

FOR IMMEDIATE RELEASE (May 21, 2020) – Port Authority of Allegheny County will reinstate front-door boarding on buses on Monday, June 1.

Regular fare collection will resume a week later, on Monday, June 8.

Until June 1, most passengers will continue to board and exit buses from the rear doors. Passengers who need the bus to be kneeled or use the accessible ramp will continue to be able to use the front doors.

In the meantime, Port Authority will continue installing protective plexiglass shields inside vehicles that aren't equipped with them. The shields serve as a protective barrier between passengers and vehicle operators; about three-quarters of Port Authority's fleet of 720 buses have protective shields installed.

Port Authority is also installing hand sanitizer dispensers throughout the system. More than 50 hand sanitizer dispensers have already been installed systemwide.

"The health and safety of our employees remains our highest priority, even as our community begins to rebound from the devastating effects this virus has caused," said Port Authority CEO Katharine Kelleman.

Riders are encouraged to purchase stored value or weekly passes until July's monthly pass goes on sale on June 16. Stored value can be used at any time and does not expire. Port Authority continues to offer customers refunds for unused time-based passes.

Fares products can be purchased online at www.PortAuthority.org, at local Giant Eagle stores, open Goodwill locations, at the Downtown Service Center, or at ConnectCard machines throughout Allegheny County. In addition to vehicles and stations, ConnectCard machines are disinfected daily.

The Downtown Service Center will continue to be open reduced hours, although window sales will resume on Thursday, May 28.

Customers who obtain their transit passes through an employer-sponsored program should talk to their program administrator.

To help mitigate the spread of germs, riders are asked to continue to wear face coverings. Vehicle capacity limits will remain in place until further notice.

For questions about ConnectCard balances, bus schedules, refunds or other issues, please contact Port Authority Customer Service by calling 412-442-2000, on Twitter @pghtransitcare or via live chat at www.portauthority.org.

For information on Port Authority's COVID-19 response efforts, please visit <https://www.portauthority.org/coronavirus/>.

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