

ConnectCard/ ConnectTix Basics

Eligible individuals receiving services through the DHS Office of Children, Youth and Families (CYF) will get a Port Authority Transit (PAT) ConnectCard or ConnectTix to pay for their rides on

- a PAT bus
- the PAT light rail "T"
- the Mon incline

ConnectCard and ConnectTix

✓ replace

- cash
- paper bus passes
- transfers tickets

✓ are convenient

- just need to tap upon entry

✓ require some care

- report loss or theft immediately so your card can be deactivated
- remove your ConnectCard or ConnectTix from your pocket before washing your garment
- keep your ConnectCard or ConnectTix in a wallet or pass-folder so it doesn't get scratched or bent
- do NOT put a hole in your card for a lanyard or keychain
- store your card away from debit or credit cards so it "reads" correctly

For more information about the ConnectCard or ConnectTix, please visit www.connectcard.org/

For more information about the DHS ConnectCard / ConnectTix programs, please call your Traveler's Aid Transportation Specialist

Central Regional Office 412-350-3678

East Regional Office 412-473-1105

MonValley Regional Office 412-664-8956

North Regional Office 412-323-6116

South Regional Office 412-488-8613



ConnectCard/ConnectTix

A new way to
pay for public
transportation
rides

My name

My ConnectCard number



Every time you enter a PAT vehicle

- Tap your ConnectCard or ConnectTix on the orange rectangle on the top of the farebox or validator.
- Watch for the green light or listen for a single “tone.” That means your card has been accepted.
- If the operator says that your card was not accepted, tap your card again.
- If your card still isn’t accepted
 - “Insufficient funds” could indicate a “double tap.”
Try your card on a different bus.
 - “Invalid” may indicate the card is damaged. Report this to your caseworker.
- Always carry enough cash, in exact change, to pay for your fare in case your ConnectCard or ConnectTix does not work as it should.

ConnectCard Details

Your ConnectCard, half-price KIDS ConnectCard or Reduced-fare ConnectCard is your new way to pay for rides on all Port Authority vehicles.

What?

ConnectCards are refillable and reusable, plastic smartcards.

How?

As long as you are eligible, your monthly ConnectCard will be reloaded automatically for three months by CYF.

When?

You need to pick up and sign for your new ConnectCard between the 15th and the 20th of the month at the Travelers Aid transportation specialist’s desk at your Regional Office. Your monthly ConnectCard is valid 24 hours a day, 7 days a week on all PAT routes. It is valid from the first day of the month through the last day of the month.

If you are traveling in a group, each member will need to pay individually using separate ConnectCards. No doubling up.

Important

Lost or stolen ConnectCards must be reported immediately to your CYF caseworker or, if you cannot reach your caseworker, the DHS Service Desk at 412-350-4357 option 2.

Most lost or stolen cards will be replaced within three business days after being reported.

ConnectCards are provided as a convenience by CYF. If your card is lost or stolen three times, you will need to meet with a CYF supervisor.

ConnectTix Details

What?

ConnectTix are heavy paper smartcards provided by CYF for one-way rides and round-trip rides.

How?

Your CYF caseworker provides your approved starting location and ending location to Travelers Aid.

This determines if you need a ConnectTix or a ConnectTix with Transfer to get to and from your appointment. You will be given the appropriate card.

Your ConnectTix with Transfer must be used for the second vehicle within three hours of getting on the first vehicle.

Important

- You will need to pay additional cash fares that cost \$2.75 each, to get to and from your location, if you increase the number of times you change PAT vehicles because
 - you change either your starting or ending location, or
 - choose a different route.
- NO change is given by the operator.
- Failure to go to scheduled appointments, family visits, and meet educational or employment goals identified by your Family Plan may cause you to lose your free ConnectCard or ConnectTix.

New PAT policies to keep in mind

Everyone pays when they enter the front door of the bus.

Zones have been eliminated.

Rides that begin and end in Downtown are no longer free.

The light rail “T” is still free between the North Shore and Downtown.