

SEPTA BUS REVOLUTION SPRING 2023

Project Update #1: SEPTA On-Demand

Why SEPTA On-Demand?

SEPTA is revolutionizing the way we operate bus service in the suburbs. The suburbs are tough to serve with bus transit. Because there are fewer people and jobs, there aren't enough riders for traditional bus service. As a result, many of SEPTA's suburban bus routes operate hourly or less and often, only six days per week. Low levels of service mean riders have to plan their day around the bus service. Tech-driven, on-demand service creates an opportunity to do things differently.

How does it work?

Cell phone technology has transformed the previously cumbersome dial-a-ride service developed decades ago. With mobile applications ("apps") rider can request a ride through their phones and see when their ride will come. Ride hail services, like Uber and Lyft, have popularized this model of on-demand travel, making the service easy to use and convenient. Some key features of on-demand service include:

- ✓ Zone-based service allows you to travel anywhere, point-to-point within each zone
- ✓ Each zone has one or more connection to fixed route bus to reach regional transfer hubs
- ✓ Some zones connect to Regional Rail stations to allow for multi-modal travel
- ✓ 30-minute response time from trip request

**A BUS NETWORK
DESIGNED TO WORK
BETTER FOR MORE PEOPLE**



SEPTABUSREVOLUTION.COM



 **Bus
Revolution**

Visit the project website to view the latest draft and timeline, participate in a virtual meeting, or attend a community open house.



WHAT IS SEPTA ON-DEMAND? How does it work with Bus Revolution? What do I need to know?

How much does it cost? Can I pay with a SEPTA key card?

SEPTA's on-demand service will cost the same as a SEPTA bus fare – \$2 if you pay with your KEY card or \$2.50 cash. Senior Key Cards and Reduced Fare Cards will be accepted on-board. Vehicles will be equipped with both Key readers and cash fare boxes. We're also considering the potential to pay through the mobile app.

How long will I have to wait for a ride?

We have designed each zone to assume a 30-minute wait time from when you request your ride (either through the mobile app or by calling the call center). Depending on the software procured, it may be possible to schedule a trip in advance or to create a standing reservation. This should help people who make regular trips, like for school or work.

What type of vehicle will you use?

The on-demand service will use smaller buses better suited for both the fewer number of riders and for our suburban land use. Vehicles will be ADA accessible and equipped with a bicycle rack.

I have a disability. Will I be able to use the on-demand service?

Absolutely! We will coordinate closely with SEPTA's paratransit division (CCT) to ensure the new service will be fully accessible. We are working with SEPTA's Advisory Committee for Accessible Transportation to make sure the vehicles check all the right boxes. We will also ensure transfer locations between on-demand and fixed-route bus are fully accessible for all customers.

Am I only allowed to travel within the zone?

Yes, this is part of the design of each zone. You can travel point-to-point within each zone, which means you are not restricted to traveling along a designated bus route. If you want to travel outside the zone, you would use a bus or Regional Rail connection to travel between transfer hubs in our network.

Will I share a ride with others?

Yes, SEPTA is a public transportation provider so all of our services are shared with others. Depending on the demand, the number of people in the vehicle will vary.

What if I don't have a cell phone?

Don't worry, a cell phone is not required to use this service. You can call our reservation line and speak to one of our reservationists to schedule a ride. If you do not speak English, we have translation services available.

Will I book rides using the SEPTA app?

We are not sure yet. We are in the process of purchasing software. More on this to come soon!

Will the on-demand service pick me up at my house?

The on-demand service is designed to provide curb-to-curb service, not door-to-door service. Curb-to-curb means that the software may ask you to walk to the nearest intersection. If you know that you need door-to-door service, paratransit may be a better fit for your travel needs.

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