

Allegheny County Discounted Fares Pilot Program

How to Use and Protect Your ConnectCard User Guide

“50% Discount” and “No Discount” Participants Only

How to add a pass or stored cash value to a ConnectCard

You can load a variety of passes and stored cash value to your ConnectCard at more than 100 retail locations including most area Giant Eagle stores, at the Pittsburgh Regional Transit (PRT) Downtown Service Center and at any PRT ConnectCard Machine.

At a PRT ConnectCard machine: * (See Locations Page)

- Tap your ConnectCard to the orange target located to the right of the screen.
- View your current ConnectCard cash balance and any active or pending passes shown on the screen.
- Follow the onscreen prompts to add a pass or stored cash value to the card.
- Insert cash or select credit/debit card to pay.
- After payment is complete, tap your ConnectCard to the orange target again to load the pass when instructed.



At a retailer or PRT's Downtown Service Center:

- Simply hand your ConnectCard to the clerk.
- The clerk will add a pass or stored cash value to your card using a ConnectCard retail sales terminal.



Using your ConnectCard to pay your fare

1. When you board the bus or a light rail vehicle, simply tap your ConnectCard to the orange target on the farebox. Be sure the target light is green and the correct fare is displayed before tapping your card.
2. Listen for the tone and look for the display message.
 - A single tone indicates that your card is valid.
 - A triple tone indicates either the farebox was unable to read your card, your card is not valid or additional fare is needed.
3. If your card was unreadable or not valid, tap your card to the farebox a second time.
4. If the triple tone persists, your card may not be functioning properly or it may be invalid. Please contact dhsalleggheny-discounted-fares-pilot@allegghenycounty.us for assistance.

ConnectCard validators will be installed at most high-level light rail station platforms and Downtown light rail stations. The validators will enable ConnectCard customers to bypass the line at the farebooth and still be able tap their card to pay their fare.

ConnectCard offers convenient fare options

- 7-day pass
- 31-day pass
- 365-day pass
- Stored cash value (from \$.05-\$200)

This option work just like cash and is a great option for occasional riders.



Protecting your ConnectCard

ConnectCards have components that can become damaged. Below are a few helpful hints to protect your ConnectCard and keep it working properly:

1. Keep the card in a safe place (like a wallet) to help ensure that it doesn't become scratched or cracked.
2. Be careful not to wash it when doing laundry.
3. Do not punch a hole in it to put it on a lanyard or key chain.
4. Keep your ConnectCard separated from other smart cards when tapping it on the farebox. Another smart card will not damage your ConnectCard, but it could prevent the farebox from reading it accurately.

For more information scan the QR code below.



ConnectCard machines are located at the following locations:

Downtown Pittsburgh

First Avenue Station
Gateway Station
PRT's Downtown Service Center
Steel Plaza Station
Wood Street Station

North

Allegheny Station
North Side Station

West

Carnegie Station
Crafton Station
Sheraden Station

East

Atwood Station
Carnegie Library- Hill District
East Liberty Station
Hamnett Station
Homewood Station
McKeesport Transportation Center
Negley Station
Penn Station
Roslyn Station
Swissvale Station
Wilkinsburg Station

South Side

Station Square Station

South

Boggs Station
Bon Air Station
Castle Shannon Station
Denise Station
Dormont Station
Fallowfield Station
Killarney Station
Library Station
Lytle Station
McNeilly Station
Memorial Hall Station
Mt. Lebanon Station
Potomac Station
Sarah Station
South Bank
South Hills Junction Station
South Hills Village Station
St. Anne Station
Washington Junction Station
Willow Station

Pittsburgh International Airport

Landside Terminal

Monongahela Incline

