

## GETTING STARTED WITH YOUR CONNECTCARD

It only takes a few steps to get started with your Connectcard:

1. **PURCHASE YOUR CARD** - Stop in at the downtown bus terminal (113 East Cunningham St.) and purchase products from the ConnectCard Machine, exact cash only.
2. **PROTECT YOUR CARD BALANCE** - Call the Butler Transit Authority Customer Service at 724-283-1783 to register your ConnectCard. This will enable you to protect your cash balance in the event your card is lost or stolen.
3. **TAP YOUR CARD ON FAREBOX** - Now you're ready to use your new ConnectCard to pay for bus rides. Simply tap your ConnectCard on the orange target on the farebox. You'll hear a single beep indicating that your card has been accepted. The screen will quickly display your pass type and expiration date or your stored cash value balance.
4. **RELOAD YOUR CARD** - When your pass is about to expire or you need more money on your card, visit the ConnectCard machine at the downtown bus terminal.

## RELOADING CONNECTCARD

Riders can add bus passes and stored cash value at the ConnectCard machine at 113 East Cunningham Street in Butler. To reload your ConnectCard follow these steps:

- 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 stored cash value to the card.
- Insert exact cash to pay.
- Tap the card to the orange target again to load your purchased pass or value onto your ConnectCard.

Please note that ConnectCard machines are unable to accept more than one form of payment per transaction.

## ADDITIONAL INFORMATION

For additional information, please see the Authority's brochure: **Frequently Asked Questions**

ConnectCard information is also available at [www.butlertransit.com](http://www.butlertransit.com) or by calling 724-283-1783.

The logo for 'thebus' features the word 'thebus' in a white, lowercase, sans-serif font. A white curved line arches over the 'b' and 'u', ending in a small circle.

**BUTLER TRANSIT AUTHORITY**



# GENERAL CONNECTCARD INFORMATION

More Convenience...More Security

Butler Transit Authority  
Bus Terminal  
113 East Cunningham Street  
724-283-1783  
[www.butlertransit.com](http://www.butlertransit.com)

## WHAT IS CONNECTCARD?

ConnectCard is part of the Authority's new smart card fare collection system. It provides a more convenient and secure way to pay fares.



The system uses a plastic smart card called a ConnectCard with a computer chip inside that can store a variety of fare options, including up to two bus passes and fare value (cash). The ConnectCard will eventually take the place of the paper transit passes.

## GET A CONNECTCARD

Connectcards will be available for purchase at the downtown bus terminal at 113 East Cunningham Street.



Youth, Student and BC3 passes must be purchased from Terminal Staff. All other passes may be purchased at the ConnectCard Machine



Please note that the ConnectCard vending machine currently only accepts exact change cash. In the future, credit and debit card purchases will be accepted.

## PROTECT YOUR CONNECTCARD

ConnectCards have components that can become damaged. Keep the card in a safe place, such as a wallet, to help ensure that it doesn't become scratched or cracked.

Also, be careful not to wash it when doing laundry. Do not punch a hole in your card to put it on a lanyard or keychain.

## PROTECT YOUR CARD BALANCE

After receiving your ConnectCard, you can protect the value on the card by signing up for balance protection, which is a free service!

Balance protection preserves the cash value on your plastic ConnectCard in the event it is lost or stolen. This service enables the Authority to deactivate your old card and transfer your cash balance to a new ConnectCard.

Balance protection is not automatically added to your ConnectCard, riders must follow these steps to sign up:

- Get a ConnectCard.
- Wait 24 hours after receiving your card, then call Customer Service at 724-283-1783.
- Be sure to have your card handy when

you call. You'll need to provide your card's serial number to the Customer Service Representative.

- You'll also be asked for your mother's maiden name. This will serve as your password in the event your card is lost or stolen.

If your card is lost or stolen, call Customer Service immediately for instructions on getting a replacement card.

## PAYING WITH CONNECTCARD

To pay your bus fare, simply tap your ConnectCard to the orange card target on the farebox. A green light and a single beep will indicate that the card has been accepted.

All riders must pay their own fare separately using separate ConnectCards. This applies to family members and individuals traveling together. Multiple ConnectCard taps or "pass-backs" are not accepted by Authority fareboxes.



Tap ConnectCard to orange card target.