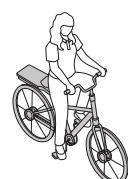SEPTA FORWARD >>>

MICROMOBILITY PLAYBOOK

May 2023

Bicycle

E-Bike

Folding Bike

Stroller

Shopping Cart

Wheelchair

Accessible Scooter

Luggage

Mono-Wheel

Hoverboard

Scooter

E-Scooter

E-Skateboard

Skateboard

Skates

- **Micromobility** - *noun*. Any small, low-speed, human- or electric-powered transportation device, including bicycles, scooters, electric-assist bicycles, electric scooters (e-scooters), and other small, lightweight, wheeled conveyances.

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INTRODUCTION

SEPTA will create a seamless transit experience for micromobility users

SEPTA, in its strategic plan, SEPTA Forward, has set a goal to create a more seamless transit network that serves all people and increases ridership. The SEPTA "Lifestyle Network" is a frequent, easy to use, and integrated network that can be easily used for any sort of trip. Transit does the most good when it is convenient and reliable enough to be used for a variety of needs, connecting more people to more jobs, reducing carbon emissions, making car ownership unnecessary, and improving quality of life for everyone.

The Lifestyle Network is one way SEPTA is adapting to different disruptions caused by innovation, shifts in mobility, changing demographics, and post pandemic work and commute patterns. Micromobility options, including bicycles and a wide range of new technologies, can make transit more useful to more people as part of the Lifestyle Network.

Micromobility devices are here to stay, and SEPTA, with our necessary partners, is proactively rethinking our policies, operations, infrastructure, and passenger communication to welcome this shift in mobility.

This playbook is an update to the 2015 SEPTA Cycle Transit Plan and establishes recommendations for improvements to better accommodate micromobility devices on the SEPTA network, to increase ridership and realize the benefits of a system that is in sync with multimodal transportation options.

The Federal Highway Administration broadly defines micromobility as any small, low-speed, human- or electric-powered transportation device, including bicycles, scooters, electric-assist bicycles, electric scooters (e-scooters), and other small, lightweight, wheeled conveyances. Bicycles and electric bicycles are the largest and heaviest, while other e-devices such as e-scooters and e-skateboards are much smaller and lighter-weight, but still fast. Micromobility is typically faster than walking but slower and much smaller than cars. Broadly speaking, micromobility devices are similar in size and in speed and are easily accommodated using the same infrastructure used for bikes.

On transit and in transit stations, privately-owned micromobility devices have similar space, accessibility, and storage needs as other kinds of wheeled equipment like wheelchairs, walkers, strollers, shopping carts, and large suitcases. Many of the same features that make a system ADA accessible also make it easier to combine micromobility with transit.

The list of micromobility types continues to grow and the range of speed and size will continue to vary, but right now bicycles and scooters are the most commonly used devices.

Description: Indego station on the 1100 block Market Street

Source: SEPTA

PROJECT OVERVIEW

Micromobility is an important part of the public transportation system

Micromobility makes transit more useful to more people by extending its reach. A 10-minute walk reaches 1/2 mile from a transit stop; a 10-minute bike ride reaches 2 miles. People who do not have a nearby transit route can use micromobility to get to a route that's farther away. Even people who are on a transit route can use micromobility to reach a more frequent bus route or a rail station.

Thus, micromobility is an essential part of SEPTA's Lifestyle Network. The low cost of personal or shared micromobility devices helps riders' household budgets and creates a more equitable network. The low energy and space use, and the ability to convert cars trips makes micromobility more environmentally sustainable. The ability of micromobility to extend into neighborhoods, especially in suburban areas, helps fill gaps in the network. Micromobility can increase the quality of life for everyone who uses it.

By updating policies, creating space on vehicles, building access into stations, and promoting the ability to use micromobility, SEPTA can attract new riders and serve existing riders better with small capital projects and minimal operating costs.

As SEPTA integrates other forms of micromobility beyond the bicycle into policies and plans, there are instances in this playbook when we only refer to bicycles, but other micromobility modes may apply.

Micromobility supports a more equitable transportation network, especially when combined with transit

An equitable transportation network can only be realized when all individuals have access to the same opportunities and resources, regardless of their background or circumstances. Micromobility supports this concept by offering a cost-effective transportation option, improved mobility, environmental benefits, health benefits and social connectivity.

Many riders who depend on SEPTA's services have lower incomes and are less likely to have access to a car than the overall population of the region. Micromobility extends the reach of our riders and provides greater economic opportunity to those who may be further from resources and frequent transit service options.

By seamlessly accommodating micromobility into transit, we can reduce reliance on personal vehicles, which helps to alleviate congestion and decrease air pollution. Reducing the need for car travel and ownership though transit and micromobility also has a beneficial impact on household incomes.

Together with transit, facilitating micromobility use is an important way to promote equity, create more sustainable and inclusive communities, and ensure that everyone has access to affordable, efficient, and environmentally friendly transportation.

The strategies within this Micromobility Playbook are intended to prioritize equitable access and help overcome underlying racial, gender and income divides.

Note: Throughout this playbook, SEPTA Metro designations are denoted in parenthesis as defined in the Wayfinding Master Plan.

Figure 1   **Cycleshed**

Micromobility extends the reach of public transportation to fill in transportation gaps. This diagrammatic map shows how a 10-minute bike ride can serve a larger area than a 10-minute walk. At North Wales station on Regional Rail, 1,800 people live within a 10-minute walk while 10,600 live within a 10-minute bike ride. For homes, jobs, and other destinations that are too far from transit stations, micromobility becomes a viable option to connect to transit. The cycleshed becomes more important the farther it is from Center City, and into the suburbs, where the density of stations and transit service becomes more sparse.

Micromobility

— Bike Lanes   — 10 minute walking

— Bus Routes   — 10 minute biking

— Regional Rail

1:40,000

0   0.5   1   1.5 miles

PROJECT OVERVIEW

The use of micromobility devices has increased substantially

Micromobility is a relatively new term that includes many relatively new technologies, and there is not a robust set of data across all types of micromobility. However, we do have data points that show people are using these devices more. NACTO data shows bike and scooter share trips have been increasing substantially across the United States, station-based bike share trips increased consistently from 2010 to 2017. After the widespread introduction of dockless bike share, and the introduction of e-scooter share in U.S. cities, shared micromobility trips more than doubled in 2018 and 2019.

According to Philadelphia's bike share program, Indego, bike trips increased from 2016 to 2021. While SEPTA transit ridership decreased more than 50% during the pandemic, Indego trips only decreased by about 1% (around 9,000 trips). By 2021, Indego trips had increased again by 29%.

The use of personal micromobility devices is also predicted to have grown. According to data from the trade group Light Electric Vehicle Association (LEVA), and from BloombergNEF, e-bike imports have increased significantly from 2020 to 2021 and were higher in number than electric vehicle imports. NPD Tracking Service data also reported an increase in bicycle sales by 54% from April 2019 to April 2021. The 2022 – 2030 Grand View Research and Polaris market research studies predict the positive growth of e-scooter sales in the next decade.
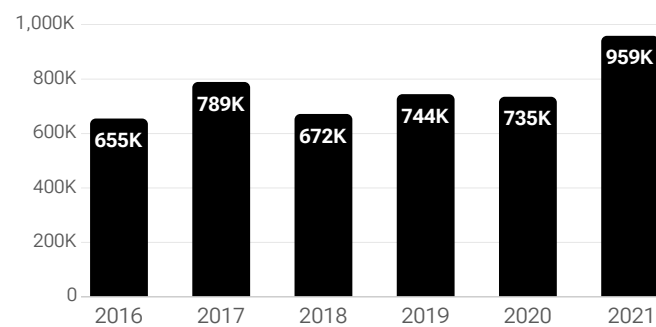
Electric scooters are currently not allowed by Pennsylvania state law

Under current Commonwealth of Pennsylvania transportation regulations, low-speed e-scooters are not allowed on public streets because they are not classified in the vehicle code. Pennsylvania is part of a very small group of states that prohibit e-scooters or do not have clear laws governing their use. Since the introductions of these micromobility devices, several states have modified their vehicle codes to define and regulate this popular form of mobility. While there are safety concerns about the use of e-scooters in public roads and public spaces, e-scooters provide the same transit, equity and environmental benefits of all other micromobility devices.

However, Pennsylvania's regulations do not make scooters themselves illegal. Riding a scooter on private property is not outlawed, and neither is carrying a folded scooter. There are multiple SEPTA stations and bus stops that connect directly to college campuses, business parks, and other areas outside public street right of way. SEPTA service also extends outside Pennsylvania into New Jersey, where scooters are legal on public roads. Thus, there are legal ways for a scooter rider to access a SEPTA station, and while on SEPTA vehicles and SEPTA property, a micromobility user with an e-scooter is not violating state regulations.

SEPTA's policies recognize the existence of e-scooters, the increasing prevalence in customer use and plan for their accommodation on vehicles as our policies do for other micromobility options.
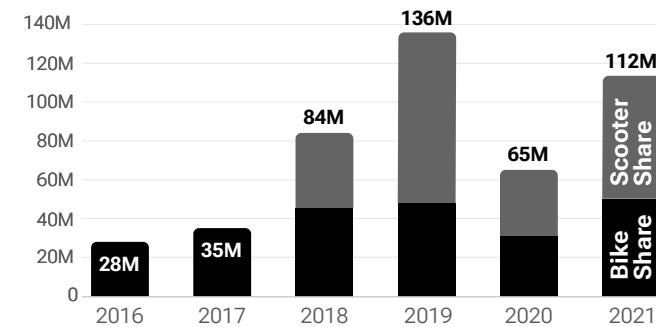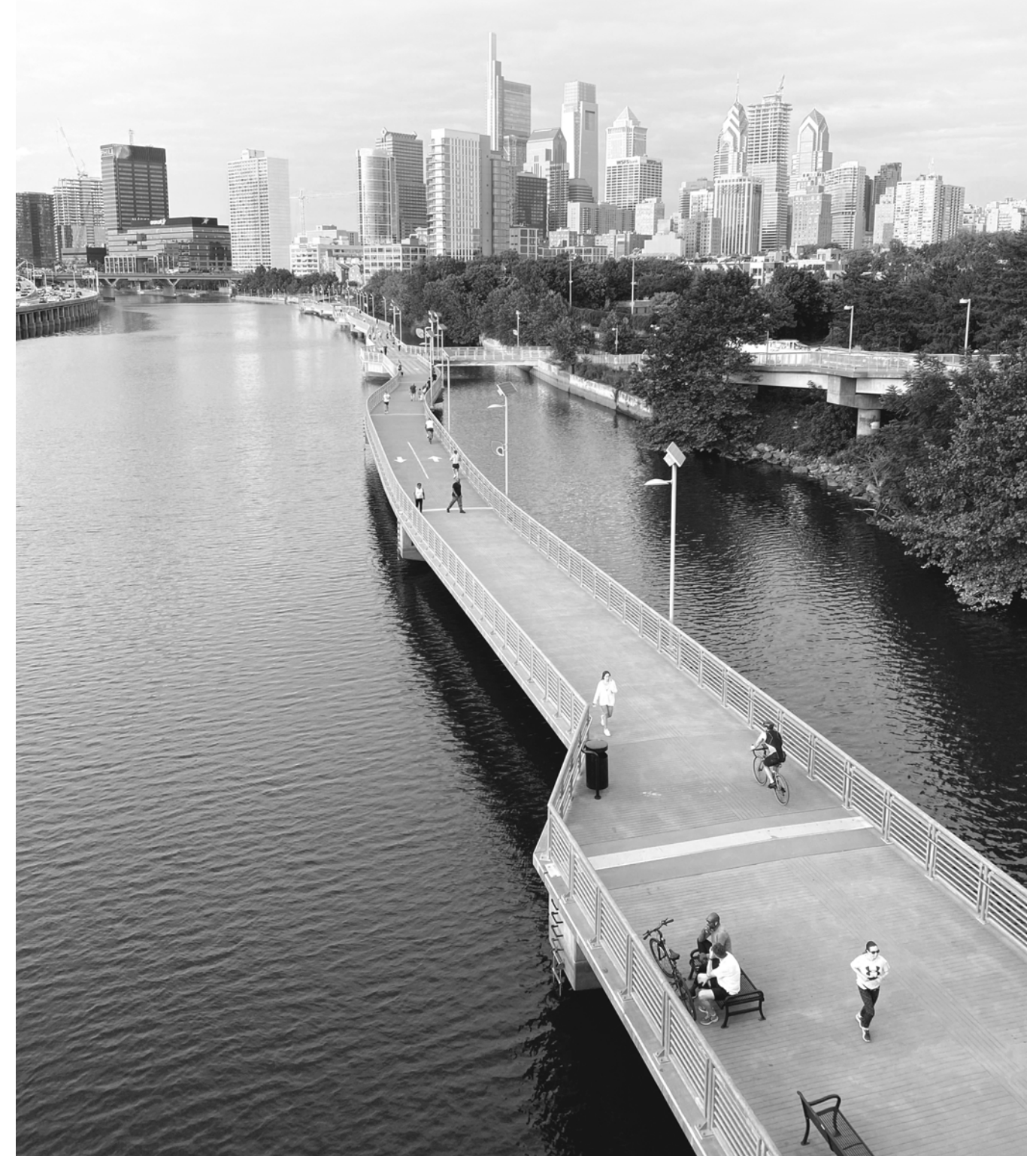

Figure 2   Indego Trips
Indego bike share trip data from 2016 to 2021.

Figure 3   Nationwide Bike Share and Scooter Share Trips
NACTO data for shared micromobility from 2016 to 2021.

Description: Schuylkill River Trail

PROJECT OVERVIEW

## SEPTA and the Philadelphia region have committed to a safe and accessible multimodal transportation network

In an effort to leverage other planning efforts related to micromobility options, part of the playbook development process was reviewing other relevant planning efforts. Many of the planning efforts in the Philadelphia region include guidelines or plans to increase the use of bicycles, but due to the age of the plans and the continuously updating definition of micromobility, most of them fall short of including all micromobility devices. Planning efforts leveraged in the development of this playbook include:

- SEPTA Forward
- SEP-TAINABLE 2020
- SEPTA Cycle-Transit Plan
- Philadelphia Climate Action Playbook
- CONNECT: Philadelphia's Strategic Transportation Plan
- Philadelphia Trail Master Plan
- Connections 2050 and various DVRPC efforts.

While this playbook is focused on micromobility, the recommendations also address the needs of pedestrians and all SEPTA riders. Station improvements and additional space on vehicles that help riders with bikes or scooters will also help people with luggage or strollers. SEPTA's commitment to accessibility also helps micromobility riders as ADA improvements will aid micromobility user. However, ADA spaces will always have priority for wheelchairs and other mobility aids.

The successful implementation of these recommendations will foster the benefits that micromobility brings while avoiding potential conflicts. This playbook includes recommendations to update and create new policies, improve operations, equipment and infrastructure, and clearly communicate all changes to efficiently and safely accommodate the use of micromobility devices in and around the SEPTA system.
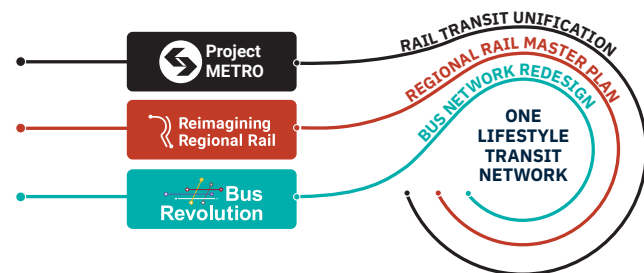
There is interest in micromobility among local stakeholders and precedents at other agencies

This planning process was built on significant prior internal work at SEPTA, the 2015 Cycle Transit Plan, discussions with riders, ideas submitted from stakeholders, and coordination with other regional planning efforts. We learned from local stakeholders, peer agencies, research on nation-wide best practices, internal insights from SEPTA leaders and a public survey promoted by SEPTA and partners. An exchange and cooperation between all participants lead to a clear, rich, and collective set of ideas that were essential to developing the playbook's recommendations.

STAKEHOLDERS

- Bicycle Coalition of Greater Philadelphia (BCGP)
- Bicycle Transit Systems (BTS)
- Delaware Valley Regional Planning Commission (DVRPC)
- Indego
- Philadelphia City Planning Commission (PCPC)
- City of Philadelphia's Office of Transportation, Infrastructure, and Sustainability (OTIS)
- SEPTA's Youth Advisory Council (YAC) and Citizens Advisory Committee (CAC)

PEER AGENCIES

- New Jersey Transit (NJT)
- New York Metropolitan Transit Authority (NY MTA)
- Port Authority of New York New Jersey (PANYNJ)

SEPTA INTERDIVISIONAL MICROMOBILITY COMMITTEE (IMC)

- General Manager (GM) Staff
- Operations
- Planning & Strategy
- Communications
- System Safety
- Legal

Description: Indego station at Grays Ferry Triangle

SEPTA FORWARD >>>

Project METRO

Reimagining Regional Rail

Bus Revolution

RAIL TRANSIT UNIFICATION

REGIONAL RAIL MASTER PLAN

BUS NETWORK REDESIGN

ONE LIFESTYLE TRANSIT NETWORK

PROJECT OVERVIEW

Public Input: SEPTA riders are already using micromobility with transit

The SEPTA micromobility public survey opened on September 19, 2022, and closed October 24, 2022. The survey was translated to Spanish and Simplified Chinese, the second and third most spoken languages in the region, to promote language justice and address language barriers. The SEPTA communications team provided outreach to Spanish speaking neighborhoods and the Philadelphia Chinatown Development Corporation to ensure we reached non-English speaking constituents. In addition to SEPTA communication channels, stakeholders promoted the survey through online sites, personal distribution and social media.

The survey was intended to identify concerns about micromobility on transit and opportunities for transit-micromobility integration and was therefore targeted at current SEPTA riders and current micromobility users. It was not intended to reach a broad cross-section of the public, and it was not intended to be a random survey. Results have been weighted for race and income. The following is a summary of demographic key points from the 1,448 survey respondents:

- We received responses from a variety of age groups. The highest percentage of responses came from transit users aged 25-34 years old making up 25% of all responses.

- Responses were evenly split by those who identified as male or female gender. Non-binary and "other" accounted for 7% of total respondents.

- The survey reached a diverse group of SEPTA riders. Caucasian/White transit riders were somewhat overrepresented, making up 71% of all responses, but account for only 58% of the population in SEPTA's service area and 38% of transit users. However, there was generally broad commonality between the survey responses from different races. For example, all race-ethnic groups had "blocking aisle" as their main conflict with bicycles or scooters. There were some differences:

  - Asian/Pacific Islander respondents use the highest percent of micromobility devices within their race-ethnic group.

  - African American/Black and Hispanic/Latino respondents avoid bringing their bicycle or scooter on board at a higher percentage than any other race or ethnic groups.

The following is a list of the main takeaways from the SEPTA Micromobility survey. The complete survey is included in the appendix of this document.

- Although the biggest share of micromobility devices brought on board the SEPTA system is non-electric bicycles, there are also many other types of micromobility devices that people are bringing on board.

- Of all survey respondents, 88% said they already use some type of micromobility, but only 34% of respondents said they use micromobility devices as part of their transit trips on the SEPTA network. This indicates that there are a significant number of people who are comfortable using micromobility devices, but do not think to or feel comfortable pairing them with transit.

- The policies around bringing bikes and scooters on board transit are not clear. Just above 65% of survey respondents were not sure or did not know these rules. Only 35% of survey respondents said they had used SEPTA.org to find this information.

- Of the people who bring bicycles or scooters on board, 61% bring them on board Regional Rail. This was the highest percentage of all other modes, closely followed by buses.

- Only 4% of survey respondents parked their bicycle or scooter at a SEPTA station or stop when they traveled. When asked if the availability of secure parking at stations would affect travel frequency, 53% said it would greatly or somewhat increase their travel frequency with a bike or scooter. This difference sheds light on the importance of secure storage and parking for transit users.

- The main issue with bringing micromobility devices on board is that they often block the aisle.

- **Are there any changes or improvements SEPTA could implement to make on boarding bicycles or scooters easier?**

Publish the rules & requirements as advertising to encourage awareness.

More bike racks on bus

A bike car — a car for bikes only

Make more dedicated space for bikes and scooters on vehicles, especially for Regional Rail

Clear indication of what cars allow bikes

Attaching a bike to a bus is very intimidating! It turns out it is easy, but I never tried it until SEPTA had an info booth at the bike expo

Redesign the racks for more bicycles

Dedicated storage space in subway cars

When possible make buses stop at or near intersections with existing walking/cycling trails

More access points at stations. Currently, stations usually only have one entrance on one side of a street.

Driver, conductor & rider education on consistent & understandable rules and procedures.

- We received 710 comments under this question, these are just a selected few representing the diverse set of comments from SEPTA riders.

- **On which service do you bring your bicycle or scooter on board when using SEPTA services?**

	N/A	Bus	BSL	MFL	Regional Rail	CCT Vehicle	Trolley
	3%	59%	38%	41%	61%	1%	7%
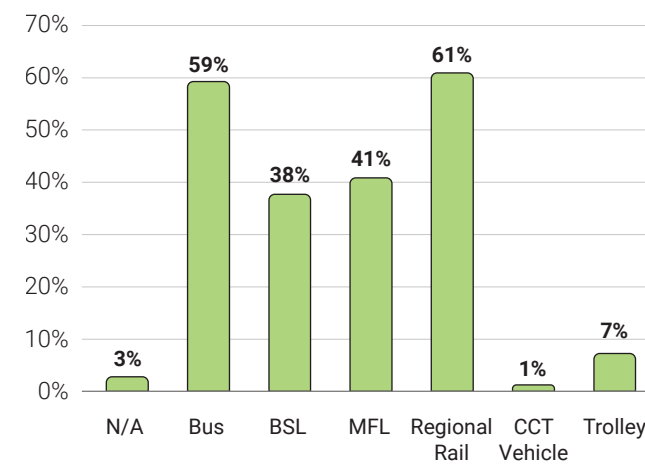
- Most of riders bring their bicycle or scooter on board Regional Rail and on Bus bike racks.

- **Among riders who reported on board issues with micromobility users, what were the issues?**
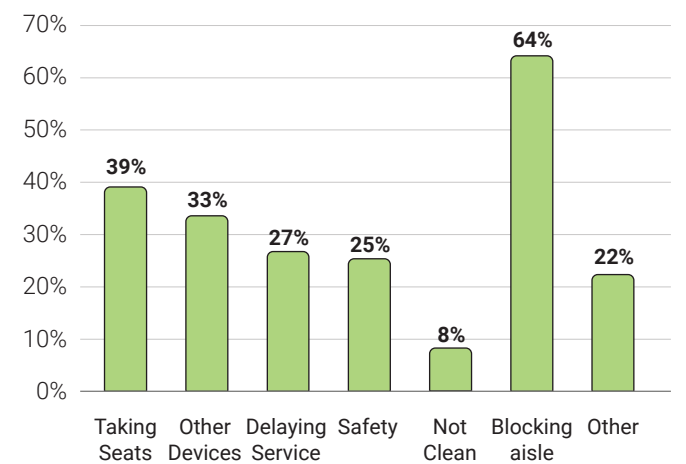
	Taking Seats	Other Devices	Delaying Service	Safety	Not Clean	Blocking aisle	Other
	39%	33%	27%	25%	8%	64%	22%

- The main issue with bringing micromobility devices on board is that they often block the aisle.

CURRENT CONDITIONS

SEPTA policies differ across services

SEPTA's website lists the policies governing bicycles by service. Most major lines allow bicycles in some capacity, but Regional Rail and the Market-Frankford Line (L Line) restrict bicycles on board during peak travel hours, and trolleys never allow bicycles because the current vehicles have no provision for them.

On Regional Rail, bicycles are permitted on weekday trains except: morning inbound trains arriving at any Center City station between 6 and 9:30 am; and afternoon outbound trains departing from any Center City station between 4 and 6:30 pm. Bicycles are permitted all day on weekends.

On the Market-Frankford Line (L Line), bicycles are permitted on weekdays before 6 am, between 9 am and 3 pm, and after 6 pm. Bicycles are permitted all day on weekends.

The Broad Street Line (B Line) and the Norristown High Speed Line (M Line) bicycle policies were recently updated to allow bicycles at all times to allow for the integration of micromobility options and SEPTA services.

Trolleys on the subway-surface lines (T lines) and 101/102 (D lines) are not wheelchair accessible and do not have bike racks or onboard space for bikes. Bicycles are not allowed at any time on the Girard trolley (G line), which uses wheelchair lifts.

SEPTA policy allows folding bicycles on board all services at all times since they are considered luggage. SEPTA has a policy allowing self-balancing two-wheeled scooters (such as Segways) during off-peak hours. SEPTA does not have clear policies for the other types of micromobility that have been introduced recently.

Peer agencies have a range of policies

SEPTA's peer agencies are adapting to accommodate micromobility. Three peer agencies were interviewed as part of this playbook's development process: New York's Metropolitan Transportation Authority (NY MTA), New Jersey Transit Corporation (NJ Transit), and the Port Authority of New York and New Jersey (PANYNJ).

New York MTA
The NY MTA has recorded large numbers of people using personal micromobility devices, especially scooters and folding bicycles. Riders are bringing micromobility onboard and demanding more mobility options and accessibility. In response, MTA has partnered with CitiBike, a bike share program, to expand mobility and accessibility options. Additionally, NY MTA has implemented, or is in the process of implementing, a number of studies and programs:

- Systemwide Bike/Ped Micromobility, Strategic Action Plan, Systemwide Hazard Analysis for E-scooters, First/Last Mile Suburban Commuter Rail Study, Bike/Scooter Share Pilot Programs, On-Demand Microtransit studies, and an expanded open stroller pilot program.

NJ Transit

In 1998, NJ Transit successfully implemented a bike locker program. Now they have over 350 lockers at 35 different train stations that have an average occupancy rate of 65 percent. Bike parking serves an important operational function by decreasing demand for on-board transit vehicle storage. The agency is currently looking into expanding bicycle shelters as they are a more efficient use of land than commuter motor vehicle parking spaces. Additionally, the agency is leveraging partnerships with organizations to cost-effectively expand micromobility infrastructure.

Port Authority of New York and New Jersey
The PANYNJ runs the PATH transit service between Newark, New Jersey and Manhattan, oversees many independent mobility hubs, and a system of bus terminals. The Port Authority does not currently allow bicycles or scooters on their trains at peak hours due to safety and crowding concerns. They do, however, have an ad-based bike parking public-private partnership with Oonee pods to provide safe storage. This management system provides secure bike parking for bicycle riders without the upfront investment by the PANYNJ.
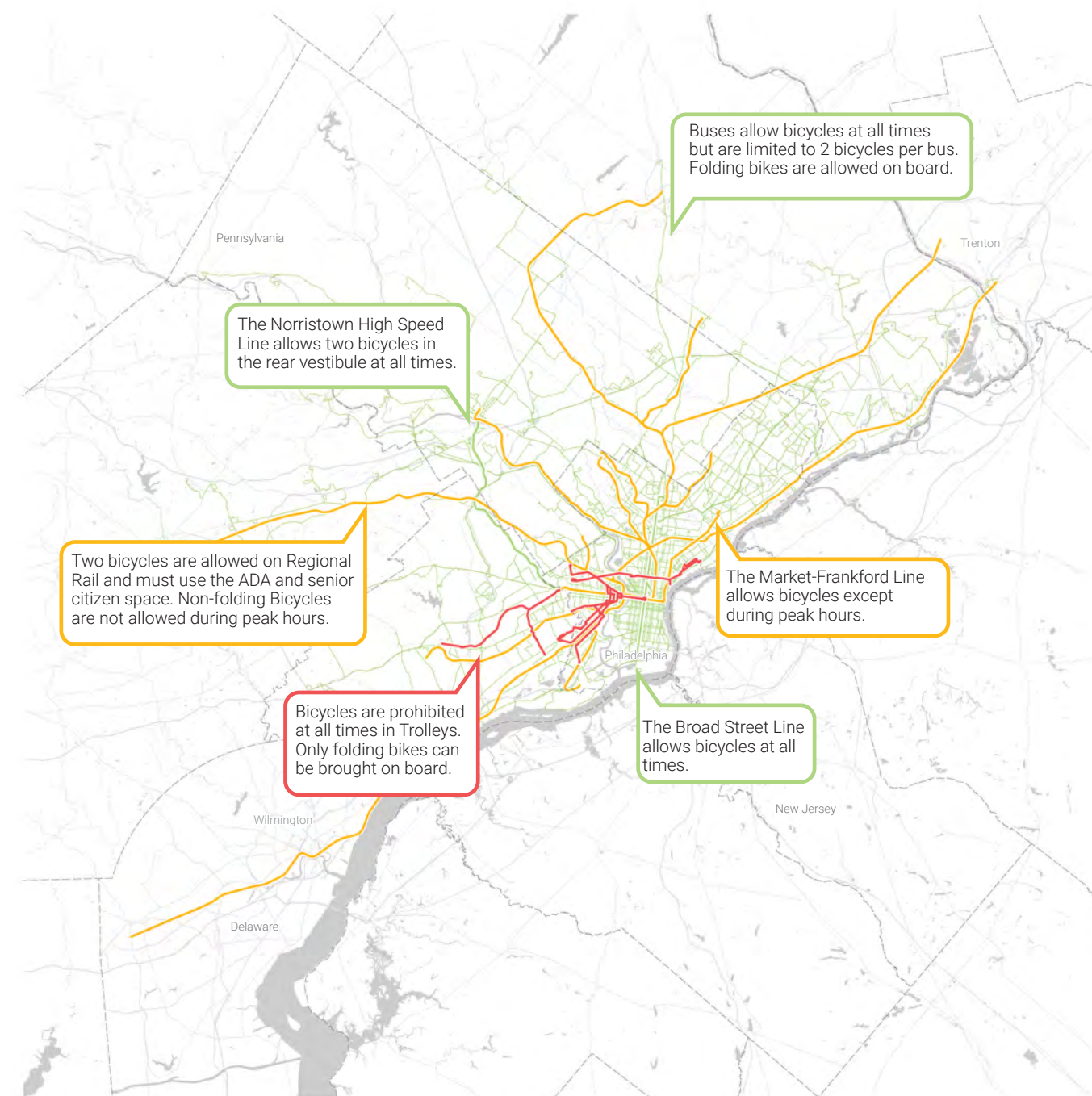
	SEPTA	NY MTA	NJ Transit	PANYNJ
Trolley	🔴	N/A	N/A	N/A
Bus	🟢	🟢	🟢	N/A
Subway	🟠	🟢	N/A	🟠
Light Rail	N/A	N/A	🟠	N/A
Regional Rail	🟠	🟠	🟠	N/A

On Board Bicycle Status
Allowed
Allowed Sometimes
Not Allowed

Figure 4   **On Board Policies Diagram**
Policies across SEPTA and peer agencies.

Figure 5   **SEPTA Bicycle Policy Map**

SEPTA serves Philadelphia, Bucks, Chester, Delaware, and Montgomery counties. As this map shows, micromobility policies vary widely over the network, with different rules for bringing bicycles on board at specific times of day on different modes. Users who understand these policies plan their trips around them. Different corridors and neighborhoods have very different micromobility accessibility based on what modes operate there. Messaging and secure micromobility parking play an important role at stations that do not allow bicycles on board vehicles at certain times.

Map callouts:
- Buses allow bicycles at all times but are limited to 2 bicycles per bus. Folding bikes are allowed on board.
- The Norristown High Speed Line allows two bicycles in the rear vestibule at all times.
- Two bicycles are allowed on Regional Rail and must use the ADA and senior citizen space. Non-folding Bicycles are not allowed during peak hours.
- The Market-Frankford Line allows bicycles except during peak hours.
- Bicycles are prohibited at all times in Trolleys. Only folding bikes can be brought on board.
- The Broad Street Line allows bicycles at all times.

Bicycle Policy Status
— Allowed
— Allowed sometimes
— Not allowed

1:500,000
0   5   10   20 miles

RECOMMENDATIONS

Improvements for a seamless door-to-door experience

SEPTA's Cycle-Transit Plan, adopted in 2015, identified many improvements for encouraging bicycle trips to transit, at transit stations, and on transit vehicles. This playbook builds on those initiatives and includes a wider range of micromobility options. The following pages outline recommendations that will bolster SEPTA's position in the mobility landscape and promote cohesion and safety for passengers with micromobility.

The recommendations in this report are organized following the path a person would take to reach their destination using transit.

- **SYSTEMWIDE:** Using and understanding the whole system.

- **VEHICLES AND SERVICE:** Entering, riding, and exiting a vehicle.

- **STATIONS:** Navigating the station and using station components.

- **CONNECTIONS:** Accessing the street and public space from the station.

- **STREETS AND TRAILS:** Using streets, bike lanes, sidewalks, or trails to get home or to another destination.

The categories build on SEPTA Forward's door-to-door Lifestyle Network experience and the Cycle-Transit Plan's organization: Bikes TO Transit, Bikes AT Transit, and Bikes ON Transit. Recommendations that were part of the 2015 Cycle-Transit Plan are labeled accordingly and include a progress section about what has been done to date.

Each recommendation includes two labels: Recommendation Type, and Timeframe or Ease of Implementation.

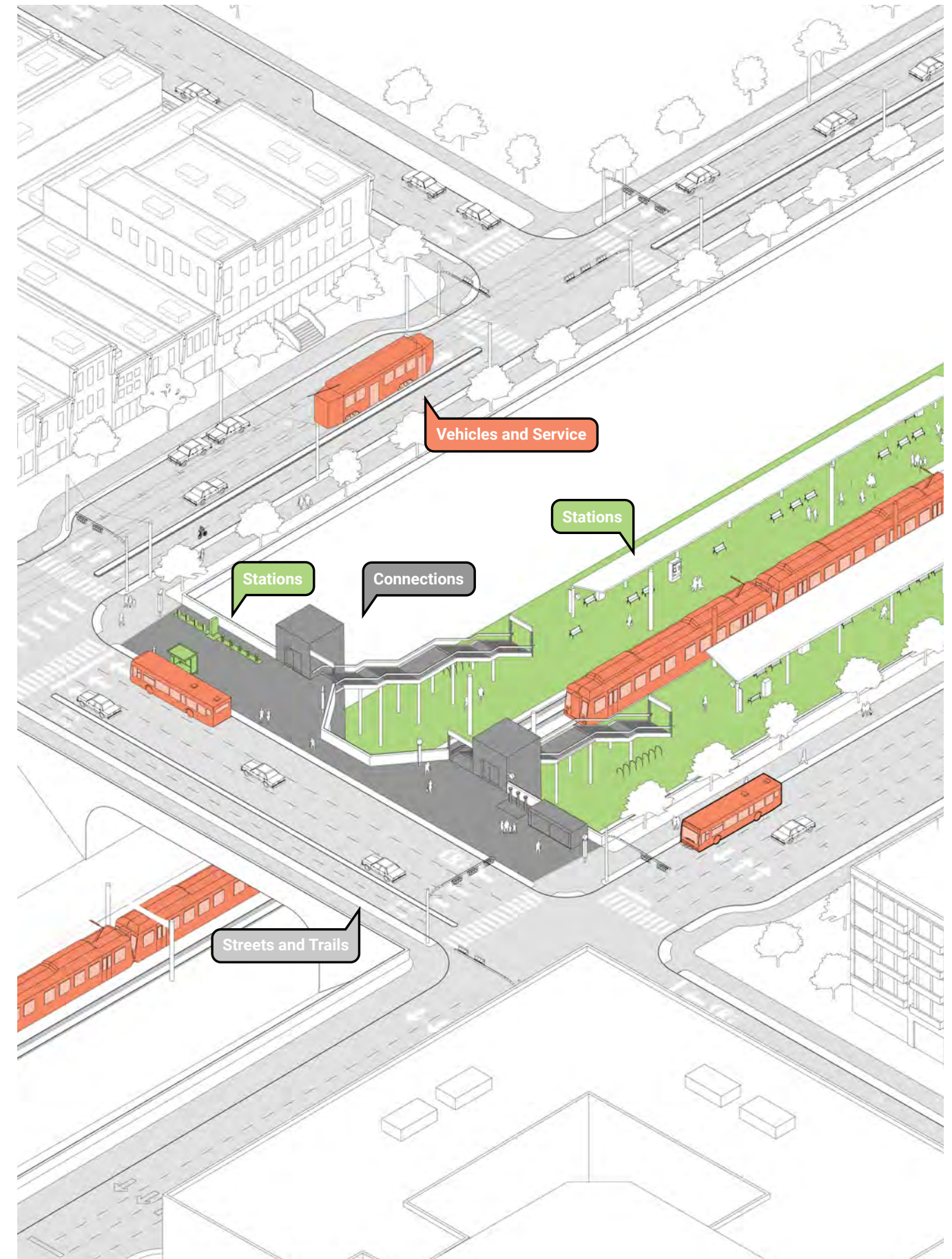Recommendation Type addresses where impacts will fall and includes:

- Policy

- Operations

- Infrastructure

- Outreach

- Equipment

Ease of Implementation considers implementation considerations and includes:

- Near Term

- Capital Investment

- Dependent on Another Project

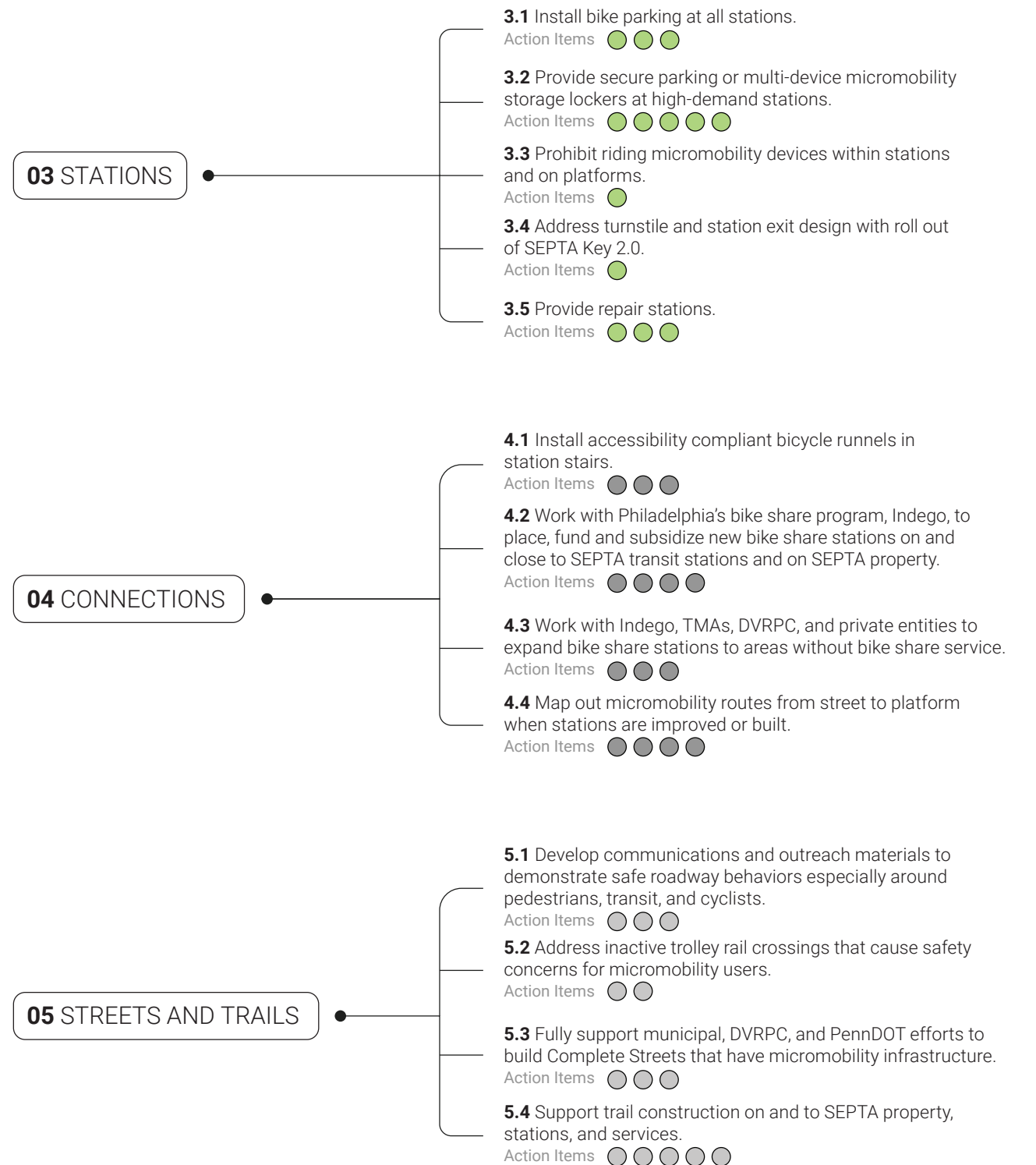- Dependent on Non-SEPTA Stakeholders

- Major Capital Investment

The Ease of Implementation label also serves as a guide to the possible timeframe of the recommendation. Near Term recommendations are in SEPTA's control and can be achieved relatively quickly, but recommendations dependent on other projects, and dependent on non-SEPTA stakeholders which require partnerships are longer term recommendations. Capital Investment and Major Capital Investment recommendations are longer term but differ in the amount of funding required. At SEPTA, a Major Capital Investment is considered to be above 10 million dollars.

A simplified implementation plan is included in the appendix of this plan, which will be used to prioritize and track progress of each recommendation. The Office of Innovation and Sustainability team will take primary responsibility for leading most initiatives, while seeking leadership and support from colleagues in various departments, as noted in the Leadership Summary Table. The Office of Innovation will maintain a "Pitch and Pilot" program to facilitate recommendations that require significant coordination and resources to fully implement.

RECOMMENDATIONS

There are five categories that
make up 28 recommendations

01 SYSTEMWIDE

1.1 Provide uniform rules for micromobility devices.
Action Items ○ ○ ○

1.2 Provide clear signage for micromobility devices.
Action Items ○ ○

1.3 Launch a micromobility outreach campaign that includes incentivizing the purchase of micromobility devices.
Action Items ○ ○ ○ ○

1.4 Integrate the SEPTA trip planner website and app with micromobility options.
Action Items ○ ○ ○ ○

1.5 Include micromobility standards in operator and conductor training.
Action Items ○ ○

1.6 Ensure funding for staff and capital costs to implement the micromobility playbook.
Action Items ○ ○ ○

1.7 Connect SEPTA and micromobility systems with wayfinding.
Action Items ○ ○ ○ ○

1.8 Explore opportunities for an integrated payment system for SEPTA and shared micromobility systems.
Action Items ○ ○

02 VEHICLES AND SERVICES

2.1 Retrofit rail cars that do not have designated areas or adequate accommodation for micromobility.
Action Items ● ● ● ●

2.2 Allow all micromobility devices on-board Regional Rail and the MFL (L Line) during peak hours.
Action Items ● ● ●

2.3 Run an education campaign on how to use bus bike racks.
Action Items ● ● ●

2.4 Fit more bicycles and bicycles with larger tire dimensions on buses.
Action Items ● ●

2.5 Identify micromobility space on live trackers on all vehicles.
Action Items ● ●

2.6 Include micromobility zones as part of the layout design of all new vehicles, including Regional Rail cars, trolleys, and subway cars.
Action Items ● ●

2.7 Accommodate strollers and utility shopping carts on all vehicles.
Action Items ● ● ● ● ●

03 STATIONS

3.1 Install bike parking at all stations.
Action Items ● ● ●

3.2 Provide secure parking or multi-device micromobility storage lockers at high-demand stations.
Action Items ● ● ● ● ●

3.3 Prohibit riding micromobility devices within stations and on platforms.
Action Items ●

3.4 Address turnstile and station exit design with roll out of SEPTA Key 2.0.
Action Items ●

3.5 Provide repair stations.
Action Items ● ● ●

04 CONNECTIONS

4.1 Install accessibility compliant bicycle runnels in station stairs.
Action Items ● ● ●

4.2 Work with Philadelphia's bike share program, Indego, to place, fund and subsidize new bike share stations on and close to SEPTA transit stations and on SEPTA property.
Action Items ● ● ● ●

4.3 Work with Indego, TMAs, DVRPC, and private entities to expand bike share stations to areas without bike share service.
Action Items ● ● ●

4.4 Map out micromobility routes from street to platform when stations are improved or built.
Action Items ● ● ● ●

05 STREETS AND TRAILS

5.1 Develop communications and outreach materials to demonstrate safe roadway behaviors especially around pedestrians, transit, and cyclists.
Action Items ● ● ●

5.2 Address inactive trolley rail crossings that cause safety concerns for micromobility users.
Action Items ● ●

5.3 Fully support municipal, DVRPC, and PennDOT efforts to build Complete Streets that have micromobility infrastructure.
Action Items ● ● ●

5.4 Support trail construction on and to SEPTA property, stations, and services.
Action Items ● ● ● ● ●

01 SYSTEMWIDE

1.1 Provide uniform rules for micromobility devices.

1.2 Provide clear signage for micromobility devices.

1.3 Launch a micromobility outreach campaign that includes incentivizing the purchase of micromobility devices.

1.4 Integrate the SEPTA trip planner website and app with micromobility options.

1.5 Include micromobility standards in operator and conductor training.

1.6 Ensure funding for staff and capital costs to implement the micromobility playbook.

1.7 Connect SEPTA and micromobility systems with wayfinding.

1.8 Explore opportunities for an integrated payment system for SEPTA and shared micromobility systems.
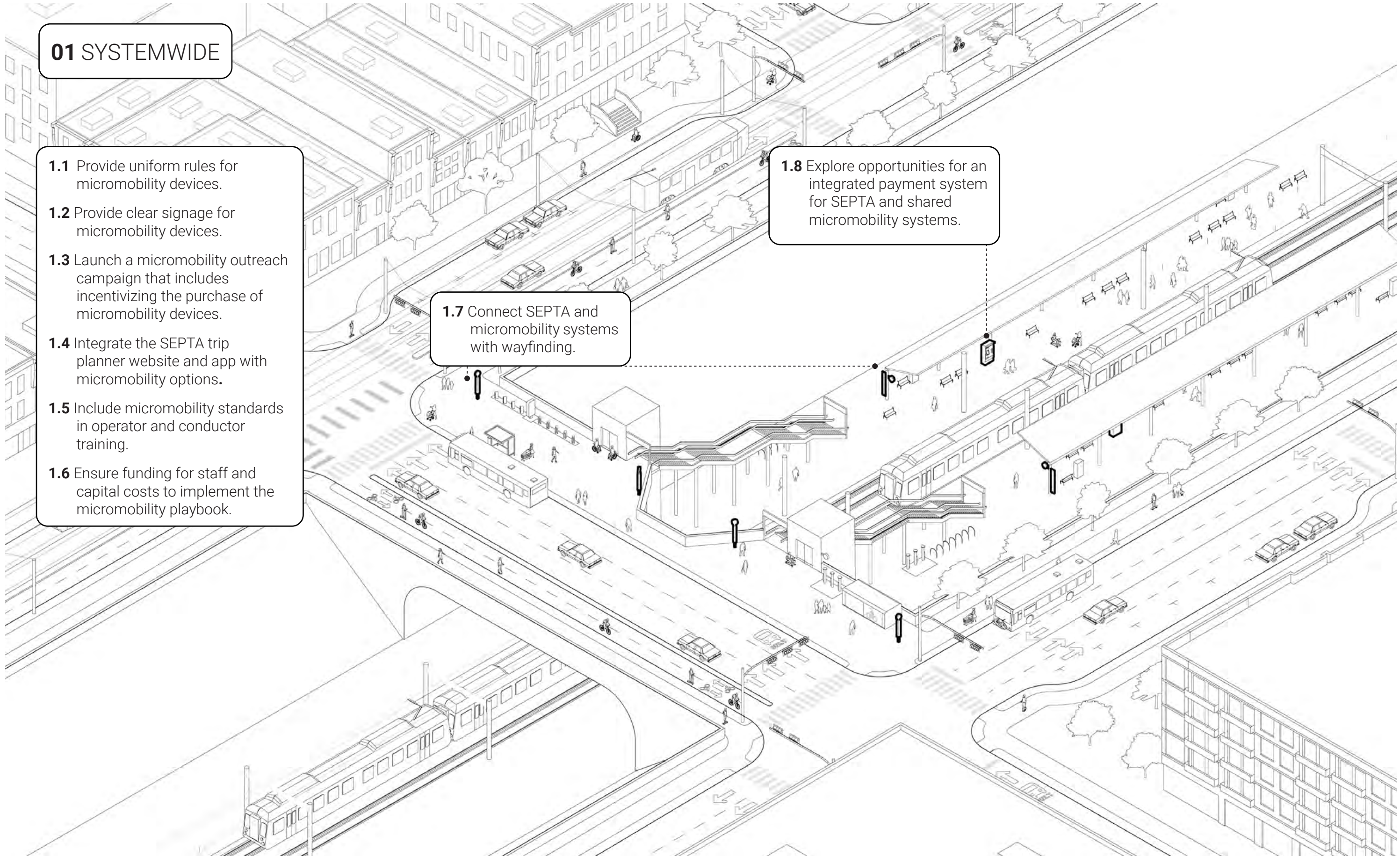
SYSTEMWIDE

1.1 Provide uniform rules for micromobility devices.

INCLUDED IN 2015 SEPTA CYCLE-TRANSIT PLAN

RECOMMENDATION TYPE
Policy

EASE OF IMPLEMENTATION
Near Term

DESCRIPTION
SEPTA should adopt an updated, clear, systemwide policy for micromobility. Like the current bike policy, this policy should include:

- A clear definition of micromobility that includes bicycles, scooters, electric bicycles, electric scooters, and other devices that are similar in size, shape, and use. This should also clearly exclude gasoline-powered vehicles, mopeds, and motorcycles.

- Clear policy that strollers and shopping carts do not need to be folded to enter SEPTA vehicles. Stroller and shopping carts must still not block the transit vehicle aisles.

- A statement that micromobility devices are welcome on SEPTA at all times, subject to specific restrictions.

- A list of any time- or vehicle-based restrictions. These should be as limited as possible. The recommendations in the "vehicles and service" section of this report are intended to eliminate the need for any of these restrictions, and as those are implemented the restrictions should be removed.

- A statement of where devices must be walked rather than ridden.

- Clarification on where to store devices on each service, with priority defined for the use of that space. It may differ depending on the device and service. For example, buses have racks for bikes but scooters go on board and all devices go on board rail service.

The policy should be phrased in terms of what is encouraged, rather than what is not allowed. Micromobility policies should be clear and concise.

PROGRESS
During the pandemic, SEPTA changed its bike use policies on different modes because of low ridership levels to allow bicycles on board at more times. As ridership levels started to rise again, policies were reverted to the older, more restrictive policies on some services. In September of 2022, SEPTA updated policies to allow everyday access for bikes on the Broad Street Line (B Line) and Norristown High Speed Line (M Line) effective immediately.

As micromobility options have expanded, which devices are allowed on streets, in stations, and on vehicles has become more ambiguous. Policies should be updated to be clear, concise, encompassing, easily accessible and include all types of micromobility devices.

ACTION ITEMS
1. Adopt a new micromobility policy.

2. Promote SEPTA micromobility policies and improvements through advertising on vehicles and on SEPTA property.

3. Make all micromobility policies easily accessible on SEPTA's website and mobile applications.

Description: Riders using Indego bike share
Source: Indego

1.2 Provide clear signage for micromobility devices.

RECOMMENDATION TYPE
Operations, Infrastructure, Outreach

EASE OF IMPLEMENTATION
Near Term

DESCRIPTION
Clear signage on vehicles and in stations improves rider experience and promotes efficient movement and flow. Some signage should specifically communicate where in the particular vehicle or station micromobility devices are permitted, while others broadly communicate the general rules and expectations for micromobility devices across the system.

From discussions with key stakeholders, current SEPTA signage needs improvement in order for riders to understand the rules and expectations and feel comfortable bringing micromobility devices on board services. Designated areas and operating regulations are unclear. According to the SEPTA micromobility survey, only 35% of respondents knew SEPTA's rules for bringing bicycles or scooters on buses and other transit vehicles.

Uniform signage, icons, decals, etc. will help clarify rules and create unified visual cues as users become used to seeing them. These identifiers can also help passively promote micromobility devices as an option to riders not currently using them.

ACTION ITEMS
1. Create intuitive and consistent markers and signage to be placed in areas within stations and on vehicles to show storage areas and travel paths where micromobility devices are permitted.

2. Coordinate with the Automotive Engineering Equipment and Maintenance (AEEM) department to incorporate micromobility signage phased with the regular upgrade of vehicle flooring and components.

Description: Bay Area Rapid Transit (BART) Train

Description: SEPTA Regional Rail Train
Source: SEPTA

SYSTEMWIDE

1.3 Launch a micromobility outreach campaign that includes incentivizing the purchase of micromobility devices.

INCLUDED IN 2015 SEPTA CYCLE-TRANSIT PLAN

RECOMMENDATION TYPE
Outreach

EASE OF IMPLEMENTATION
Near Term

DESCRIPTION
The micromobility survey showed that people are already using micromobility devices outside the SEPTA Network. According to the SEPTA micromobility survey, 34% of respondents currently use micromobility devices as part of their SEPTA trips. However, when asked if micromobility devices were used outside of SEPTA trips, 88% of the survey respondents said they already use some type of device, with non-electric bicycles being the most common at 54%. This means that over 50% of respondents use micromobility devices for short trips, but do not use micromobility devices in conjunction with transit trips.

One reason micromobility users do not augment their trips with transit is due to unclear micromobility policies. More than 65% of survey respondents were not sure or did not know rules for bringing bicycles or scooters on buses and other transit vehicles.

A successful outreach campaign has the potential to increase ridership of both transit and micromobility. The campaign should be centered on showcasing how useful micromobility devices can be for transit users and raising awareness of the rules of micromobility on transit.

In our discussions with stakeholders, other potential transit users were identified such as delivery bicycle riders, leisure riders, electric micromobility users who live in areas with steep hills, and students at college campuses.

There is opportunity to expand and incentivize more forms of micromobility and close equity gaps when it comes to the purchase of micromobility options. Although less expensive than other mobility forms, micromobility devices still vary in quality and price. Higher access to micromobility devices results in more potential transit users.

SEPTA can incentivize the individual purchase of micromobility devices to bridge gaps in acquisition. By using local micromobility shops and manufacturers, SEPTA can also leverage the local and regional economy.

PROGRESS
SEPTA held a "Bike the Hill" field trip in partnership with local organizations in Chestnut Hill to tour the Wissahickon Park's Forbidden Drive as well as an architecture tour of the neighborhood. The event used the slogan "SEPTA is the vehicle but the journey is yours" and was marketed through a series of fliers and social media posts. The 2015 SEPTA Cycle-Transit Plan included a recommendation to brand folding bikes because this typology of micromobility was allowed in more vehicles at more times, and as a strategy to increase ridership by promoting SEPTA services. The implementation of this recommendation is not yet realized.

Description: SEPTA bike excursion poster
Source: SEPTA

ACTION ITEMS
1. Promote SEPTA micromobility policies and improvements to people who already use micromobility devices, with targeted campaigns for delivery bikers, leisure riders, riders who live in tough topographic areas, late night travelers, people in college campuses and riders with new post-pandemic work schedules.

2. Cooperate with student groups at universities, local civic clubs, employers, bike advocacy groups, and other community organizations by doing joint outreach campaigns, social media campaigns with the existing accounts of these groups, and scheduling gatherings to discuss.

3. Promote micromobility devices to current riders on board trains and buses, at stations and stops, and on SEPTA email/social media.

4. Create a program to brand and incentivize the purchase of locally sold and manufactured micromobility devices such as folding bikes, electric bikes, regular bikes, and other micromobility devices. Explore strategies to promote folding bicycles through raffles, coupons, promotional activities, and vouchers

5. Continue SEPTA's Regional Rail excursion trips to promote transit connectivity to recreational amenities and to build partnerships. Create a simple reservation system for these trips. Explore the possibility of designating certain off-peak trains during special events as bike-only trains or trains that can hold more than two bicycles.

Description: General electric folding bicycle
Source: Lectric E-bikes

SYSTEMWIDE

1.4 Integrate the SEPTA Trip Planner website and app with micromobility options.

INCLUDED IN 2015 SEPTA CYCLE-TRANSIT PLAN

RECOMMENDATION TYPE
Operations

EASE OF IMPLEMENTATION
Near Term

DESCRIPTION
Helping riders map multimodal routes and make connections between transit services and micromobility stations on their phones will make it easier for riders to confidently navigate the system. Planning a multimodal trip requires visiting multiple apps or websites and can be confusing. Incorporating multimodal transportation into the SEPTA Trip Planner app itself can make trips easier to plan, especially for new users or users making a trip they do not usually make.

VIA Metropolitan Transit in San Antonio partnered with bike share company San Antonio BCycle to integrate apps. This enhanced the customer experience by increasing the ease and convenience of trip planning. Riders can plan a bus and bike trip, purchase a VIA transit pass, and unlock a BCycle bike all in one app.

PROGRESS
Recently, the SEPTA trip planner added an option to provide routes that use a combination of transit, personal biking, bike share and walking. It is a move in the right direction for integrating micromobility with transit. The iseptaphilly.com website lets users plan their trip and includes surrounding activity like popular destinations, perks, or happenings but it is missing micromobility options as part of the route.

External partners like Transit application, and the Clean Air Council's Go Philly Go have the multimodal trip planners available that include Indego, yet not all customers use these apps in conjunction with travel on SEPTA.

Common apps like Apple Maps and Google Maps, to which SEPTA shares schedule data, have also improved their trip planning options for micromobility. The Transit app allows users to plan multimodal trips combining micromobility and transit.

ACTION ITEMS
1. Reconfigure the iseptaphilly.com to allow riders to map out routes that combine services and amenities with micromobility options.

2. Continue developing the SEPTA App's trip planner to provide the fastest and safest routes for micromobility + transit trips.

3. Continue partnering with the Clean Air Council to share data needed on the improvement of the Go Philly Go app, including improving the accuracy of up to date SEPTA services.

4. Determine potential to leverage existing trip platforms to provide more complete walk, bike, and transit options.

Description: SEPTA BETA Trip Planner
Source: SEPTA Mobile App

1.5 Include micromobility standards in operator and conductor training.

RECOMMENDATION TYPE
Operations

EASE OF IMPLEMENTATION
Near Term

DESCRIPTION
The relationship between micromobility users, conductors and operators is important for a comfortable transit ride. Operators and conductors are the primary face of SEPTA to our riders and can help riders understand how to use the system with micromobility. If operators or conductors do not understand the policies, they might give incorrect information or even end up in conflicts with riders. Stakeholder feedback identified instances when conductors and users disagreed on the current policies and when policies were enforced differently by different conductors or operators.

Developing training for conductors and operators can help make sure that they stay up to date on recent changes and can consistently communicate and enforce rules across different vehicles. This, in combination with good customer-facing communication (recommendations 3 and 6), can help minimize confusion and conflict across the system.

ACTION ITEMS
1. Hold micromobility device training workshops and add updated micromobility policies to new operator and conductor training and into handbooks.

2. Update materials and inform operators and conductors if policies change.

1.6 Ensure funding for staff and capital costs to implement the micromobility playbook.

RECOMMENDATION TYPE
Operations

EASE OF IMPLEMENTATION
Near Term

DESCRIPTION
This playbook has many recommendations for new coordination, initiatives, and implementation. In order ensure progress on this plan, funding must be made available for staff, capital improvements, and education campaigns. A full-time individual working solely towards the implementation of the recommendations would facilitate the playbook's advancement. A designated micromobility-focused position can mitigate implementation barriers, coordinate with necessary departments, and execute procedures needed to reach a seamless transit system for all micromobility riders. Since several recommendations are dependent on other SEPTA projects or require capital investment, it is important to work with the Capital Planning Committee during scoping to fund potential improvements in innovative ways or partner with micromobility as a service.

ACTION ITEMS
1. Establish a micromobility implementation position that will manage the playbook's implementation and the Office of Innovation's "Pitch and Pilot" program, which is intended to move projects forward by way of a pilot concept and facilitate recommendations that require significant coordination and resources to fully implement.

2. Provide SEPTA funding for other staff, capital and operating costs to implement the Micromobility Playbook.

3. Continue coordination and engagement with the Interdivisional Micromobility Committee.

SYSTEMWIDE

1.7 Connect SEPTA and micromobility systems with wayfinding.

1.8 Explore opportunities for an integrated payment system for SEPTA and shared micromobility systems.

RECOMMENDATION TYPE
Operations, Infrastructure

EASE OF IMPLEMENTATION
Dependent on Non-SEPTA Stakeholders

DESCRIPTION
In the Philadelphia region, there are several different types of transit and micromobility options available, but they are also all run by different agencies: SEPTA is the main transit agency, Indego provides bike share service, and there are multiple partners at the regional, county and municipal level that coordinate and establish other micromobility and transit services.

Right now, each of these agencies has their own branding. SEPTA is currently working to make branding consistent across all our stations, which will help riders navigate the SEPTA system more easily. Indego also has their own branding that is consistent across their stations. However, even though SEPTA stations and Indego stations are sometimes only steps away from each other (enabling riders to easily transfer from bike to bus) the branding for each is distinct.

Some cities have merged transit and micromobility. This has been done In Austin, Texas, where MetroBike and Cap Metro's transit services are branded as part of the same system. However, that is not necessary for a seamless rider experience.

SEPTA and Indego can work together to present transit and micromobility as a connected network while maintaining their individual brands. SEPTA logos and wayfinding signage can be placed at Indego stations that are located at SEPTA stations, pointing the way to transit from bike share. Likewise, Indego logos and wayfinding can be added to SEPTA wayfinding within the station, pointing transit riders to bike share. Although these systems have different providers, branding them as part of a unified network can help users perceive both micromobility devices and transit as important parts of the same network, bolstering use of both.

ACTION ITEMS
1. Extend the SEPTA brand to Indego stations through SEPTA-made wayfinding signage.

2. Extend the Indego brand to SEPTA stations through SEPTA-made wayfinding signage.

3. Coordinate bike share and SEPTA service maps so both are shown, allowing clear linkages between systems.

4. Integrate micromobility branding into the new wayfinding master plan and SEPTA Metro recommendations.

Description: Indego station at NRG Station (BSL B Line)

RECOMMENDATION TYPE
Operations

EASE OF IMPLEMENTATION
Dependent on Non-SEPTA Stakeholders, Dependent on Major Capital Investment in Key 2.0

DESCRIPTION
Integrated fares and fare collection are critical for allowing different transit systems to work together seamlessly. Currently, SEPTA, Indego, and other bike share programs (such as West Chester University's privately provided bike share pilot program) within the Philadelphia region all use different payment methods and different rates. This prevents micromobility options from being fully integrated as part of the transit system and results in a more complicated user experience. While some examples of integrated transit payment programs, such as TransitCheck and RideECO, exist in the Philadelphia region, these almost exclusively focus on commuters, and are not as useful for riders making local or last-mile transfers.

While there are technical hurdles, there is an opportunity to create a universal payment method which makes transfers between bike share and transit easy and convenient, and works toward integrating micromobility as part of reaching a one-seat solution for riders. This requires developing an integrated fare charging system to benefit both long commutes and short everyday trips. It also requires considering the specific needs of each system: bike share, for example, requires a credit card deposit to check out a bike.

Puget Sound Region's ORCA card system is a good precedent for an integrated payment system. Although this system does not include a publicly funded and managed bike share system, it spans a multi-county, multi-agency transit coverage area. Similarly, Los Angeles' METRO TAP card, the agency's fare card, can be used to pay for Metro Bike Share if users enroll in the TAP card app or website.

PROGRESS
There has not been significant progress as the SEPTA Key 2.0 fare payment upgrades are still in development and this recommendation is still under consideration.

ACTION ITEMS
1. Explore the possibility of creating a SEPTA + Indego transit card with the development of SEPTA Key 2.0 or working with a third-party vendor that can facilitate combined payment options.

2. Include various methods of payment (universal payment card, mobile, etc.).
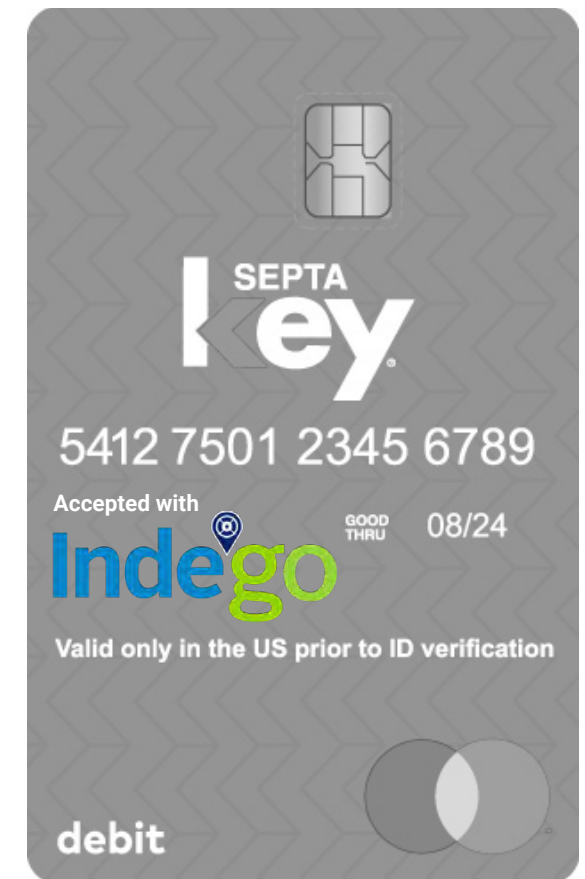
02 VEHICLES AND SERVICE

2.5 Identify micromobility space on live trackers on all vehicles.

2.7 Accommodate strollers and utility shopping carts on all vehicles.

2.1 Retrofit rail cars that do not have designated areas or adequate accommodation for micromobility.

2.6 Include micromobility zones as part of the layout design of all new vehicles, including Regional Rail cars, trolleys, and subway cars.

2.3 Run an education campaign on how to use bus bike racks.

2.4 Fit more bicycles and bicycles with larger tire dimensions on buses.

2.2 Allow all micromobility devices on-board Regional Rail and the MFL (L Line) during peak hours.

VEHICLES AND SERVICE

2.1 Retrofit rail cars that do not have designated areas or adequate accommodation for micromobility.

INCLUDED IN 2015 SEPTA CYCLE-TRANSIT PLAN

RECOMMENDATION TYPE
Operations, Infrastructure

EASE OF IMPLEMENTATION
Near Term

DESCRIPTION
A designated area for micromobility devices on board vehicles and cars can help users feel safe, comfortable, and heard by SEPTA. A retrofit would allow micromobility users to have space to be comfortable on board with their devices while avoiding conflicts in aisles and with other passengers. SEPTA can designate these areas by removing seats on select cars/vehicles and creating a clear path from the door to these designated areas. While vehicles are being retrofitted, signage should also be updated to make sure that these designated areas are clear and useful (see Recommendation 1.2).

The proper accommodation and design for micromobility devices would likely improve dwell times for trains during loading and unloading. The current situation often slows down other passengers from boarding and exiting and could even become an issue in an emergency. Proper design should alleviate all these concerns.

This recommendation focuses on Regional Rail's Silverliner IV rail cars and the Market-Frankford Line (L Line) rail cars, which do not currently provide designated areas that can accommodate micromobility.

In October of 2020, Chicago's regional Metra transit service implemented a pilot to include a designated car for bicycles, providing room for sixteen bicycles. The success of the program led Metra to extend this program to two more lines in 2021. Southern California's Metrolink also has cars designated for only bicycles and surfboards, fitting nine bicycles. Regular Metrolink cars fit up to three bicycles on board. In these cars, electric bicycles, battery powered scooters, and wheelchairs are all allowed.

PROGRESS
SEPTA conducted a pilot program that removed bench seats on six cars on the Market-Frankford Line (L Line). The Broad Street Line (B Line) and the Norristown High Speed Line (M Line) bicycle policies were recently updated to allow bicycles at all times to enable integration of micromobility options and SEPTA services.

ACTION ITEMS
1. Remove seats and replace them with a micromobility/accessibility zone while adhering to code and emergency exit requirements.

2. Develop a plan for retrofit/overhaul. Once retrofits are complete, update the policy to allow all micromobility devices on the Market-Frankford Line (L Line) at all times of day and phase Regional Rail lines to allow micromobility devices at all times. Create a campaign to promote updated spaces and policy to make sure riders know they will be welcomed.

3. Pilot a program to designate specific cars as micromobility/accessibility only vehicles. The pilot can begin with off-peak trains.

4. Install bike racks or angled parking separate from ADA zones in areas designated only for micromobility.

Description: Bike size comparison to Regional Rail vehicle space
Source: SEPTA

2.2 Allow all micromobility devices on-board Regional Rail and the MFL (L Line) during peak hours.

INCLUDED IN 2015 SEPTA CYCLE-TRANSIT PLAN

RECOMMENDATION TYPE
Policy

EASE OF IMPLEMENTATION
Near Term

DESCRIPTION
Allowing micromobility devices on Regional Rail and the Market-Frankford Line (L Line) at all hours can increase access to services for those traveling during the peak hours. This regulation is also easier to communicate and understand, since other lines already permit peak travel with micromobility. Simplifying policies can help encourage micromobility device use.

According to the SEPTA micromobility survey, of the people who bring bicycles or scooters on board, 61% of them bring them inside Regional Rail, more than any other SEPTA service. Regional Rail ridership also tends to be more commuter (and thus peak) oriented, so this is the most salient line for adjusting time of day policies. Additionally, SEPTA has heard requests from a number of organizations and agencies within the Philadelphia region to reevaluate the current policies.

Now is a strategic time to implement this policy because SEPTA ridership is currently 64% below pre-COVID numbers. Lower ridership and crowding create an opportunity to implement new rules and regulations, while minimizing the impact on current riders. In the medium to longer term, retrofitted or new trains will also make space issues less likely to present themselves during peak travel times.

PROGRESS
Due to the COVID-19 pandemic's negative effect on ridership, the restrictions on bikes were initially modified to allow bicycles during peak hours. As ridership numbers started to increase again, the pre-pandemic policy was implemented again in December 2021. The benefits and issues with these policies were made clear by bicycle advocates who requested that all restrictions should be lifted for all modes.

After a policy update in September 2022, the Market-Frankford Line (L Line) limits bicycles, allowing them on board on weekdays before 6 am, between 9 am and 3 pm, and after 6 pm, and all day on Saturday, Sunday, and major holidays. Regional Rail has a very similar restriction for Center City inbound and outbound trains during peak hours.

This limits options for people who otherwise might opt to travel by bicycle and take it on board with them to a 9-to-5 job, and makes them more likely to drive their car to work instead.

ACTION ITEMS
1. Continue to monitor crowding levels and consider adjusting service frequency.

2. Implement a phased, line-by-line update to SEPTA's peak travel policy to allow all micromobility devices on Regional Rail at all times of day. This should be done in coordination with vehicle retrofits.

3. Update the policy to allow all micromobility devices on the Market-Frankford Line (L Line) at all times of day. This should be done in coordination with vehicle retrofits.

Description: Bike Rider on Regional Rail

VEHICLES AND SERVICE

2.3 Run an education campaign on how to use bus bike racks.

INCLUDED IN 2015 SEPTA CYCLE-TRANSIT PLAN

RECOMMENDATION TYPE
Operations, Outreach

EASE OF IMPLEMENTATION
Near Term

DESCRIPTION
Users are more likely to take multimodal trips if they feel comfortable using the equipment provided by SEPTA for micromobility devices. Placing a bike on a rack in the front of a bus can be an intimidating process the first time it is done. To inexperienced riders, the process can feel embarrassing or confusing, and even slightly more experienced users can feel stressed about delaying the bus or communicating with the driver for removal.

SEPTA can advertise the resources that already exist, and increase the number of workshops, demonstrations, and social media campaigns to help riders understand how to use bus bike racks.

Other transit agencies and non-profit organizations such as the Transit Authority of River City in Louisville and Our Streets Minneapolis, have developed diagrams such as the one pictured to the right to demonstrate the use of a bike rack in simple steps.

PROGRESS
SEPTA's website, as identified in the SEPTA Cycle-Transit plan, currently has a video and general instructions for loading and unloading your bike from a bus bike rack. There have also been initiatives and programs to bring buses or mock racks into community events for practicing loading and unloading. SEPTA also developed improved diagrams and labels for the bus racks in conjunction with Drexel University's industrial design program.

ACTION ITEMS

1. Weekend workshops, demonstrations, event workshops, social media campaigns with easy-to-understand instructional graphics or videos on the two types of SEPTA bus bike racks.

2. Install a model bus bike rack (fixed and mobile) that can be used for demonstrations and tested by passengers who would like to practice mounting their bicycles.

3. Work with local bike shops and regional partners to install and maintain practice stations in their business or in public spaces. Work with bus depot staff to rescue old bus bike racks off buses no longer in service.

Description: Mobile practice bus bike rack
Source: SEPTA
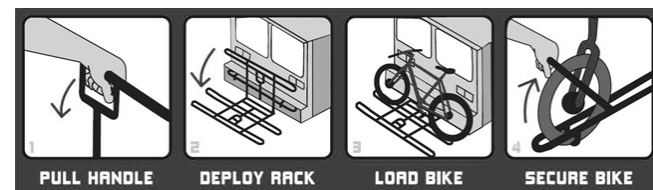
Description: How to use a bus bike rack diagram
Source: Our Streets Minneapolis

2.4 Fit more bicycles and bicycles with larger tire dimensions on buses.

RECOMMENDATION TYPE
Infrastructure

EASE OF IMPLEMENTATION
Capital Investment

DESCRIPTION
Upgrading infrastructure can help SEPTA keep up with the growing demand for biking, especially as policies and communication make the system easier to use and as ridership rebounds to pre-pandemic levels. SEPTA's micromobility survey showed that bicycles are the most common micromobility device used by riders, with 19% of respondents saying they already use a bike with transit and 56% saying they use a bike outside of SEPTA services. Of the respondents that said they bring a bike or scooter on board, 59% of them said they use bike racks.

Since demand for cycling is increasing, current bus bike racks may need to be upgraded to fit more bicycles. Bus ridership has rebounded more than any other mode in the SEPTA network making this an ideal time to reassess whether capacity should be increased on bus bike racks. In addition, import and sales data all point to an increase in personal bicycle and e-bike ownership. E-bikes and cargo bicycles often have thicker tires that do not fit in the current bus bike racks.

SEPTA has conducted a demand study for bike racks before, but the current demand for cycling and bus ridership conditions merit an update.

ACTION ITEMS

1. Conduct a demand analysis to identify major bus routes with high bicycle use.

2. When procuring new buses, include specifications for bus bike racks that can accommodate a third bike rack, and tire dimensions that are typical of new electric or cargo bicycles.

King County Bike Racks

Holds 3 bikes

Description: King County Metro bus bike rack that holds 3 bicycles
Source: King County Metro

SEPTA Bike Racks

Holds 2 bikes

Description: SEPTA current bus bike racks

VEHICLES AND SERVICE

2.5 Identify micromobility space on live trackers on all vehicles.

RECOMMENDATION TYPE
Equipment

EASE OF IMPLEMENTATION
Capital Investment

DESCRIPTION
The ability to plan a transit trip increases ridership because riders feel security in their door-to-door path. Online communication confirming room for bicycles, strollers or other micromobility devices before trains or buses enter the station/stop can help inform riders so they can either use parking or decide to bring their device on board. Currently, SEPTA's trip planner provides an estimated seat availability. The dashboard is in BETA form and will continue to get refined, so this is a great opportunity to incorporate other user functions. Both the SEPTA app and iseptaphilly.org provide this service.

ACTION ITEMS
1. Incorporate general information for micromobility devices (vehicle and time-of-day restrictions) into live trackers on all services for rider trip planning. Trackers would show:

   - Micromobility Allowed: Yes or No

2. Explore how to incorporate availability of space for micromobility devices and strollers into live trackers on all services for rider trip planning. This would require either sensors of some kind or a mechanism for operators to report when space is full. Trackers would show:

   - Available Micromobility Space: Free or Occupied

2.6 Include micromobility zones as part of the layout design of all new vehicles, including Regional Rail cars, trolleys, and subway cars.

RECOMMENDATION TYPE
Equipment

EASE OF IMPLEMENTATION
Capital Investment, Dependent on Another Project

DESCRIPTION
In order for SEPTA to be accessible and convenient for as many people as possible, every mode must accommodate micromobility devices. SEPTA will ensure that as new transit vehicles continue to be designed and manufactured that micromobility zones are thoughtfully integrated into the design.

There is an opportunity for coordination on new Market-Frankford Line (L Line) cars since the design work is underway, with vehicle acquisition scheduled for 2025 – 2031. The same coordination should be applied to future subway/metro vehicle designs.

Due to the steps and narrow entrances, the current trolley fleet only allowed folding micromobility on board, nor can trolleys have bike racks for bike storage outside of the trolley. Both factors make the Trolley lines (T, D, & G Lines) the only SEPTA services that do not accommodate micromobility options. As part of Trolley Modernization, SEPTA has ordered new trolley cars for delivery in 2027-2032.

SEPTA is also budgeting for new Regional Rail vehicles to replace the 1970s Silverliner IV fleet.

ACTION ITEMS
1. SEPTA's has committed to providing separate, dedicated spaces for ADA accommodations and bicycle storage on the incoming trolley vehicles and Market-Frankford Line (L Line) trains. New vehicle specifications should include bicycle-specific signage, and on-vehicle storage areas (in addition to dedicated ADA areas). Work with car builders, once selected, to incorporate these areas into their designs.

2. Coordinate with necessary staff to design the best place for micromobility devices in future Regional Rail cars, trolleys, and new Market-Frankford Line (L Line) cars.

2.7 Accommodate strollers and utility shopping carts on all vehicles.

RECOMMENDATION TYPE
Equipment

EASE OF IMPLEMENTATION
Capital Investment

DESCRIPTION
While this playbook is focused on micromobility, another group of devices that is also affected by the playbook's recommendations are strollers and shopping carts. Strollers and shopping carts are often requested to be folded by bus and trolley operators before entering vehicles and remain folded while on board. This is at an operator's discretion and is meant to ensure that aisles remain clear. SEPTA's stroller and shopping cart policy for both customers and operators is not clear.

Strollers are an essential part of transporting young children and are often part of a child's SEPTA experience. Many times, it is not feasible for parents to fold a stroller and board a vehicle, and operator interactions regarding strollers can be unpredictable and unclear for customers. SEPTA services should support families and make transit easy to use. Enabling parents and caregivers to not rely on cars to transport children is an essential part of creating SEPTA's Lifestyle Network and also helps establish future generations of transit riders.

SEPTA needs to be useful for all types of trips as a part of its Lifestyle Network vision. Utility shopping carts on transit enable shopping trips using SEPTA. Making SEPTA more useful for all types of trips enables more people to go farther for lower cost than a car trip or car ownership, and this helps meet SEPTA Forward's goals on sustainability and equity.

Strollers and shopping carts are similar in size and weight and need space accommodations on board SEPTA vehicles. As with all new vehicle procurements and vehicle retrofits, micromobility space should be flexible and spacious enough to accommodate all types of users and trips. Particularly, new buses should have the ability for the seats opposite the back door to flip up to accommodate a stroller or shopping cart. Some of the current buses already have flip up seats at the back door in addition to the flip-up seats at the front door priority seating area(s). Both of these areas are able to accommodate strollers and other micromobility devices, excluding bicycles. Signage at the new back door flip up seating areas will encourage flexible use of that space, enabling strollers and shopping carts to be accommodated out of the aisle farther back in the vehicle. This reduces conflicts with the priority seating area.

The New York MTA recently introduced designated open stroller areas on buses. The buses in the pilot have designated areas at the rear door of the bus for strollers, separate from the wheelchair securement area at the front of the bus. Customer feedback will determine if the pilot project will be expanded.

ACTION ITEMS
1. Establish clear customer facing policies that strollers and shopping carts are allowed on board unfolded as long as they do not prevent wheelchair securement or block the aisle.

2. Incorporate policy changes in bus operator training and handbook.

3. Include specifications when procuring new vehicles to accommodate strollers and utility shopping carts and investigate retrofits in current vehicles.

4. Adopt an open stroller policy.

5. Designate stroller parking spaces in buses that can accommodate them, including adding new stroller decals to designated space.

Description: MTA Stroller Pilot signage
Source: MTA

03 STATIONS

3.4 Address turnstile and station exit design with roll out of SEPTA Key 2.0.

3.3 Prohibit riding micromobility devices within stations and on platforms.

3.1 Install bike parking at all stations.

3.5 Provide repair stations.

3.2 Provide secure parking or multi-device micromobility storage lockers at high-demand stations.

STATIONS

3.1 Install bike parking at all stations.

INCLUDED IN 2015 SEPTA CYCLE-TRANSIT PLAN

RECOMMENDATION TYPE
Infrastructure

EASE OF IMPLEMENTATION
Near Term, Capital Investment

DESCRIPTION
Bike parking is a critical piece of a holistic micromobility network. Both secure and open bike parking are significantly less expensive than automobile parking and occupy much less space per vehicle than cars. Incorporating security features into new and existing bike parking, including security cameras and signage, will help to prevent bike theft and encourage use of bike parking areas. Dedicated bicycle parking removes the need for passengers to bring their bike on board transit vehicles and mitigates capacity issues.

Without designated bike parking, users will turn to informal parking solutions like using signposts, tree trunks, and street furniture to secure their bicycles. This can lead to damaged devices, cluttered streets, pedestrian flow constraints, and safety concerns.

According to the SEPTA micromobility survey, only 4% of survey respondents parked their bicycle or scooter at a SEPTA station or stop when they traveled. When asked if the availability of secure parking at stations would affect travel frequency, 53% said it would greatly or somewhat increase their travel frequency. This difference sheds light on the importance of secure storage and parking for transit users.

PROGRESS
The 2015 Cycle-Transit Plan identified areas in stations for bike racks, sheltering pavilions, and pedal and park cages.

There has been significant progress with the installation of bike racks at SEPTA stations. Bike racks existed at most stations prior to the 2015 SEPTA Cycle-Transit Plan. SEPTA increased parking at high demand stations and improved bike parking at stations with old and outdated bike parking, including new racks properly installed in better locations and bike shelters at select stations.

A set of bicycle rack installation guidelines was also developed as part of the implementation process of the Cycle-Transit Plan. These guidelines should be used during the installation of missing bike racks.

ACTION ITEMS
1. Obtain "off the shelf" racks and shelters.

2. Inventory bike parking at all stations routinely and develop priorities for improved bike parking and sheltered storage.

3. Use the SEPTA Bicycle Rack Installation Guidelines when adding new bike racks.

Description: Covered bicycle rack at Regional Rail Devon Station
Source: SEPTA

3.2 Provide secure parking or multi-device micromobility storage lockers at high-demand stations.

INCLUDED IN 2015 SEPTA CYCLE-TRANSIT PLAN

RECOMMENDATION TYPE
Infrastructure

EASE OF IMPLEMENTATION
Near Term, Capital Investment

DESCRIPTION
For commuters who park their bike at the same station every day, more secure parking is a significant improvement on bike racks. Furthermore, as the definition of micromobility continues to expand, the versatility of storage options also needs to increase. Parking and storage options no longer consist of only bike racks, they need to be capable of sheltering all types of micromobility devices. Since the main micromobility device is still the bicycle, storage lockers, pods, and other multi-device storage options should be installed in transportation and mobility hubs.

NJ Transit successfully implemented a bike locker program in 1998, through partnerships with local non-profit organizations, municipalities, counties, and third-party companies. NJ Transit runs a Transportation Management Association (TMA) subsidy program where funding is provided on an annual basis to TMAs to help promote NJ Transit at a local level and run administrative tasks around bike lockers. The Port Authority of New York New Jersey has a public-private partnership with an ad-based parking company to provide secure bike parking to riders. The Oonee pods are very well used and are often over capacity.

PROGRESS
SEPTA has explored other types of bike storage in some of its stations. Jefferson Station included double-decker bike racks that fit more bikes in a limited amount of space. During the pandemic, these racks were taken out and should be installed again to continue encouraging the use of micromobility.

Wilmington Regional Rail Station currently has a bike cage inside the parking garage that is used for secured parking.

The Wilmington bike cage is not SEPTA's project, though SEPTA provides serves the station. SEPTA explored other stations for this type of bike storage, such as South Broad Street concourse at Walnut-Locust Station (BSL, B Line), but to date bike cages have not been installed. In addition to this, four bike parking shelters were installed at Downingtown, Devon, Strafford and Bryn Mawr Regional Rail stations.

ACTION ITEMS
1. Work with property managers to reinstall double decker bike rack at the Jefferson Station (12th and Filbert), removed during pandemic.

2. Inventory stations that have parking garages and install pedal and park micromobility cages.

3. Pilot different technologies available for secure bicycle parking and storage types that fit various micromobility devices. Include partnerships for vendors to provide parking infrastructure, including ad-based secure parking units.

4. Work with local municipalities to install bike parking on-street or on the public right-of-way where station footprints are constrained.

5. Convert commuter parking lot spaces to bike parking or storage at stations with otherwise limited space for bike parking.

Description: Oonee Parking Pod at Journal Square Station
Source: Port Authority of New York New Jersey

STATIONS

3.3 Prohibit riding micromobility devices within stations and on platforms.

3.4 Address turnstile and station exit design with roll out of SEPTA Key 2.0.

3.5 Provide repair stations.

RECOMMENDATION TYPE
Policy

EASE OF IMPLEMENTATION
Near Term

DESCRIPTION
Ensuring the safety of everyone using transit is one of SEPTA's top priorities. It is one of the six values that make up the SEPTA Spirit, a guiding set of principles that represents the agency.

The station concourse, passages, and platforms are all shared spaces that passengers move through as they complete their trip. During all times of day, but especially during peak hours, these spaces can be prone to accidents and conflicts if micromobility users don't adhere to set rules for where and when to use devices.

The current policy requires individuals to walk their bikes on platforms and passages. As other modes of micromobility become more popular, this policy should be extended to include all micromobility devices that allow a person to travel faster than walking speed (excluding things like strollers and wheelchairs).

ACTION ITEMS
1.   Install clear signage at "get off and walk" points at all stations

Description: Electric scooter on a train platform in Harrison, NJ

RECOMMENDATION TYPE
Infrastructure

EASE OF IMPLEMENTATION
Major Capital Investment

DESCRIPTION
Standard faregates and turnstiles can be difficult to use with larger micromobility devices, including bicycles. Wider faregates that accommodate wheelchairs can also accommodate these devices. Any projects that rebuild faregates or turnstiles should ensure that each station entrance has at least one wider faregate.

The roll out of the new payment method SEPTA Key 2.0 provides an opportunity to accommodate micromobility and wheelchairs if a station's faregates and turnstiles are due for maintenance, retrofitting, or re-installation.

ACTION ITEMS
1.   Coordinate with necessary staff to always include a micromobility and wheelchair entry/exit space in station turnstiles, including during off hours.

RECOMMENDATION TYPE
Infrastructure

EASE OF IMPLEMENTATION
Capital Investment, Dependent on Non-SEPTA Stakeholders

DESCRIPTION
Just like other forms of mobility, bicycles and other micromobility devices need maintenance to stay in optimal conditions. Much of the experience in maintenance is dependent on the experience of the rider. Avid riders are often prepared for small issues that commonly occur, but repair stations can help in case of emergencies. For casual or non-frequent riders, repair stations provide essential services. As the definition and inclusion of micromobility devices expands, so will the need for repair stations.

SEPTA should acquire the most versatile repair stations that will benefit multiple forms of micromobility. When planning repair station locations, place secondary amenities such as water fountains nearby to aid in cleaning after a repair and ensure the safety and health of the user. The location of the repair stations should be standardized so riders always know where to go.

Bicycle advocacy groups and city agencies are possible partners for the planning, funding, and installation of repair stations.

ACTION ITEMS

1.   Inventory stations with the highest number of bicycle boardings and that are the close to trails.

2.   Partner on a mapping effort with regional entities (DVRPC/Clean Air Council/universities) to provide an inventory of public repair stations available to all users.

3.   Prioritize repair station designs that have a diverse number of tools applicable to most or all micromobility devices.

Description: Bicycle pump station at the Cynwyd Regional Rail Station on the Cynwyd Heritage Trail. l
**Source:** SEPTA

04 CONNECTIONS

4.4 Map out micromobility routes from street to platform when stations are improved or built.

4.2 Work with Philadelphia's bike share program, Indego, to place, fund and subsidize new bike share stations on and close to SEPTA transit stations and on SEPTA property.

4.3 Work with Indego, TMAs, DVRPC, and private entities to expand bike share stations to areas without bike share service.

4.1 Install accessibility compliant bicycle runnels in station stairs.
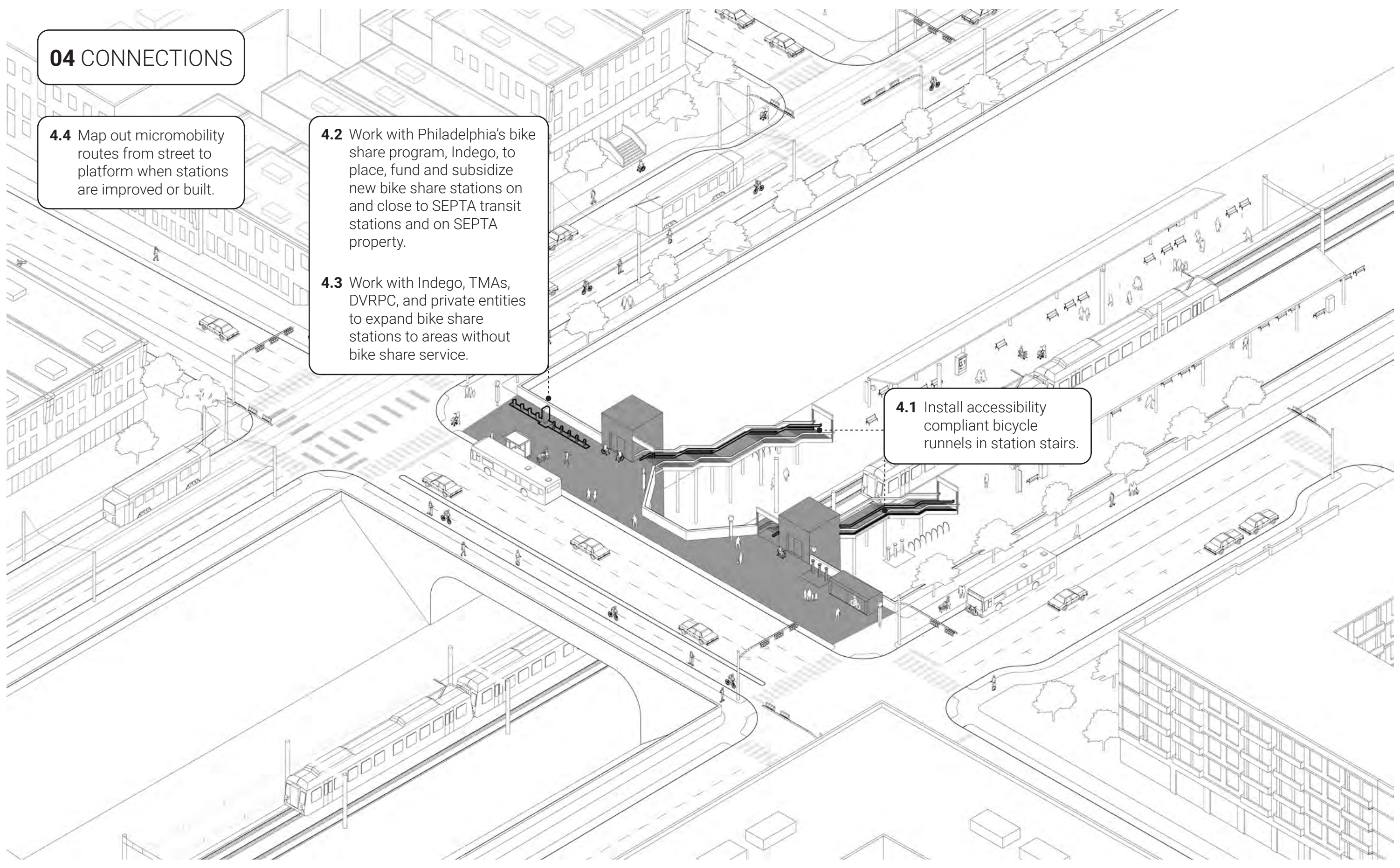
CONNECTIONS

4.1 Install accessibility compliant bicycle runnels in station stairs.

RECOMMENDATION TYPE
Infrastructure

EASE OF IMPLEMENTATION
Major Capital Investment

DESCRIPTION
Bicycles are one of the most efficient and most popular micromobility devices, but when confronted with stairs, they instantly become heavy and awkward. While some passengers seem able to carry or lift their bicycle up and down staircases at transit stations, and some have difficulty. In addition to accessibility and safety concerns, congestion can occur as passengers with devices navigate their way through the stairwells, slowing down passenger flow.

A runnel is a bicycle stair channel that runs alongside a pedestrian stairway to facilitate walking a bicycle up or down the stairs. Well-designed bike runnels provide designated areas for passengers with bicycles to roll their bicycles up or down the stairwell. At an accessible station, elevators can accommodate bikes, however runnels are often faster and can accommodate a larger volume of bikes. Runnels assist in ensuring the bicycle stays pointed forward on a designated path and helps ensure that passenger flow and safety is maintained. Runnels are easier to include when new stairs are designed, rather than as a retrofit.

PROGRESS
Since 2015, SEPTA has constructed a pilot retrofit installation at Tasker-Morris (BSL, B Line) and 30th Street (MFL, L Line) stations. Runnel retrofits project can be difficult with narrow stairwells and railings placement and special caution must be taken to prevent tripping hazards. Future runnel projects are focused on new stairwells or full rebuilds.

ACTION ITEMS
1. Install bicycle runnels at all stations where it is physically possible during new construction and station renovations.

2. Install bicycle runnels on stations with the highest number of bicycle boardings and closest to trails. Develop stair runnel standards for new station builds and retrofits.

3. Install signage that explains how to use bicycle runnels.

Description: Bicycle runner at Tasker-Morris Station (BSL B Line)
Source: SEPTA

4.2 Work with Philadelphia's bike share program, Indego, to place, fund and subsidize new bike share stations on and close to SEPTA transit stations and on SEPTA property.

RECOMMENDATION TYPE
Policy, Infrastructure

EASE OF IMPLEMENTATION
Dependent on Non-SEPTA Stakeholders

DESCRIPTION
The proximity of bike share stations to transit stations improves first- and last-mile connections and reduces barriers to utilizing both systems. Nearby access to a SEPTA station or bus stop provides riders with more flexibility, not only on a regular basis, but also in times of service outages, between scheduled service, and in varying weather conditions.

The City of Philadelphia launched Indego in 2015, as the city's first major bike-share program. In 2021, the City of Philadelphia awarded a 10-year contract for operating the system to Bicycle Transit Systems, with the system's sponsor being Independence Blue Cross. That contract included a significant system expansion in 2022, with 30 new stations and 400 more electric bikes, and also identified zones for further expansions. Continuing to coordinate locations for additional bike share stations based on SEPTA service locations will help to increase access to both systems.

Capital Metro in Austin, Texas, incorporated MetroBike docks into new routes, such as the planned MetroRapid bus lines to support cycling demand.

PROGRESS
When the Cycle-Transit Plan was completes there was no bike share established in the City of Philadelphia; conversations of its implementation were still developing. Today, Indego has stations across Philadelphia with many of these near SEPTA stations. Since 2015, SEPTA has collaborated with Indego on station placement near SEPTA services. Indego submits stations for SEPTA review if they are near a bus stop to ensure there is no conflict in the transit zone. SEPTA has also helped to provide backup power to Indego at NRG Station (BSL, B Line) and continues to provide insight for new stations as they are proposed.

ACTION ITEMS
1. Develop a pilot to explore better integration between bike share and transit stations. Implement improved wayfinding at new Indego stations.

2. Coordinate with Indego and SEPTA's Planning and Real Estate departments on identifying bike share stations that can be placed on SEPTA Property. Develop a streamlined agreement and process to build these stations.

3. Study optimal stop locations near existing and new Indego stations based on ridership trends. Share data on ridership between SEPTA and Indego.

4. Work with Indego to integrate existing stations (ex. 34th St, 40th St, 3800 Market St stations) (Work with Recommendation 1.8)

Description: Indego station at 23rd St and South St

CONNECTIONS

4.3 Work with Indego, TMAs, DVRPC, and private entities to expand bike share stations to areas without bike share service.

RECOMMENDATION TYPE
Policy, Infrastructure

EASE OF IMPLEMENTATION
Dependent on Non-SEPTA Stakeholders

DESCRIPTION
Partnerships with regional organizations and mobility providers to further expand bike-share stations will expand the ridership base to users outside of the City's urban core who may not have previously accessed SEPTA's services. This can be particularity effective in suburban employment areas where jobs are near SEPTA stations but not within walking distance.

DVRPC has access to grant opportunities that may support these types of partnerships. An increased bike share footprint could increase SEPTA's ridership by improving accessibility and help with local economic development by increasing travel options. These services could include new bike share systems or expansions of the Indego system with and outside Philadelphia's city limits.

ACTION ITEMS
1. Collaborate with Indego on their expansion plans by providing ridership data and opportunity zones based on SEPTA's studies and data.

2. Work with DVRPC on any expansions to the bike library or bike matchmaking programs.

3. Identify partners such and municipalities, TMAs, counties, and major employers to bridge last mile gaps to large employment areas with micromobility.

Description: Riders using Indego bike share
Source: Indego

4.4 Map out micromobility routes from street to platform when stations are improved or built.

RECOMMENDATION TYPE
Policy, Infrastructure

EASE OF IMPLEMENTATION
Dependant on Another Project

DESCRIPTION
Identifying micromobility routes that connect station platforms to streets, sidewalks or trails will help SEPTA implement accommodations needed for station improvements or installations. Identifying and designating safe routes between streets and platforms removes a potential barrier for passengers considering micromobility use for their first- and last-mile connections to transit. Planning the space for micromobility devices early on saves money and time.

ACTION ITEMS
1. Adopt a policy that requires micromobility paths are a part of drawing sets for all new and retrofitted stations across modes. Identify the location of potential bike share stations on SEPTA property during the same process.

2. Include a station access survey to see what paths and modes riders currently take when station projects and area plans are being undertaken.

3. Work with local municipalities, counties, NGOs, and other organizations to identify and bridge gaps in the pedestrian and micromobility network to stations to complement and leverage SEPTA services and investments.

4. Include standards as part of the Wayfinding Master Plan.
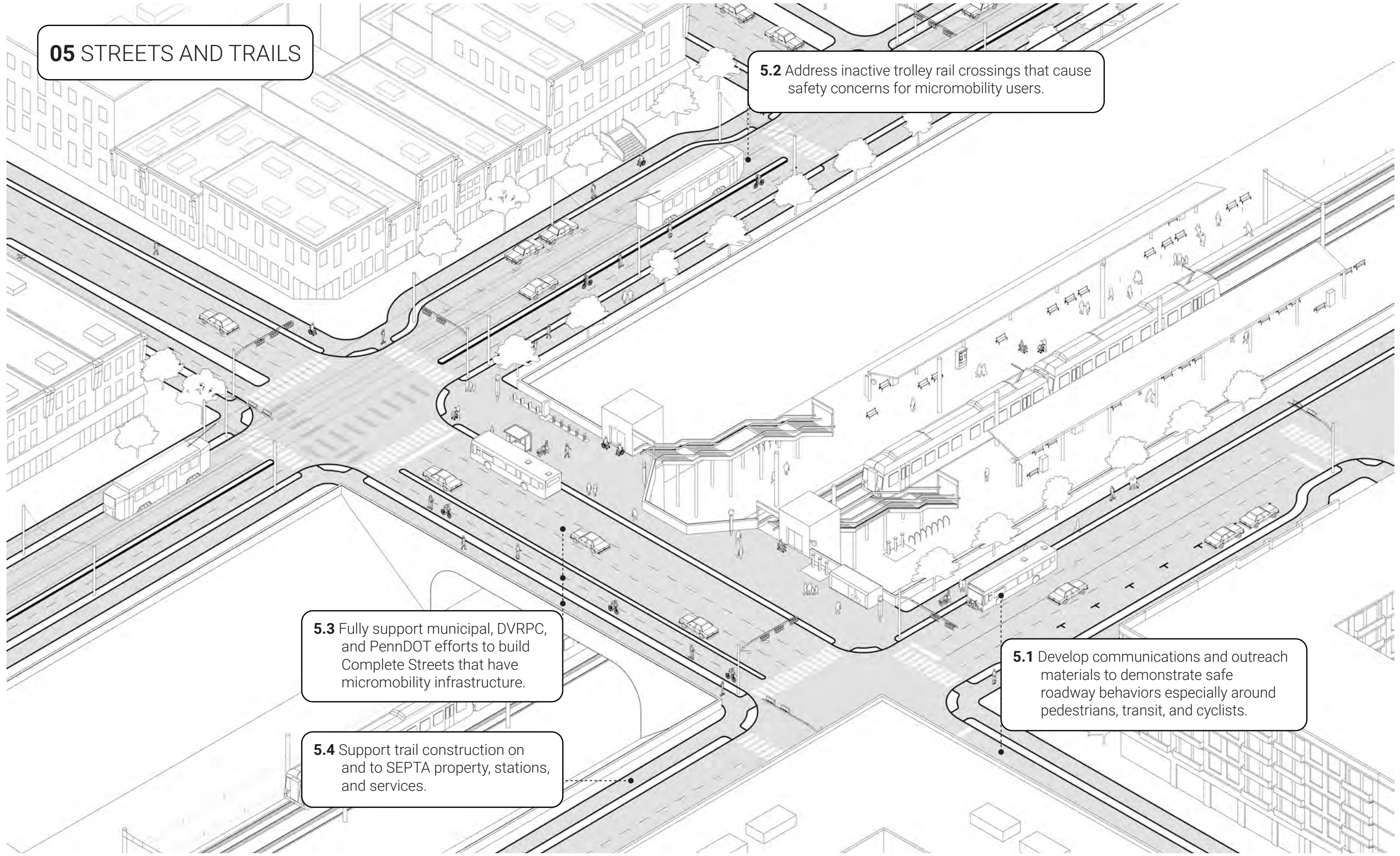

Description: Bike rider on platform after exiting Silverliner train car in Denver, Colorado.

Description: Bridesburg Regional Rail Station on the Trenton Line

05 STREETS AND TRAILS

5.2 Address inactive trolley rail crossings that cause safety concerns for micromobility users.

5.3 Fully support municipal, DVRPC, and PennDOT efforts to build Complete Streets that have micromobility infrastructure.

5.1 Develop communications and outreach materials to demonstrate safe roadway behaviors especially around pedestrians, transit, and cyclists.

5.4 Support trail construction on and to SEPTA property, stations, and services.

STREETS AND TRAILS

5.1 Develop communications and outreach materials to demonstrate safe roadway behaviors especially around pedestrians, transit, and cyclists.

RECOMMENDATION TYPE
Outreach

EASE OF IMPLEMENTATION
Near Term

DESCRIPTION
As our streets are redesigned and rebuilt with new multi-modal facilities, like bus only lanes, parking protected bike lanes, curb extensions, bus and trolley platforms, and other improvements, navigating these changes can be daunting. A lot has changed since motorists might have taken their driver's exam.

SEPTA wants roadways to be safe for all users, and promote safe behaviors that let all roadway users know when to pass, who has the right of way, and where to park.

Developing communications and outreach videos to demonstrate safe ped-cycle-transit-car behaviors, makes SEPTA an ally for the most vulnerable roadway users, pedestrians and cyclists, who are often SEPTA customers. Such outreach materials also advance safe motorist behaviors that improve transit operations, such as no standing at bus and trolley stops, no double parking or driving in bus or bike lanes, and no passing stopped transit vehicles.

ACTION ITEMS
1. Use bus wraps to encourage friendly bike-bus-car interactions, like "Remember, bicycles can use full lanes."

2. Create content for communications and outreach materials that promote safe roadway behavior.

3. Partner with the City of Philadelphia, bike advocacy groups and other community organizations to engage the public in public spaces for the purposes of sharing safety practices.

5.2 Address inactive trolley rail crossings that cause safety concerns for micromobility users.

RECOMMENDATION TYPE
Operations, Infrastructure, Outreach

EASE OF IMPLEMENTATION
Near Term, Capital Investment

DESCRIPTION
Addressing trolley rail crossings can help make roads safer for people using micromobility devices. Trolleys (T, D, & G Lines) are a critical piece of the Philadelphia transportation network, but the tracks pose a safety concern for micromobility users. Tracks are meant to be crossed at a right angle. Bike, scooter, wheelchair, and stroller wheels can get caught in the tracks if crossed at less than a right angle. If ridden next to in parallel, tires of bicycles and scooters can also slip on the tracks' metal, causing the device to fishtail. Trolley tracks are particularly dangerous for road bikes with thinner wheels and smoother tires.

Currently, SEPTA has far more active tracks than inactive tracks, but there are still several inactive tracks posing safety risks for micromobility users. Examples of inactive track are on 11th and 12th Streets in Center City, in the vicinity of SEPTA's headquarters. Active tracks operate frequently in the City creating a limited number of solutions for SEPTA. Over time, SEPTA has addressed key locations that were of crucial safety concern. Where new bike lanes are implemented crossing active tracks, the lanes should be designed to cross the tracks only at right angles, minimizing risk. However, there is still a need for SEPTA to conduct an inventory of inactive tracks and design feasible solutions to ensure safety.

ACTION ITEMS
1. Inventory SEPTA's inactive trolley tracks, compare to bike routes, and monitor safety concerns. Coordinate with the City on upcoming paving projects to cover inactive tracks where they pose safety issues.

2. Work with the City to ensure new bike lanes crossing active trolley line (T, D, & G Lines) tracks are designed to guide bicyclists into perpendicular crossings.

5.3 Fully support municipal, DVRPC, and PennDOT efforts to build Complete Streets that have micromobility infrastructure.

RECOMMENDATION TYPE
Outreach

EASE OF IMPLEMENTATION
Dependent on Non-SEPTA Stakeholders

DESCRIPTION
Complete Streets projects ensure safe and predictable mobility for all roadway users, including vehicles, transit, pedestrians, and especially micromobility users. Complete Streets projects can be undertaken when a repaving is scheduled or as a part of a larger roadway redesign project.

Currently, SEPTA supports dedicated, separate facilities for all users including pedestrians and micromobility even on streets with buses and trolleys. To support this, SEPTA has included in its Bus Stop Design Guidelines designs for bus platforms with bicycle lanes to ensure safe interaction between modes. These Guidelines also include detailed bus stop boarding and bus island design guidance.

For SEPTA, Complete Streets projects must advance the operational needs of transit while also supporting making streets friendly to pedestrians and micromobility users, many of which are SEPTA riders. This support can be expanded by working with municipalities on the planning, design and funding of multimodal complete streets that will increase the use of micromobility devices, increase transit ridership, and improve transit operations.

SEPTA can also partner with municipalities, regional planning agencies, and developers on station area plans that include complete streets and work to close sidewalk and bicycle facility gaps. SEPTA's Transit Oriented Communities (TOC) Program is designed to support development near frequent transit service. This program, in addition to supporting complimentary land use, zoning, and development, will also include multi-modal access improvements to stations and services including sidewalks, micromobility infrastructure, and complete streets.

ACTION ITEMS
1. Work with municipalities, PennDOT District 6, TMAs and DVRPC to prioritize roadway improvements at local levels and on the TIP/TYP.

2. Work with municipalities, PennDOT District 6, TMAs and DVRPC to conduct a demand analysis / identification of corridors and roadways that could increase micromobility usage.

3. Ensure SEPTA's Transit Oriented Communities (TOC) Program includes micromobility infrastructure development, complete streets, safe routes to transit including improved sidewalk connections.

Description: Bicycle parking on the Delaware River Tail at Christopher Columbus Blvd and Spruce St
Source: SEPTA

STREETS AND TRAILS

5.4 Support trail construction on and to SEPTA property, stations, and services.

INCLUDED IN 2015 SEPTA CYCLE-TRANSIT PLAN

RECOMMENDATION TYPE
Policy, Infrastructure

EASE OF IMPLEMENTATION
Dependent on Non-SEPTA Stakeholders

DESCRIPTION
SEPTA supports rail to trail projects as they protect and preserve inactive lines by preventing encroachments and keeping these important public assets active and accessible for transportation. Additionally, any trail projects that connect to active SEPTA services help support ridership, active transportation, and environmental sustainability.

SEPTA has extensive experience with trails. This includes rails to trails projects on SEPTA's inactive lines, rails with trails projects, and trail crossings of both active and inactive lines.

All trail projects that touch SEPTA property require SEPTA departmental review and approval including Planning, Real Estate, Maintenance of Way, Civil Engineering, and Legal departments. Public Utilities Commission (PUC) review and approval is also necessary for some projects.

PROGRESS
SEPTA continuously works with local municipalities, counties, and NGOs on trail projects that are on SEPTA property or connect to SEPTA property and services. Since the 2015 Cycle Transit Plan, several trail projects have been completed on SEPTA property including the segments of the Pennypack Trail on the inactive Newtown Branch.

SEPTA is open to Rails to Trails projects on all SEPTA lines that are inactive and do not have current studies, plans, or projects for restoration of rail service. SEPTA enters into trail leases only with governmental entities and retains rights to return the property to railroad or other public transportation purposes at any time.

Rails with trails are locations where trails run parallel to active SEPTA rail on SEPTA property. SEPTA is currently working with both Montgomery County and the City of Philadelphia on a rails with trails project that will connect the existing Cynwyd Heritage Trail (a rails to trails project) south alongside the active Cynwyd Regional Rail Line to West Fairmount Park.

All trails or bicycle facilities crossing active or inactive SEPTA property whether at-grade or not, must be reviewed by both SEPTA and the Public Utility Commission (PUC). The PUC approval is necessary for any alternation to rail crossings, including bridges, underpasses, and at-grade crossings. And the lessee is responsible for all local, state or federal permitting necessary for trail construction. For active, at-grade crossings, clear railroad crossing standards and safety measures must be undertaken. In addition to all the Rails to Trails processes listed above, rails with trails projects must have set distances from active rail and provide fencing to prevent trespassing.

Description: Cynwyd Regional Rail Station and Cynwyd Heritage Trail
Source: SEPTA

ACTION ITEMS
1. Partner to plan and fund trails that connect to SEPTA stations or run through SEPTA property, including SEPTA rails to trails projects.

2. Provide information on how to partner with SEPTA on trail projects on SEPTA's website.

3. Use DVRPC bicycle counts, popular trail locations, or network gaps to prioritize station wayfinding improvements. Use this inventory to partner on trail wayfinding with local organizations and governments.

4. Incorporate micromobility and multi-modal access into SEPTA station designs.

5. Work with trail organizations, NGOs, non-profits, and local governments to identify trail gaps and opportunities to the trails network, focusing on Circuit Trails, to SEPTA stations and services.

Description: Pennypack Trail on the inactive Newtown Branch
Source: SEPTA

WHAT'S NEXT

SEPTA has committed to a future with Micromobility

Micromobility options are here to stay, and SEPTA is committed to their integration with transit to provide a better transit experience, increase quality of life as part of the SEPTA Lifestyle Network, increase ridership, and promote an equitable and sustainable future.

SEPTA is ready to work with all necessary partners towards the implementation of these recommendations. The planning process involved internal and external stakeholders along with public input, and moving forward into implementation it is key to maintain the communication channels with everyone involved and expand the input according to the specific needs of each recommendation. The variety of action items and ease of implementation of the recommendations makes it possible to implement Near Term strategies relatively quickly while also coordinating with other projects and partners to include micromobility improvements into larger capital projects.

Looking ahead, we see a future where micromobility is integrated seamlessly with SEPTA systemwide services, SEPTA vehicles, stations, and all public connections to streets and destinations.

Description: Bike lanes at 3rd St and Pine St
Source: SEPTA

Thank you to all participants of the planning process

We would like to thank all participants of the planning process. Your feedback, comments, and insights were essential in developing the recommendations.

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- Bicycle Coalition of Greater Philadelphia (BCGP)

- City of Philadelphia

- Bicycle Transit Systems

- Delaware Valley Regional Planning Commission (DVRPC)

- SEPTA Youth Advisory Council (YAC)

- SEPTA Citizens Advisory Committee (CAC)

Prepared with assistance by:

- Huitt Zollars

- Rockland Planning

Description: Bike lane at 22nd St and Bainbridge St

APPENDIX

Acronym Identifier

Throughout the playbook we mentioned different entities and programs or services using their acronym. The following is a legend:

SEPTA

- **SEPTA** - The Southeastern Pennsylvania Transportation Authority
- **IMC** - SEPTA Interdivisional Micromobility Committee
- **GM** - General Manager
- **YAC** - SEPTA Youth Advisory Committee
- **CAC** - SEPTA Citizens Advisory Council
- **MFL** - Market-Frankford Line (L Line)
- **BSL** - Broad Street Line (B Line)
- **NHSL** - Norristown High Speed Line (M Line)
- **TOC** -Transit Oriented Communities

CITY OF PHILADELPHIA

- **PCPC** - Philadelphia City Planning Commission
- **OTIS** - The Office of Transportation, Infrastructure, and Sustainability
- **BTS** - Bicycle Transit Systems

REGIONAL/STATE

- **TMA** - Transportation Management Associations
- **DVRPC** - Delaware Valley Regional Planning Commission
- **PennDOT**- Pennsylvania Department of Transportation
- **TIP** - Transportation Improvement Program
- **TYP** - 12-Year Program
- **NGO** - Non-governmental organization
- **PUC** - Public Utility Commission

PEER AGENCIES

- **NY MTA** - New York Metropolitan Transit Authority
- **NJ Transit** - New Jersey Transit
- **PA NYNJ** - Port Authority of New York New Jersey
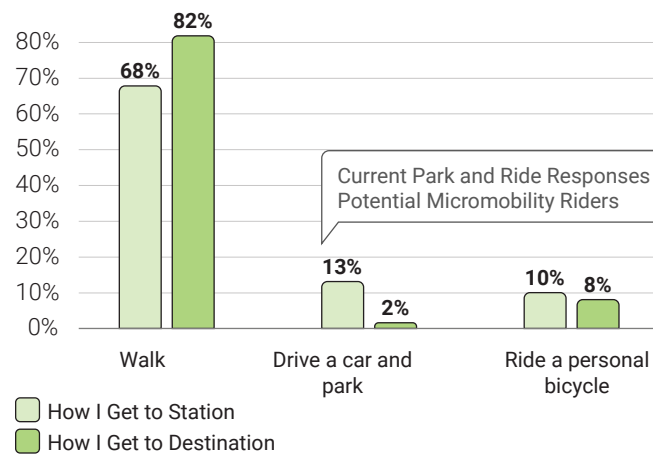
SEPTA Micromobility Survey

The SEPTA micromobility survey was live from September 20, 2022 to October 24, 2022 and was completed by a total of 1,448 riders. The following are charts and graph alongside the key takeaways that they show.

- **Which SEPTA services do you use on a regular basis? Select all that apply.**

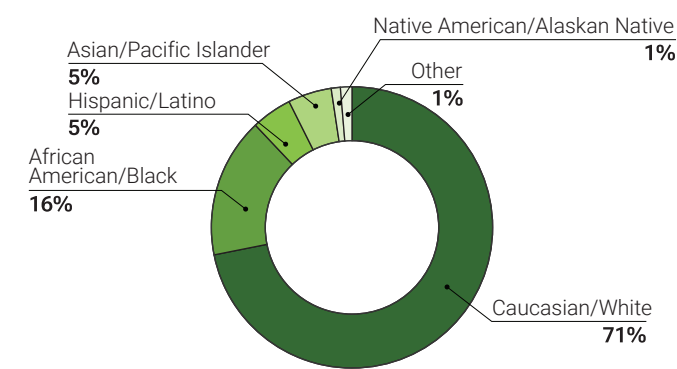| SEPTA Service Mode Survey Responses	Percent	Total
Bus or trackless trolley lines	**56%**	806
Regional Rail	**49%**	708
Market-Frankford Line (MFL)	**44%**	644
Broad Street Line (BSL)	**36%**	527
Trolley lines	**24%**	347
Norristown High Speed Line	**7%**	94
Customized Community Transportation	**1%**	11

- The majority of survey respondents use Bus or Trackless trolley lines, making up 56% of all responses. Since travelers are multimodal, the responses do not add up to 1,1448.

- **How do you get to a SEPTA station and how do you get to your destination?**

Current Park and Ride Responses
Potential Micromobility Riders

- 82% Walk (How I Get to Destination)
- 68% Walk (How I Get to Station)
- 13% Drive a car and park (How I Get to Station)
- 2% Drive a car and park (How I Get to Destination)
- 10% Ride a personal bicycle (How I Get to Station)
- 8% Ride a personal bicycle (How I Get to Destination)

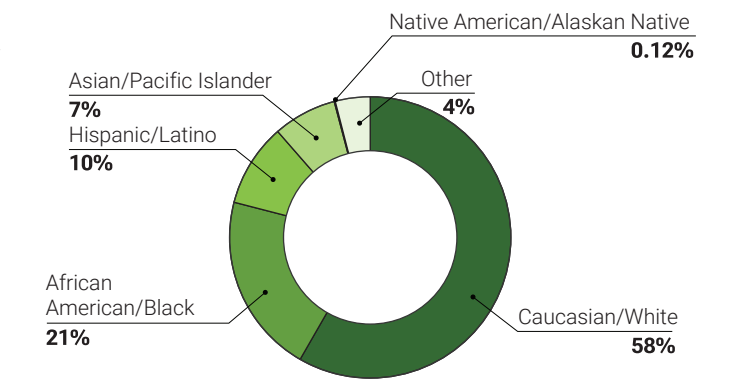☐ How I Get to Station
☐ How I Get to Destination

- Although riders mostly walk to and from a station, a significant percent of riders already use bicycles for their first and last mile connections.
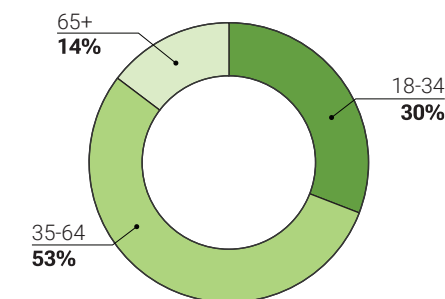
Race/Ethnicity: Micromobility Survey

- Native American/Alaskan Native 1%
- Other 1%
- Asian/Pacific Islander 5%
- Hispanic/Latino 5%
- African American/Black 16%
- Caucasian/White 71%

Race/Ethnicity: SEPTA Served Counties
Source: Census 2020

- Native American/Alaskan Native 0.12%
- Other 4%
- Asian/Pacific Islander 7%
- Hispanic/Latino 10%
- African American/Black 21%
- Caucasian/White 58%

Age group 18 years and above: Micromobility Survey

- 65+ 14%
- 18-34 30%
- 35-64 53%

Age group 18 yeras and above: SEPTA Served Counties
Source: ACS 2020 (5 Year)
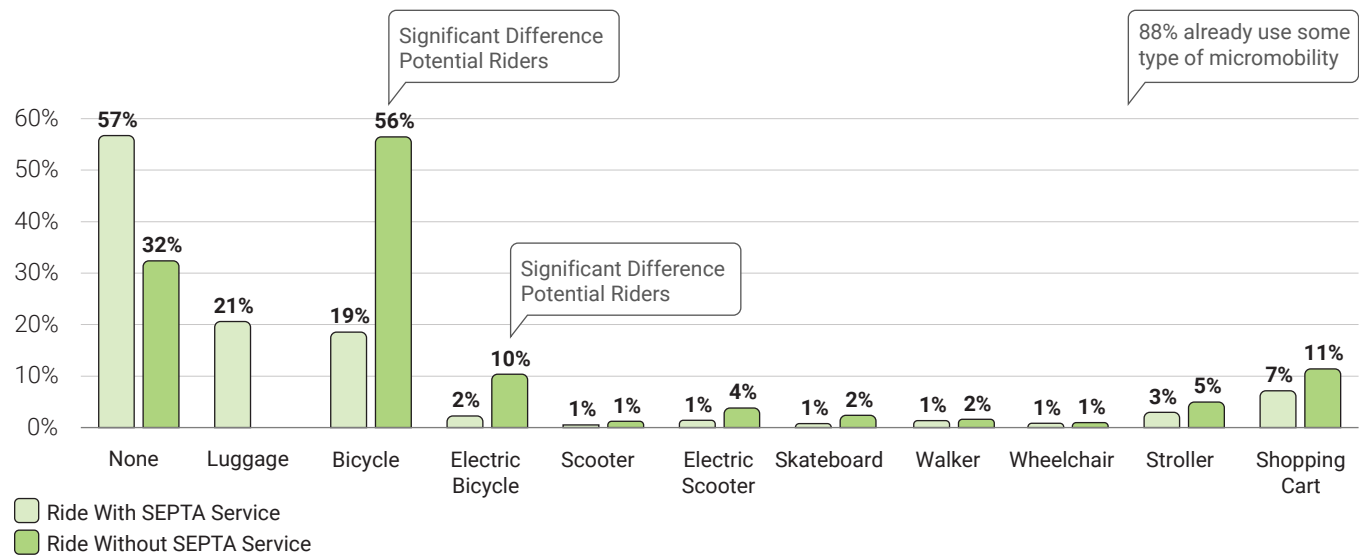

- 65+ 20%
- 18-34 30%
- 35-64 49%
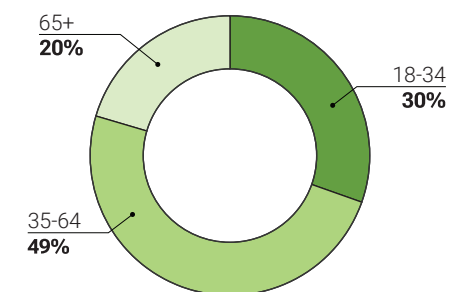
APPENDIX

SEPTA Micromobility Survey
(Continued)

- **What devices do you bring on board SEPTA and what devices do you use but do not bring on board SEPTA?**

Significant Difference Potential Riders

88% already use some type of micromobility

Significant Difference Potential Riders

- Ride With SEPTA Service
- Ride Without SEPTA Service

- The most common devices riders bring on board SEPTA vehicles are luggage, bikes and shopping carts. 88% of respondents said they already use some type of micromobility, but only 34% use it with SEPTA.

- The difference between people who use bikes and e-bikes with and without SEPTA is significant, and points to potential riders that could use SEPTA as it creates a seamless transit experience for micromobility.

- **From 1-5, 1 being very difficult, how do you feel about taking your bicycle or scooter on SEPTA currently?**

Getting to a station or stop	3.96
Getting to the platform	2.97
Bringing it on board the vehicle	2.55
Finding space on the vehicle	2.44
Securing it on the vehicle	2.72
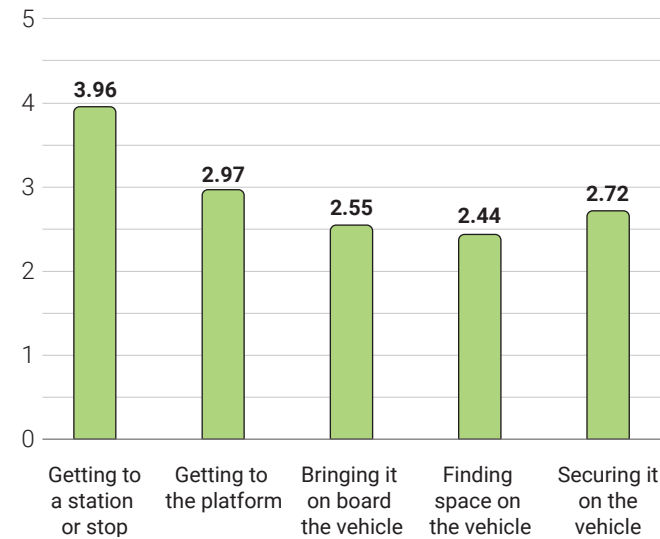
- Riders who travel on SEPTA with Micromobility devices reported difficulty bringing their devices on board and finding space and securing their devices on vehicles, more than getting to the platform and station

- **Do you typically park your bicycle or scooter at a SEPTA station or stop when you travel?**
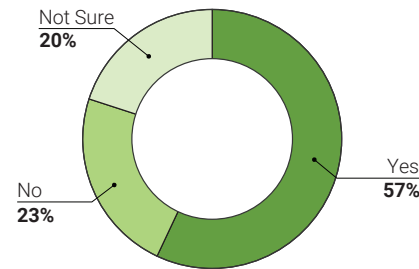

Yes 18%
No 82%
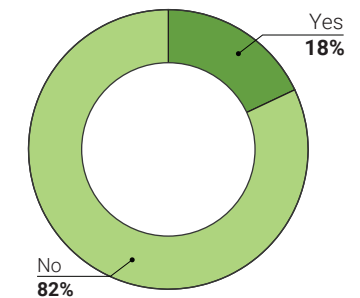
- Of the riders who bring bicycles or scooters on board, 83% did not park and leave their device at stations.

- **Do you know the current rules for traveling on SEPTA with bicycles and scooters and have you used SEPTA.org to find this information?**
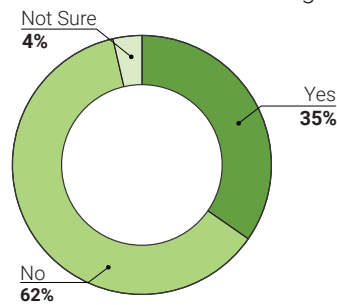
All riders: Do I know the rules?

Not Sure 27%
Yes 35%
No 39%
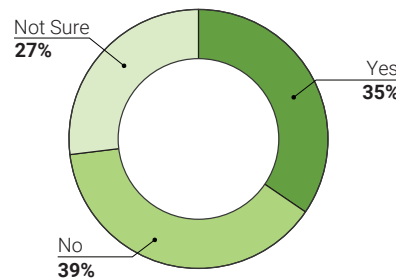
Micromobility riders: Do I know the rules?

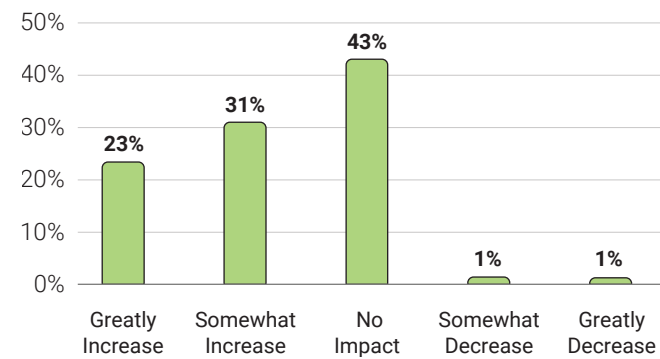Not Sure 20%
Yes 57%
No 23%

All riders: Have I used SEPTA.org?

Not Sure 4%
Yes 35%
No 62%

- The policies around bringing bikes and scooters on board transit are not clear. Just above 65% of survey respondents were not sure or did not know these rules.
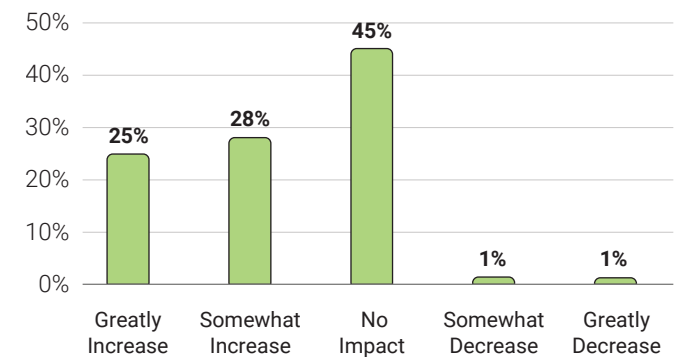
- Even among current micromobility riders, 23% did not know the policies. Only 35% of survey respondents said they had used SEPTA.org to find this information.

- **What impact would the availability of storage areas for bicycles or scooters on *SEPTA vehicles* have on your travel frequency?**

Greatly Increase	23%
Somewhat Increase	31%
No Impact	43%
Somewhat Decrease	1%
Greatly Decrease	1%

- 54% said it would greatly or somewhat increase their travel frequency with a bike or scooter. This points to the importance of secure storage for transit users.

- **What impact would the availability of secure bicycle and scooter parking at your *SEPTA stops and stations* have on your travel frequency?**

Greatly Increase	25%
Somewhat Increase	28%
No Impact	45%
Somewhat Decrease	1%
Greatly Decrease	1%

- 53% said it would greatly or somewhat increase their travel frequency with a bike or scooter. This points to the importance of secure parking for transit users.

APPENDIX

Leadership Summary Table

CATEGORY		RECOMMENDATION	EASE OF IMPLEMENTATION	LEADERSHIP
01 SYSTEMWIDE	1.1	Provide uniform rules for micromobility devices.	Near Term	Policy Committee (Communications)
	1.2	Provide clear signage for micromobility devices.	Near Term	Buildings & Bridges Communications Automotive Engineering Equipment & Maintenance Information Design
	1.3	Launch a micromobility outreach campaign that includes incentivizing the purchase of micromobility devices.	Near Term	Communications
	1.4	Integrate the SEPTA trip planner website and app with micromobility options.	Near Term	Communications
	1.5	Include micromobility standards in operator and conductor training.	Near Term	Training
	1.6	Ensure funding for staff and capital costs to implement the micromobility playbook.	Near Term	Capital Funding
	1.7	Connect SEPTA and micromobility systems with wayfinding.	Dependent on Non-SEPTA Stakeholders	Communications Information Design
	1.8	Explore opportunities for an integrated payment system for SEPTA and shared micromobility systems.	Dependent on Non-SEPTA Stakeholders Dependent on Major Capital Investment in Key 2.0	Key 2.0 Information Design
02 VEHICLES AND SERVICES	2.1	Retrofit rail cars that do not have designated areas or adequate accommodation for micromobility.	Near Term	Automotive Engineering Equipment & Maintenance
	2.2	Allow all micromobility devices on-board Regional Rail and the MFL (L Line) during peak hours.	Near Term	Automotive Engineering Equipment & Maintenance
	2.3	Run an education campaign on how to use bus bike racks.	Near Term	Office of Innovation, Communications
	2.4	Fit more bicycles and bicycles with larger tire dimensions on buses.	Major Capital Investment	Procurement
	2.5	Identify micromobility space on live trackers on all vehicles.	Major Capital Investment	Office of Innovation
	2.6	Include micromobility zones as part of the layout design of all new vehicles, including Regional Rail cars, trolleys, and subway cars.	Capital Investment Dependent on Another Project	Automotive Engineering Equipment & Maintenance Communications
	2.7	Accommodate strollers and utility shopping carts on all vehicles.	Major Capital Investment	Policy Committee (Communications) Automotive Engineering Equipment & Maintenance

APPENDIX

Leadership Summary Table

> The Office of Innovation's Sustainability group will take primary responsibility for leading most initiatives, while seeking support and feedback from colleagues in other departments and divisions.

CATEGORY		RECOMMENDATION	EASE OF IMPLEMENTATION	LEADERSHIP
03 STATIONS	3.1	Install bike parking at all stations.	Near Term, Capital Investment	Buildings & Bridges
	3.2	Provide secure parking or multi-device micromobility storage lockers at high-demand stations.	Near Term, Capital Investment	Office of Innovation / Buildings & Bridges
	3.3	Prohibit riding micromobility devices within stations and on platforms.	Near Term	Buildings & Bridges
	3.4	Address turnstile and station exit design with roll out of SEPTA Key 2.0.	Major Capital Investment	Buildings & Bridges
	3.5	Provide repair stations.	Major Capital Investment / Dependent on Non-SEPTA Stakeholders	Buildings & Bridges
04 CONNECTIONS	4.1	Install accessibility compliant bicycle runnels in station stairs.	Major Capital Investment	Buildings & Bridges
	4.2	Work with Philadelphia's bike share program, Indego, to place, fund and subsidize new bike share stations on and close to SEPTA transit stations and on SEPTA property.	Dependent on Non-SEPTA Stakeholders	Office of Innovation; Key 2.0
	4.3	Work with Indego, TMAs, DVRPC, and private entities to expand bike share stations to areas without bike share service.	Dependent on Non-SEPTA Stakeholders	Indego, City of Philadelphia, DVRPC lead
	4.4	Map out micromobility routes from street to platform when stations are improved or built.	Dependant on Another Project	Buildings & Bridges
05 STREETS AND TRAILS	5.1	Develop communications and outreach materials to demonstrate safe roadway behaviors especially around pedestrians, transit, and cyclists.	Near Term	Communications
	5.2	Address inactive trolley rail crossings that cause safety concerns for micromobility users	Near Term / Major Capital Investment	Office of Innovation
	5.3	Fully support municipal, DVRPC, and PennDOT efforts to build Complete Streets that have micromobility infrastructure.	Dependent on Non-SEPTA Stakeholders	Planning Division
	5.4	Support trail construction on and to SEPTA property, stations, and services.	Dependent on Non-SEPTA Stakeholders	Planning Division

Description: Bike rider waiting to load bike at Regional Rail station

SEPTA Micromobility Playbook
May 2023
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