



New Features in 2024 to Improve Service for CCT Customers

SEPTA is introducing new features and technology that will improve CCT customer communications and transportation alerts in 2024.

These updates will be rolled out in phases to our five-county service area by beginning Sunday, January 28.

- Bucks/Montgomery County Residents
Sunday, January 28, 2024**
- Delaware/Chester County Residents
Sunday, February 11, 2024**
- Philadelphia Residents - February 25,
2024, through March 22, 2024**

Two NEW features will confirm scheduled trips using a Smart phone:

- Interactive Voice Response (IVR) notifications***
Receive an automated call the night before and a second call on the day of service 15 minutes prior to scheduled pick-up to let you know your operator is on the way.

- **SMS Text Messages***

Receive text message updates when your driver is on their way, when they arrive in addition to other useful updates.

In addition, we will be offering streamlined Customer Pick-Up:

CCT Customers will now be picked up at or within **30 minutes** after their scheduled time.

Thank you for trusting SEPTA with your CCT Connect travel needs.

** We must have a valid mobile phone number on your account to activate this feature.*

For Information Call:

215-580-7145

Press 1 - Reservations

Press 2 - Where's My Ride

Press 3 - CCT Commendations/Complaints

Press 4 - Accessible Services

Press 5 - Shared Ride/ADA Eligibility

Press 6 - Reduced Fare Program/Senior Ride Free