

# CCT CONNECT

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

**SEPTA**

**Customized Community Transportation**

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## 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**.