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SEPTA To Begin Phase Out of Token Sales in Early 2018

Riders Encouraged to Make Switch to SEPTA Key

PHILADELPHIA (December 20, 2017) – With more riders making the transition to the SEPTA Key, token sales will be phased out at cashiers' booths and vending machines at Market-Frankford and Broad Street Line stations starting in mid-January 2018. Tokens will continue to be sold at major SEPTA sales offices, Regional Rail stations, and at over 200 third-party retailers until further notice.

The phase-out of token sales represents the next major step forward for the SEPTA Key fare modernization project. Earlier this year, SEPTA ended sales of "legacy" magnetic strip TransPasses at its sales offices, which has resulted in most weekly and monthly TransPass customers moving to reloadable SEPTA Key Cards. In addition, the Travel Wallet – the pay-as-you-go option that provides the same discounted fare as a token – has enticed customers to move to the SEPTA Key. Key Cards are currently free with a \$10 minimum load.

The Travel Wallet feature allows customers to add value to a SEPTA Key Card for tap-and-go travel on all Transit modes, including buses, city and suburban trolleys, trackless trolleys, the Market-Frankford Line, the Broad Street-Line/Broad-Ridge Spur and the Norristown High Speed Line. Customers who currently use tokens, paper transfers or pay with cash can transition to the Key – and leave behind the days of worrying about having exact change or pre-purchasing tokens. The Travel Wallet will automatically deduct single-rides at the discounted token rate, and process transfers.

Here is how customers can move from tokens and paper transfers to the SEPTA Key Card:

- Visit a fare kiosk on the Broad Street Line, Market-Frankford Line or major bus loop. Follow the directions on the touch screen menu and select Travel Wallet;
- Load funds (between \$10-\$250) using cash, debit or credit card. In addition, customers who have tokens can load them onto their Travel Wallet at fare kiosks;
- Once you have a Key Card, you are ready to tap-and-go to pay fares on all Transit modes;
- Reload funds at kiosks, sales offices, online at the Key ecommerce website, www.septakey.org, or by calling the Key Customer Service Center at (855) 567-3782;
- Customers are also urged to visit www.septakey.org or call (855) 567-3782 as soon as they get their Key Card to register it and protect from loss or theft.

With token sales declining due to riders moving to the SEPTA Key, approximately half of the station vending machines on the Market-Frankford and Broad Street Lines have already been removed.

Beginning in mid-January, cashier sales will end and the 40 remaining token machines will be removed over a six-week period – with token sales at all these locations ending on or about March 1, 2018. The full phase-out schedule will be posted on SEPTA's website, www.septa.org, in early January.

For more information about the SEPTA Key, including a detailed FAQ that is continually updated with new questions from customers, visit www.septa.org/key.