

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



Senior Shared-Ride Program



Senior Shared-Ride Program

SEPTA Customized Community Transportation (CCT) offers a Shared-Ride Program for senior citizens 65 or older, living in the City of Philadelphia. This demand-response (paratransit) service, for registered customers is provided door-to-door, by advance reservation, on a space available basis, with limited driver assistance.

Eligibility

Interested seniors must complete an application, provide one of the State required "proof of age" documents and submit both to SEPTA CCT for processing. Shared-Ride Program eligibility does not expire. Applications are available at the office of your local elected official, or by calling SEPTA Customer Service weekdays at 215-580-7145. (A similar program is offered in the counties. See "Did You Know" for phone numbers).

Service Area and Hours

Registered customers may travel throughout the City and to any location in Bucks, Delaware, and Montgomery Counties within 3 miles of the City's border. Customers may travel 24 hours daily, 7 days a week, space permitting. An escort may travel with rider, space permitting. Escorts pay the same fare.

Fares

The Shared-Ride program is sponsored by the Commonwealth of Pennsylvania through the Lottery, which pays for 85% of each ride. The State requires Seniors to pay the remaining 15% of the cost of the service; all fare payments must be in cash. **The fare for one-way trip is \$4.00.** Riders must have exact fare; drivers will not make change. SEPTA tokens or TransPasses cannot be used for payment. Residents younger than 65 years of age, who do not have a disability, may use CCT Connect as a member of the General Public, space permitting. The General Public fare is \$26.70 (fares subject to change).

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 may 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

The CCT office and phone lines are open weekdays from 8:00 a.m. to 4:00 p.m. Program information, registration, service concerns and commendations are handled by the Customer Service Department at **215-580-7145.**

Did You Know?

Lottery funds also make it possible for Seniors to ride SEPTA fixed route bus, subway, and trolley services for **FREE**, 24 hours a day, 7 days a week with valid ID. For more information please call **SEPTA Customer Service 215-580-7800** or visit the SEPTA website **www.septa.org**. For information about Senior Shared-Ride Programs within the SEPTA service region outside of Philadelphia, please contact the appropriate County program administrator:

Bucks County:

Bucks County
Transport
215-794-5554

Delaware County:

Community Transit
610-490-3960

Chester County:

Rover
610-594-3911

Montgomery County:

TRANSNET
215-542-7433