

Effective January 1, 2019

**SEPTA
CUSTOMIZED COMMUNITY TRANSPORTATION
CCT CONNECT SERVICE**

STANDING ORDER (Subscription Service) POLICY

This policy governs the reservation, scheduling, provision and documentation of all Standing Order (subscription) trips. Except where specified, this policy applies to both ADA and Shared-Ride Program paratransit services.

- 1. Definition:** “Standing Orders” (subscription service) shall be defined as pre-scheduled trips to/from the same location on the same days and times each week. Customers planning to go to the same location at least three days per week or at least one weekend day can request a Standing Order reservation.
- 2. Provision of:** SEPTA CCT CONNECT shall be responsible for policy, management and provision of Standing Orders, including those involving inter-county travel, for Bucks, Chester, Delaware, Montgomery and Philadelphia County customers.
- 3. Standing Order service is provided subject to regulatory restrictions and SEPTA operational needs and requirements, on a space-available basis only.** SEPTA reserves the right to manage and restrict subscription service to maintain Standing Order trip levels in accordance with USDOT ADA regula-

tions at 49 CFR 37.133, and to meet operational requirements. Regulations do not require transit agencies to provide standing orders.

4. **Constant pick-up times:** In scheduling Standing Order trips, the regular scheduled pick-up times will remain constant within the 30-minute pickup window whenever possible.

5. **Standing Order Requests and Cancellations:** Standing Order requests may be made by calling 215-580-3421.

- **Individual riders:** The individual rider, family or caregiver is responsible for cancelling unneeded trips.
- **Agency-sponsored trips:** Some agencies may request and cancel Standing Order trips for clients through SEPTA Reservations.
- Regardless of who books the trip, all customers are subject to the terms of the SEPTA CCT Connect No Show/Late Cancellation Policy.
- Customers cancelling or voluntarily suspending 25% or more of their Standing Order trips in any 6-month period are subject to termination of their Standing Order.

6. **Implementation: Approved Standing Orders take effect upon notification of approval.** An approved Standing Order will commence on the date provided to the customer by a CCT Connect Reservations and/or Scheduling Department

representative. In the interim, demand (random) trip reservations *must* be made through the Reservations Department.

7. **Standing Order Active Request List:** Whenever a request for subscription service cannot be filled in total immediately, SEPTA will notify the customer of the request denial and place the request on the Standing Order Active Request List for review by SEPTA CCT's Scheduling Department. If SEPTA CCT's Scheduling Department is able to fill a Standing Order request within a 180-day period, the customer will be notified of the date on which the Standing Order will commence. Requests remain active for 180 days. Thereafter, a new request must be submitted.

8. **Standing Order suspension or termination:** SEPTA reserves the right to suspend provision of Standing Order service and/or terminate any Standing Order. When a Standing Order has been terminated, whether at SEPTA's or the rider's request, to again obtain Standing Order service the rider must begin by submitting a new Standing Order Request. This request will be placed on the Standing Order Active Request List and handled as a new request.

9. **Standing Order Voluntary Suspension:** A customer can request to voluntarily suspend service for up to 30 days. A voluntary service suspension includes the canceling of all scheduled trips (standing order and random) during the requested period. This will not prevent the customer from booking additional trips during the voluntary suspension period. The standing order will resume after the requested

suspension period but it cannot be resumed before the end of the requested suspension period.

- The sole exception to this policy will be made for persons who either attend or work at a college, university or other seasonally operated facility, whose Standing Orders may not be required outside of regularly scheduled sessions. Their service may be suspended for up to 90 days and then will resume after the requested period.
- Customers voluntarily suspending Standing Order trips are subject to the SEPTA CCT No Show/Late Cancellation Policy and the Standing Order (Subscription Service) Policy cancellation rules in section 5.

10. Changes/adjustments to Standing Orders: Except where SEPTA makes an adjustment for operational purposes, Standing Orders are location-, day-, time- and mobility status-based. A change in any of these may require a vehicle change. A change in the number of riders may also require a vehicle change. Standing Orders will not be “forwarded” or “changed over” or “transferred” to a new address, nor can pick-up or drop-off locations, or requested day(s) or time(s), be “changed” or “adjusted”, “just for today” or indefinitely. Standing Orders are not transferrable to other riders. Required procedures are as follows:

- a) For a **temporary change of 3 days or less** in Standing Order service, riders must call the Reservations Department, cancel the unneeded Standing Order trips, and make new trip reservations for the days involved.

b) For **changes of more than 3 days**, the existing Standing Order trips must be cancelled and a new Standing Order Request must be submitted. The request will be placed on the Standing Order Active Request List and handled as a new request. Until this new request is approved or denied, riders must make demand (random) trip reservations through the Reservations Unit.

11.Landmark Standing Order trip cancellation and service reinstatement: Authorized representatives of a landmark facility, agency or center receiving *CCT CONNECT* service may arrange for automatic cancellation of Standing Order trips to their location on specified days by providing SEPTA with a written request—a minimum of 7 business days in advance. SEPTA CCT will not cancel trips without an authorized request except for major holidays, weather emergencies or other states of emergency.

12.Major Holidays - System-wide Standing Order trip cancellation: *Except for dialysis service*, all Standing Order trips, system-wide, are automatically cancelled on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Riders or agencies needing service on these holidays must call the Reservations Unit to reserve random (demand) trips, 1-3 days in advance. Cancellations by SEPTA are not considered to be voluntary cancellations or suspensions by the customer.

13.Emergency Weather/State of Emergency: In certain emergencies, including severe weather, it may become necessary

to suspend CCT Connect service. In such cases, all other Standing Order trips may be temporarily cancelled. Notification of any service changes will be made according to the SEPTA CCT Emergency Weather Plan. Cancellations by SEPTA are not considered to be voluntary cancellations or suspensions by the customer.