

SCOPE

People,
Partnership,
and Purpose

Keeping SEPTA Safe and Clean While Connecting Vulnerable People to Services



Safety

- Increased lighting in stations and added field observers to greet, assist, educate and report
- Equipping custodians with SEPTA cell phones to communicate directly with transit police
- Enhanced the Transit Watch App to allow riders to get help, discreetly and anonymously report a crime, or other dangerous situation
- Creating a Virtual Patrol Center to monitor the system's stations and concourse cameras



Cleaning

- Added custodial staff and increased cleaning shifts at multiple stations
- Upgraded elevators, escalators, stairways, overpasses, exits and entrances
- Trained key platform attendants and created an elevator monitor attendant role
- Partnered with Community Life Improvement Program (CLIP) and Public Works to enhance SEPTA's cleaning efforts



Ownership

- Educated elected officials, business community, universities, homeless service providers and housing advocates about the impact of homelessness throughout the system
- Advocated for increased emergency shelter beds, permanent housing and access to mental health and addiction treatment services
- Established a nimble internal command task force to align resources and develop system-wide solutions for the SCOPE program



Partnership

Created a diverse network of regional partners within SEPTA's service area to:

- Connect individuals to health services
- Coordinate housing and behavioral health services
- Provide case management for individuals with high acuity needs



Engagement

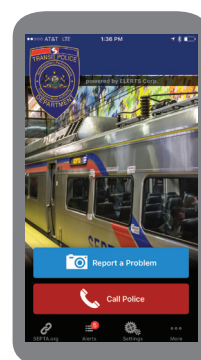
- Increased the number of social service outreach specialists from seven to more than 50
- Deployed outreach workers to engage and connect individuals experiencing homeless to services throughout the SEPTA system
- Expanded the co-responder model of transit officer and social worker to dispatch as needed to additional locations throughout the system
- Engaged over 1,446 vulnerable individuals over a nine-month period and connected 156 to housing, treatment and mental health services

HOW YOU CAN HELP US!

If you see someone in need, contact SEPTA Transit Police using the Transit Watch App, the QR Code or SEPTA's Text-a-Tip (215-234-1911).

If you have an emergency while on SEPTA, call 911. You can also use the emergency call boxes located on all Broad Street and Market-Frankford Line cars and at every station.

Download Transit Watch App for free



QR Code Scanning



Or Text-a-Tip to (215) 234-1911

