**CCT**

**CONNECT**

**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 Customer Service 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:

**Montgomery County:**

TRANSNET

215-542-7433

**Chester County:**

Rover

610-594-3911

**Delaware County:**

Community Transit

610-490-3960

**Bucks County:**

Bucks County Transport

215-794-5554

**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