



February 15, 2015

Dear Patron:

Since May 1, 2014, SEPTA CCT began enforcing policies several policies. CCT Customers report they have seen improvements in the quality of service as improved on-time performance. After nearly one year of enforcement, we are making modifications to the new policies to further advance the service improvements. **The following change will become effective immediately:**

No Show/Late Cancellation

The No Show/Late Cancellation policy will remain unchanged with the exception of when suspensions will be imposed. Previously, suspensions commenced on the first day of the month following the violation. Suspensions will now begin on the 22nd day after the issue of the suspension notice. Customers will still have 21 days to appeal a suspension.

Full text of this policy and information on our other policies may be accessed on our website at <http://www.septa.org/service/cct/>.

We sincerely hope that this improvement will enable SEPTA CCT Connect to continue providing safe, reliable transportation to you and all of our valued customers.

Sincerely,

Henry Davis, Jr.

Chief Operating Officer

SEPTA Customized Community Transportation