

SEPTA Bus Revolution

Fall 2022 Engagement: What We Heard

January 2023



SEPTA's Bus Revolution project is focused on creating a bus network that is easier to use, more convenient, and more reliable for riders. In the Fall 2022, the Bus Revolution team shared a draft bus network with riders and members of the public and asked for comments and feedback.

We held lots of events, talked with lots of people, and received more than 5,000 comments. There were several themes that we heard across all events.

Many people shared their **likes** about parts of the Draft Bus Network.

- People liked that the draft bus network has **more frequent service**, especially in the evenings and on weekend days. They also liked the idea that frequent service would be available all day long.
- Riders liked that the Bus Revolution would be **straighter and more direct**. People felt straighter routes would make their trips faster.

Riders had lots of **concerns** about changes included in the Draft Bus Network.

- One of the primary concerns was **transfers**. The draft bus network relies on transfers – when riders have to change bus routes – for some trips.
 - *Riders are concerned that if they have to transfer between routes, their trip will take longer.*
 - *Many riders they would prefer a bus that takes them directly to their destination, even if that bus comes less frequently.*
 - *If there are more transfers, SEPTA needs to make sure the transfers are reliable and convenient.*
 - *SEPTA needs to make sure riders know they are not charged when they transfer between routes.*
- Riders shared concerns about **safety** while using SEPTA.
 - *Many riders said they feel unsafe riding the Market Frankford and Broad Street Lines and are nervous about more bus transfers to those lines.*
 - *Many people noted that they feel safer on the bus.*
 - *Some riders said that they feel unsafe waiting for the bus, especially in places where there isn't enough lighting or comfortable places to wait.*
- Lots of riders said they like SEPTA's bus service the way it is now. **They are concerned that changes will make their trips longer or more difficult.** This was especially important for riders on certain routes.
- Riders voiced concern about the **accessibility** of the changes for some specific types of riders, such as students traveling to school, older adults, and people with disabilities.

Nearly half of the comments were about **Routes 27, 49, 9 and 32**. People did not think that the draft changes for these routes connected to the right places.

Riders had a lot of **questions** about how the Bus Revolution was prepared.

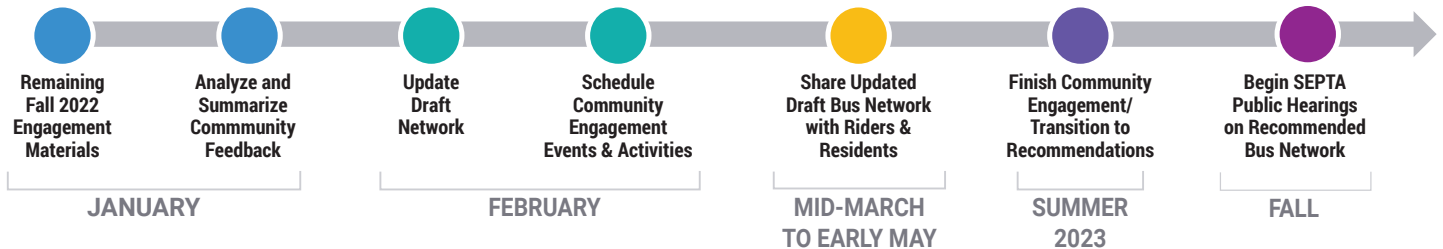
- Riders want more information about **how decisions were made, what data was used, and why they hadn't heard about** the project before.

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What Comes Next?

SEPTA FORWARD: BUS REVOLUTION

PLANNED SCHEDULE: JANUARY TO DECEMBER 2023



We'll update the draft bus network using information and comments received in Fall 2022.

- The updated network will be **based on your feedback**.
- We'll also use **new ridership and travel data** collected in the Fall of 2022, in addition to information from previous years.



We will share an updated/revised draft network for more feedback in March.

In March, we will share:

- **Updated materials** that are easier to understand. We will also make it easy for people to see what has changed and what hasn't changed.
- **More details** about the draft network and individual routes.
- **Clearer information** about the benefits of the updated draft network so people can see how the city benefits from the changes.
- **School service information**, so parents and students will be able to see how they could get to school.
- **Information about how** people would travel to and from the most important places in Philadelphia, like Center City and University City.
- **New solutions for neighborhoods** where lots of people told us they were unhappy or didn't like what we shared in the fall.
- **Engagement ideas** to make sure we hear from people and neighborhoods who haven't shared their thoughts with us.
- **New information** from the City of Philadelphia showing where new developments are being planned/built and how the draft network supports this.
- **More opportunities** for you to tell us what you think.

