Dear Regional Business Leaders:

The COVID-19 pandemic changed our world dramatically and inspired all of us to rethink how we serve our rider and our region safely. SEPTA has learned how to operate safely and responsibly through this crisis and we are committed to working with our business partners to support our region in its recovery.

Please know that SEPTA is here for you – Philadelphia’s business community and the workforce that your companies employ. SEPTA has prepared an online toolkit to inform employees about the steps we have taken to improve, safeguard, and innovate for our riders in the coming months. We hope you find these resources useful and will continue to update this toolkit with new information when necessary. The SEPTA COVID-19 Employer Toolkit contains:

- [SEPTA Reopening Guide](#) (also available in [Chinese](#) and [Spanish](#))
- [SEPTA’s 10-Point Action Plan for Safe Return to Travel](#)
- What SEPTA is doing for [Customers](#)
- [What Employers Can Do to Help Promote Safe Travel on SEPTA](#)
- [SEPTA’S Focus on Cleaning](#)
- [SEPTA Key Travel Wallet for Regional Rail](#)

Every day, we are working hard to improve and evolve to meet the changing needs of our riders. I appreciate your partnership and leadership as we move towards a healthier, safe, and more equitable future for all in our region.

Sincerely,

Leslie S. Richards
General Manager
SEPTA is working to support the region during the COVID-19 pandemic. As restrictions change and more information becomes available, SEPTA's plans continue to evolve to accommodate our customers. This table shows the three Pennsylvania reopening phases, and what kinds of SEPTA services and policies riders can expect during each phase. Information on red phase procedures are included to account for the possibility of a future COVID-19 resurgence. More information will be provided as it becomes available.

<table>
<thead>
<tr>
<th>Phase</th>
<th>What does this phase mean for PA?</th>
<th>What service will SEPTA provide?</th>
<th>What is SEPTA doing to facilitate social distancing?</th>
<th>Fare Collection</th>
<th>Cleaning</th>
</tr>
</thead>
</table>
| LIFELINE Red Phase  | "The red phase has the sole purpose of minimizing the spread of COVID-19 through strict social distancing, non-life sustaining business, school closures, and building safety protocols. Stay at home order in effect." | Reduced schedules may be enacted in the case of severe staff shortages. Lifeline Service and Saturday Service are reduced schedules that prioritize access to healthcare facilities, grocery stores, and other essential locations. | • Operator protective shields installed  
• Essential trips only permitted  
• Riders are encouraged to wear face coverings  
• Vehicle passenger limits  
• Vehicle and station social distancing decals  
• Enhanced vehicle and station cleaning | Fare collection may be suspended to protect the health of customers and employees. | Enhanced cleaning program  
• Sanitizing every vehicle at least twice a day  
• Deploying trained crews to sanitize high-touch surfaces on trains, buses, trolleys and facilities  
• Reallocating resources to work around the clock cleaning, disinfecting and overnight power washing our open stations  
• Closing stations and concourse areas to focus our cleaning teams on keeping priority stations clean and sanitized  
• Coordinating with industry peers and experts to test and evaluate emerging sanitizing technology |
| STABILIZE Yellow Phase | "As regions or counties move into the yellow phase, some restrictions on work and social interaction will ease while others, such as closures of schools, gyms, and other indoor recreation centers, hair and nail salons, as well as limitations around large gatherings, remain in place. Telework must continue where feasible." | • Regular schedule for transit  
• Lifeline service is planned to transition to an enhanced Saturday schedule on Regional Rail on 6/28. SEPTA is prepared to adjust service based on demand and the lifting of travel restrictions. In general, schedules may be modified to meet ridership demand and to allow for social distancing. | • Encourage employers to stagger work times  
• Riders are required to wear face coverings  
• Vehicle passenger limits will be adjusted in accordance with current state and federal guidance  
• Vehicle and station social distancing decals  
• Enhanced vehicle and station cleaning | Normal transit fare collection; tickets or passes required on Regional Rail (onboard cash payment not accepted). | Normal transit fare collection; tickets or passes required on Regional Rail (onboard cash payment not accepted). |
| ADAPT Green Phase   | "The green phase eases most restrictions by lifting the stay at home and business closure orders to allow the economy to strategically reopen while continuing to prioritize public health. Telework strongly encouraged." | • Regular schedule for transit  
• Modified schedule on Regional Rail will continue, depending on ridership demand. In general, schedules may be modified to meet ridership demand and to allow for social distancing. | • Encourage employers to stagger their work times  
• Riders are required to wear face coverings until further guidance is provided.  
• Vehicle and station social distancing decals  
• Enhanced vehicle and station cleaning | Normal transit fare collection; tickets or passes required on Regional Rail. | Normal transit fare collection; tickets or passes required on Regional Rail. |
| LOOKING BEYOND COVID-19 |                                                                                             | As always, SEPTA responds to the region’s evolving mobility needs. We will work with our customers and stakeholders to evaluate service frequency and continuing to advance concepts in the Comprehensive Bus Network Redesign Project. | SEPTA will evaluate how vehicle design, station design, crowding standards, and policies should change in the long term. | | |

SEPTA is committed to all of these efforts to ensure the safety of our customers and employees. The latest information on all of our efforts related to COVID-19 can be found at [www.septa.org/covid-19/](http://www.septa.org/covid-19/).

Effective June 4, 2020
SEPTA 重新开放指南

SEPTA 致力于在 COVID-19 疫情期间支持其服务区域。随着限令的变化和更多信息的出现，SEPTA 不断调整计划以适应我们客户的需求。下表显示了宾夕法尼亚州的三个重新开放阶段，以及在每个阶段中乘客可预期的 SEPTA 服务和政策。红色阶段的程序信息是为了应对未来 COVID-19 复发的可能性。我们将尽快提供所掌握的更多信息。

<table>
<thead>
<tr>
<th>PA</th>
<th>这些阶段对 PA 意味着什么？</th>
</tr>
</thead>
<tbody>
<tr>
<td>生存</td>
<td>红色阶段 （如果重返红色阶段）</td>
</tr>
<tr>
<td>稳定</td>
<td>黄色阶段</td>
</tr>
<tr>
<td>适应</td>
<td>绿色阶段</td>
</tr>
<tr>
<td>COVID-19 结束后</td>
<td>➡</td>
</tr>
</tbody>
</table>

SEPTA 将提供什么服务？

在工作人员严重短缺的情况下可能会减少班次。减少主干线服务和周六服务的班次，优先保证来往医疗设施、杂货店和其他必要场所的交通。

- 常规运输班次
- 主干线服务定于 6 月 28 日过渡到扩展的周六区域铁路 (Regional Rail) 服务班次。

SEPTA 准备根据需求和出行限制的解除来调整服务。一般来说，可能为满足乘客需求和考虑社交间距而调整班次。

SEPTA 在支持社交间距方面采取了哪些措施？

- 安装了操作员防护罩
- 只允许必要出行
- 鼓励乘客戴口罩
- 限制车辆乘客人数
- 在车辆和车站增加社交间距标志
- 加强车辆和车站清洁

SEPTA 将一如既往地响应其服务区域不断变化的交通需求。我们将与客户和利益相关方合作，共同评估服务频率并继续推进综合公交网络重新设计项目 (Comprehensive Bus Network Redesign) 中的概念。

检票

- 为保护客户和工作人员的健康，可能会暂停检票。
- 正常过闸检票；区域铁路需要车票或通行卡（不接受车上现金支付）。

SEPTA 将从长远的角度评估车辆设计、车站设计、拥挤标准和政策应该如何改变。

清洁

- 强化清洁程序
- 每天对每辆车至少进行两次消毒
- 安排经过培训的工作人员对火车、公共汽车、手推车和设施中的高频接触表面进行消毒
- 重新分配资源，以保证全天候清洁、消毒和夜间强力冲洗开放的站台
- 关闭非必要车辆区域和大厅区域，使我们的清洁团队专注于保持重要站台的清洁和消毒
- 与行业同侪及专家协调合作，测试和评估新兴的消毒技术

SEPTA 致力于所有这些工作，以确保我们客户和员工的安全。有关我们为应对 COVID-19 而开展的所有工作的最新信息，请访问 www.septa.org/covid-19/。
Guía de Reapertura de SEPTA

SEPTA está trabajando para apoyar a la región durante la pandemia del COVID-19. A medida que cambian las restricciones y hay más información disponible, los planes de SEPTA continúan evolucionando para acomodar a nuestros pasajeros. Esta tabla muestra las tres fases de reapertura de Pensilvania y qué tipo de servicios y políticas de SEPTA pueden esperar los usuarios en cada fase. Se incluye información sobre los procedimientos de la fase roja teniendo en cuenta la posibilidad de un futuro resurgimiento del COVID-19. Se proporcionará más información a medida que esté disponible.

<table>
<thead>
<tr>
<th>LÍNEA DE SERVICIO VITAL</th>
<th>ESTABLIZAR</th>
<th>ADAPTAR</th>
<th>MÁS ALLÁ DEL COVID-19</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fase Roja</strong></td>
<td>Fase Amarilla</td>
<td>Fase Verde</td>
<td></td>
</tr>
<tr>
<td>(En caso de regreso a la fase roja)</td>
<td><em>La fase roja tiene el único propósito de minimizar la propagación del COVID-19 a través de un estricto distanciamiento social, cierre de negocios que no sean de sustento vital, cierres de escuelas y protocolos de seguridad de edificios. Permanecer en casa</em>.</td>
<td><em>La fase verde alivia la mayoría de las restricciones al levantar las órdenes de cierre de negocios y la estancia en casa para permitir una reapertura estratégica de la economía mientras se continúa priorizando la salud pública. El teletrabajo se recomienda encarecidamente</em>.</td>
<td><em>SEPTA continuará evolucionando para acomodar a nuestros pasajeros. Esta tabla muestra las tres fases de reapertura de Pensilvania y qué tipo de servicios y políticas de SEPTA proporcionará a medida que la pandemia del COVID-19 se vaya controlando</em>.</td>
</tr>
</tbody>
</table>

| ¿Qué significa esta fase para PA? | Se pueden instaurar horarios reducidos en caso de escasez severa de personal. El servicio vital y el servicio de los sábados son horarios reducidos que priorizan el acceso a instalaciones de atención médica, supermercados y otros lugares esenciales. | *Horario regular de tránsito* | *Horario regular de tránsito* | *Como siempre, SEPTA responde a las cambiantes necesidades de movilidad de la región. Trabajaremos con nuestros usuarios y partes interesadas para evaluar la frecuencia del servicio y continuar introduciendo conceptos del Proyecto de rediseño integral de la red de autobuses. [http://www.septa.org/service/bus/network/](http://www.septa.org/service/bus/network/)* |

| ¿Qué servicio proporcionará SEPTA? | • Horario regular de tránsito • El servicio vital está planeado para la transición a un horario de sábado mejorado en el Tren Regional el 28/6. SEPTA está preparada para ajustar el servicio en función de la demanda y el levantamiento de las restricciones de viaje. En general, los horarios pueden ser modificados para proporcionar un servicio que satisfaga la demanda de pasajeros y permitir el distanciamiento social. | • Horario regular de tránsito • Continuará el horario modificado en Tren Regional dependiendo de la demanda de pasajeros. En general, los horarios pueden ser modificados para proporcionar un servicio que satisfaga la demanda de pasajeros y permitir el distanciamiento social. | SEPTA evaluará cómo el diseño del vehículo, el de la estación, los estándares del número de personas y las políticas deben cambiar a largo plazo. |

| ¿Qué está haciendo SEPTA para facilitar el distanciamiento social? | • Instalados escudos protectores para el conductor • Solo se permiten viajes esenciales • Se recomienda el uso de cubiertas faciales a los pasajeros • Límites de pasajeros por vehículo • Pegatinas de distanciamiento social en vehículos y estaciones • Limpieza de vehículos y estaciones mejorada | • Alentar a los empleadores a escalonar los horarios de trabajo • Instalados escudos protectores para el conductor • Se requiere el uso de cubiertas faciales a los pasajeros • Los límites de pasajeros por vehículo se ajustan de acuerdo a la recomedación estatal y federal actual • Pegatinas de distanciamiento social en vehículos y estaciones • Limpieza de vehículos y estaciones mejorada | SEPTA evaluará cómo el diseño del vehículo, el de la estación, los estándares del número de personas y las políticas deben cambiar a largo plazo. |

| Pago de tarifas | El pago de tarifas puede suspenderse para proteger la salud de los pasajeros y empleados. | Cobro normal de tarifas de tránsito; se requieren billetes o pases en Tren Regional (no se acepta el pago en efectivo a bordo). | Cobro normal de tarifas de tránsito; Se requieren billetes o pases en el Tren Regional. |

| Limpieza | Programa de limpieza mejorado • Desinfectar cada vehículo al menos dos veces al día • Despliegue de equipos capacitados para desinfectar superficies de alto contacto en trenes, autobuses, tranvías e instalaciones • Reasignación de recursos para trabajar las 24 horas en limpieza, desinfección y limpieza con agua a presión durante toda la noche en las estaciones operativas • Cierre de estaciones y áreas de concentración para enfocar los esfuerzos de limpieza en mantener limpias y desinfectadas las estaciones principales • Coordinación con otras agencias de transporte y expertos en la industria para probar y evaluar tecnología de desinfección emergente | SEPTA está comprometida con todos estos esfuerzos para garantizar la seguridad de nuestros pasajeros y empleados. La información más reciente sobre todos los esfuerzos relacionados con el COVID-19 se puede encontrar en [www.septa.org/covid-19/](http://www.septa.org/covid-19/). |

Efectivo el 4 de junio de 2020
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 main 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 predicative 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](http://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](http://www.septa.org/covid-19) regularly for ways to participate in this planning effort.

#WeRideOn
SEPTA is Protecting Our Employees & Customers

During these unprecedented times, SEPTA is working to meet the changing public transportation needs of the Philadelphia region. Our top priority is ensuring the safety of employees and riders – the essential workers who rely on SEPTA to travel between work and home. All of our decisions are informed by guidance from the Pennsylvania Department of Health and CDC to ensure a safe and healthy operating environment.

We are closely monitoring the course of the crisis, updating our health and safety mitigation program for all SEPTA employees, services, and facilities in response to changing conditions. With restrictions in the five-county area expected to ease in the near future, we are prepared to move into the next phase of response to COVID-19.

We are Focused on Ensuring a Clean and Safe Environment

When our customers are ready to come back, they will want to know SEPTA is doing all we can to ensure their health and safety, especially relating to cleaning and social distancing. Our ongoing efforts include:

- Sanitizing every vehicle at least twice a day
- Deploying trained crews to sanitize high-touch surfaces on trains, buses, trolleys, and facilities
- Reallocating resources to work around the clock cleaning, disinfecting, and overnight power washing at all open stations
- Closing select stations and concourse areas to focus resources on cleaning and sanitizing priority stations
- Coordinating with industry peers and experts to test and evaluate emerging sanitizing technology
- Imposing rider limits on buses, trolleys and the Norristown High-Speed Line
- Installing social distancing decals on vehicle seats to indicate proper rider spacing
- Resuming fare payment to limit the number of non-essential riders
- Requiring customers to wear facial coverings
- Discouraging non-essential travel

Throughout the pandemic, our employees have tirelessly done their part to ensure safe and reliable travel for those who need it and they will continue to do so for as long as necessary. In turn, we implemented the following measures and are preparing to launch new protocols to make certain that our employees have a safe work environment:

- Distribute masks, neck gaiters, gloves, and hand sanitizer, on an on-going basis, to every employee who needs them
- Installed portable handwashing stations at SEPTA construction sites
- Installed operator barriers on all in-service vehicles to reduce exposure to riders
- Implemented social distancing protocols at all of work locations including shops, districts, and crew facilities
- Provide up-to-date information on our website, including total confirmed cases of COVID-19 by work location
- Implemented temperature checks and free COVID-19 testing for employees at various work locations

SEPTA is committed to all of these efforts to ensure the safety of our customers and employees. The latest information on all of our efforts related to COVID-19 can be found at www.septa.org/covid-19/
As an employer and SEPTA partner in the region, you have an opportunity to help SEPTA provide a safe and healthy system for your employees to take to work. As we all navigate through the challenges COVID-19 presents, we are committed to the latest science-based guidance of public health experts; deploying the latest cleaning and sanitizing protocols; providing service information so our riders can make informed travel choices; and adopting a health first approach to protect our riders and employees.

Recent studies have shown that when the proper safety measures and precautions are taken, mass transit poses a low risk of infection. A report from the New York Times found that a combination of mask wearing and keeping ridership below pre-pandemic levels reduces the likelihood of transmission via public transportation.

Thank you for joining us in our commitment to protect our riders - your employees. Here’s how you can help:

- **Remind employees that masks are required on the SEPTA system**
  
  On July 1, Governor Tom Wolf announced a new order requiring the wearing of a facial covering while waiting for, riding on, driving or operating public transportation or paratransit. Please make sure your employees know it is required that they wear a mask or face coverings when they are on the SEPTA system.

- **Allow for greater flexibility in working arrangements so that employees on public transportation can socially distance**
  
  Enable employees to stagger shifts or workdays to help spread ridership more evenly throughout the day.

- **Share SEPTA’s new schedules and how to obtain a SEPTA Key Card for contactless travel**
  
  With Travel Wallet, the SEPTA Key Card becomes a convenient replacement for paper tickets, protecting riders and employees by minimizing interaction. SEPTA Key provides a self-serve option for customers to manage their travel, enabling contactless and in-person options for loading and reloading of Key Cards for their safety and convenience.

- **Encourage employees to visit SEPTA.ORG/COVID-19 or call 215-580-7800 for SEPTA schedule or service changes during the COVID crisis.**

- **Update employees about changes to COVID-19 guidance**
  
  Let employees know that we’re all #InItTogether, and share what they can do to practice safe hygiene and stop the spread of germs:
  - Wash hands frequently and thoroughly – before and after riding
  - Use hand sanitizer and limit touching surfaces
  - Avoid touching eyes, nose and mouth
  - Cover mouth when you cough or sneeze
  - Avoid close contact with people who are sick
  - Wear a mask or other facial covering to help stop the spread
  - **DO NOT** enter SEPTA’s stations or get on our vehicles if you have a cough, fever or do not feel well.

These actions are intended to keep us all safe. When it comes to COVID-19, we are all IN IT TOGETHER, but each of us has to do our part.
To protect riders’ health and safety, SEPTA has implemented a deeper and more robust cleaning regimen focused on sanitizing surfaces, filtering and refreshing the air our riders breathe. Those efforts include:

- Sanitizing vehicles at least twice a day
- Increasing full vehicle cleans from monthly to every 10 days
- Creating a dedicated high-touch sanitizing team for enhanced frequency of sanitizing wipe downs of high-touch surfaces in stations
- Reallocating resources to work around the clock cleaning, disinfecting, and overnight power washing at all open stations
- Closing select stations and concourse areas to focus resources on cleaning and sanitizing priority stations
- Utilized our existing Cleaning Chemical Task force to evaluate a variety of sanitizing solutions for SEPTA to use moving forward. Evaluations are looking at efficacy, safety, and cost to determine the best solutions that SEPTA will incorporate.
- Using EPA-approved products
- Coordinating with industry peers and experts to test and evaluate emerging sanitizing and air cleaning technology
- Upgrading to high efficiency air filters on vehicles
- SEPTA’s vehicles are well ventilated – air changes occur on every vehicle every two to three minutes. This far exceeds recommendations for places like restaurants, where health officials say outside air should circulate once an hour.
SEPTA Key
Travel Wallet
For Regional Rail
Beginning July 13

Travel Wallet for Regional Rail
The SEPTA Key Card is a reloadable contactless chip card that can be customized to suit your travel needs. With the launch of Travel Wallet on Regional Rail, your Key Card becomes a convenient replacement for paper tickets. Due to COVID-19, SEPTA is not accepting cash on the train right now so a Key Card with Travel Wallet is the answer.

• Put money on your Key Card Travel Wallet and it becomes your “ticket” (at the advanced sale price).
• Today, tickets are only good for 180 days. With Key, the money in your Travel Wallet is always available to pay a fare.
• Travel Wallet can be loaded/reloaded online or in person. The best part might just be the value. With Travel Wallet you will always be charged the lowest discounted price available.

Managing Your Key Card
As soon as you get your Key Card, go to www.septakey.org or contact the SEPTA Key Call Center; set up an account, and register your Key Card. This will protect your Travel Wallet funds/Pass Products in the event the Card is ever lost or stolen, and set you up for the Tap Forgiveness benefit.
• Register to protect your Card and Fare Products
  • $4.95 purchase price credited to Card
  • Travel Wallet if registered within 30 days of purchase

Load/Reload Your Key Card
The SEPTA Key program offers a range of options to load/reload Passes & Travel Wallet:

Contactless – Save Time/Contact Free
• SEPTAKey.org
• SEPTA Key app
• SEPTA Key Customer Call Center (1.855.567.3782) – agent or automated system

If you select the online or Call Center option you can set up an auto-load account and your Travel Wallet funds will be automatically reloaded without having to wait in line.

In-Person
• Regional Rail - Center City/Outlying Station Sales Offices & Fare Kiosks
• Transit Sales Offices & Station Fare Kiosks
• External (non-SEPTA) neighborhood/community Retailers

What Else You Need to Know
• Employer/Transit Benefits Programs
  • Paper Passes and 10 strip Tickets are going away and ALL Programs will be converting to SEPTA Key. If you haven’t already received information from your Travel Benefits provider about how to transition to SEPTA Key, keep an eye out. details will be send shortly
• Outlying Regional Rail Ticket Offices started reopening June 29 for Key Card and Ticket Sales ONLY
  • Waiting and Restroom Facilities will remain closed
  • All other Ticket Office facilities will reopen by the end of July – check back for details
• Daily Parking/Permit Parking fees remain suspended – information will be posted on septa.org and at stations when parking fee payment resumes

Key & Travel Wallet FAQ’s
Why Do I Need to Tap On & Off? The fare you pay on Regional Rail is based on the zone you are riding to/from. To ensure that the correct Zone fare is deducted from your Travel Wallet you have to Open and Close each trip by tapping on and off. If you do not tap on at the start of your trip you will be charged the highest fare when you tap out because the system will have no way of knowing the Zone where you boarded the train.

Instead of Tapping at the Validator can I have the Conductor open my trip? Yes, the Conductor can open a Travel Wallet trip using their handheld device but we really encourage you to develop your own tap on and tap off habit.

Do I Still Need to Show My Key Card to the Conductor if I Tap On? Yes. On board the train, the Conductor may ask to validate your Key Card and they will tap it on their handheld device. All this does is confirm that you opened your trip – it will not deduct any additional money from your Travel Wallet.

What do I do if my Key Card is lost or stolen? If your Card is registered, just contact the SEPTA Key Call Center at 855-567-3782 to report a lost or stolen Key Card. Purchase a New Key Card and add it to your account, and the funds and Pass Products from your lost Card can then be easily transferred online to the new Key Card. If the Card is not registered there is nothing that can be done so please take the time to protect your fare.

COVID-19 Travel Reminders
• Customers MUST wear a mask/mask covering when riding
• Practice Social distancing – observe platform decals/seat barrier decals
• Outlying Ticket Offices reopening with Social Distancing restrictions