

ConnectCard Customer Pilot FAQs

- **When does the ConnectCard pilot begin?**
 - The pilot officially begins on August 13, 2012. This is the first day that participants can start using their ConnectCard, with the exception of monthly pass users. Monthly users must use a paper pass for August, then can start using their ConnectCard on September 1.
- **How were the pilot participants selected?**
 - Pilot participants were sorted based on several criteria including the type of pass they purchase and the routes they ride most often. Participants who met the criteria were then randomly chosen.
 - The answers that customers provided on the questionnaire were used to ensure the pilot is authentic and that there is a representative sample of Port Authority ridership, including riders on various routes and using various forms of fare payment.
 - The good news is . . . Port Authority will roll out the ConnectCard to more customers once this pilot has been deemed a success!
- **I've been selected for the pilot. When do I get my card?**
 - Cards were mailed to all pilot participants during the week of July 23. If you have not received your card by August 12, please call Customer Service at (412) 442-2000.
- **I understand that the pilot begins on August 13, 2012. If I am a monthly customer and I've already purchased my pass for August, what should I do?**
 - Nothing right now. You will participate in the pilot beginning September 1. Please go ahead and use your paper August pass until you can load a September pass onto your new ConnectCard beginning August 16.
- **How do my transfers work with the ConnectCard system?**
 - During the pilot, riders who require transfers (those who load cash value or tickets onto their card), will still have to use paper transfers, and must pay for the transfer using cash.
 - After the ConnectCard is fully launched for all riders, paper transfers will be eliminated and electronic transfers will be stored on the ConnectCard.
- **What is balance protection? Why do I have to sign up for it?**
 - Balance protection enables you to transfer your remaining card balance onto a new ConnectCard in the event that your original card is ever lost or stolen.
 - All pilot customers are required to sign up for balance protection. If you do not sign up, you will not be entered into the drawing for a free pass at the conclusion of the pilot.
- **How do I sign up for balance protection?**
 - You can sign up by calling Port Authority Customer Service at (412) 442-2000.
- **Are all Giant Eagle stores able to reload my ConnectCard during the pilot?**
 - No, during the pilot only two Giant Eagle stores will have ConnectCard equipment. They are Shadyside Market District (5550 Centre Avenue) and South Side (2021 Wharton Avenue). The remaining Giant Eagle locations will receive their equipment prior to the full system rollout.
- **Are there ConnectCard Vending Machines at all Port Authority T stations/busway stations?**
 - No. Only select T stations and busway stops will have ConnectCard Vending Machines during the pilot phase. These include:
 - **T stations** – Allegheny, North Side, Wood Street, Station Square, Mt. Lebanon, Willow, Washington Junction, South Hills Village and Library
 - **Busway stops** – East Busway: Penn Station, Wilkinsburg; West Busway: Sheraden, Crafton and Carnegie

- Port Authority's Downtown Service Center will also have a ConnectCard vending machine.
- **How can I check my balance to be sure that there is value on my card?**
 - Your remaining card balance will show on the farebox screen each time you tap your card.
 - You can also check your balance at any ConnectCard Vending Machine. For the pilot, these will be located at:
 - **Select T stations** – Allegheny, North Side, Wood Street, Station Square, Mt. Lebanon, Willow, Washington Junction, South Hills Village and Library
 - **Select busway stops** – East Busway: Penn Station, Wilkinsburg; West Busway: Sheraden, Crafton and Carnegie
 - **Downtown Service Center**
 - **Select Giant Eagle locations** – Shadyside Market District and South Side (Wharton Square)
- **If I'm a cash customer, how much money can I load on my ConnectCard?**
 - ConnectCards will hold a maximum of \$200 in cash value at one time.
- **How will I know how to use the new equipment such as the ConnectCard Vending Machine?**
 - An educational video will be available on the connectcard.org web site that will introduce you to the ConnectCard Vending Machines.
 - Port Authority's Customer Service staff has been trained on the new equipment. Call (412) 442-2000 for assistance.
 - Port Authority's Downtown Service Center staff will walk you through the menu screens. Stop in during regular business hours (Monday-Friday 8:00 a.m. to 5:00 p.m.).
- **My ConnectCard doesn't work. What do I do?**
 - Contact Port Authority Customer Service at (412) 442-2000. They will ask for the serial number on your card so that they can research the problem.
- **How do I protect my ConnectCard and keep it working properly?**
 - Most importantly, do not bend or punch a hole in your ConnectCard. Also, be sure to take it out of your pocket when you do the laundry.
- **If I keep my ConnectCard next to another credit card will it get demagnetized?**
 - No. ConnectCards do not contain magnetic material, so they can't become demagnetized.
- **If I keep my ConnectCard next to another smart card will it still work?**
 - Keeping smart cards next to each other will not damage the cards. However, ConnectCard readers and fareboxes may not be able to read your card when it's next to another smart card. If this happens, simply separate your ConnectCard from the other card and tap it to the reader.
- **If my ConnectCard is ever lost or stolen what do I do?**
 - If you signed up for balance protection, Port Authority will issue you a new card with your remaining balance. Call Port Authority Customer Service immediately at (412) 442-2000.
 - If you did not sign up for balance protection, Port Authority is unable to issue you a new card containing the remaining balance.
- **When do I get my free pass?**
 - Pilot program participants have the chance to win a month of free rides. Four full-fare Two-Zone monthly passes and one set of four 10-trip half-fare passes will be awarded at the conclusion of the pilot in late October. Your chances of winning are about one in 100.