

Help us get connected.

What you need to know in order to participate in the ConnectCard pilot beginning August 13, 2012:

1. You should have already received your ConnectCard in the mail.
2. You must sign up for balance protection by calling Port Authority Customer Service at 412.442.2000 prior to the start of the pilot.
3. You can load your ConnectCard at any of the 27 ConnectCard Vending Machines located at select T stations and busway stops (see complete list in your mailer), at Port Authority's Downtown Service Center or at the South Side Giant Eagle (2021 Wharton Avenue) or Shadyside Market District (5550 Centre Avenue).
4. You must tap your pilot ConnectCard to the orange target on the farebox each time you ride a Port Authority bus or the T beginning August 13th. Be sure the light on the farebox target is green before tapping.
5. Lastly, if you have any issues with your ConnectCard, please note the date, route, vehicle number, time(s) you rode and contact Port Authority Customer Service immediately.

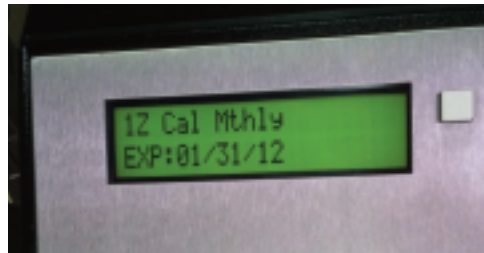


What you should hear, see and do when tapping your ConnectCard to the farebox:

- Listen for a “single beep” indicating that your card has been accepted. If you hear a “triple beep” your card did not record properly. Slowly tap it again.
- As you tap your card, pay careful attention to the message on the display screen. If your card has been accepted, you will receive one of the following messages depending on the type of pass you purchased:



Weekly Pass



Monthly Pass



10-Trip Pass (Full Fare)



Stored Value Pass (Full Fare)

* Monthly/Weekly Pass- Some participants will see a “2Z” meaning they are using a two zone pass. Also, please note that the expiration dates will be updated throughout the pilot program.

** 10-Trip Pass- Some participants will see a “2Z” meaning they are using a two zone pass. Also, please note that the expiration dates will be updated throughout the pilot program. Participants should see the number of trips (T:#) reduce each time the card is tapped. A half fare version of this pass is also available for those who qualify.

*** Stored Value Pass-The expiration date represents how long the card can be used. Participants should see the value on their card reduce each time the card is tapped. A half fare version of this pass is also available for those who qualify.

What you may see on the farebox if your card is not accepted:

Below are possible explanations for receiving an error message.

Message	Reason
“Transaction Not OK”/“Card Not Readable”	Card may have been tapped too quickly.
“Not Valid Yet”	Participant tried to use his/her pass before the validity date.
“ConnectCard Not Valid”	Card does not have a valid product loaded on it.
“Card is Expired- No Valid Card”	Card has expired.
“Invalid Card- Contact Issuer”	Card has been hotlisted.
“Invalid- Recently Used”	Passback message meaning the card has been recently used on the farebox or participant inadvertently double-tapped card.
“Insufficient Trips”	Participant has already used all 10 trips on his/her 10-trip pass.
“Insufficient Funds”	Stored value balance not sufficient to pay the fare.