

## **How do I add tickets or stored cash value to my card?**

There are a few different locations available to you as a Freedom Transit ConnectCard holder to load your card with tickets or cash:

- Washington Transit Center.
- A ConnectCard machine in Downtown Pittsburgh and at the South Hills T Station.
- Port Authority Downtown Service Center.
- ConnectCard online management system.

**Washington Transit Center** accepts cash, credit, or debit cards as form of payment for tickets and stored cash value.

**ConnectCard machines** accept cash, Visa, Mastercard, and Discover cards. Simply tap your card to the orange card reader on the machine and follow the onscreen prompts to add tickets or stored cash value.

**ConnectCard online management system** is a web based program that allows you to purchase tickets and stored cash value from the convenience of your home. All online transactions may take 72 hours or longer to process and load to your ConnectCard. You can purchase Freedom Transit tickets and stored cash value online with Visa, Mastercard, or Discover cards as payment. This online system can be found by logging onto [www.connectcard.org](http://www.connectcard.org).

## **How many ConnectCard tickets or stored cash value purchases can be made in one day?**

You are permitted to make up to 6 transactions per day using the same credit card before it is declined. Also, up to 6 ConnectCards can be reloaded within a 24 hour time period using the same credit card.

## **What should I do if my card is lost or stolen?**

Contact Port Authority customer service at 412-442-2000. If you are registered for the balance protection program your old card will be deactivated and the funds will be transferred to a new card that you can pick up at Port Authority's Downtown Service Center.

**For more information visit**  
[www.connectcard.org](http://www.connectcard.org)



## **Are reduced fare ConnectCards available?**

Passengers with disabilities qualify for reduced fare at half of the full fare cost. Reduced fare cards require you to fill out an application that can be picked up at Washington Transit Center or at Port Authority's Downtown Service Center.



# **ConnectCard**

## **FAQs**



## **Freedom Transit**

**50 East Chestnut Street  
Washington, PA 15301  
724-223-8747**

**[info@freedom-transit.org](mailto:info@freedom-transit.org)  
[www.freedom-transit.org](http://www.freedom-transit.org)**



## **What is a ConnectCard?**

ConnectCard is a reusable plastic smart card that makes paying your transit fares faster, easier, and more secure than paying with cash. You can purchase Freedom Transit tickets and add stored cash onto your card.

## **How does the ConnectCard system help Freedom Transit passengers?**

Your ConnectCard offers more convenience and security. You can purchase and reload tickets and stored cash value online or at Washington Transit Center, as well as Downtown Pittsburgh T stations.

## **Where can I get a ConnectCard?**

Freedom Transit passengers can receive a ConnectCard at Washington Transit Center located at 50 East Chestnut Street Washington, PA. You can also pick up a ConnectCard at Port Authority's Downtown Service Center.

## **Why should I switch to using a ConnectCard?**

You can load 10-trip or 31-trip tickets onto your card, or you can load money to use towards fares in the form of stored cash value. Freedom Transit paper ticket sales will end on August 31st, 2018 and the last day to use your paper tickets is December 31st, 2018.

## **What is stored cash value?**

Stored cash value is money loaded onto your card to pay for transit fares. For example, if you load \$20 in stored cash value and then tap your ConnectCard on a fare box to ride within Zone 1, \$1.50 will be deducted from your card, leaving you with a balance of \$18.50.

## **What Freedom Transit ticket options are available?**

Freedom Transit offers 10-trip and 31-trip ticket options at a discounted fare price. You also have the option to add stored cash value that can be used with any participating ConnectCard transit authority.

## **How many fare products can my ConnectCard store at one time?**

Your ConnectCard will hold one Freedom Transit ticket option plus a maximum of \$200 in stored cash value.

## **Are my tickets and stored cash ready for use as soon as I load it on?**

If you load tickets or stored cash value at a ConnectCard machine or at Washington Transit Center, it will be available for use immediately. When using the online management system it may take 72 hours or more for the product to become available.



## **How do I use my ConnectCard to pay my fare?**

Simply tap your ConnectCard to the orange card reader on the farebox. A green light and a single beep will signal when your fare has been collected.

## **Can I use my ConnectCard to pay for a companions fare?**

No, all riders must have their own ConnectCard or form of payment to ride. Any subsequent tap of a ConnectCard onto a card reader will appear as "double tapped" and will not be charged.

## **What is balance protection and how do I sign up for it?**

Balance protection is a free service that provides an added security feature that protects the balance of stored cash and ticket fares loaded on your card in case it is lost or stolen. Your old card will be deactivated and the tickets and stored cash will be transferred over to a new card for you. You can register your card for balance protection online at [www.connectcard.org](http://www.connectcard.org) or by calling Port Authority customer service at 412-442-2000.

## **Does it cost anything to get a ConnectCard?**

New and replacement cards are \$1.