**Making Sure OMNY Works for Riders**

**May 28, 2025**

The MTA’s announcement that MetroCard sales will end later this year marks a major milestone as our city and region progress toward a modern, integrated fare payment system. With 85% of full fare riders and more than half of reduced-fare riders using OMNY, it’s clear that many riders are voting with their taps and growing accustomed to the new system.

But we can’t ignore recent complaints from riders who are dealing with extra charges, late charges, and customer service complaints, as reported by [Jose Martinez in The City](https://www.thecity.nyc/2025/05/20/omny-complaints-mta-bugs/).

Of course, we hope it’s true that riders aren’t actually being overcharged but are instead seeing a delay coming hours or days after tapping. But riders need to be able to trust OMNY before the MetroCard is fully phased out—and these bumps in the road are unfortunately making the transition more painful than it should be.

We in this room understand that OMNY is a common-sense upgrade that will make riding transit easier and more affordable. But despite outreach efforts, average riders are concerned about the transition—whether about being overcharged, data privacy, or ensuring that they can still pay with cash.

At this time of transition, it’s more important than ever to use OMNY’s potential to create new fare discounts that can put money – and time – back in riders’ pockets. You’ve heard about our “Rider-First Fare Agenda,” a package of fare discounts and new ticket deals to make transit more affordable and attractive. OMNY and its integration with the TrainTime app will make discounts between the LIRR, Metro-North, and subways and buses more feasible, especially if riders are automatically charged the best fare available to them.

Change isn’t easy, particularly when riders have grown so used to swiping. Building trust with riders also isn’t easy and it’s harder to rebuild it after a negative experience when finances are involved. We urge you to over-communicate with the public about the transition to OMNY, remain responsive when riders complain, and ensure that double charges are being investigated and refunded quickly when appropriate. Coupled with creative fare discounts, we’re confident that riders will eventually embrace OMNY in time for the MetroCard’s phase out. Thank you.