

# Port Authority

**FOR IMMEDIATE RELEASE** (March 25, 2020) - Effective immediately, Port Authority's Downtown Service Center will temporarily operate on a reduced schedule in response to the global pandemic.

The Downtown Service Center will operate from 8:30 a.m. until 4:30 p.m. weekdays. Window transactions at the Service Center will be limited to the replacement of ConnectCards. Fees for such transactions will be waived.

Customers who need to purchase fare products are asked to use the ConnectCard web portal or a ConnectCard machine to limit person-to-person interactions.

Also due to current events, Port Authority is temporarily suspending the issuance of Senior ConnectCards. The Senior ConnectCard program will resume once the COVID-19 situation has ended.

Customers are additionally reminded that nearly every route is now operating on a reduced service schedule and bus passengers now are being asked to board at the rear door. The new schedules can be found at [www.portauthority.org/coronavirus](http://www.portauthority.org/coronavirus).

Port Authority will continue working in close cooperation with federal, state and local health agencies during this crisis and will continue to monitor ridership as the situation evolves.

For the most up-to-date information regarding COVID-19, visit [www.alleghenycounty.us/coronavirus](http://www.alleghenycounty.us/coronavirus) or sign up for notifications via phone, email or text message by visiting [www.alleghenycounty.us/alerts](http://www.alleghenycounty.us/alerts) and selecting COVID-19.

For Port Authority information, please visit [www.portauthority.org/coronavirus](http://www.portauthority.org/coronavirus), follow us on Twitter @pghtransit or call Customer Service at 412-442-2000.

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