

SOUTHEASTERN PENNSYLVANIA TRANSPORTATION AUTHORITY

CUSTOMIZED COMMUNITY TRANSPORTATION

CCT CONNECT SERVICE

TARIFF NO. 229

SUPPLEMENT NO. 11

LOCAL RATES OF FARE AND REGULATIONS

GOVERNING THE FURNISHING OF

PASSENGER TRANSPORTATION ON

DEMAND-RESPONSIVE SERVICE:

ADA COMPLEMENTARY PARATRANSIT PROGRAM

ISSUED: March 17, 2017

APPROVED: May 25, 2017

AMENDED:

EFFECTIVE: July 1, 2017

ISSUED BY:

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CHANGES MADE BY THIS TARIFF

- 1) The cash fare for a one-way single trip is increased to FOUR DOLLARS AND TWENTY-FIVE CENTS (\$4.25) from FOUR DOLLARS (\$4.00).
- 2) The combined cash-token fare is changed from TWO VALID SEPTA TOKENS PLUS FORTY CENTS (\$0.40) to TWO VALID SEPTA TOKENS PLUS TWENTY-FIVE CENTS (\$0.25) OR A VALID SEPTA TOKEN PLUS TWO DOLLARS AND TWENTY-FIVE CENTS CASH (\$2.25).
- 3) SEPTA Key replaces the term New Payment Technology as SEPTA's new fare payment technology.
- 4) Once SEPTA Key is operational the adult token will no longer be accepted as partial payment of fare.

(A) DEFINITIONS

- 1) **ADA** - Americans with Disabilities Act of 1990 (42 U.S.C. 12101-12213).
- 2) **ADA Complementary Paratransit** – demand-responsive, ride-shared transportation provided to persons with disabilities by transit agencies under the terms and conditions of U.S. Department of Transportation and U.S. Department of Justice regulations.
- 3) **Non-ADA Complementary Service** - demand-responsive, ride-shared transportation provided to persons with disabilities by transit agencies. This service is not regulated by the terms and conditions of the ADA.
- 4) **Paratransit** – demand-responsive, ride-shared public transportation operating over the highway and street system and distinct from fixed guideway, regular fixed-route bus service, charter service and taxicab service. SEPTA Customized Community Transportation CCT CONNECT is a coordinated, ride-shared, advance reservation service targeted at the transportation disabled and senior citizen market which operates on an unconstrained route and purpose basis.
- 5) **Personal Care Attendant (“PCA”)** - an individual who must accompany a disabled person in order to provide personal care and assistance in life activities or travel. It is required that a PCA be registered in advance with SEPTA’s ADA Complementary Paratransit service.
- 6) **Regular fixed route bus and/or light rail routes:** All service on fixed-route bus and light rail routes except commuter, express, shuttle, closed-door, or limited-hour service.
- 7) **Ride-sharing (or shared-ride) service:** coordinated or co-mingled demand-responsive service; public paratransit service in which passengers with different origins and/or destinations share the same vehicle, as opposed to exclusive-ride taxicab service.
- 8) **Shared-Ride Program** - ride-shared, non-emergency public paratransit service for senior citizens, by advance reservation, funded by the Pennsylvania Lottery Fund and managed by a County Coordinator under an agreement with the Pennsylvania Department of Transportation and Pennsylvania Act 36 of 1991. (Provision of this service in Philadelphia County by SEPTA is governed by SEPTA Tariff 146.)
- 9) **Closed-door service** - vehicle operation to and from a specific location where the door remains closed and no pickups or drop-offs are made in the intervening area.

(B) FARES

- 1) A FOUR DOLLARS AND TWENTY-FIVE CENTS (\$4.25) cash base fare or TWO VALID SEPTA TOKENS PLUS TWENTY-FIVE CENTS (\$0.25) or ONE VALID SEPTA TOKEN PLUS TWO DOLLARS AND TWENTY-FIVE CENTS (\$2.25), or a valid WEEKLY or MONTHLY ZONE 2 TRAILPASS entitles an ADA Complementary Paratransit-eligible and properly identified individual to a one-way trip from any point of origin to any point of destination within the service area. Fares are paid to the vehicle operator upon boarding.
 - a) An additional Inter-County Charge of \$1.00 for each additional county, for each single one-way ADA Complementary Paratransit trip extending more than three miles into another county, applies.
 - b) An additional Zone Charge of \$1.00 for each 10 mile trip segment or portion thereof, beyond the initial 10 miles traveled, for each single one-way trip within Bucks, Chester, Delaware, and Montgomery Counties, applies.
- 2) Upon implementation of SEPTA Key, changes to the method of payment of fares will take place as follows:
 - a) Tokens will no longer be accepted for payment of fares. SEPTA will provide ample notice of timing for elimination of tokens.
 - b) In addition to cash, payment of fares by SEPTA Key Card and Registered Contactless Chip Enabled Media with a Travel Wallet attached or Unregistered Credit/Debit Contactless Chip-Enabled Card (See Tariff No. 1 for descriptions) will be accepted as follows:
 - 1) Unregistered Credit/Debit Contactless Chip-Enabled Card payments will be accepted at the same rate as the cash fare. Detailed description of Unregistered Media can be found in Tariff No. 1.
 - 2) Payment by SEPTA Key Card and Registered Contactless Chip Enabled Media with a Travel Wallet can be found in Tariff No. 1.
 - c) Weekly and Monthly Zone 2 TrailPass magnetic swipe cards will be replaced by the SEPTA Key Card or Registered Contactless Chip Enabled Media with an attached valid Weekly/Monthly Zone 2 TrailPass. The Weekly and Monthly Zone 2 TrailPass will be accepted for fare payment as described above in Section (B-1). See Tariff 154 for a description of Weekly and Monthly TrailPasses attached to SEPTA Key Cards and Registered Contactless Chip Enabled Media.
 - d) SEPTA Key Cards are subject to the fees found in Tariff No. 1 for lost, stolen or damaged cards.

- 3) All eligible individuals must present a valid ADA Complementary Paratransit Identification Card to the vehicle operator with payment of fare. Upon request, the identification card holder must identify himself or herself to the satisfaction of the vehicle driver. Identification cards may be used only by the person to whom issued, and must be kept in the possession of the passenger during the entire trip. Upon boarding and exiting, the passenger or his/her designate may be required to pass the identification card through a reading device where vehicle equipment is operable to do so.

Upon implementation of SEPTA Key, all eligible individuals must present a valid SEPTA Key Photo ID Card with a Travel Wallet or valid pass product attached for payment of the fare. This will replace the ADA Complementary Paratransit Identification Card.

- 4) One (1) Companion may, by advance reservation, accompany an eligible individual on ADA Complementary Paratransit from the same point of origin to the same point of destination at the same fare as the eligible patron. Additional companions may be transported at the same fare as the eligible patron, provided space is available for them on the vehicle and that transportation of the additional individuals will not result in a denial of service to ADA Complementary Paratransit-eligible individuals. All companions shall have the same origin and destination as the eligible individual.
- 5) One (1) Personal Care Attendant (PCA), the need for whom must be identified in the ADA Complementary Paratransit registration process as necessary to accompany the disabled rider from the same point of origin to the same point of destination, may ride free of charge when accompanying that rider on ADA Complementary Paratransit.

(C) SERVICE AREA

ADA Complementary ParaTransit Service

- 1) SEPTA ADA Complementary Paratransit service will be provided on a ride-shared, advance-reservation basis anywhere within the city limits of Philadelphia. In accordance with USDOT ADA regulations, service will be provided to origins and destinations within $\frac{3}{4}$ mi. corridors on both sides of regular SEPTA fixed route bus and light rail routes, and within a $\frac{3}{4}$ mi. radius from the end point of the route to the parallel sides of the corridor within Bucks, Chester, Delaware and Montgomery Counties.
- 2) At the discretion of the Authority, SEPTA may provide non ADA paratransit service to/from agencies within two and one half mile (2.5) mile of a regular fixed route bus by contract as noted in Section (H).
- 3) Whenever any street forms the boundary of the service area, both sides of the street, and the facilities which open directly on said street, shall be considered to be within the service area. Within the Pottstown Area Rapid Transit (PART) operating area, and in between operating areas designated above, SEPTA service is provided on a closed-door basis only.

- 4) Agency-purchased service will be provided as arranged within Bucks, Chester, Delaware, Montgomery and Philadelphia counties, subject to the conditions of agreement, as outlined below in Section (H).

(D) TRANSFERS/FEEDER SERVICE

- 1) Other than the fares described herein, no charge will be made for ADA Complementary Paratransit trips requiring change(s) to other SEPTA CCT CONNECT vehicle(s) enroute.
- 2) The ADA Complementary Paratransit fare will be waived for SEPTA ADA Complementary Paratransit service provided as feeder service to or from SEPTA's regular fixed route transportation for a registered ADA Complementary Paratransit rider and, if any, the accompanying Personal Care Attendant and/or companion(s).

(E) CHILDREN

No special reduced rates of fares are made for children. Children may be considered among the non-eligible companions to an ADA Complementary Paratransit-eligible rider, or if ADA Complementary Paratransit-eligible, shall pay the regular per trip revenue.

(F) CONDITIONS OF SERVICE

- 1) SEPTA ADA Complementary Paratransit service is provided as non-exclusive, ride-shared service. All trip requests are accommodated *in the order received, with unrestricted trip purpose and frequency, and with unprioritized disability, trip purpose, origin or destination.*
- 2) No same-day or emergency service shall be provided.
- 3) The purpose of this program is to provide for the transportation needs of persons with disabilities who are functionally unable to use and/or access SEPTA's fixed-route transportation (regular bus) system.
- 4) Passenger requests for service must include the passenger's name, origin and destination, travel times, Paratransit Identification Number and appropriate information necessary to schedule the trip.

(G) FREE TRANSPORTATION

The following persons will be carried on SEPTA's ADA Complementary Paratransit service at no charge:

SEPTA employees with disabilities, or SEPTA retirees with disabilities, presenting valid contactless SEPTA picture ID transportation passes and ADA Complementary Paratransit ID Cards.

(H) AGREEMENTS FOR SERVICE TO CLIENTS OF SOCIAL SERVICE AGENCIES

The terms of any agreement with a social service agency for the provision of paratransit service to its clients shall be negotiated or bid by SEPTA so as to recover all incremental costs for such service, and shall not be restricted by the base fare or any other individual fare or charge (or exemption from fare or charge) expressed for individuals elsewhere in this tariff.

(I) PREMIUM SERVICE

Registered customers with conditional eligibility may be permitted to reserve trips outside the condition(s) of eligibility on a space available basis, during off peak hours. The fare for this type of trip will be twice the base fare for a regular ADA trip. Premium service trips will be subject to all inter-county and zone surcharges applicable to regular ADA service. Attendants will ride under the same terms and conditions of a regular ADA attendant. One (1) Companion may, by advance reservation, accompany the conditionally eligible individual from the same point of origin to the same point of destination at the same fare as the eligible patron.