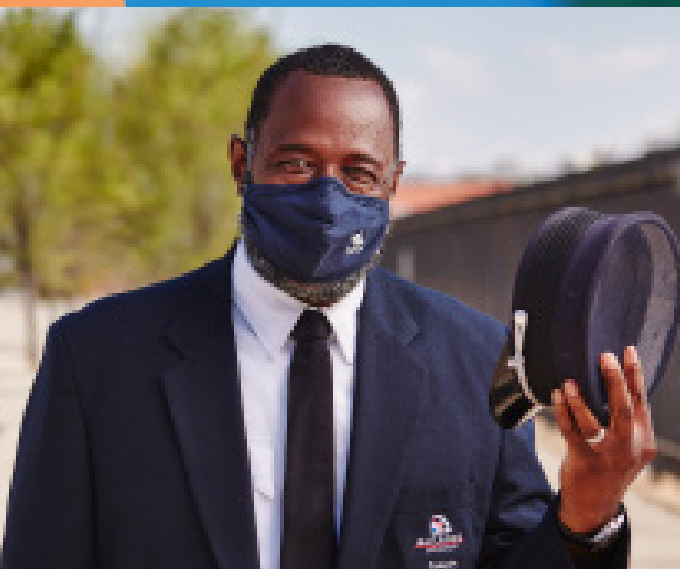


SEPTA IS THE WAY TO GO BACK

HOW WE'RE ENSURING SAFETY & PEACE OF MIND AS YOU RETURN TO WORK



SEPTA IS (STILL) SUITING UP (AND SO ARE OUR RIDERS)

Our commuters have expressed that requiring **proper mask-wearing** is of utmost importance to them – and SEPTA agrees. SEPTA follows federal, state, and local guidelines and recommendations for mask requirements.

PUT IT ON RIGHT. KEEP IT ON TIGHT.

SEPTA IS (STILL) SCRUBBING DOWN

Enhanced cleaning efforts for vehicles and stations is the new norm. Vehicles are sanitized twice each day, with special attention paid to **high-touch surfaces** — such as handles and safety rails. We use - and have always used - EPA-approved disinfecting products specifically designated for COVID-19.

SEPTA's vehicles are very well ventilated – air fully changes on all vehicles every two-to-three minutes, due to a combination of efficient HVAC systems and doors opening frequently for customers to board and exit. This rate of air exchange far exceeds CDC recommendations for indoor public spaces.

All hands on deck! To enhance the rider experience and create an environment of safety & cleanliness, we're adding up to 200 new cleaners to provide the wo/manpower needed to step-up our cleaning efforts on vehicles, in stations, and on platforms.



SEPTA IS (STILL) SERVING YOU

Let us count the ways:

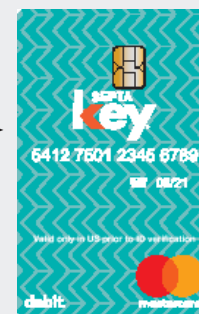
1. We provide **real time information** via the SEPTA App.
2. We continue to develop innovative trip planning tools like the new **Estimated Seat Availability Dashboard**.
3. We've introduced **Travel Wallet** on all modes.
4. We offer **free transfers** on Transit.
5. We've developed new fare options including a **Three Day Convenience Pass** and **Three Day Independence Pass Bundle** to make commuting more convenient and affordable.

F4ST FACTS

1. **SEPTA's number one concern will always be YOUR safety.** Look for enhanced lighting, additional cameras, new signage, and security guards at stations.

SEPTA Transit Police are assigned to stations and vehicles throughout the service day and are working closely with social outreach specialists to connect those in need to substance use treatment, behavioral health services and other assistance. Security guards have also been added to augment the enhanced policing, and SEPTA is working with community leaders and City officials to coordinate efforts.

2. **The air inside our vehicles is refreshed every 2-3 minutes** thanks to a high efficiency ventilation system with fresh air intakes.
3. Free transfers on transit, **contactless payment via SEPTA Key** and free rides for children under 12 and seniors 65+ reduce the need for contact on our system.
4. **SEPTA is coordinating with our industry peers and experts** to stay on the cutting edge of risk assessment, mitigation and communication strategies to keep riders safe and healthy.



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