



City of Philadelphia

City Council
Chief Clerk's Office
402 City Hall
Philadelphia, PA 19107

RESOLUTION NO. 230600

Introduced September 14, 2023

Councilmember Bass

RESOLUTION

Calling on SEPTA to investigate and create a public plan for addressing the SEPTA Key Card System's numerous issues, including the compromising of the Kiosks which allows for the theft of riders funds who attempt to purchase Key Cards.

WHEREAS, SEPTA Fare Kiosks can be found in all Philadelphia Broad Street and Market-Frankford Line Stations, at Bus Loops, at Center City Regional Rail Stations and at the Airport. Kiosks accept cash, credit, debit and tokens; and

WHEREAS, Fare Kiosks along the Broad Street and Market Frankford El Lines are being compromised by individuals, rendering the purchaser unable to retrieve the money inserted or receive a Key Card or fare; and

WHEREAS, Philadelphia has the third highest poverty rate of any big city in the nation at 23.3%. This is the population that represents the majority of riders on these lines. There are no additional dollars among these riders to purchase another Key Card or find an alternative solution, and Septa's recommended solution to those affected by this issue are advised to contact customer service. This response is unacceptable, unrealistic and ineffective; and

WHEREAS, Septa must immediately address this matter that threatens the confidence of the riding public in this system and furthermore brings financial costs and puts cashiers in danger should they attempt to address this issue with the perpetrator or an irate fare payer demanding an immediate refund; now, therefore, be it

RESOLVED BY THE COUNCIL OF THE CITY OF PHILADELPHIA, That this legislative body hereby calls on the leadership of Septa to create a solution-oriented game plan for the compromised Fare Kiosks to protect riders and SEPTA employees.

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RESOLUTION NO. 230600 continued