

CASE STUDY SEPTA

From Pause to Progress: Modernizing Parking Enforcement Across One of the Nation's Largest Transit Networks



When parking lags, operations suffer.

For the Southeastern Pennsylvania Transportation Authority's (SEPTA) 4 million riders across five counties, parking is often the first step in the journey. But until 2024, the system relied on outdated cash-only slot boxes, paper citations, and no real-time data — all worsened by a four-year moratorium on parking fees. Without visibility or compliance tools, revenue and rider experience fell behind.

A rapid rollout, built from the ground up.

Through a partnership with Flowbird and Park Loyalty, SEPTA launched a complete enforcement modernization using Enforce Pro® and Process Pro®. Officers now issue citations in just 27 seconds, backed by license plate recognition, GPS-tagged photos, and real-time validation. A centralized back-office enables automated notices, online appeals, and full transparency across all 138 facilities.

- ✓ **\$4M in revenue collected ~7 months**
- ✓ **Citations issued in just 27 seconds**
- ✓ **Real-time visibility into officer activity and lot performance**
- ✓ **Most citations now paid or appealed online**

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The efficiency gains have far exceeded expectations. Officers are writing tickets in around 27 seconds!

Ken Kalczewski, Director of Project Integration, SEPTA

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