

# SOUTHEASTERN PENNSYLVANIA TRANSPORTATION AUTHORITY

CITY TRANSIT DIVISION

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TARIFF NO. 1  
SUPPLEMENT NO. 39

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LOCAL RATES OF FARE AND REGULATIONS  
GOVERNING THE FURNISHING OF  
PASSENGER TRANSPORTATION  
ON REGULAR SCHEDULED SERVICE

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ISSUED: March 17, 2017  
AMENDED:

APPROVED:  
EFFECTIVE:

ISSUED BY:

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## **CHANGES MADE BY THIS TARIFF**

- 1) Fares in Tables 1 and 2 have changed.
- 2) TransPasses are only valid for scheduled service specifically designated as a Saturday, Sunday or major holiday for travel on the railroad.
- 3) The Cross County pass City zone fee of \$0.50 is eliminated.
- 4) SEPTA Key replaces the term New Payment Technology as SEPTA's new fare payment technology.
- 5) Definition of a Transfer in Section 2-A item 2 has been refined.
- 6) Quick Trip ticket was added to the list of fare instruments pertaining to SEPTA Key.
- 7) Once SEPTA Key is fully operational the following changes will be implemented:
  - Transfers will only be available via use of a SEPTA Key Card. The purchase of a paper transfer is eliminated.
  - Disabled fare only available via use of a SEPTA Key Reduced Fare Photo ID Card. The Medicare and PA. Reduced Transit Fare ID cards will no longer be acceptable forms of identification.
  - Senior rides only available upon swiping a valid PA. Driver's license, PA. issued photo ID card or tapping a SEPTA Senior Key Card. The Medicare, blue/yellow senior citizen cards, and Railroad Retirement Health Insurance cards will no longer be acceptable forms of identification.

During the effective period of this Tariff, SEPTA will be transitioning to full implementation and use of the SEPTA Key Card. The Fares, Rules and Regulations in this Tariff will overlap the transition period to this Technology, so it is necessary to establish two sets of rules to accommodate legacy fare products and SEPTA Key. During the transition period, both sets of Fares, Rules and Regulations would be in effect and would apply to the specific technology in use at the time.

**LEGACY FARE PRODUCTS**

**Table 1**

**CITY TRANSIT DIVISION FARES**

**Regular Service**

Cash Base Fare	\$ 2.50
Token	\$ 2.00
Weekly TransPass	\$25.50
Monthly TransPass	\$96.00
Convenience Pass	\$ 9.00
Independence Pass – Individual	\$13.00
Independence Pass - Family	\$30.00
Transfer Fee	\$ 1.00

**ALL TIMES**

Senior Citizen	Free
Disabled Fare	\$1.25
Disabled Transfer fee	\$ .50

Base fare equivalents include tokens, valid TransPasses, TrailPasses, Cross County Passes, Independence Passes or Convenience Passes

**Special Fare Service**

Route 78 – Cornwells Heights Express

One Way Fare Options:

Cash - \$7.00

Zone 3 Trailpass or higher

Zone 2 Trailpass plus \$1.00

Zone 1 Trailpass plus \$2.00

Senior - \$1.00

Disabled – \$3.00

Independence Pass (Not valid before 9:30 AM on weekdays)

Not Accepted – Tokens, Transpasses, Convenience Passes, Cross County Passes, Regional Rail Tickets

## Section 1

### Rules and Regulations - Legacy Fare Products

#### (A) APPLICATION OF FARES

The fares appearing in this tariff (Table 1) are for the City Transit Division services operated by the Southeastern Pennsylvania Transportation Authority.

##### 1) BASE FARE

A cash fare or one token (hereinafter called "base fare") entitles a passenger to a one-way trip, in either direction, on any route except Route 78.

Tokens will be sold at a discount from the Cash Fare with a minimum purchase requirement of two. Tokens are non-refundable.

##### 2) TRANSFERS

a) Base fare plus applicable transfer charge entitles a passenger to a transfer ticket valid for a single continuous one-way journey involving one interchange on certain intersecting routes, subject to the exceptions listed below, and as stated in the transfer instructions.

b) Valid transfer ticket plus applicable transfer charge entitles a passenger to re-transfer to complete a single continuous one-way journey involving a second paid interchange between certain intersecting routes subject to the exceptions listed below, and as stated in the transfer instructions. A single trip is limited to two (2) paid transfers.

##### c) EXCEPTIONS:

1) Transfer and/or re-transfer tickets are not valid for a journey to passenger's point of origin or a point near the point of origin under conditions stated in the transfer instructions.

2) No transfer fees are required for interchanges between:

a) Market-Frankford Subway-Elevated and the Broad Street Subway at the City Hall/15th Street Station Complex.

b) Market-Frankford Subway-Elevated and Subway-Surface Lines at the Juniper Street/13th Street Station Complex or the 30th Street Station Transit Complex.

c) Broad Street Subway and Subway-Surface Lines at the City Hall/15th Street West Plaza Complex.

- d) An Interagency Transfer entitles a passenger to a transfer ticket valid for a single continuous one-way journey involving one SEPTA route and certain intersecting routes operated by other, designated transit providers or agencies (i.e. PATCO).

3) **WEEKLY TRANSPASS**

A non-refundable City Transit Division Weekly TransPass will be sold only for the personal use of the passenger whose signature appears on the back of the pass. It will be valid during the seven day period (Monday – Sunday) for which it was issued and until 2:00 AM of the day following the last day of the week, for an unlimited number of trips, in either direction on any regular scheduled route. Not valid for travel on Route 78.

Weekly TransPasses allow unrestricted travel "Anywhere" on the SEPTA system on Saturdays, Sundays and major holidays without payment of additional fare. Major holidays are defined under section 1A, item 11 of this tariff.

4) **MONTHLY TRANSPASS**

A City Transit Division Monthly TransPass will be sold only for the personal use of the passenger whose signature appears on the back of the pass. It will be valid during the calendar month for which it was issued and until 2:00 AM of the first day of the following month, for an unlimited number of trips, in either direction on any regular scheduled route. Not valid for travel on Route 78.

Monthly TransPasses allow unrestricted travel "Anywhere" on the SEPTA system on Saturdays, Sundays and major holidays without payment of additional fare. Major holidays are defined under section 1A, item 11 of this tariff.

5) **CONVENIENCE PASS**

A Convenience Pass is valid for a single day's travel of up to eight (8) one-way trips in either direction on any regular scheduled transit (bus, trolley, subway-elevated train) route. The Convenience Pass will be valid during the calendar day designated by the date punched at the time of the first use and until 2:00 AM of the following day. Not valid for travel on Route 78.

6) **INDIVIDUAL INDEPENDENCE PASS**

An Individual Independence Pass is valid for a single day's travel for one individual for unlimited trips in either direction on any regular scheduled transit (bus, trolley, subway-elevated train) route or on any Regional Rail train scheduled to arrive in stations designated as Center City after 9:30 AM on weekdays. There is no arrival time restriction on scheduled Regional Rail trains operating on a Saturday, Sunday or major holiday. The Individual independence Pass will be valid during the calendar day shown on pass until 2:00 AM of the following day. An additional \$5.00 surcharge will be applied for travel on each Regional Rail trip to or from the State of New Jersey. Major holidays are defined under section 1A, item 11 of this tariff.

**7) FAMILY INDEPENDENCE PASS**

A Family Independence Pass is valid for a single day's travel for up to five individuals where at least one and not more than two is at least eighteen years of age for unlimited trips in either direction on any regular scheduled transit (bus, trolley, subway-elevated train) route or on any Regional Rail train scheduled to arrive in stations designated as Center City after 9:30 AM on weekdays. There is no arrival time restriction on scheduled Regional Rail trains operating on a Saturday, Sunday or major holiday. The Family Independence Pass will be valid during the calendar day shown on pass until 2:00 AM of the following day. An additional \$15.00 surcharge will be applied for travel on each Regional Rail trip to or from the State of New Jersey. Major holidays are defined under section 1A, item 11 of this tariff.

**8) CHILDREN'S FARES**

Up to two children four years of age or under, accompanied by a paying adult passenger, are carried free at all times. Additional children accompanying the same paying passenger will be carried at the adult base fare plus adult transfer fees.

**9) SENIOR CITIZEN FARES**

A senior citizen (age 65 years or older) is entitled to free transportation at all times on all regular scheduled City Transit Division routes, subject to the following conditions:

- a) Passengers must display any one of the following valid identification cards:
  - 1) Medicare cards issued by the Social Security Administration (additional proof of age may be required by the operator or cashier).
  - 2) Senior Citizen Transit Identification Card issued by the Commonwealth of Pennsylvania or its agents (additional proof of age may be required by the operator or cashier).
  - 3) Railroad Retirement Health Insurance cards (additional proof of age may be required by the operator or cashier).
- b) Identification cards may be used only by the person to whom issued, and must be kept in possession of the senior citizen passenger during the trip.

**10) DISABLED FARES**

Disabled persons are entitled to a one-way trip at all times on all regular scheduled City Transit Division routes upon payment of not more than one-half of the regular adult cash fare (including transfer charges), rounded downwards to the nearest nickel, subject to the following conditions:

- a) Passengers must be identified by displaying a valid Commonwealth of Pennsylvania Reduced Transit Fare Identification Card or a valid Medicare Card.

- b) The initial base fare for properly identified disabled persons is not to be more than one-half of the cash fare rounded downwards to the nearest nickel.

**11) MAJOR HOLIDAYS**

Major holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, or days celebrated as such.

**12) SIGNATURES ON WEEKLY AND MONTHLY TRANSPASSES**

At the time the pass is issued, the passenger must sign his or her given name and last name in ink. Any pass not so signed may not be honored.

**13) REFUND POLICY FOR MONTHLY TRANSPASSES**

- a) Monthly TransPasses may be redeemed before the start of the month for which valid at the full price.
- b) During the first ten (10) days of the calendar month for which issued, Monthly TransPasses will be redeemed at 50% of price paid.
- c) From the 11<sup>th</sup> to the 20<sup>th</sup> day of the calendar month for which issued, Monthly TransPasses will be redeemed at 25% of price paid.
- d) After the twentieth (20th) day of the calendar month for which issued, no refunds will be made.
- e) For redemptions by mail the date of postmark will determine the amount of refund. In the case of an illegible postmark, the date of receipt will govern. Date stamps from USPS, FED-EX, UPS or other overnight carrier are accepted.
- f) Mail redemptions should be addressed to:

SEPTA Ticket Refunds  
P. O. Box 58609  
Philadelphia, PA 19102-8609

**14) FREE TRANSPORTATION**

The following persons will be carried at no charge on City Transit Division services:

- a) Police Officers, Sheriffs and Sheriff's Deputies, of the City of Philadelphia. Officers must be in uniform to receive free transportation.
- b) City of Philadelphia firefighters, when in uniform.
- c) SEPTA Board members presenting valid passes.
- d) SEPTA employees and retirees presenting valid contactless picture ID transportation passes.

- e) Detectives of the City of Philadelphia when presenting valid identification and gold badge.

**15) TRANSPORTATION OF INFIRM OR OBJECTIONABLE PASSENGERS**

If a person is incapable of caring properly for himself or herself (because of mental, physical or other disability), he or she will not be received as a passenger, unless accompanied by a competent attendant. If a person's conduct is so disorderly as to be objectionable to other passengers or to the operator, he or she will not be transported.

**16) SPECIAL CONDITIONS**

In case of special operating conditions or when transit service for extraordinary volumes of passengers is to be provided, special procedures, including one direction collection of round trip fares, may be imposed.



# SEPTA Key

Table 2

## CITY TRANSIT DIVISION FARES

### Regular Service

#### Cash

Cash Base Fare	\$ 2.50
Cash Transfer Fee	\$ 2.50
Quick Trip	\$ 2.50

#### Unregistered Credit/Debit Contactless Chip-Enabled Card

Credit/Debit Card Base Fare	\$ 2.50
Credit/Debit Card Transfer Fee	\$ 2.50

#### SEPTA Key Card and Registered Contactless Chip-Enabled Media

Travel Wallet Base Fare	\$ 2.00
Travel Wallet Transfer Fee	\$ 1.00
Weekly TransPass	\$25.50
Monthly TransPass	\$96.00
Convenience Pass	\$ 9.00
Independence Pass – Individual	\$13.00
Independence Pass – Family	\$30.00

#### Senior Citizen SEPTA Key Photo-ID Card or PA. Driver's License or PA. Photo ID Card

Senior Citizen Base Fare	Free
Senior Citizen Transfer Fee	Free

#### SEPTA Key Reduced Fare Photo ID Card

Disabled Base Fare	\$ 1.25
Disabled Transfer Fee	\$ .50

Base fare equivalents include a Quick Trip, SEPTA Key travel wallet, valid TransPasses, Cross County Passes, TrailPasses, Independence Passes or Convenience Passes

### Special Fare Service

Route 78 – Cornwells Heights Express

One Way Fare Options:

Cash - \$7.00

Travel Wallet Base Fare - \$5.75  
 Zone 3 Trailpass or higher  
 Zone 2 Trailpass plus \$1.00  
 Zone 1 Trailpass plus \$2.00  
 Senior - \$1.00 (upon RRD Full Launch becomes free)  
 Disabled Base Fare – \$3.00  
 Independence Pass (Not valid before 9:30 AM on weekdays)  
 Not Accepted – Transpasses, Convenience Passes, Cross County Passes

**Table 3**

**Other Fees**

New SEPTA Key Card	Up to \$	5.00
SEPTA Key Card (Replacement Fee)	\$	5.00
Unregistered Account (PAYGO or non-SEPTA media)	\$	.50
SEPTA Key Reduced Fare Photo ID Card (Initial Card)		Free
SEPTA Key Reduced Fare Photo ID Card (Replacement Fee)	\$	5.00
Senior Citizen SEPTA Key Photo ID Card (Initial Card)		Free
Senior Citizen SEPTA Key Photo ID Card (Replacement Fee)	\$	5.00
SEPTA Travel Wallet Reimbursement Settlement Fee	\$	2.00
Fare Evasion Penalty		\$150.00

Note: Replacement Fee charged for Lost, Stolen, or Damaged Cards

**Section 2**

**Rules and Regulations - SEPTA Key**

**(A) APPLICATION OF FARES**

The fares appearing in this tariff (Table 2) are for the City Transit Division services operated by the Southeastern Pennsylvania Transportation Authority.

Fares will be satisfied with either a cash payment, unregistered contactless chip-enabled debit/credit card payment, a SEPTA Key Card or Registered Contactless Chip-Enabled Media containing a SEPTA Travel Wallet with stored cash value and/or an appropriate pass attached.

**Definitions:**

**SEPTA Key Card** – SEPTA issued reloadable contactless chip-enabled card that stores a SEPTA Travel Wallet and/or a SEPTA fare instrument.

**Registered SEPTA Key Card** – A SEPTA Key Card that has been registered with SEPTA for identification purposes.

**Registered Contactless Chip Enabled Media** – Credit/Debit/Institutional Cards containing contactless chip technology and are registered with SEPTA to store a SEPTA Travel Wallet and/or a SEPTA pass. Registered Contactless Chip-Enabled Media has all of the account relationships and pre-purchased fare capabilities of the SEPTA Key Card.

**Unregistered Credit/Debit Contactless Chip-Enabled Media** – Credit/Debit contactless chip-enabled cards that are not registered with SEPTA and do not have SEPTA Travel Wallet, nor SEPTA Pass attached. When used for payment, the fee charged for a fare is the same as the Cash Fare and is referred to as a PAYGO transaction.

**Senior Citizen SEPTA Key Photo-ID Card** – A SEPTA issued photo identification for senior citizens used to identify the individual as a senior citizen entitled to SEPTA transportation benefits.

**SEPTA Key Reduced Fare Photo ID Card** – A SEPTA issued photo identification for qualified disabled individuals that contains a SEPTA Travel Wallet with stored value used to satisfy the Disabled Base Fare and Disabled Transfer Fee.

**SEPTA Travel Wallet** – A compartment on the SEPTA Key Card, Registered Contactless Chip-Enabled Media, and SEPTA Key Reduced Fare Photo ID Card that contains stored value from which the appropriate fare is deducted.

**Cash Base/Transfer Fare** – The fee charged for when payment is made with cash.

**Credit/Debit Card Base/Transfer Fare** – The fee charged for when payment is made with unregistered debit/credit contactless chip-enabled card.

**Travel Wallet Base/Transfer Fare** – The fee charged for when payment is made with a SEPTA Key Card or Registered Contactless Chip-Enabled Media that has a SEPTA Travel Wallet.

Pass products that can be stored on a SEPTA Key Card or Registered Contactless Chip-Enabled Media include:

- a) Weekly/Monthly TransPass
- b) Weekly/Monthly TrailPass
- c) Weekly/Monthly Cross County Pass
- d) Convenience Pass
- e) Independence Pass – Individual
- f) Independence Pass – Family

**Senior Citizen Base/Transfer Fare** – The fare charged for a senior citizen age 65 or older using a Senior Citizen SEPTA Key Photo-ID Card.

**Disabled Base/Transfer Fare** – The fare charged for disabled person using a SEPTA Key Reduced Fare Photo ID Card with a Travel Wallet.

**Quick Trip** – a single ride fare ticket for one person, from any transit station with turnstiles and a fareline (Market Frankford and Broad Street/Broad Ridge Spur Line, Subway Surface Trolleys at 19<sup>th</sup> street and 22<sup>nd</sup> Street and the Norristown High Speed Line at Norristown Transportation Center and 69<sup>th</sup> Street). It is equivalent to a base fare payment and does not provide the ability to purchase a transfer. Valid only at stations from which purchased and date printed on ticket.

## **SATISFACTION OF FARES:**

### **1) BASE FARE**

The base fare can be satisfied by cash, Quick Trip, Registered/Unregistered Contactless Chip-Enabled Credit/Debit Media or SEPTA Key Card loaded with a SEPTA Travel Wallet with stored value at a rate defined in Table 2. A SEPTA Key Card or Registered Contactless Chip-Enabled Media with an appropriate pass attached also will be accepted as Base Fare.

Satisfaction of the Base Fare entitles a passenger to a one-way trip, in either direction, on any regular scheduled route.

### **2) TRANSFER**

Satisfaction of the Transfer Fee entitles a passenger to a one-way trip, in either direction, on any intersecting, or near intersecting regular scheduled route that is considered a continuation of the journey, and not a return to the point of origin or near point of origin. A transfer to the same route in the same direction is considered a continuation of the journey.

A ride is considered a transfer if it occurs within 90 minutes of the initial base ride from any intersecting or near intersecting route, provided it is not a return to the point of origin or near point of origin, otherwise it will be considered a Base Fare and will be charged as such as defined in Table 2. A single trip is limited to two (2) transfers within 90 minutes of the initial base ride.

Transfer Fees can be satisfied by Registered/Unregistered Contactless Chip-Enabled Credit/Debit Media or SEPTA Key Card loaded with a SEPTA Travel Wallet with stored value at a rate defined in Table 2. If payment is being made with a SEPTA Key Card or Registered Contactless Chip-Enabled Media with an appropriate pass attached there will be no charge unless the limited number of rides has been exceeded.

#### **a) EXCEPTIONS:**

- 1) A ride is not considered a transfer if it is to the same route in the opposite direction. Such a ride will be considered a Base Ride and the appropriate Base Fare will be charged.
- 2) No transfer fees are required and no rides are applied to passes for interchanges between:
  - a) Market-Frankford Subway-Elevated and the Broad Street Subway at the City Hall/15th Street Station Complex.
  - b) Market-Frankford Subway-Elevated and Subway-Surface Lines at the Juniper Street/13th Street Station Complex or the 30th Street Station Transit Complex.
  - c) Broad Street Subway and Subway-Surface Lines at the City Hall/15th Street West Plaza Complex.

3) **WEEKLY TRANSPASS**

A City Transit Division Weekly TransPass attached to a SEPTA Key Card or Registered Contactless Chip-Enabled Media will be valid during the seven day period (Monday – Sunday) for which it was issued and until 2:00 AM of the day following the last day of the week, for a limited number of trips, in either direction on any regular scheduled route. The number of total weekly rides will be limited to 56. Not valid for travel on Route 78.

Weekly TransPasses allow travel "Anywhere" on the SEPTA system on Saturdays, Sundays and major holidays without payment of additional fare. Major holidays are defined under section 2A, item 12 of this tariff. Rides that occur on Saturdays, Sundays and major holidays will be included in the ride limit.

4) **MONTHLY TRANSPASS**

A City Transit Division Monthly TransPass attached to a SEPTA Key Card or Registered Contactless Chip-Enabled Media will be valid during the calendar month for which it was issued and until 2:00 AM of the first day of the following month, for a limited number of trips, in either direction on any regular scheduled route. The number of total monthly rides will be limited to 240. Not valid for travel on Route 78.

Monthly TransPasses allow travel "Anywhere" on the SEPTA system on Saturdays, Sundays and major holidays without payment of additional fare. Major holidays are defined under section 2A, item 12 of this tariff. Rides that occur on Saturdays, Sundays and major holidays will be included in the ride limit.

5) **CONVENIENCE PASS**

A Convenience Pass attached to a SEPTA Key Card or Registered Contactless Chip-Enabled Media is valid for a single day's travel of up to eight (8) one-way trips in either direction on any regular scheduled transit (bus, trolley, subway-elevated train) route. The Convenience Pass will be valid during the calendar day designated by the date registered at the time of first use and until 2:00 AM of the following day. Not valid for travel on Route 78.

6) **INDIVIDUAL INDEPENDENCE PASS**

An Individual Independence Pass attached to a SEPTA Key Card or Registered Contactless Chip-Enabled Media is valid for a single day's travel for one individual for unlimited trips in either direction on any regular scheduled transit (bus, trolley, subway-elevated train) route or on any Regional Rail train scheduled to arrive in Center City stations after 9:30 AM on weekdays. There is no arrival time restriction on scheduled Regional Rail trains operating on a Saturday, Sunday or major holiday. The Individual independence Pass will be valid during the calendar day registered at the time of first use until 2:00 AM of the following day. An additional \$5.00 surcharge will be applied for travel on each Regional Rail trip to or from the State of New Jersey. Major holidays are defined under section 2A, item 12 of this tariff.

7) **FAMILY INDEPENDENCE PASS**

A Family Independence Pass attached to a SEPTA Key Card or Registered Contactless Chip-Enabled Media is valid for a single day's travel for up to five individuals where at least one and not more than two is at least eighteen years of age for unlimited trips in either direction on any regular scheduled transit (bus, trolley, subway-elevated train) route or on any Regional Rail train scheduled to arrive in Center City stations after 9:30 AM on weekdays. There is no arrival time restriction on scheduled Regional Rail trains operating on a Saturday, Sunday or major holiday. The Family Independence Pass will be valid during the calendar day registered at the time of first use until 2:00 AM of the following day. An additional \$15.00 surcharge will be applied for travel on each Regional Rail trip to or from the State of New Jersey. Major holidays are defined under section 2A, item 12 of this tariff.

8) **QUICK TRIP**

A Quick Trip Ticket is purchased at the cash base fare rate or by using a token at any transit station fare kiosk with turnstiles and a fareline (Market Frankford and Broad Street/Broad Ridge Spur Line and Subway Surface Trolleys at 19th street and 22nd Street). The Quick Trip is a single ride ticket only valid at the station where purchased and only valid for the current day printed on the ticket when issued. The Quick Trip is equivalent to a base fare payment and does not provide the ability to purchase a transfer.

9) **CHILDREN'S FARES**

Up to two children four years of age or under, accompanied by a paying adult passenger, are carried free at all times. Additional children accompanying the same paying passenger will be carried at the adult base fare plus adult transfer fees.

10) **SENIOR CITIZEN FARES**

A senior citizen (age 65 years or older) is entitled to free transportation at all times on all regular scheduled City Transit Division routes, subject to the following conditions:

- a) Passengers must use a valid SEPTA Issued Senior Citizen SEPTA Key Photo-ID Card, valid Driver's License, or State Issued Photo ID Cards.
- b) Passengers unable to provide ID as noted in subsection (a) must pay the adult base fare.

11) **DISABLED FARES**

Disabled persons are entitled to a one-way trip at all times on all regular scheduled City Transit Division routes upon payment of not more than one-half of the regular adult cash fare (including transfer charges), rounded downwards to the nearest nickel, subject to the following conditions:

- a) Disabled passengers must register with SEPTA to obtain a SEPTA Key Reduced Fare Photo ID Card (valid for a specified period) with stored value

that would entitle the rider to get the discounted base fare and transfer as defined in Table 2.

- b) Passengers unable to provide ID as noted in subsection (a) must pay the adult base fare.

**12) MAJOR HOLIDAYS**

Major holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, or days celebrated as such.

**13) REFUND POLICY FOR REGISTERED SEPTA KEY CARD**

Registered SEPTA Key Cards and Registered Contactless Chip-Enabled Media may be redeemed for the unused portion of the product in accordance with the rules established in the Fare Information Supplement that can be found on the SEPTA Website. Unregistered SEPTA Key Cards are not eligible for reimbursement. The reimbursement is subject to the SEPTA Key Card Reimbursement Settlement Fee found in Table 3.

**14) FREE TRANSPORTATION**

The following persons will be carried at no charge on City Transit Division services:

- a) Police Officers, Sheriffs and Sheriff's Deputies, of the City of Philadelphia. Officers must be in uniform to receive free transportation.
- b) City of Philadelphia firefighters, when in uniform.
- c) SEPTA Board members presenting valid passes.
- d) SEPTA employees and retirees presenting valid contactless picture ID transportation passes.
- e) Detectives of the City of Philadelphia when presenting valid identification and gold badge.

**15) TRANSPORTATION OF INFIRM OR OBJECTIONABLE PASSENGERS**

If a person is incapable of caring properly for himself or herself (because of mental, physical or other disability), he or she will not be received as a passenger, unless accompanied by a competent attendant. If a person's conduct is so disorderly as to be objectionable to other passengers or to the operator, he or she will not be transported.

**16) SPECIAL CONDITIONS**

In case of special operating conditions or when transit service for extraordinary volumes of passengers is to be provided, special procedures, including one direction collection of round trip fares, may be imposed.