

# NYC Ferry Discount Program

## Frequently Asked Questions



### **What is the Ferry Discount Program?**

The Ferry Discount Program was created to provide opportunities for seniors, people with disabilities, and people who participate in the Fair Fares NYC program to access NYC Ferry with a reduced fare ticket price of \$1.35.

### **How does the Ferry Discount Program work?**

Eligible users must apply to the program. Once approved, participants will be able to access the \$1.35 ticket in the NYC Ferry app or be able to purchase the ticket in-person at Pier 11/Wall Street between the hours of 8 AM – 7 PM. Applications may take up to 30 days to process.

### **Am I eligible for the Ferry Discount Program?**

You are eligible for the Ferry Discount Program if you meet at least one of the categories below:

- You are age 65 or older
- You are a person with a disability
- You are a participant in the Fair Fares NYC program and have a valid Fair Fares MetroCard. Fair Fares NYC participants who receive their discount on Access-A-Ride should apply for the Ferry Discount Program for persons with a disability.

### **Does my immigration status affect my ability to participate in the Ferry Discount Program?**

NYC Ferry will not ask about your status or record any information regarding immigration status.

### **How can I apply for the Ferry Discount Program?**

Please visit our website at <https://www.ferry.nyc/ticketing-info/>, fill out the form, and submit all required documents for review. You can also print the above-mentioned form and mail it to the address listed on the form. Validation/processing time may take up to 30 days.

### **What documentation is required to apply for the Ferry Discount Program?**

The documentation required to apply is dependent on the eligible category for the Ferry Discount Program. Those ages 65 and over are required to submit documentation that validates identity and age. Fair Fares participants need to submit documentation that validates participation in Fair Fares (by submitting a photo of a valid Fair Fares MetroCard and entering the Fair Fares MetroCard serial number in the application or, if the Fair Fares MetroCard serial number is illegible, by submitting a screenshot of your Access HRA account showing current enrollment, serial number, and enrollment/expiration dates). People with disabilities are required to submit documentation that confirms their disability status. All passengers are required to submit clear photographs or scans of all required documentation with their application. For a full list of approved documents, please go to the application form and select the application type under which you are eligible for the Ferry Discount Program.

### **What disabilities qualify?**

Holders of any of the documents listed in the Terms and Conditions for Persons with Disabilities qualify as disabled for purposes of the Ferry Discount Program.

### **How long will it take for my application to be approved?**

Once you submit your application and upload all required documents, allow 30 days for your application to be reviewed and processed. Once your application has been reviewed, you will be notified of your enrollment.

### **Once I am approved, when can I start purchasing tickets?**

Once approved, you can immediately begin purchasing tickets in the NYC Ferry app or by visiting the ticket booth at the Wall St./Pier 11 Monday-Friday from 8 AM – 7 PM.

### **My application was denied. How can I get more information?**

Your application may be denied if your application does not meet program eligibility requirements. For more information on your denial, you may call 844-469-3377 or email [help@ferry.nyc](mailto:help@ferry.nyc) for more information.

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### **My application was denied and I think the decision was wrong. Can I request additional review of this decision?**

If you think that your application was denied in error, you can request a review of your application or renewal application. You must make this request within fourteen (14) calendar days from the date of the notice of denial letter. You may request a review by calling 844-469-3377 or sending an email to [help@ferry.nyc](mailto:help@ferry.nyc). If a request for review is not received in this time frame, the denial will become final.

### **Do I need to renew my enrollment in this program?**

If you qualify for the Ferry Discount Program because you participate in Fair Fares NYC, you will need to reapply when your Fair Fares MetroCard expires. To confirm eligibility, you must reapply using the new Fair Fares MetroCard you received. Enrollment in the Ferry Discount Program will expire 60 days after your Fair Fares MetroCard expires, to allow time for your renewal to be processed without a lapse in enrollment. Information on how to renew your enrollment in Fair Fares NYC can be found [here](#). If you would like more information on the Fair Fares NYC program, please visit the program website or call 311.

Enrollment in the Ferry Discount Program does not expire for those eligible for the program as a senior citizen. If you applied for the Ferry Discount Program as a disabled person but no longer possess the documentation used to verify eligibility as disabled, you will be considered ineligible for the Ferry Discount Program and must notify NYC Ferry. If you have another accepted form of documentation, you may re-apply using that document for verification.

### **Can my family/friends use my Ferry Discount Program tickets?**

No. Ferry Discount Program tickets are for personal use only and cannot be used by family or friends. You cannot sell tickets to anyone. Violation of this policy is subject to suspension and/or disqualification from the Ferry Discount Program. If any of your family or friends are eligible for the Ferry Discount Program, they must submit their own application for approval. All sales are final, and tickets purchased through the Ferry Discount Program are non-refundable.

### **Can I use Ferry Discount Program benefits on all NYC public transportation systems?**

No. Ferry Discount Program tickets can only be used on NYC Ferry routes. Reduced fare tickets will not be accepted on any other public transportation operator in the region.

### **Can I still get a Reduced Fare Monthly Pass?**

No. Starting on September 12, 2022, NYC Ferry will no longer offer Monthly Passes.

### **Can I get tickets for the Ferry Discount Program at the ticket vending machines located at all NYC Ferry landings?**

No, reduced fare tickets are only available on the NYC Ferry Mobile App for approved accounts and in person at the Pier 11/Wall Street ticket booth office between the hours of 8 AM – 7 PM.