

Port Authority

FOR IMMEDIATE RELEASE (March 17, 2020) - During this time of uncertainty, Port Authority understands employers' decisions to protect employees and their families from illness by allowing them to work flexible schedules and/or from home.

To support such measures, Port Authority will permit customers who have purchased monthly or weekly time-based passes to be reimbursed on a prorated schedule in exchange for stored cash value on their ConnectCard. The stored cash value can later be used on its own or toward the purchase of another time-based pass.

Customers enrolled in the JobPerks program are not eligible for reimbursement. If you are enrolled in the JobPerks program and are seeking reimbursement, please contact your plan administrator through your employer.

Although the Downtown Service Center remains open, customers are encouraged to contact Port Authority Customer Service at 412-442-2000 or via chat at www.portauthority.org. Customers should have their ConnectCard number, security pin and answers to security questions at the ready.

During this time of uncertainty, riders are encouraged to consider purchasing passes of shorter duration or instead buying stored value. Employers who order passes on behalf of their employees are reminded that orders for April can be placed as late as March 25.

###