



YAC Findings from the Papal Visit Weekend

At the request of various individuals within SEPTA, the YAC has prepared a list of observations and findings pertaining to SEPTA's Papal Visit Operation Plan. Overall, the event was skilfully planned and well executed. These findings represent observations based on the YAC's representation of SEPTA at the Independence Visitor Center, YAC Rides during the papal visit, and noteworthy posts found on social media.

What Went Well

- **Fast Service:** Numerous individuals commented on the speed of their trips and were delightfully pleased with their trip times.
- **Sub/EI Headway Regularity:** Headway regularity on Sub/EI operations was perfect. Wait times at stations were far from lengthy.
- **Ambassador Knowledge of Station Access:** Ambassadors seemed knowledgeable about where individuals should walk to access stations and area events.
- **Effective Crowd Control:** The crowd control measures seemed to be effective at managing the volume of passengers traveling on the system.
- **Introducing Visitors to the System:** Visitors seemed rather pleased with the service provided and enjoyed using it to travel throughout the region during the papal weekend. One YAC member even overheard some individuals saying things such as "great transportation system," "we rode SEPTA our entire time here," and "I grew up around Chicago, but this was much better."

Actionable Changes for Improvement at Future Large-Scale Events

- **Make Regular Schedules Available via the Web:** Although disabling the regular SEPTA website did indeed help remove confusion regarding regular trips, individuals who were attempting to check times based on regular timetables (such as routes operating with Saturday Service or planning Regional Rail trips for Monday on the Saturday Schedule) had no access to these schedules on the site nor were they provided with information on where they could be accessed.
- **Publish a Dynamic Bus Route Map:** Although it is understandable that bus detours were occurring, many individuals asked for a map that contained open Regional Rail stops, City Transit stops, and active bus routes/termini. Making this a dynamic, embedded map would enable SEPTA to update this according to last-minute detours, too.
- **Keep TransitView Active:** Numerous customers interested in taking SEPTA buses apparently flooded the SEPTA Call Center with questions about vehicle locations. One of our own YAC members had to spend
- **Publish Service Change Updates:** Numerous service patterns were modified after the event began, but there was no notice as to these changes. For example, the Market-Frankford Express/Local plan changed to simply be limited stops end-to-end; yet, no notice of this was publicly posted. Another example, the 105 bus was changed from Regular Weekend Service to Saturday Service on Sunday; yet, no notice of this was published. (This ultimately led one YAC member to be very late for his SEPTA Ambassadoring Shift at the Independence Visitor Center.)
- **Publicize Fare Purchase Opportunities:** Information as to day-of pass sales was very limited, leaving individuals to eliminate SEPTA from their transportation service evaluation. Specifically, individuals were unaware of whether or not they could purchase passes day-of, where passes and/or tokens could be purchased, and access in the papal zone via SEPTA.
- **Operate Shuttle Buses in Center City:** With limited traffic being allowed in the Francis Festival Grounds, special SEPTA shuttle buses should've operated "crosstown" service within the grounds along southern boundary streets (such as Spruce/Lombard/Pine Streets).

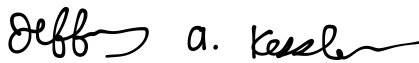
Additionally, CCT shuttles should've been stationed at key stations to take mobility-challenged passengers to/from access points.

- **Respond to Demand by Opening Stations and Reallocating Staff:** With trips on the MFL being incredibly light/empty, one should at least consider re-opening some stations and repositioning some of the Ambassadors from underwhelmed stations to newly-opened stations. Further, individuals at some locations were left with little to do at times when other staff members were inundated by customers. Re-allocating these individuals to other locations would greatly relieve stress at the points wherein it is most being experienced.
- **Publish Information in Simple Digest Prior to the Event:** Perhaps the majority of the questions regarding papal service came from locals who needed information as to current service. A simple table could've solved this problem. For example, this could've been listed as the example below and been much more clear.

Route	Status	Route Details	Schedules	Fares	Post-Event	Alert
MFL	Modified Service	Limited Stops for Entirety of Route. Stops at 69th, 60th, 52nd, 34th, 30th, 8th, 2nd, Girard, Huntingdon, Allegheny, Erie-Torresdale, Arrott TC, and Frankford TC.	Operates approximately every 4–6 minutes from 4:30am until 2am.	All Regular Fares (Cash, Tokens, TransPasses, and TrailPasses) will be accepted in addition to special Papal Event passes.	Normal Service Expected to Resume Monday Morning. {Schedule for Return to Normal Service}	
BSL	Modified Service	Limited Stops for Entirety of Route. Stops at Fern Rock, Olney, Erie, North Philadelphia, Cecil B Moore, Spring Garden, Walnut-Locust, Snyder, and AT&T.	Operates approximately every 4–6 minutes from 4:30am until 2am.	All Regular Fares (Cash, Tokens, TransPasses, and TrailPasses) will be accepted in addition to special Papal Event passes.	Normal Service Expected to Resume Monday Morning. {Schedule for Return to Normal Service}	
17	Route Suspended until Monday at 12:01am.				Detours through 10am Monday	
21	Route	Route 21 will operate	Operates	All Regular Fares	Normal Service	

	<p>Diverted</p>	<p>from 69th Street to the 40th Street Portal. Customers can change at the portal for Express Trolley Service to 30th Street Station.</p>	<p>every 6 minutes from 5am until 1pm, every 15 minutes from 1pm until 6pm, then every 20 minutes from 6pm until 2am.</p>	<p>(Cash, Tokens, TransPasses, and TrailPasses) will be accepted in addition to special Papal Event passes.</p>	<p>Expected to Resume Monday Morning. {Schedule for Return to Normal Service}</p>
<p>105</p>	<p>Saturday Schedule / Base Route Only</p>	<p>Route 105 will operate between Paoli and 69th Street TC. Buses will NOT operate via King of Prussia Rd nor along Radnor-Chester Road.</p>	<p>Operates on a Saturday Schedule. {Access PDF Timetable, Including Saturday Schedule, Here}</p>	<p>All Regular Fares (Cash, Tokens, TransPasses, and TrailPasses) will be accepted in addition to special Papal Event passes.</p>	<p>Normal Service Expected to Resume Monday Morning. {Schedule for Return to Normal Service}</p>

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