

SEPTA Key Regional Rail



WINTER UPDATE

JEFFERSON STATION TAP/SWIPE TO EXIT EXPANDS ADDITIONAL SECTION A & B TURNSTILES

As Regional Rail transitions to Key Cards, we are gearing up on **TAP • RIDE • TAP** - the new way Rail fares are paid and trips validated. In November we introduced Tap/Swipe to EXIT at Jefferson Station for selected turnstiles. Recently we expanded the number of turnstiles in the A& B Sections that require customers to TAP/SWIPE when exiting **Monday-Friday between 6:00 a.m. and 8:00 p.m.** Tap to Exit will be expanding to all of the Center City Stations so we put together some answers to questions about tapping at the turnstiles

Why do I need to Tap In & Tap Out?

Regional Rail fares are based on the Zone you are riding to/from. To ensure that you are using a TrailPass with the correct Zone or that you are charged the correct fare (see Travel Wallet info) you must Open and Close each trip

Is the Platform Validator part of Tap In/Tap Out?

Yes. When a Key Card is tapped at the platform Validator it:

- **Opens** the trip before you board the train and lets the Key system know the Zone where your trip is starting
- **Reads** the Card to ensure that you have a valid fare loaded. If you don't, it won't prevent you from boarding the train but you will not be able to exit at any of the Center City Stations without first putting a fare on your Card. If the Conductor validates your Card on the train, you will have to pay the Cash fare

- **Closes** the trip after you exit the train. When you get off the train and tap your Key Card at a Center City Station turnstile or the platform Validator at an outlying station the Key system calculate the correct fare to charge (Travel Wallet) or confirms that you are traveling with the correct Zone TrailPass

Why can't the Conductor just keep tapping my Key Card using their Handheld Device?

Key is designed as a self-serve system and we want to encourage you to **TAP • RIDE • TAP** to open and close your own trips. That said, Conductors will still be validating fares on the train and you can ask them to open your trip

What is Travel Wallet? When will it be available for Regional Rail?

Travel Wallet is the Card feature designed for customers who currently pay on board the train, purchase individual tickets, or use 10 strip tickets. With money in the Travel Wallet you are always ready to ride from any Zone. When it launches, if you don't tap on at the start of your trip your Wallet will be charged the highest fare when you tap out because the system will not know where you boarded

Are the machines in the parking lots Validators?

That is not their main function. They are Parking Pay Stations that will allow you to pay for daily parking using a Key Card. If you have money in the Travel Wallet, you will be able to tap, input the number of their parking spot, and pay for parking. In keeping with the focus on customer convenience, after you pay for parking you will be able to tap to open your trip before boarding the train. We will be notifying customers when the Parking Stations will be going into service

To learn more about the SEPTA Key Program visit septa.org/key