Regional Rail Service to Increase to Hourly Service Starting Monday, June 29

Travel Toolkit for Businesses and Employees

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Regional Rail Service Frequency Will increase to Hourly Service Beginning Monday, June 29

With most of the region preparing to enter the Green Phase of reopening this weekend, SEPTA will increase service frequency on Regional Rail and restore service to all Market-Frankford Line, Broad Street Line and Trolley stations. These service enhancements are being implemented as part of SEPTA’s phased return-to-service plan.

SEPTA’s measured approach to restoring service -- beginning with the resumption of normal transit service on May 17th -- has allowed SEPTA to add capacity in response to the region’s changing travel needs while preparing for eventual increases in ridership. Throughout the COVID-19 crisis, SEPTA service has been driven by employee and customer safety. As travel restrictions are lifted, and more customers return to SEPTA’s buses, trains and trolleys, our return-to-service plan remains focused on those same priorities.

REGIONAL RAIL FREQUENCY INCREASES TO HOURLY SERVICE

Beginning on Monday, June 29, Regional Rail will increase to hourly service on most lines, with Paoli/Thorndale and the Airport Line operating every 30 minutes throughout the day. The Chestnut Hill West Line will remain suspended to accommodate track and right-of-way improvements, and service on the Cynwyd Line will also remain suspended until further notice.

Following are links to the new Regional Rail Schedules. Detailed service information is always available on SEPTA’s website at http://septa.org/covid-19/service-information.html and customers are encouraged to download and update the Official SEPTA App which is available in the Apple App Store and on Google Play.

Schedules --
- Airport -- 1/2 Hour Service
- Chestnut Hill East
- Trenton
- Warminster
* Customers who normally travel lines that are suspended are encouraged to visit the Regional Rail Alternate Service page -- [http://www.septa.org/stations/rail/stations.shtml](http://www.septa.org/stations/rail/stations.shtml) -- for travel options to and from Center City.

**Fares**
Regional Rail Conductors are not accepting on-board cash fares. Customers will have several options to pay for their fare using SEPTA Key, including:
- Monthly and Weekly TrailPasses loaded onto a Key Card
- QuickTrips purchased at outlying Regional Rail Ticket Offices. Please visit [http://www4.septa.org/service/rail/outlying-stations.html](http://www4.septa.org/service/rail/outlying-stations.html) for a list of outlying stations opening on June 29
- QuickTrips purchased from SEPTA Key kiosks in Center City Regional Rail Stations or Sales Offices

**Safety Reminder**
With these services returning for the first time in two months, SEPTA is reminding all customers, as well as pedestrians and motorists who use walkways and roads that cross the tracks, to be aware that trains will be operating on these lines and with greater frequency.

**REOPENING OF MARKET-FRANKFORD LINE, BROAD STREET LINE, TROLLEY STATIONS**
Also, on Sunday, June 28, all Market-Frankford Line, Broad Street Line and Trolley Stations will reopen to passenger service, except for 5th Street / Independence Hall on the Market-Frankford Line and Susquehanna-Dauphin on the Broad Street Line, which will be closed for construction into July. Select transit stations have been closed since early April to allow cleaning crews to concentrate their efforts at open stations. Prior to passenger use, SEPTA crews are cleaning and sanitizing each station in preparation for reopening.

**CUSTOMER AND EMPLOYEE HEALTH & SAFETY**
Following guidance from the Centers for Disease Control and Prevention (CDC), the Pennsylvania Department of Health, the Federal Transit Administration (FTA) and the Pennsylvania Department of Transportation (PennDOT), SEPTA has implemented Authority-wide cleaning and sanitizing protocols.

With Regional Rail service frequency increasing and transit returning to near-full capacity, we wanted to highlight some of the many health and safety measures SEPTA is taking to provide a clean and welcoming travel experience, including:

- Requiring customers to wear a face covering on all SEPTA vehicles and at stations and bus loops
- Sanitizing every vehicle at least twice a day
- Creating a dedicated high-touch wipe down team for enhanced frequency of disinfecting wipe downs of high-touch surfaces on vehicles and stations
- Reallocating resources to work around the clock cleaning, disinfecting, and overnight power
• Washing at all open stations
• Installation of protective shields for operators across the transit fleet. Operators on all SEPTA modes are protected by shields or work in enclosed cabs separate from customers.
• Establishing rider limits on buses, trolleys and the Norristown High Speed Line
• Continuing distribution of masks and face coverings, gloves and hand sanitizer to operators and other frontline employees
• Maximizing opportunities for contactless payment with SEPTA Key to reduce the use of cash for fare payment

Please Share:

Business and Employee Travel Toolkit

From Broad Street and Market Street to Main Streets across southeastern Pennsylvania, businesses throughout the region are reopening for employees and customers. It may not be “business as usual” in the weeks and months ahead, but getting employees to work and customers into stores and businesses will be as important as ever. SEPTA is ready. As restrictions ease in the southeast region, SEPTA is focused on welcoming our riders back with sanitized vehicles and stations, increased service frequency and social distancing protocols.

Just as your workplaces are implementing new health and safety measures to safeguard employees and customers, SEPTA has been doing the same. Since early March, SEPTA vehicle operators and other frontline employees have been working tirelessly to provide essential service and keep the system clean and safe. The new employee protections, operating procedures, social distancing protocols, and rigorous cleaning initiatives now in place have SEPTA well-positioned to continue meeting evolving transportation needs as the region reopens.

To assist employers and workers in planning for their transportation needs, SEPTA has put together a toolkit with information and resources to help employers develop their return-to-work plans, including staggering employee start times when possible, and help our customers adjust to current and future SEPTA service.

This information is posted on SEPTA’s COVID-19 Information page -- which is continually updated, and is the best source of information regarding SEPTA service and ongoing health and safety
initiatives -- and we encourage you to post and share this information with your employees, members and constituents. Customer and employer feedback will also be critical, and we hope you will continue to advise SEPTA of your transportation plans and needs.

**Employee and Employer Travel Toolkit**
- SEPTA Service Information
- SEPTA’s Focus on Cleaning
- SEPTA’s Action Plan for Safe Return to Travel
- SEPTA Reopening Guide
- SEPTA Key Resources & Fare Information
- COVID-19 Regional Rail & Transit Rider Etiquette Information
- What SEPTA is Doing to Protect our Customers and Employees
- What Customers can do to Protect their Fellow Passengers and SEPTA Employees
- Interactive Maps for hospitals, grocery stores and other essential services and childcare centers in relation to SEPTA service

In addition to the above information, each county has posted valuable online information and resources to assist businesses to reopen safely and successfully:
- Chester: [https://restorechestercounty.org/](https://restorechestercounty.org/)
- Delaware: [https://restorechambercounty.org](https://restorechambercounty.org)

**SEPTA Operating Status – Monday, June 29**

**SERVICE STATUS BY MODE** – Detailed and updated service information is always available on SEPTA’s website at [http://septa.org/covid-19/service-information.html](http://septa.org/covid-19/service-information.html)

**Regional Rail:**
Beginning on Monday, June 29, service on Regional Rail will increase to hourly service on 11 of 13 Regional Rail Lines, with half-hour service on Paoli/Thorndale and Airport. The Chestnut Hill West Line will remain suspended to accommodate track and right-of-way improvements, and service on the Cynwyd Line will also remain suspended until further notice.

**Transit:**
- **Bus** – All City and Suburban Routes will continue to operate on regular weekday and weekend schedules.
- **Market-Frankford and Broad Street Line** – Both lines will operate on regular weekday and weekend schedules to all stations. Stations that were closed during Lifeline Service will reopen to passenger service on June 28, except for 5th Street / Independence Hall on the Market-Frankford Line and Susquehanna-Dauphin on the Broad Street Line, which will be closed for construction into July.
  - Night Owl Bus Service along both lines continues on weekdays. Overnight train service continues on weekends.
- **City Trolley** – Trolley Routes 11, 13, 15, 34 & 36 are operating on regular weekday and weekend schedules. Center City Stations that were closed during Lifeline Service will reopen to passenger service on June 28.
  - Route 10 Trolley -- Buses will replace trolleys between 63rd St. and Malvern Ave. and 33rd and
Market Sts. Through September 5 due to an improvement project

**Suburban Trolley** – Trolley Routes 101 and 102 will continue to operate regular weekday and weekend service.

**NHSL** – Operating on regular schedules.

**CCT** – CCT continues to operate full service. To comply with social distancing guidelines, customers are reminded that CCT vehicles can only carry one customer (plus an approved Personal Care Attendant) per vehicle. ADA fares apply for all trips.

### Online and Social Media Resources to Connect with SEPTA

SEPTA reminds customers that there are many ways to stay connected with SEPTA and receive updates and information about SEPTA service.

**Online --**  [http://www.septa.org/](http://www.septa.org/)

**Twitter --**  [https://twitter.com/SEPTANews](https://twitter.com/SEPTANews) (News and media updates)

[https://twitter.com/SEPTAPHILLY](https://twitter.com/SEPTAPHILLY)

**Facebook --**  [https://www.facebook.com/ISEPTAPHILLY/](https://www.facebook.com/ISEPTAPHILLY/)

**Instagram --**  [https://www.instagram.com/septaphilly/](https://www.instagram.com/septaphilly/)

**Customer Service --**  215-580-7800 ( M-F: 7 AM to 5 PM | Weekends: 8 AM to 6 PM)

[https://twitter.com/SEPTA_SOCIAL](https://twitter.com/SEPTA_SOCIAL)

[http://septa.org/cs/contact](http://septa.org/cs/contact)

**Resources for customers:**


+ Service Information --  [http://septa.org/covid-19/service-information.html](http://septa.org/covid-19/service-information.html)

+ SEPTA App -- Visit the Apple App Store or Google Play to download the SEPTA App

+ Customized Twitter Service Feeds --  [https://www.septa.org/alert/twitter.html](https://www.septa.org/alert/twitter.html)