

**SEPTA Forward:
Bus Revolution**

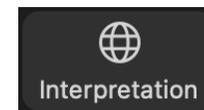
**Winter 2023
Transit Talk**

January 23, 2023

AGENDA

- 1 Bus Revolution Update
- 2 Bus Revolution Draft Network
- 3 Findings from Fall 2022 Engagement
- 4 What's Next in 2023
- 5 Get Involved

For ASL, click the "Interpretation" button at the bottom of your screen.



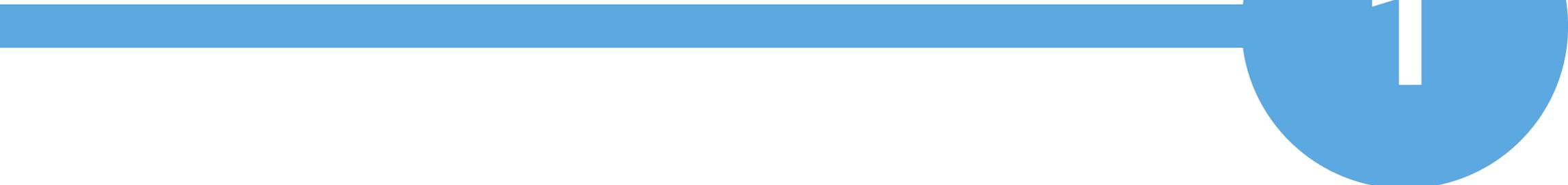
Who's In the Room?

- **Registration Question:** What bus route(s) do you take most frequently?
 - 32, 49, 48, 9, 27 most cited
 - See table (right)
- **More than 100 different ZIP Codes represented**
- **Polling Questions**

Route	Count
32	198
49	165
48	153
9	139
27	134
7	93
38	68
33	67
17	63
21	61
42	58
12	48
40	46

*Among 760 registrants, as of 1/20/23

Project Update



1

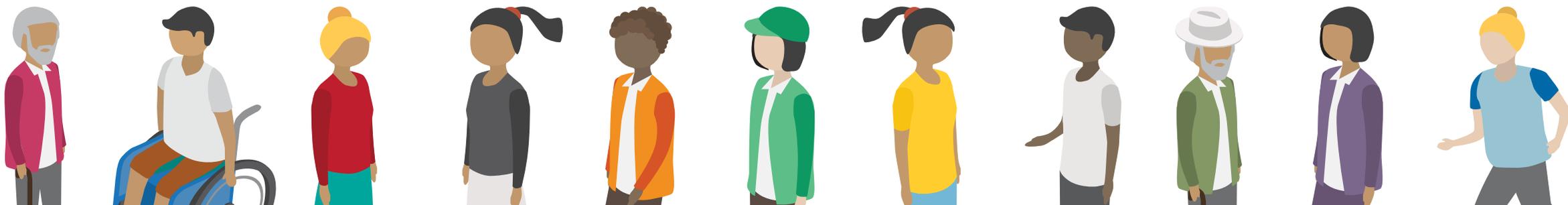
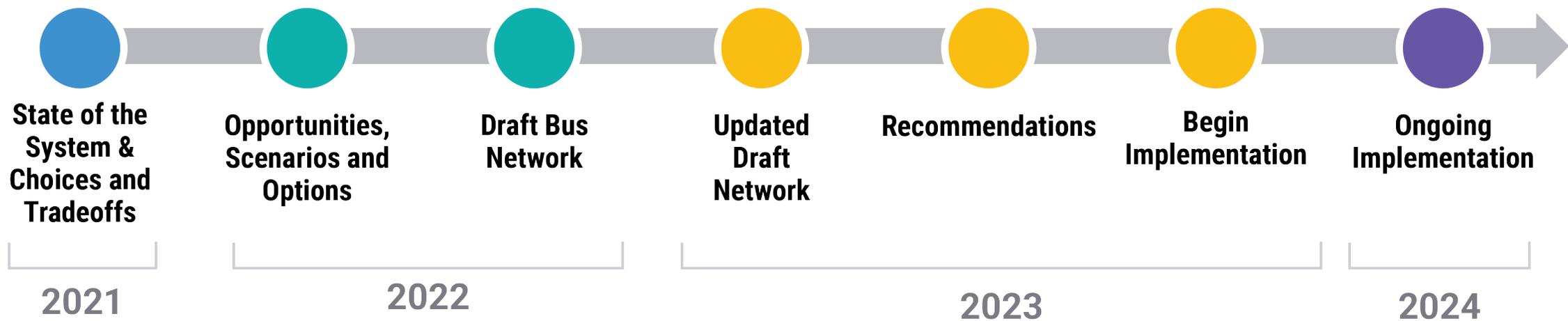
What is Bus Revolution

A stylized diagram of a bus network. It features several colored lines (purple, red, yellow, teal, grey) connecting various nodes (circles and stars) in a networked pattern. The nodes are scattered across the diagram, with some lines being straight and others slightly curved.

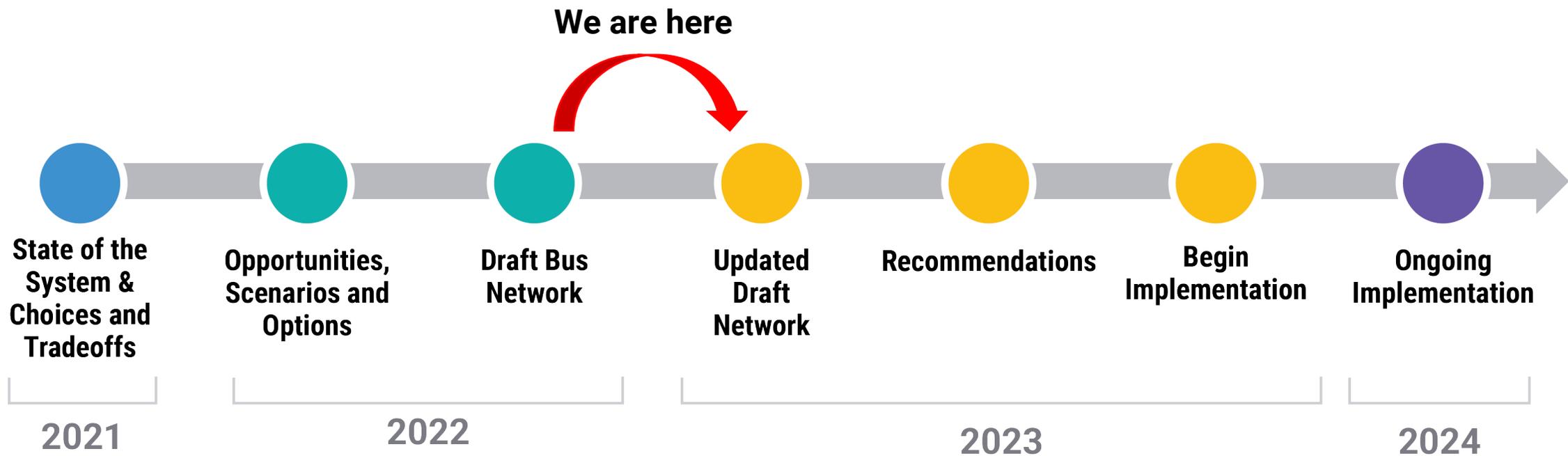
**“Blank Slate”
redesign of
SEPTA’s fixed-
route bus
network**



Project Schedule



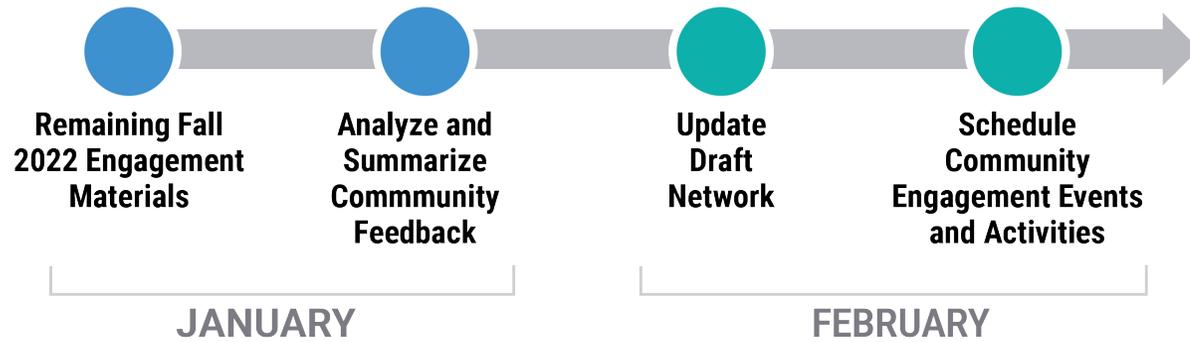
Project Schedule



What's Next

SEPTA FORWARD: BUS REVOLUTION

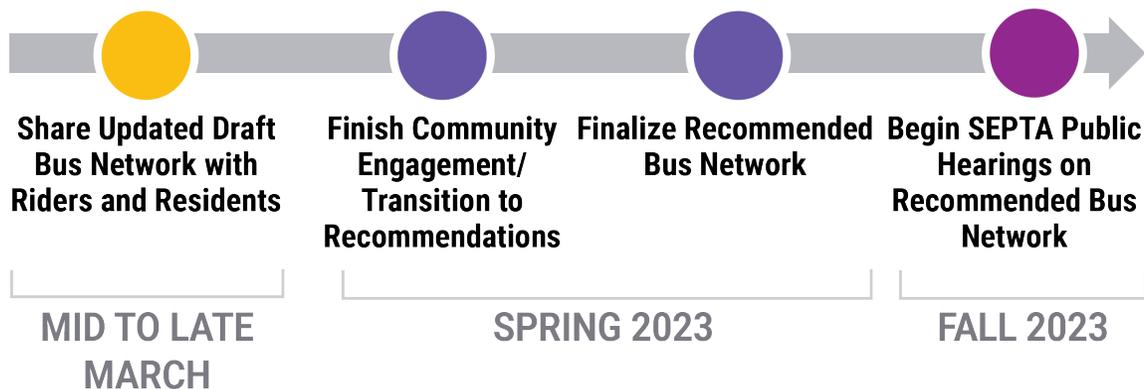
PLANNED SCHEDULE: JANUARY TO NOVEMBER 2023



What's Next

SEPTA FORWARD: BUS REVOLUTION

PLANNED SCHEDULE: JANUARY TO JUNE 2023

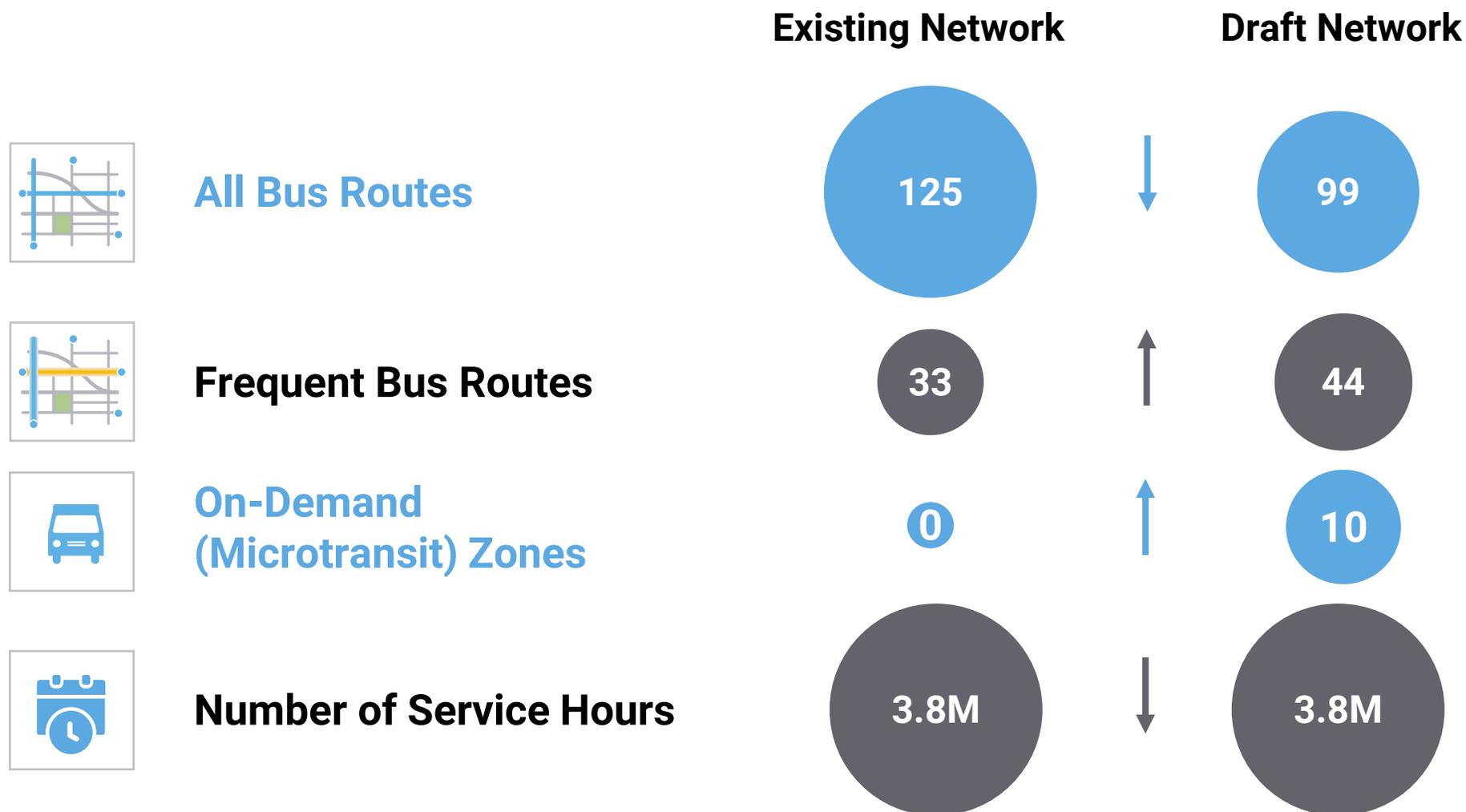


Bus Revolution Draft Network



2

Bus Revolution Draft Network



Fall 2022: Draft Bus Network

Included:

Straighter lines

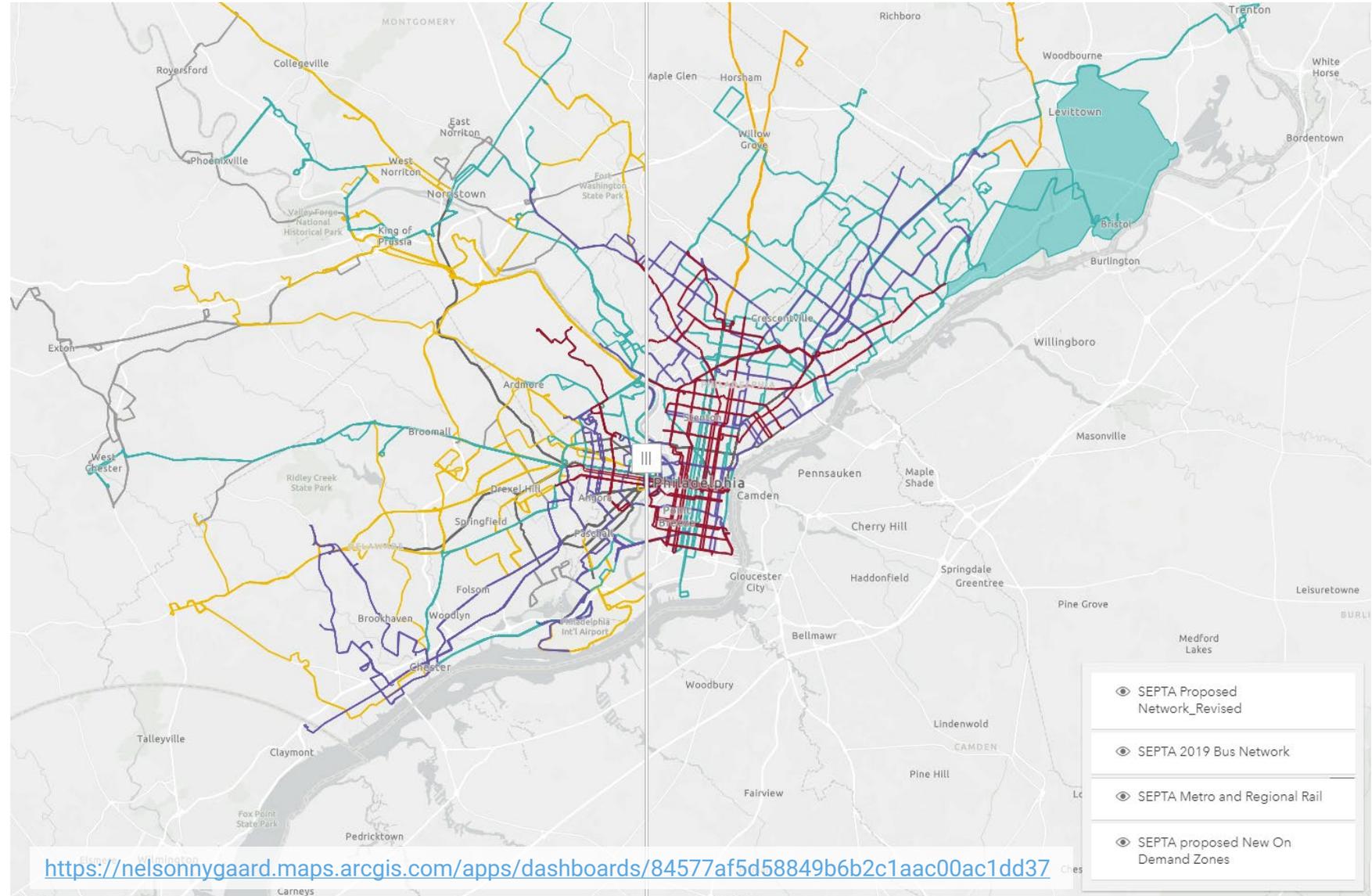
Simpler “grid” network

More frequent service

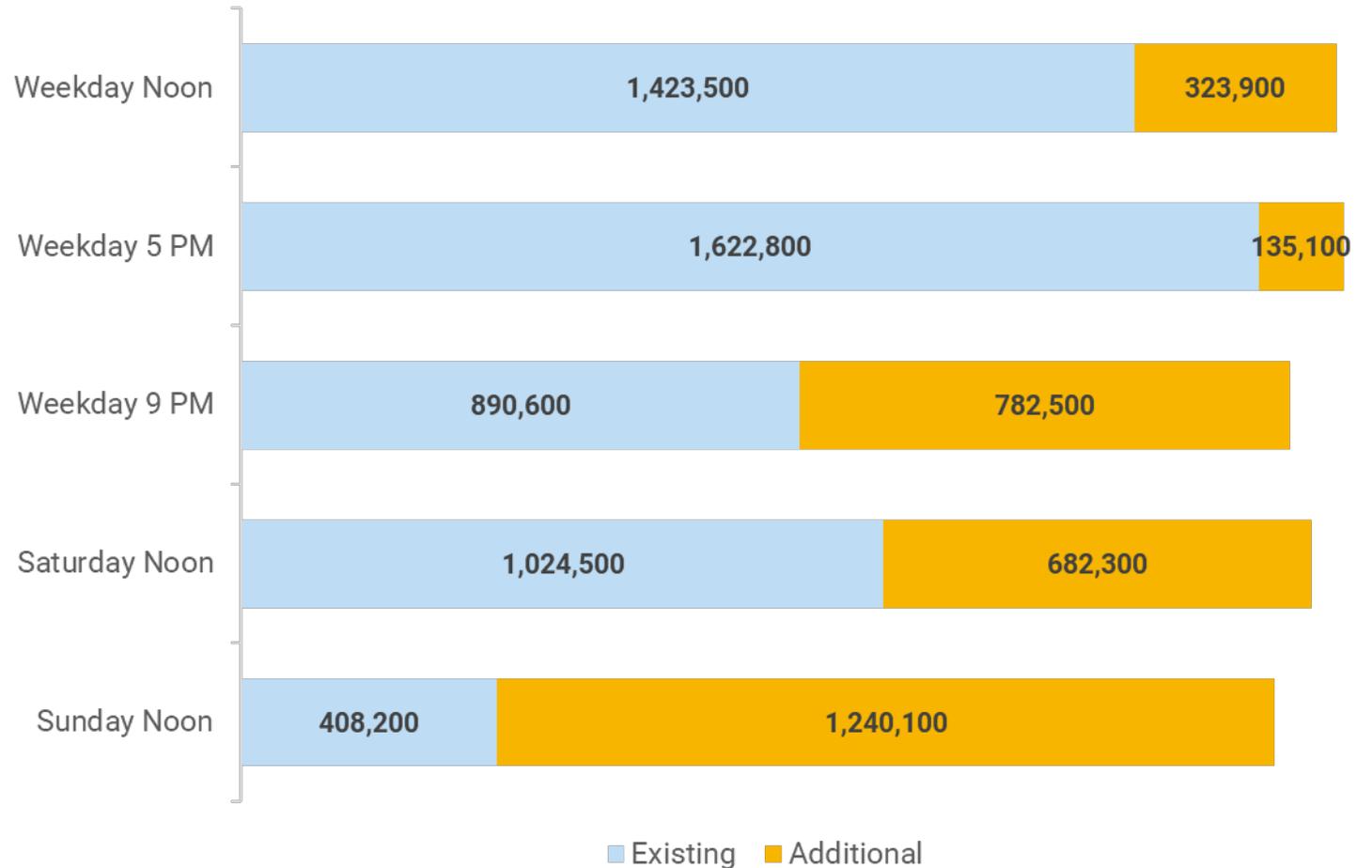
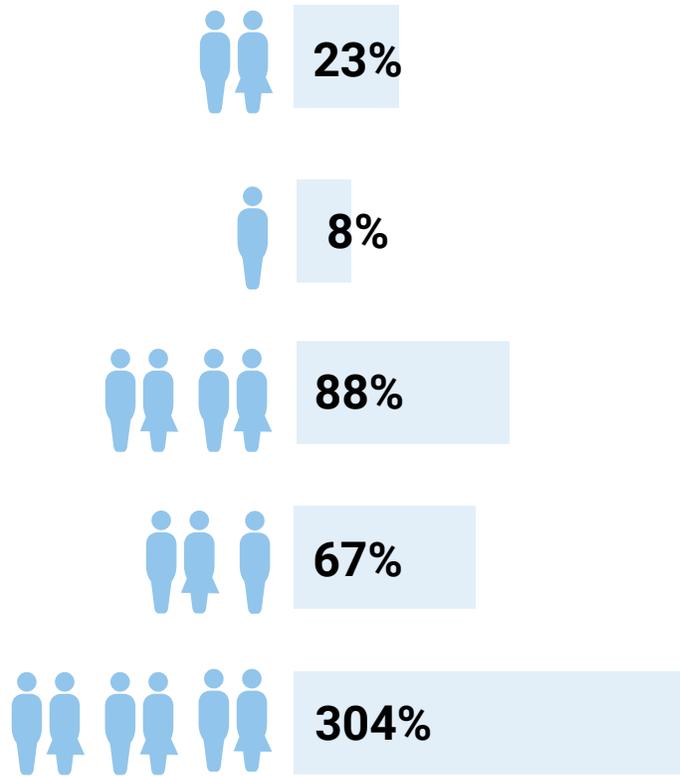
Fewer routes overall

In some cases – longer walks

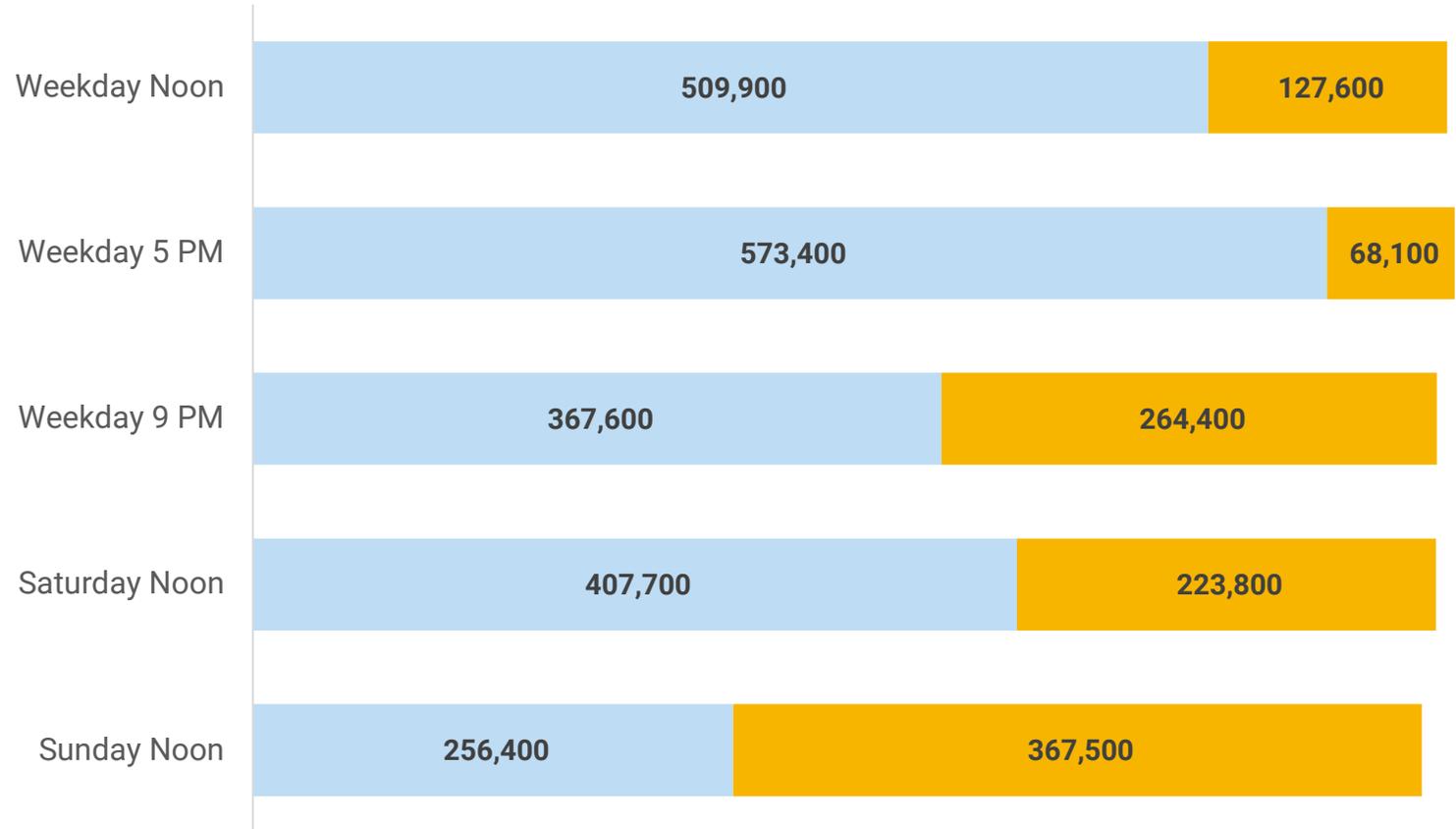
In some cases – more transfers



Additional **people** within ¼ mile of Frequent Transit



Additional jobs within ¼ mile of Frequent Transit



Existing Additional

What We Heard

A blue horizontal line extends from the left edge of the slide to a blue circle on the right. The circle contains the white number 3.

3

Fall Events and Information

Create Awareness

(About Bus Revolution and potential changes)

Posters

SEPTA buses:
250 bus king cards and
250 bus interior cards;
Dilworth Concourse
and City Hall Station:
28 panels; + BSL
and MFL stations

Electronic Bus Stop Signage

Transit App Banner

110,316 users viewed the banner

Push Notifications to Riders

23,314 views

Social & Earned Media

Post Cards & Flyers

Over 10,000 distributed
in buses, at bus stops
and before/after
community meetings

Community Events

Attended 47 events to
share info on Bus Revolution

Be Accessible Online

(Be transparent with information)

Updated Website

75,000 visits to website
(32,000 new users)
38,000 visits in last 90 days

Online Comment Form

597 comments received
(and counting) plus 768 people
signed up for the email list

Get Involved

Information about virtual
and open house meetings

Project Fact Sheets

Translated into XX languages

Existing & Draft Network Maps

PDFs, slider and Remix

Proposed

Route Change Descriptions

Accessible via lookup
table with direct links

Transit App Trip Planner

Two campaigns launched
148,500 views on trip planner
(1,886 unique viewers)

Engage Folks

(Create opportunities to talk about the draft network)

Transit Talk

Season Opener, 10/3/22:
310 participants

In person and Virtual Meetings

1,006 participants in 13 virtual events
(1,983 registered)

931 participants in 23 In-Person
Open Houses

65 presentations at community
meetings and events

3,564 submitted comments

Three Focus groups



Create Awareness

(About Bus Revolution and potential changes)

Be Accessible Online

(Be transparent with information)

Engage Folks

(Create opportunities to talk about the draft network)

Fall 2022 Engagement: What We Heard

Elements People Liked

(parts of network to keep)



Frequency



Simplicity



Directness

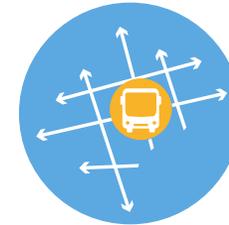
Process

(designing the network and engaging residents / riders)



Proposed Changes

(parts of the draft network that should change)



Network Updates



Neighborhood Solutions



Route Evaluation



School Service

Parts of the Draft Network to Keep



Increased frequency of service

Riders want more service on weekend days and in the evening



Simpler network overall

Riders and residents said they like that the bus network will be easier to understand



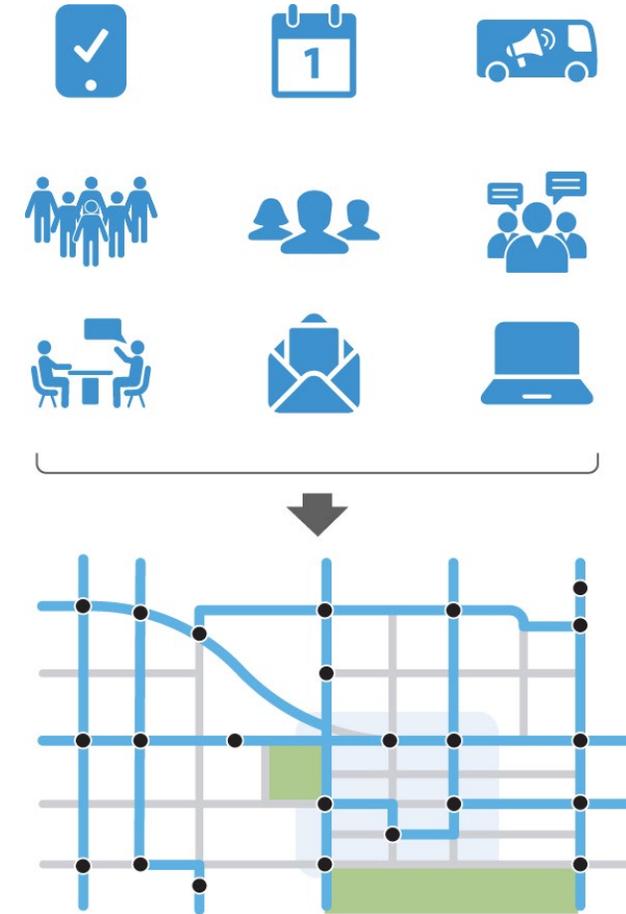
Buses that travel more directly

People feel bus routes that travel more directly (fewer twists and turns) routes will be faster

Concern about the Process

Availability and Type of Information Shared

- Desire to learn more about the Bus Revolution
- Want information that is simpler and clearer



Concern about the Process

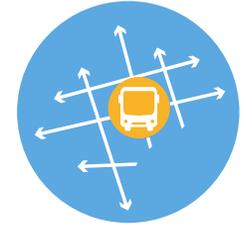
Distrust about how the Draft Network was developed

- Questions about what data supported the proposed changes
- Question about who helped develop the draft bus network



Concern: Draft Bus Network

- Increased Transfers / Loss of Direct Connections between Neighborhoods and Key Locations
- Elimination of Routes / Route Segments
- Loss of frequency / Space on the bus
- Safety
- Student Transportation
- Older Adults / People with Disabilities



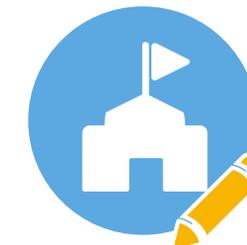
Network Updates



Route Evaluation



**Neighborhood
Solutions**

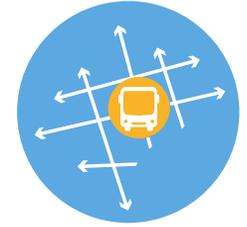


School Service

Transfers/Loss of Direct Connections

The Draft Network increases transfers for some riders and some trips.

- **Riders don't like transferring.**
 - Concern that transfers will make trips longer
 - Don't trust that the transfers will work.
 - Concerned about safety.
 - Lack of awareness/understanding that the first transfer is free.
- **Riders emphasize the importance of direct connections, especially for short trips (2 to 3 miles).**



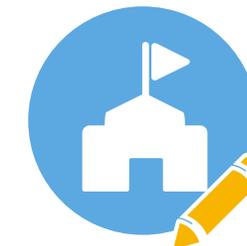
Network Updates



Route Evaluation



**Neighborhood
Solutions**



School Service

Elimination of Routes / Route Segments

The Draft Network eliminated some routes and some route segments.

- **Riders were concerned about the loss of service in some areas.**
 - People are not always comfortable walking to a different bus routes
 - Handful of routes received a lot of comments
 - Most of these routes provide direct connections to key destinations, like employment, hospitals and schools

Riders had the most comments for the following routes:

49

27

9

32

57



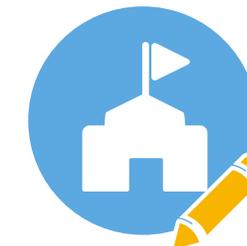
Network Updates



Route Evaluation



Neighborhood Solutions

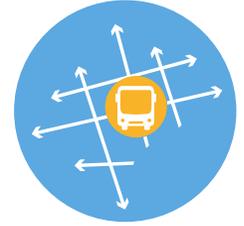


School Service

Loss of Frequency

The Draft Network designates some corridors / bus routes for more frequent service, other corridors would have less frequent service.

- **Some riders express concerned that some bus routes won't be frequent enough.**
 - Concern that changes don't reflect existing ridership ("buses are already crowded").
 - Concern that lower frequency will lead to overcrowding and missed trips.



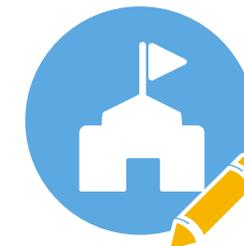
Network Updates



Route Evaluation



**Neighborhood
Solutions**

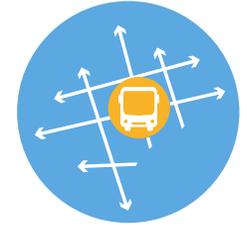


School Service

Safety and Cleanliness

People are concerned about safety overall, and on SEPTA's services (also cleanliness).

- **People don't feel safe walking to the bus or waiting for the bus.**
 - Longer walks and transfers make people feel less safe.
 - Riders want/need safe places to wait for the bus.
- **Riders feel safer on the bus than on the Market Frankford Line and Broad Street Line.**
 - Many riders feel safer on the bus and don't want to transfer to the MFL or BSL.
 - Safety is a bigger problem in the evening and late night hours.



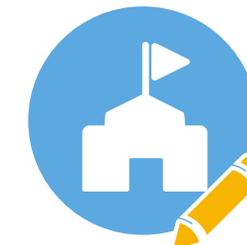
Network Updates



Route Evaluation



Neighborhood Solutions

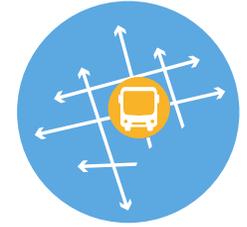


School Service

Student Transportation

The Draft Network did not include SEPTA's 400 series routes (or show final service levels).

- **Many riders, especially parents, are afraid students won't be able to get to school.**
 - Students travel all over the city to get to school and rely on SEPTA to get to school.
 - Transportation for students needs to be safe, direct and fast.



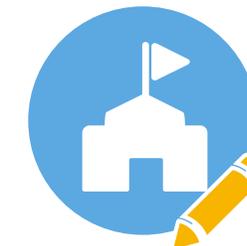
Network Updates



Route Evaluation



**Neighborhood
Solutions**

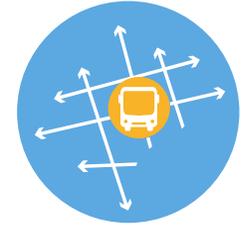


School Service

Older Adults / People with Disabilities

The Draft Network increases transfers and walking distances for some riders and some trips.

- **Some riders and residents are concerned about the impact of the Draft Network on older adults and people with disabilities.**
 - Concerned that draft network will be harder to use for vulnerable residents.



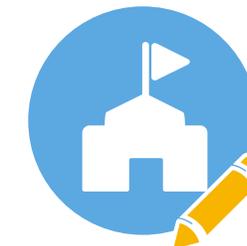
Network Updates



Route Evaluation

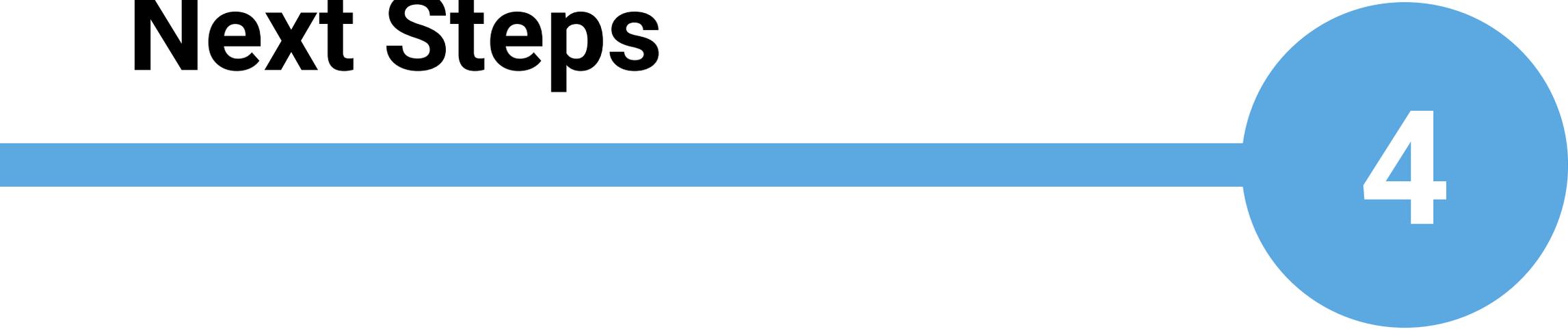


**Neighborhood
Solutions**



School Service

Next Steps



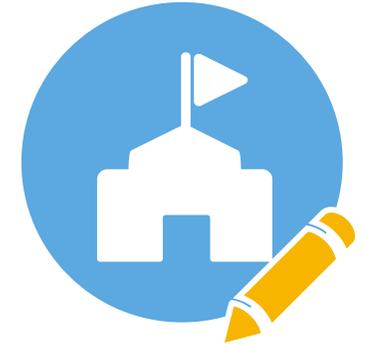
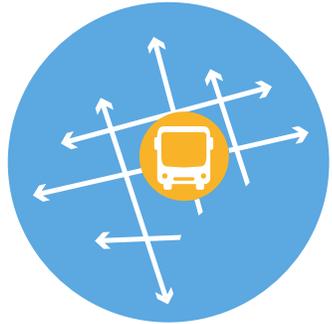
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Process

- We will **update materials** so they are easier to understand
- We will also make it easy for people to see **what has changed and what hasn't changed**
- We will create clearer and more detailed information on **individual routes**
- We will provide better/simpler information about the **benefits of the updated draft network**



Changes to Bus Network



Network updates

Updates to the network with more direct travel between city's most important places

For Example:

- Center city and University City
- Roxborough to Center City
- River Wards and Center City

Route re-evaluation

Review / re-evaluate routes and route segments that were eliminated.

Evaluate opportunities to restore some segments or routes.

Neighborhood solutions

Develop solutions for neighborhoods where lots of people told us they were unhappy or didn't like what we shared in the fall

School service

Information about school service, so parents and students will be able to see how they could get to school

Get Involved



5

Handful of Events in January/February

- Virtual Transit Talk (tonight!)
- **Open House in the River Wards** (February 8th)
from 3:00 to 7:00 PM
 - Clone Recreation Center
 - 2600 Aramingo Avenue
- Finishing up a handful of focus groups and targeted meetings

Hey, River Wards Neighbors:

You're invited to join us for an Open House!

Do you use SEPTA transit in your area?
Do you want easier and more reliable ways to get where you're going? SEPTA is sharing potential changes to the bus network and we want your feedback.

FEB 8 | 3:00-7:00 PM
Cione Recreation Center
2600 Aramingo Ave, Philly, PA 19125

featuring food from PrimoHoagies

Stop by anytime to meet your neighbors, enjoy some local food, and learn more about proposed bus route changes.
We want to hear what you think!

If you can't join us learn more and get involved at septabusrevolution.com or give us a call. Get in touch to request language accommodations if needed.

We are still accepting questions, comments, and ideas!

Bus Revolution Website

- Reorganized in response to Fall 2022 comments
- More updates in March 2023

About the Bus Revolution

SEPTA Forward's Bus Revolution project is focused on delivering an easier to use, more convenient and more reliable bus network informed by its riders.

Get involved by sharing feedback throughout the project and help us continue to drive SEPTA forward.

[SEE WHERE WE ARE](#)



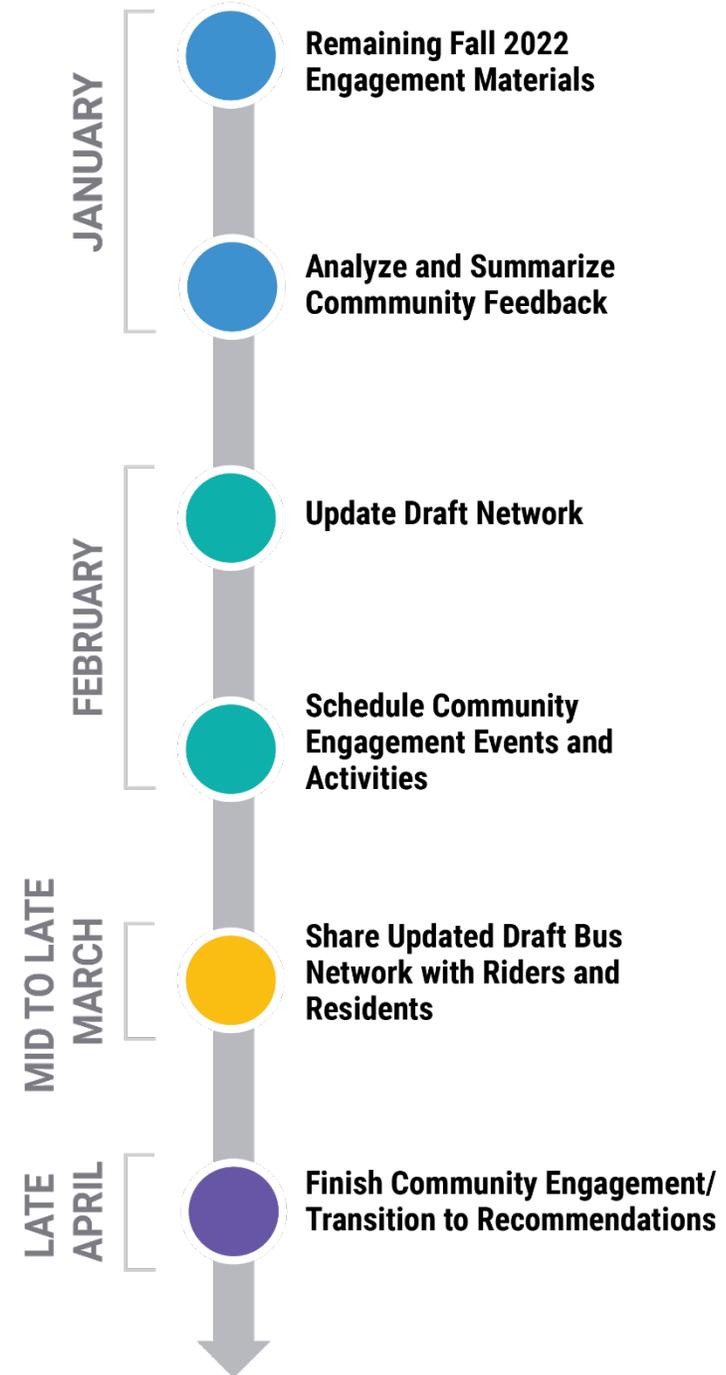
[SHARE YOUR FEEDBACK](#)

Schedule and Calendar of Events

- Spring engagement schedule will be available in mid-to-late February
- Expect events to start in mid-to-late March and continue through April



What to Expect Winter 2023



Join the Revolution!
septabusrevolution.com

