



PCAC

PERMANENT CITIZENS
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New Year, New Fares Super Committee Testimony November 19, 2025

Good morning. I'm Jack Connors, Research & Communications Associate at the Permanent Citizens Advisory Committee to the MTA, PCAC.

There are major changes coming to the railroads in the New Year. From PCAC priorities like expanded Family Fare and half-fares to the A.M. peak for senior, disabled, and Medicare eligible riders to the loss of the ten-trip ticket and 30-day unlimited, there's a lot to celebrate and some things to mourn.

Either way, riders on all the MTA's services need to be made aware well ahead of time.

We appreciate the renewed effort to educate riders about OMNY and the free cards being handed out all across the city as you also work to fix the initial issues that many riders faced, but more promotion and customer communication is needed. In addition to using the more than 10,000 screens across the MTA, we encourage you to deploy ambassadors and distribute pamphlets at high-traffic stations as was done at a much larger scale during the Queens Bus Network Redesign. Ambitious, early outreach will make sure champagne is the only source of headaches on January 1st.

Thank you.