

CONNECTCARD MACHINE

How do riders add passes or stored cash value to a ConnectCard?

At a ConnectCard machine:

- Tap the ConnectCard to the orange target located to the right of the screen.
- Your current ConnectCard cash balance and any active or pending passes will show on the screen.
- Follow the onscreen prompts to add a pass or cash value to the card.
- Select cash as your method of payment, then insert exact cash only to pay.
- Tap the card to the orange target again to load your purchased pass or value onto your ConnectCard.



CASH VS CONNECTCARD

Why should I switch from using cash to using a ConnectCard?

You don't have to commit to a weekly or monthly pass to enjoy the benefits of ConnectCard.

Riders can load money onto their card by choosing the "cash value" option.

When you ride, the cost of each trip will be deducted from the value stored on your card, making this type of card a smart option for occasional riders or those who choose not to purchase a pass.

A stored cash value ConnectCard offers these advantages over using cash:

- ConnectCard users can sign up for balance protection to ensure their money is safe in the event their card is lost or stolen.
- Paying with ConnectCard takes only a few seconds. No fumbling with change or smoothing out dollars.



thebus

BUTLER TRANSIT AUTHORITY



FREQUENTLY ASKED QUESTIONS

Butler Transit Authority
Bus Terminal
113 East Cunningham Street
724-283-1783
www.butlertransit.com

GENERAL QUESTIONS

What is stored cash value?

Stored cash value is money loaded onto your ConnectCard to pay for transit rides. Cash value stored on your ConnectCard is deducted to pay your fare when you tap your card at a farebox. For example, if you load \$20 of stored cash value onto your ConnectCard, then take a one ride, \$1.25 will be deducted from your card, leaving a balance of \$18.75. You must load a minimum of \$5.00 stored value to a card.

How many fare products can my ConnectCard store at a time?

ConnectCards will hold a maximum of two passes (one active and one pending) plus a maximum of \$200 in stored cash value.

Can I switch between different fare options on the same ConnectCard?

Yes. For example, if you initially purchase a ConnectCard loaded with a 25 day pass, you can later switch to a 7 day pass or stored cash value without needing to get a new card.

Is my pass or cash value available for use as soon as it's loaded?

Yes, If you reload your card at a ConnectCard machine, your pass or stored cash value is available for use immediately.

How can riders confirm that a pass or cash value was added to their card or

check their balance?

The ConnectCard balance or pass product is displayed on the farebox screen each time a rider taps their card, or at the ConnectCard Machine at the Authority's Downtown bus terminal.

What happens if I have a ConnectCard and the farebox is out of order?

In the event that a farebox isn't working properly, riders with a ConnectCard will not be asked to pay any additional fare.

PROTECT YOUR CONNECTCARD

Will I be charged for a replacement card?

At this time there is a \$5 fee for a replacement card if your ConnectCard is lost or stolen.

What should I do if my ConnectCard is lost or stolen?

First, contact Authority Customer Service at 724-283-1783 immediately (between the hours of 8am and 4pm Monday through Friday).

If you are signed up for balance protection and you call within 24 hours of a business day, Customer Service will deactivate your old card and authorize a new card with your cash value balance on it. You must visit the Downtown bus terminal on Cunningham Street to receive your replacement card (This may take up to 48 hours). Bring a form of photo identification.

Please note that if you did not sign up for balance protection, the cash value on your card cannot be recovered.

PAYING WITH CONNECTCARD

How do I use ConnectCard to pay my fare?

Instead of showing a paper pass to the operator or depositing cash into the farebox, simply tap your ConnectCard to the farebox's card reader, which looks like a rectangular orange pad. A green light and a single beep indicate that the card has been accepted.



Tap card on orange target on farebox

Will I be charged extra if I accidentally tap my card more than once?

No. Our system will not deduct extra rides or stored cash value for multiple taps in a row. The first tap will deduct your fare. Any subsequent tap will cause the farebox screen to display an alert message ("Already Registered") and you will hear a triple tone, but you will not be charged again.

Can I use my ConnectCard to pay for a companion's ride?

No. All individuals riding together must pay their own fare separately using separate ConnectCards. Multiple ConnectCard taps or "pass-backs" are not accepted by Authority fareboxes.