

ATTENTION:



Your new PRT ReadyFare™ card will be arriving by mail soon.



Please **do not** discard your ConnectCard® until you have read this information and confirmed that the new ReadyFare card will work for you.

During the transition to the ReadyFare™ system, we identified a few issues that affect some reduced-fare riders. This guide explains your options while we work to resolve them.

Current Limitations

Although you are able to load stored value onto your new **ReadyFare** card, at this time, riders enrolled in certain reduced-fare programs – including **Allegheny Go**, **Kids Card**, and **ACCESS** – are **not able to load 7-Day or 31-Day passes at the ReadyFare fare vending machines**. We will let you know when this becomes available.

Additionally, **retail outlets are not set up yet for ReadyFare**. If you reload your **ConnectCard** at a retail partner location, continue to use your **ConnectCard**. We can let you know when retail locations become available for **ReadyFare**.

If you tap your **ConnectCard** to receive your reduced-fare discount but pay in **cash**, continue using your **ConnectCard**.

Visit rideprt.org/reduced-updates for up-to-date information, to find locations to reload either a **ConnectCard** or **ReadyFare** card, or to sign up to receive email updates when the Reduced Fare issues are resolved.



Option 1: Continue using your ConnectCard

You can continue using your **Reduced Fare ConnectCard** until we remove the **ConnectCard** validators from our vehicles.

You can continue to reload your ConnectCard

- Online at connectcard.org
- At participating ConnectCard retail locations
- At the Downtown Service Center

If you Pay Cash

If you currently use your **Reduced Fare ConnectCard** to receive your discount and then pay your fare in **cash**, you can continue to do so.

Tap your ConnectCard on the farebox, then **pay your fare in cash** as you do today.

(Continued on back)



Option 2: Use Your New ReadyFare™ card

If You Use Stored Cash Value

You can add stored value to your **ReadyFare** card:

- At any **ReadyFare** vending machine (using cash or a credit or debit card)
- At the Downtown Service Center
- Online through the Rider Portal

You can use stored value to pay your fare each time you ride.

If You Use 7-Day or 31-Day Passes

Reduced-fare 7-Day and 31-Day passes can currently be purchased:

- At the Downtown Service Center
- Online through the Rider Portal using stored value

How to Purchase a Pass Online

1. Go to **pgh.justride.tickets**
2. Create an account if you don't already have one. (If you already use Ready2Ride, use the same login credentials.)
3. Sign in.
4. Select your ReadyFare card.
5. Select **"Buy New Pass"**
6. Choose **"Reduced Fare"**
7. Select either a **7-Day** or **31-Day pass**.
8. Choose **"With Account Balance"** as your payment method.
9. Complete your purchase.



Scan the QR code to sign up for email updates.



If you have questions, please call
PRT Customer Service **412-442-2000**
or visit **rideprt.org/reduced-updates**.