



SEPTA's Action Plan for Safe Return to Travel

1. ENHANCING CLEANING AND SANITIZING



Efforts include sanitizing every vehicle at least twice a day; sanitizing high-touch surfaces on trains, buses, trolleys and facilities; reallocating resources to work around the clock cleaning, disinfecting, and overnight power washing all open stations; utilizing EPA recommended products. SEPTA is also improving air filtration on buses and trolleys by leaving roof hatches open for better airflow in good weather and changing air filters more frequently.

2. TESTING AND EVALUATING INNOVATIVE CLEANING SOLUTIONS AND PROCEDURES



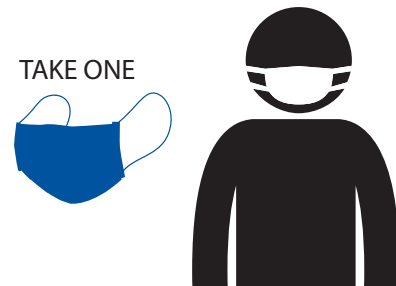
We are coordinating with our industry peers and experts to test and evaluate emerging sanitizing technology. Only products and/or products that meet our rigorous testing standards will be added to SEPTA cleaning protocols.

3. INCREASING AND ADAPTING SERVICE



As shelter-in-place and business closure restrictions ease in the region, SEPTA has expanded service to reduce crowding and allow for social distancing. Schedules may be modified to spread service more equally throughout the day to accommodate those who can travel at less crowded times. View current schedules here <http://septa.org/schedules/>. We're having conversations with our partners in the region to address anticipated new work norms. Instead of traditional morning and evening peak travel periods, achieving effective social distancing is easier if we "flatten the peak" by encouraging that commutes be spread throughout the day.

4. REQUIRING AND PROVIDING FACIAL COVERINGS



As more people return to traveling on SEPTA, we want to make sure they feel safe and comfortable. All SEPTA employees are required to wear masks or face coverings. Riders are also required to wear masks not only to protect themselves but also other riders, operators, and train crews. The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain and riders have made it clear that requiring facial coverings is a priority for them to feel safe returning to riding public transit. While masks are now readily available, customers are encouraged to call 215-580-7800 or visit any SEPTA Customer Service Office or Railroad Passenger Services for assistance in finding where to obtain a mask.

5. SOCIAL DISTANCING INITIATIVES



SEPTA has installed decals on seats and floors to indicate appropriate customer spacing. We're adding similar signage and indicators in stations and on platforms to remind customers to maintain a safe distance from one another. To give riders more room, SEPTA reintroduced longer articulated buses. We are asking customers to exit buses and trolleys from the rear doors to maintain distance between operators and other riders who are boarding and paying their fares.

6. PRIORITIZING THE HEALTH OF OUR EMPLOYEES



SEPTA provides masks, neck gaiters, gloves, and hand sanitizer on an ongoing basis to every employee who needs them to ensure they have the required equipment. We have implemented social distancing protocols at all work locations including shops, districts, and crew facilities. Operator barriers have been installed on all in-service vehicles to reduce their risk of exposure to the virus. SEPTA has implemented temperature checks and free COVID-19 testing for employees at various work locations.

7. STEPPING UP COMMUNICATION TO OUR CUSTOMERS



Our COVID microsite <http://septa.org/covid-19> provides up-to-date content and the latest information to our customers. We are also utilizing all our social media accounts on Facebook, Instagram, and Twitter to update customers on the latest SEPTA COVID announcements and service impacts. We are beginning the process of a full website overhaul to ensure we can update our website more quickly and in a more streamlined fashion in the future. Robust traditional communication channels via phone at 215-580-7800 and online webform are monitored during expanded business hours seven days a week.

8. LEVERAGING TECHNOLOGY TO IMPROVE THE CUSTOMER EXPERIENCE



SEPTA will soon be installing additional automatic passenger counters for all of our vehicles, which will allow us to provide real-time vehicle crowding information to customers. We're also developing new tools to improve real-time arrival information, including more accurate predictive arrival times. This enhanced information can help customers make more informed decisions on when, how, and where to travel to avoid crowding.

9. MORE OPPORTUNITY FOR CONTACTLESS PAYMENT WITH KEY



To reduce contact during our customers' travel experience, we are going to take advantage of the full functionality of our SEPTA Key Card. Minimizing use of cash for fare payment will protect both customers and employees. More details on all the convenient ways to obtain a key card can be found at www.septa.org/key

10. PLANNING FOR WHAT'S NEXT



To respond to changing situations and timelines, we have mapped out a collaborative process to plan for what's next – involving our employees, customers, and stakeholders. We recognize our need to adapt to various scenarios and know this is an opportunity for SEPTA to not only support the region in its recovery but reevaluate every aspect of our business. We will be starting with a customer survey, expected to be released soon. Continue to check www.septa.org/covid-19 regularly for ways to participate in this planning effort.