON

Visit our Mobile Sales vans and buses that make monthly stops across the city for the following services:

- Get help with a Reduced Fare application
- Transfer MetroCard balances (Full fare and Reduced Fare)
- Exchange a damaged Reduced Fare MetroCard for a temporary replacement
- Report a lost/stolen Reduced Fare MetroCard
- Ask our team about any MetroCard-related issues
- Switch from Reduced Fare MetroCard to Reduced Fare OMNY



QUESTIONS?

OMNY

Just tap and go.

