



In This Together & Looking Out for Everyone

A city is its people, and our community's economic health and vibrancy depend on residents, workers, and visitors coming back to Philadelphia for work and play and feeling confident in the health and safety to do so. The most vulnerable members of our community have been particularly hard hit by the pandemic, contributing to a substantial and noticeable increase in job loss, food and housing insecurity, and physical and mental health issues. The City and the Chamber of Commerce for Greater Philadelphia, SEPTA, business leaders, and non-profit organizations are working together to ensure Philadelphia's post-pandemic success includes creating a welcoming, healthy, secure, and supportive environment for everyone.



Successful City Services

Despite the pandemic, the number of people living on the streets in Philadelphia has decreased since 2019.

Homeless Services

- The City's eight teams of outreach coordinators and social workers serve to meet people where they are, forming connections and building relationships to better understand and meet the needs of our most vulnerable neighbors.
 - Outreach teams fan out across the City, concentrating on the areas around the Convention Center, Reading Terminal, Love Park, Municipal Services Building, the SEPTA Concourse, Aviator Park, Logan Circle, the Benjamin Franklin Parkway, and in Kensington.
 - Outreach Coordinators offer housing, mental health, and substance use treatment resources, medical assistance, and other available support services to help people get off the streets and on a path to stability, recovery, wellness, and self-sufficiency.
 - Temporary homeless encampments on Filbert Street and at the PATCO's 15th and Locust and 13th and Locust underground are resolved. Housing placement solutions were made available to every person and accepted by all but one.
 - The City will provide an additional outreach coordinator team this summer.
 - From June to December of last year, in partnership with Center City District, the Philadelphia Police Department joined Ambassadors of Hope and Project HOME to help those experiencing chronic homelessness and mental health issues. Together, they placed 300 people in stable housing and helped 101 people with behavioral health services and resources.
 - As a community connector, SEPTA is working with the City, non-profits, and business leaders to tackle critical societal issues including homelessness, behavioral health, and substance use. SEPTA launched a pilot outreach program in November pairing SEPTA police officers with behavioral healthcare professionals to connect people to resources for care and appropriately address and deescalate safety concerns.
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SEPTA's number one priority is always safety for all riders and employees. SEPTA is committed to ensuring the safety and security of its customers and employees on its vehicles and in its stations

Health Matters!

- SEPTA follows federal, state and local guidelines and recommendations for mask requirements and vaccinations.
- SEPTA's high-efficiency ventilation system and fresh air intakes refresh the air inside every vehicle every 2-3 minutes.
- SEPTA continues to install more efficient air filters to ensure cleaner air in our stations and vehicles.
- Vehicles are sanitized twice each day, with special attention paid to high-touch surfaces such as handles and safety rails, and SEPTA is hiring additional cleaning staff.
- SEPTA uses - and has always used - EPA-approved disinfecting products specifically designated for COVID-19.
- Customer health and safety is further enhanced through SEPTA Key, a offering contactless payment, flexible fare options, free transfers on transit, and free rides for children under 12 and seniors 65 and older.
- SEPTA coordinates with its industry peers and experts to stay ahead of the curve on risk assessment, mitigation, and communications strategies to keep riders safe and healthy.
- In partnership with Drexel University, SEPTA has also received grant funding from the U.S. Department of Transportation to evaluate air ventilation and surface cleaning solutions in preventing the transmission of COVID-19.
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The Comfort Zone

SEPTA continues to work to ensure safe and comfortable experiences in its stations and vehicles.

- SEPTA has increased the number of security guards, installed enhanced, brighter lighting, additional cameras to monitor stations and vehicles, and new signage.
- In addition to regular deep-cleaning of vehicles and stations, SEPTA is adding fresh paint and making structural improvements to its facilities.
- SEPTA is developing innovative trip planning tools including the new Estimated Seat Availability Dashboard.



Neighbors and Neighborhoods Working Together

Local non-profit organizations and the City's largest commercial districts are working together to ensure clean and safe sidewalks and provide help to our most vulnerable neighbors living without shelter, food, and physical and behavioral health services. Neighborhoods are spring cleaning and preparing to roll out the welcome mat for residents, business owners, commuters and visitors.

Avenue of the Arts

- Weekly sidewalk cleaning
- Weekly weed removal in street beds as well as cleaning and monthly mulch replenishment
- Broad Street Ministries Partnership
 - In collaboration with Avenue of the Arts Council, Broad Street Ministries launched a pilot Concierge Outreach team to build relationships with neighborhood community leaders, business owners, and citizens seeking services.
 - Connects homeless individuals to resources and services
 - Provides residents and business owners along the Broad Street corridor with education and training, safety plans, and de-escalation resources

Center City District

- Ten uniformed biked safety officers patrol the neighborhood daily from 3:00 - 11:00 pm
- Daily cleaning of sidewalks and pressure washing and graffiti removal from ground floor building facades and public benches and seating on every block
- Weekly cleaning of adjacent neighborhoods south of Center City District on a fee-for-service basis
- Working with the owners and brokers of vacant retail establishments on West Walnut Street to replace broken windows
- Discreet fencing around damaged properties on the south side of the 1700 block of Walnut Street

Old City District

- Sidewalk cleaning services from 6th to Front Street