

FREQUENTLY ASKED QUESTIONS

Beginning January 1, 2017, Port Authority will eliminate its two-zone fare system and instate a single-zone system in which all riders will pay \$2.50 with a ConnectCard. Riders paying with cash will pay \$2.75.

Transfers for riders paying with a ConnectCard will remain \$1. There will be no transfers for riders paying with cash; riders paying with cash will pay \$2.75 for each trip.

Port Authority will eliminate the Downtown free bus zone. *The free light rail zone will remain.*

Peak-hour surcharges on light rail will be eliminated.

All riders on all bus routes will pay their fare as they board the bus. With the exception of those who require special accommodations, riders will exit from the back doors.

Pay-on-enter will go into effect for light rail in mid-2017. Until then, please board as you currently do.

Port Authority will charge \$1 for new and replacement ConnectCards.

Port Authority will offer a new \$7 day pass good for unlimited rides within one calendar day, and a Kid's ConnectCard that entitles children between the ages of 6 and 11 rides at half-fare.

Weekly - \$25 (Half-fare weekly - \$12.50)	Monthly - \$97.50 (Half-fare monthly - \$48.75)	Annual - \$1,072.50 (N/A)
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WHEN:

Q: When will Port Authority transition to a Single Zone/Flat Fare system?

A: The transition will take effect on January 1, 2017. This means the base fare will now be \$2.50 for all riders.

ANNUAL SUBSCRIPTIONS:

Q: If I already paid for my Zone 2 annual subscription, will I be reimbursed for the difference now that Port Authority is moving to a Single Zone/Flat Fare system beginning January 1, 2017?

A: Yes. Since you are already in our system, Port Authority will automatically mail you a refund for the difference between what you originally paid and the new lower Single Zone price. Your refund will be prorated based on the number of months left on your current subscription as of December 31, 2016. Please keep in mind that with an annual pass subscription, you pay full price for the first 11 months and receive the 12th month FREE. Therefore, you will not be refunded for the final (12th) month of your subscription. All refunds will be issued by January 31, 2017. If you do not receive your refund or have recently changed your address, please call 412-566-5239

WEEKLY PASSES

Q: Which weekly pass will reflect the new price structure?

A: Since January 1, 2017 falls on a Sunday and weekly passes are valid Sunday through Saturday, the January 1-7, 2017 weekly pass will be the first to reflect the price change. Port Authority's Downtown Service Center will begin selling this pass beginning December 29, 2016.

TICKETS

Q: How long can I use my remaining paper tickets?

A: The last day paper tickets will be accepted on Port Authority vehicles is December 31, 2016.

Q: Can I exchange my unused paper tickets for another comparable item?

A: Yes. Riders can exchange any remaining unused paper tickets and have the equivalent amount in the form of stored cash value transferred onto a ConnectCard. However, only full-books tickets will be accepted.

Q: How long do I have to exchange my unused paper tickets?

A: Port Authority will exchange tickets for the equivalent stored cash value on a ConnectCard through March 31, 2017.

Q: I previously purchased a book of tickets from a sales outlet other than the Port Authority Downtown Service Center. Do I have to exchange my tickets at the place where I bought them?

A: No. All tickets must be exchanged at Port Authority's Downtown Service Center before March 31, 2017.

Q: Can I receive a cash refund at the Downtown Service Center for unused tickets that I previously purchased?

A: No. Cash refunds will not be given at the Downtown Service Center.

Q: When will current Zone 2 customers be able to purchase fare products at the new single zone/flat fare prices?

A: January 2017 monthly passes will be sold for \$97.50 when they go on sale beginning December 16, 2016. Likewise, weekly passes for the week of January 1-7, 2017 will reflect the new single zone/flat fare of \$25 starting December 29, 2016.

TRANSFERS

Q: Can I get a paper transfer?

A: No. Transfers will be available only for ConnectCard users. Riders paying with cash must pay a full fare (\$2.75) for each ride.

Q: Can I get a "CT" transfer?

A: No. Port Authority will no longer offer "CT" transfers.

SOUTH HILLS VILLAGE PARK AND RIDE CUSTOMERS

Q: Will the cost to park at the South Hills Village Garage and ride the T into Downtown change because Port Authority is moving to a single zone/flat fare?

A: Yes. The transit portion will decrease from \$146.50 to \$97.50. Parking will remain \$22 per month or \$250 a year. These passes may be purchased at South Hills Village Garage, Port Authority's Downtown Service Center or via the Port Authority website.

REDUCED FARE RIDERS

Q: I currently have a Zone 2 10-Trips Pass on my ConnectCard. What should I do?

A: Reduced Fare riders with Zone 2 Ten Trips remaining on their ConnectCard should go to Port Authority's Downtown Service Center to have it exchanged for the equivalent amount in stored cash value on their ConnectCard.

PRE-TAXED EMPLOYEE PROGRAM PARTICIPANTS

Q: I currently purchase my pass through a pre-taxed employee program. What do I need to do?

A: Nothing. If you currently receive a Zone 2 pass through the program, you will be automatically transitioned to a single zone pass beginning with the January 2017 monthly pass.

Kids Reduced Fare ConnectCard

Q: Are there any discounts for kids to ride?

A: Yes. Kids ages 6-11 can ride for half fare (\$1.25) with a valid Kids ConnectCard. Applications are available at Port Authority's Downtown Service Center (located at 534 Smithfield Street) and online at connectcard.org. Proof of age is required. For more information, call 412-566-5477.

Medicare ID Cards

Q: I have a disability and currently show my Medicare ID Card when I ride. Will I still be able to do use my Medicare ID Card?

A: Persons with disabilities who currently use a Medicare ID card to pay half fare for their Port Authority ride will need to get a Half Fare ConnectCard through our Downtown Service Center. Starting January 1, the Medicare ID card will not be accepted as a valid form of half-fare payment for persons with disabilities. If someone boards a bus after Jan. 1 and shows a Medicare ID card, they will pay the half-fare cash surcharge rate of \$1.35, but will not be able to buy a transfer. The bus operator would let them know that they need to get a Half Fare ConnectCard – (\$1.25/ride plus ability to transfer).

Older adults, however, may continue to show their Medicare ID card to ride on our vehicles for free.

Adults 65+

Q: Do adults 65+ need a ConnectCard to ride for free?

A: Not at this time. Adults 65+ may continue to ride free by showing a valid (blue or yellow) paper state-issued Senior Citizen Transit Pass. Adults 65+ can continue to show their Medicare ID Cards to ride.