

SEPTA Information

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SEPTA to Suspend Regional Rail, Bus, Trolley and NHSL Service at 4 a.m. Saturday, January 23

Market-Frankford and Broad Street Lines Will Operate During Winter Storm Jonas

PHILADELPHIA, PA (January 22, 2016) — SEPTA will suspend service on all Regional Rail Lines, bus and trolley routes and the Norristown High Speed Line (NHSL) beginning at 4 a.m. on Saturday, January 23, 2016 due to forecasted blizzard conditions caused by Winter Storm Jonas. SEPTA is planning to operate its Market-Frankford and Broad Street Lines during the storm.

“Our number one priority is the safety of our passengers and our employees,” said SEPTA General Manager Jeffrey D. Knueppel. “We have been monitoring the storm all week, and as forecasts are now calling for blizzard conditions moving into our region late Friday evening and early Saturday morning, we believe it is necessary to suspend service on our buses, Regional Rail, trolleys and Norristown High Speed Line. Zero visibility and high winds will make it too dangerous for our customers and our employees to be on the roads and rails. It could also be difficult for our crews to rescue stranded passengers and make emergency repairs if needed.”

SEPTA will keep its Market-Frankford and Broad Street Lines in operation to help those that need to travel, specifically emergency service and hospital personnel.

“If you do not have to be out during the storm, please avoid any travel,” said Knueppel.

SEPTA’s Customized Community Transportation (CCT) is planning for limited service on Saturday, January 23, and Sunday, January 24, and will only provide eligible customer trips for dialysis. Customers should anticipate delays due accumulated snow and icy conditions on streets and sidewalks. Additional service reductions or a suspension in service may become necessary should conditions deteriorate. Impassable streets and/or sidewalks not cleared of accumulated snow and ice may prevent safe boarding and transport. Customers should contact the Control Center at (215) 580-7720 to cancel trips if they don’t plan to ride or to inquire about the status of any pending “Same Day” trips. Customers should call CCT Customer Service at (215) 580-7145 for all other inquiries.

SEPTA will deploy crews to clear stations and parking lots and prepare vehicles for a restoration of service at 4 a.m. on Sunday, January 24. “We will restore service where possible,” said Knueppel. “However, customers should anticipate bus detours and rail cancellations due to road conditions and possible overhead wire problems caused by downed trees.”

Customers should visit www.septa.org, the @SEPTA Twitter and local media outlets for information on when service will resume.

The SEPTA Customer Service Call Center will open at 6 a.m. on January 23, and will be staffed with extra personnel. Customers can call (215) 580-7800 to speak to SEPTA representatives. The SEPTA Social Media Team (@SEPTA_Social) will also be available to answer inquiries via Twitter starting at 6 a.m. Service updates will be posted at www.septa.org.