



New Features in 2024 to Improve Service for CCT Riders!

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

Coming Soon!

By summer 2024, customers will be able to use a mobile app to book, cancel, verify, and track their trips. Customers will also be able to do the same online, through the SEPTA Access booking site.

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.

Fact Sheet

Scheduling of Trips

Trips are automatically negotiated as they are searched for and booked based on the rules associated with the program you are registered under. These trips are then placed on tours automatically, and continuously optimized as new bookings come in. This keeps trips scheduled efficiently through the day-of-service when traffic changes, vehicle breakdowns occur, etc.

ADA and SRP Programs

- ADA service is complimentary to fixed route service. Customers can travel within $\frac{3}{4}$ miles of Fixed Route (Bus Route). Service will mirror the service hours and area of fixed route. If the bus route starts at 6 am, the CCT trip cannot start any earlier than 6 am.
- ADA trips can be scheduled in the amount of time it takes to travel via bus plus 30 mins.
- Guests must pay in cash.
- SRP customers can travel within Philadelphia and up to 3 miles into an adjoining county (Bucks, Montgomery, and Delaware Counties).



Pick-up Window

You still have a 30-minute window. Your operator is not considered late until 31 minutes after your pick-up time.

Arrive Before Time

Your agent will confirm your Arrive Before time, at the time of your call. The system is designed to ensure you are dropped-off at or before that time.

Operator

The operator no longer has a set schedule because trips are continuously optimizing in the background. The operator will only see 1 trip at a time whether it is a pick-up or drop-off. They cannot see into the future.

There is no manifest provided to the operator.

IVR (Interactive Voice Recognition) Notification

The new IVR will call 24 hours before each trip to confirm your trip for the next day.

Example: If you have a 9 am trip for Friday, the IVR will call you at 9 am on Thursday to confirm your trip for Friday. At the time of your trip confirmation, you can cancel your trip.

This is an optional feature.

Customers may opt-out of the 24- hour trip confirmation by contacting our Customer Service Department at 215-580-7145 (press option #3).

In addition, the IVR will call 15 minutes before your trip's pick-up window on the day of service to confirm your trip and let you know what time the operator can arrive. This feature is not optional.

SMS (Text) Messaging

If you have a cell phone number as your primary contact on your account, the new scheduling system provides SMS or text messages. You will receive a text message notification when your operator is on the way as well as when the operator arrives. You will also receive a text message if the ride is delayed.—