

CCT CONNECT

To learn more about CCT Connect or to
request an application, contact us at:

SEPTA

Customized Community Transportation

1234 Market Street, 4th Floor
Philadelphia, PA 19107-3780

(Phone) 215-580-7145

(Fax) 215-580-7132

(TDD/TTY) 215-580-7712

(Website) www.septa.org



ADA Paratransit Program



ADA Paratransit Program

SEPTA Customized Community Transportation (CCT) offers a demand-response (paratransit) service for individuals with disabilities. This door-to-door service is provided in accordance with the American with Disabilities Act (ADA), to registered customers, by advance reservation.

Eligibility

Individuals must be **functionally unable to use regular, accessible public transportation** for some or all of their transportation needs. An application must be completed, which may include functional assessment or in-person interview. Approval may be for "full" or partial paratransit services and can range from 6 weeks to 3 years.

Service Area and Hours

In accordance with the ADA, service must be provided within $\frac{3}{4}$ mile of all regular fixed-route buses and alight rail vehicles, whenever and wherever they operate. If a bus route operates in an area 24 hours a day, 7 days a week, CCT Connect service is provided 24 hours a day, 7 days a week. If there is no evening or Sunday bus service in an area, there is no CCT Connect service.

Fares

ADA regulations permit transit agencies to charge up to two (2) times the fare for fixed route bus service and to assess reasonable charges for inter-county and zone fares. **The base fare for a one-way trip is \$4.00.** Customers may pay with cash, 2 tokens and \$.40, or a Zone 2 or higher TrailPass (TrailPass must accompany the rider). Riders must have exact fare—drivers will not make change. (*Fares are subject to change*).

There is an additional \$1.00 charge for any trip that extends more than 3 miles into an adjacent county; and an additional charge of \$1.00 for each 10-mile segment or portion thereof, beyond the initial 10 miles, for trips beginning and/or ending in the suburban counties.

One (1) companion may accompany an ADA customer if they are traveling to/from the same pick-up location and drop-off destination. The companion will pay the same fare as the ADA rider; space permitting, additional companions may ride at the same fare.

Reservations

Reservations are accepted 1 to 3 days in advance of the travel date. Registered customers may call to reserve or cancel rides weekdays from 7:00 a.m. to 4:00 p.m., and weekends from 7:30 a.m. to 4:00 p.m.

Rides are scheduled by an automated reservation/scheduling program that searches for available times 1 hour before and 1 hour after the time requested. Rides can be scheduled to arrive at the customer's pick-up location 10 minutes before and up to 20 minutes after the time accepted. Customers must be ready to board within 5 minutes of the driver's arrival.

Same day service is not provided.

Where's My Ride?

Registered customers may call 24 hours a day, 7 days a week to confirm, pick-up times, check on late vehicles, or cancel same day rides.

Customer Service

Program information, registration, service concerns and commendations are handled by the CCT unit of the Customer Service and Advocacy Division, weekdays from 8:00 a.m. to 4:00 p.m. To reach a representative, call **215-580-7145**.