Legislation Text

File #: 180023, **Version:** 0

Authorizing the City Council Committee on Transportation and Public Utilities to hold hearings to discuss the public advertising and outreach concerning the implementation for the SEPTA Key Cards and the phasing out of tokens.

WHEREAS, The phase-out of the sale of SEPTA tokens began on January 22, 2018 and will continue through the February 28, 2018 with the removal of any remaining token vending machines; and

WHEREAS, The phase-out of tokens is a step in SEPTA's Key Fare modernization project. SEPTA riders are encouraged to switch to SEPTA Key Cards which are currently free with a $10.00 purchase on the Travel Wallet. However, eventually SEPTA plans to charge $4.95 for each Key Card. Each card can be reloaded at a Fare Kiosk, online, or at a SEPTA booth with a cashier. The Key Cards are valid for a period of three years; and

WHEREAS, The Travel Wallet is a system that automatically deducts single rides at the discounted token rate of $2.00, and can be used on all buses, subways lines and trolleys; and

WHEREAS, SEPTA customers can also purchase a monthly or weekly TransPass on the SEPTA Key Card. Formerly, the TransPass provided a customer with an unlimited number of rides, now the amount is limited to 56 rides for a weekly pass and 240 rides for a monthly pass; and

WHEREAS, SEPTA plans to make the Key Card a completely "self-service" system. Soon the SEPTA cashiers will turn into "Customer Attendants", and SEPTA riders will have to make all purchases either online or at a Fare Kiosk; and

WHEREAS, While modernization of Philadelphia's public transportation system is encouraged, many SEPTA riders still do not have a clear understanding of all the changes that are being made; and

WHEREAS, There have been instances of individuals being stranded because they did not realize that they now had a limited amount of rides on their TransPass or they were unable to understand how to load more money on their Key Cards with no one there to assist them; and

WHEREAS, It is important for the public to be informed of these changes so that they can have a complete understanding and not be surprised or taken aback when an unexpected situations arises; now, therefore, be it

RESOLVED, That the City Council Committee on Transportation and Public Utilities hold hearings to discuss the public advertising and outreach concerning the implementation for the SEPTA Key Cards and the phasing out of tokens.

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