

The background of the entire image is a vibrant blue and green wall with white line-art graphics. On the left, a sign features the SEPTA logo (a stylized 'S' with an arrow) and the text 'SEPTA+' and 'SUSTAINABILITY'. The wall also features icons of a wind turbine, a recycling symbol, a house, and a tree. A large, empty rectangular frame with a black border is positioned on the right side of the wall.

**SEPTA+**  
SUSTAINABILITY

# **SEP-TAINABLE**

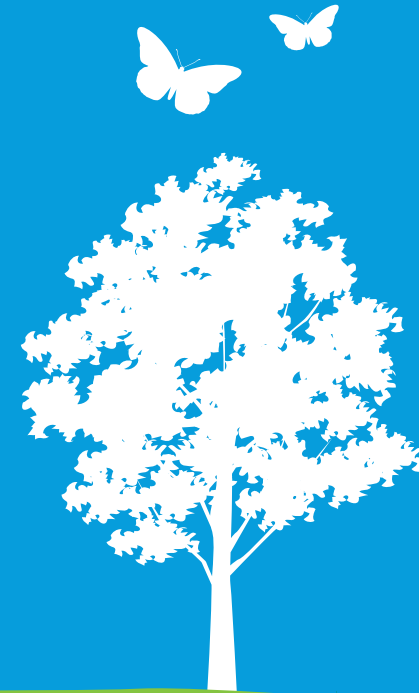
ANNUAL REPORT (JANUARY 2017)



**Do You Know  
Your**

## **Significant Environmental Aspects?**

- **ASBESTOS**
- **HAZARDOUS & NON-HAZARDOUS WASTE**
- **MUNICIPAL WASTE & RECYCLING**
- **FUEL & BULK STORAGE**
- **HAZARDOUS MATERIAL STORAGE**
- **GREENHOUSE GAS  
& CRITERIA AIR POLLUTANT EMISSIONS**
- **WATER CONSUMPTION**
- **ENERGY CONSUMPTION**
- **PERMIT COMPLIANCE & RECORD-KEEPING**



**FOR MORE INFORMATION ON THE BERRIDGE SHOP ENVIRONMENTAL  
& SUSTAINABILITY MANAGEMENT SYSTEM,  
VISIT THE SEPTA INTRANET <https://inside.septa.org/esms/esms.htm>**

### **ESMS SUMMARY OF PROGRESS:**

SEPTA's Sustainability Program is based on the principle of controlled improvement which is formalized through an Environmental and Sustainability Management System (ESMS).

In September 2013, SEPTA's ESMS received a certification under the International Organization for Standardization's (ISO) 14001:2004 standard for environmental management at its pilot facility, Berridge Shop. In September of 2016, Berridge Shop was recertified through 2019.

In order to maintain certification and to prepare for recertification, Berridge shop underwent annual third party surveillance audits. Audits focused on several factors identified as significant environmental aspects – elements of Berridge Shop's activities, products, building or services that have or may have impact on the environment. One significant environmental aspect, asbestos abatement, was the major focus of the ESMS at Berridge Shop. This abatement project is expected to be completed by December 2016.

Additional accomplishments at Berridge include improved labeling and handling of hazardous and non-hazardous waste and increased recycling rates at the facility - all of which were identified as significant environmental aspects. Over the next 3 years, SEPTA will focus on reducing

energy and water consumption, implementing the adoption of life-cycle thinking, increasing alignment with strategic direction of the company and improving communication with our internal and external stakeholders as a way of demonstrating continuous improvement and commitment to the ISO 14001:2004 standard.

To scale SEPTA's ESMS, SEPTA created an internal environmental management program at all of its bus facilities named ISO Lite. The program is based on the principles of the ISO 14001 certification program and includes: consistent record keeping, recycling awareness, training and improved signage. ISO Lite is designed to ensure compliance with ISO regulations without undergoing the process of certification. Moving forward, SEPTA plans to implement this program in all of its operating locations.

# SUSTAINABILITY PROGRAM OVERVIEW

The ESMS is an implementation tool for SEPTA’s Sustainability Program, which is based on the triple bottom line – accounting for 1) environmental, 2) social, and 3) economic impacts. Working with its partners, SEPTA has used this three-pillar, “people-planet-prosperity” approach to incorporate sustainability into its vision, mission, and core values.

Since 2011, the Sustainability Program has reduced this broad-based, comprehensive planning framework into twelve goals – four across each pillar:

## SEPTA’S TRIPLE BOTTOM LINE APPROACH TO SUSTAINABILITY



# USE OF PERFORMANCE METRICS

The Sustainability Program uses performance metrics to track progress over time. Metrics are “normalized” to account for changes in the units of service provided and consumed. Normalization ensures that sustainability performance measurement does not obscure SEPTA’s most important function: to provide high-quality transit service to residents of southeastern Pennsylvania.

Three metrics are used to normalize performance and are selected based on guidance promulgated by the American Public Transportation Association (APTA) Recommended Practice on “Quantifying and Reporting Transit Sustainability Metrics” (June 2012):

## PASSENGER MILES TRAVELED (PMT)

- **DEFINITION:** PMT is the cumulative sum of the distances ridden by each passenger.
- **VALUE:** A productivity measure that accounts for the combined effects of vehicle miles, vehicle capacity, and passenger occupancy. This measure will demonstrate efforts to improve efficiency by increasing utilization of existing services.

## VEHICLE MILES (VM)

- **DEFINITION:** VM is mileage traveled from the time a vehicle pulls out from its garage to the time it pulls back into the garage, including “deadhead” miles (the time that vehicles spend traveling while out of service, such as returning to a garage or storage facility).
- **VALUE:** An efficiency measure that accounts for the combined effects of fuel economy and overhead reductions (e.g., office buildings or train stations).

## REVENUE VEHICLE HOURS (RVH)

- **DEFINITION:** RVH is hours traveled from the time a vehicle enters revenue service to the time it leaves revenue service (i.e., the time when a vehicle is available to the general public and there is an expectation of carrying passengers), excluding “deadhead” miles.
- **VALUE:** An efficiency metric that accounts for the combined effects of deadhead reductions and roadway congestion. By excluding deadhead hours, this metric will capture efforts to reduce inefficiencies through improvements to scheduling, routing or other service planning changes. By accounting for the time spent in service rather than the distance traveled, this metric reflects any local congestion effects, which will depress performance per unit of time in revenue service.



SUMMARY OF KEY PERFORMANCE INDICATORS

Sustainability Focus Area		Goal		Target	Indicator (Unit)	Baseline (FY2009)	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	2015 Target Outcome
ENVIRONMENTAL	In the Region: Advancing Stewardship	1	Improve Greenhouse Gas (GHG) & Criteria Air Pollutant Emissions Performance	5% improvement per year	GHG/PMT (lbs CO2-e) GHG/VM (lbs CO2-e) GHG/RVH (lbs CO2-e)	0.597 lbs 9,534 lbs 133.99 lbs	0.596 lbs 9,728 lbs 137.03 lbs	0.57 lbs 9,471 lbs 132.69 lbs	0.517 lbs 8,441 lbs 119.65 lbs	0.537 lbs 8,437 lbs 120.38 lbs	0.547 lbs 8,366 lbs 117.47 lbs	0.532 lbs 8,161 lbs 112.43 lbs	0.439 lbs 7,008 lbs 98.49 lbs
		2	Reduce Water Usage & Stormwater Runoff	10% reduction by 2015	Water/PMT (Gallons) Water/VM (Gallons) Water/RVH (Gallons)	0.079 1.251 17.46	0.081 1.305 18.46	0.070 1.166 16.36	0.066 1.099 15.39	0.071 1.134 16.28	.076 1.170 16.60	.087 1.319 18.33	0.071 1.126 15.72
	At SEPTA: Reducing Footprint	3	Improve Energy Intensity Performance	10% improvement by 2015	Energy/PMT (kBtu) Energy/VM (kBtu) Energy/RVH (kBtu)	2.88 45.80 639.28	2.78 44.56 630.54	2.66 44.15 619.03	2.58 42.76 598.78	2.62 42.10 604.11	2.76 42.24 599.38	2.75 41.62 578.81	2.59 41.22 575.35
		4	Reduce & Reuse Waste	20% waste diversion by 2015	Municipal waste diversion rate (recycling/total waste)	n/a	n/a	8.3% (Baseline)	11.6%	14.5%	15%	19.9%	20%
SOCIAL	In the Region: Building Livable Communities	5	Integrate With Livable Communities	Invest in one TOD project per year	New TOD projects (cumulative)	n/a	n/a	1	2	2	3	4	5 TOD projects
		6	Improve Access To Local Food Via Transit	Three new farmers markets on SEPTA property by 2015	New farmers markets on SEPTA property	0	3	4	4	4	5	4	3 farmers markets
	At SEPTA: Developing Workforce	7	Develop a Highly Skilled, Healthy & Versatile Workforce	50% turnover filled from succession pool	Turnover filled from succession pool of critical strategic positions	n/a	n/a	Succession Pool Planned	Succession Pool Established	Mentorship Program Established	See Goal 7 for Interim Achievements	See Goal 7 for Interim Achievements	50%
		8	Support Regional Business Equity	10% improvement by 2015	Newly-registered DBE firm success rate	16.6%	n/a	n/a	n/a	n/a	See Goal 8 for Interim Achievements	See Goal 8 for Interim Achievements	18.22%
ECONOMIC	In the Region: Catalyzing Growth	9	Increase Transit Mode Share	10% increase by 2015	Annual unlinked trips per capita	82.1	80.1	82.8	83.7	82.9	80.9	80.6	90.3
		10	Improve Infrastructure State Of Good Repair	15% proportionate improvement by 2015	Estimated state of good repair	65% (Est.)	n/a	65% (Est.)	67% (Est.)	MAP-21 Metrics Under Development	MAP-21 Metrics Under Development	MAP-21 Metrics Under Development	Pending MAP-21 Federal Requirements
	At SEPTA: Achieving Fiscal Stability	11	Improve Operating Expense Performance	Outperform industry annualized growth rate	Industry OpEx/UPT (%Δ)	Industry %Δ: + 3.8%	n/a	n/a	n/a	n/a	SEPTA %Δ: + 2.2%	See Previous Year for Most Recent Update	n/a
		12	Achieve Recommended Funding Levels	Full funding of PATFAC recommended funding levels	Statewide transit funding	Current funding levels	2010: \$484M	n/a	n/a	Act 89 Passed, Providing Nearly \$500M for Transit by 2018	Federal Funding Advocacy Underway	Federal Funding Advocacy Underway	2020: \$1.383B 2030: \$3.063B





# GOAL 1 | IMPROVE GREENHOUSE GAS (GHG) & CRITERIA AIR POLLUTANT EMISSIONS PERFORMANCE

KEY PERFORMANCE INDICATOR: Target – 5% Annual Improvement

**PERFORMANCE SUMMARY:** In 2014, SEPTA’s GHG emissions per passenger mile – a measure of the carbon intensity of SEPTA’s services – increased relative to emissions intensity from 2013. This is largely due to an unusually cold and snowy winter resulting in additional energy demand for heating and decreased ridership from a higher number of snow days. While GHG emissions per passenger mile did increase in 2014, gross emissions decreased overall, and each of SEPTA’s modes continued to emit less GHG per passenger mile than single occupancy vehicles.

GHG EMISSION PERFORMANCE		DEBIT				CREDIT	
CALENDAR YEAR	LBS CO2-E	PER VM	PER RVH	PER PMT	MULTIPLIER	SAVINGS (LBS CO2-E)	PER TRIP
CY2006	981,892,698	10.60	148.48	0.69	2.66	2,616,358,006	8.11
CY2007	971,894,882	10.38	145.51	0.66	2.78	2,704,226,835	8.16
CY2008	974,553,773	10.20	142.58	0.63	2.88	2,810,186,803	8.15
CY2009	925,507,828	9.53	133.99	0.64	3.06	2,832,515,631	8.15
CY2010	947,943,908	9.73	137.03	0.60	3.06	2,903,907,804	8.23
CY2011	928,755,317	9.47	132.69	0.57	3.20	2,973,724,850	8.23
CY2012	833,542,775	8.44	119.65	0.52	3.53	2,944,100,753	8.16
CY2013	842,266,386	8.44	120.38	0.54	3.40	2,857,221,271	8.12
CY2014	841,577,049	8.37	117.47	0.55	3.40	2,809,782,695	8.15

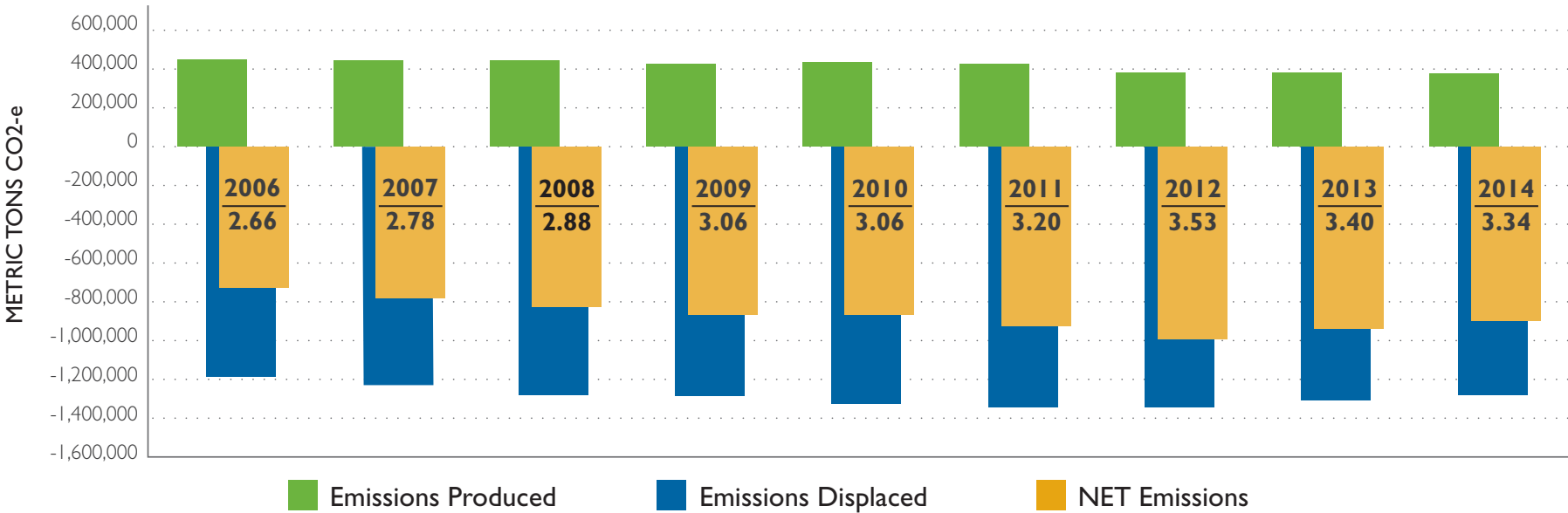


SEPTA'S 60 FOOT HYBRID ELECTRIC BUSES HELP TO IMPROVE GHG EMISSIONS PERFORMANCE FROM DIESEL CONSUMED.

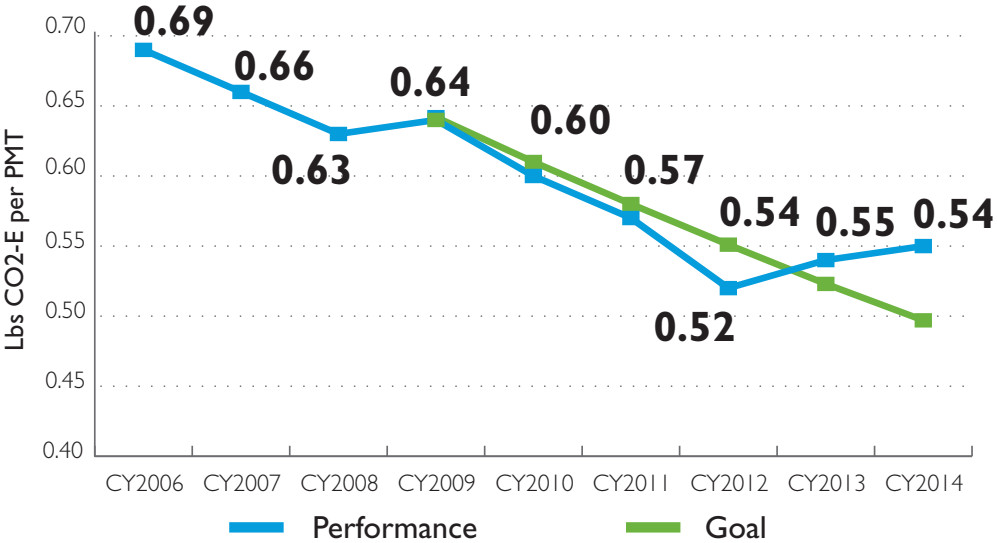


SEPTA'S REGENERATIVE BREAKING AND WAYSIDE ENERGY STORAGE SYSTEM HELPS TO IMPROVE GHG EMISSIONS PERFORMANCE FROM ELECTRICITY CONSUMED.

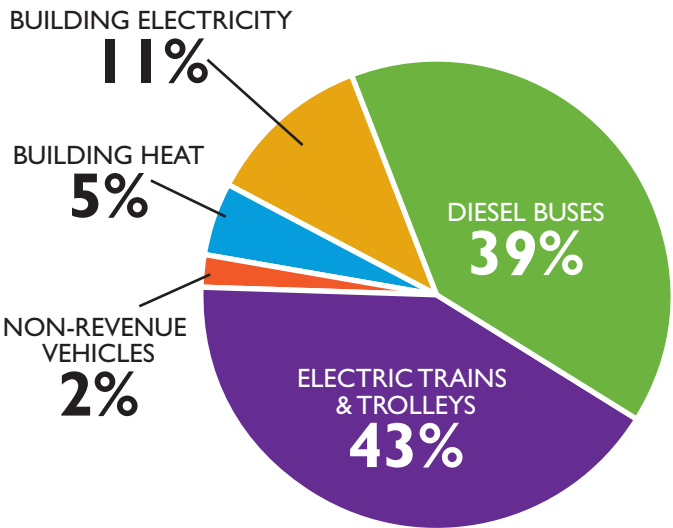
## SEPTA REDUCES REGIONAL TRANSPORTATION GHG BY MORE THAN 3:1



## GHG EMISSIONS INTENSITY



## GHG INVENTORY BY SOURCE (CY2014)

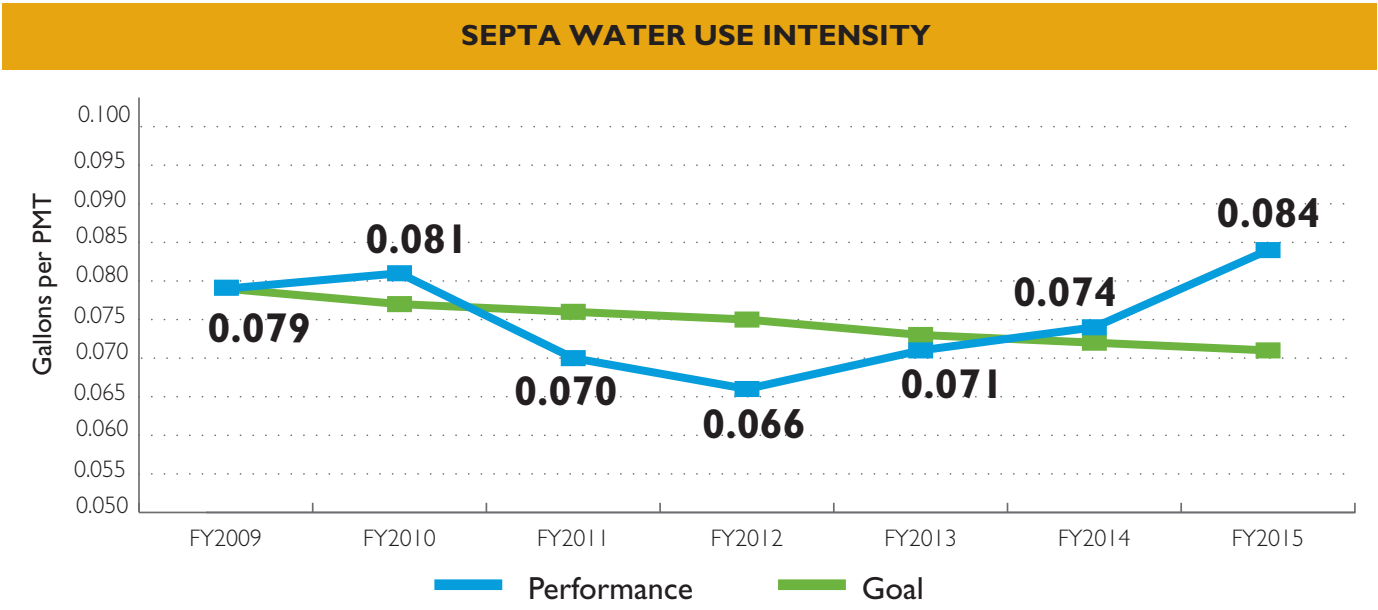


# GOAL 2 | REDUCE WATER USAGE & STORMWATER RUNOFF

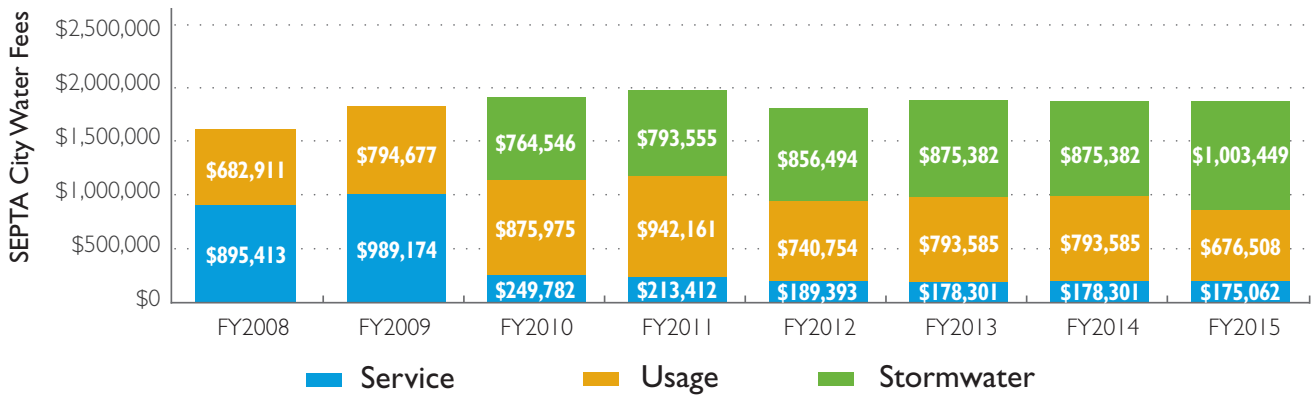
Key Performance Indicator: Target – 10% Improvement by 2015

**PERFORMANCE SUMMARY:** Through FY 2015, SEPTA’s water usage per passenger mile – a measure of water consumption intensity – increased compared to the previous fiscal year by nearly 15 percent. While SEPTA’s normalized water consumption did grow, one influential factor in decreasing potable water usage was the enhancement of several bus and train washers that were upgraded to use reclaimed water in the washing process increasing water usage performance. As older, existing washer systems are retired, they will continue to be replaced by more efficient infrastructure helping to decrease water consumption in the future.

WATER USAGE PERFORMANCE							
FISCAL YEAR	SERVICE MODE	CCF	GALLONS	Per VM	Per RVH	Per PMT	GOAL
FY2009	TOTAL AGENCY	162,409	121,481,784	1.25	17.46	0.079	0.079
FY2010	TOTAL AGENCY	169,286	126,625,900	1.30	18.46	0.081	0.077
FY2011	TOTAL AGENCY	152,575	114,126,440	1.17	16.36	0.070	0.076
FY2012	TOTAL AGENCY	144,417	108,023,598	1.10	15.39	0.066	0.075
FY2013	TOTAL AGENCY	150,445	112,533,194	1.13	16.28	0.071	0.073
FY2014	TOTAL AGENCY	157,180	117,570,776	1.170	16.60	0.076	0.072
FY2015	TOTAL AGENCY	177,549	132,806,544	1.319	18.33	0.087	0.087



## BUDGETARY IMPACT OF STORMWATER FEES



## 2015 TREE PLANTINGS

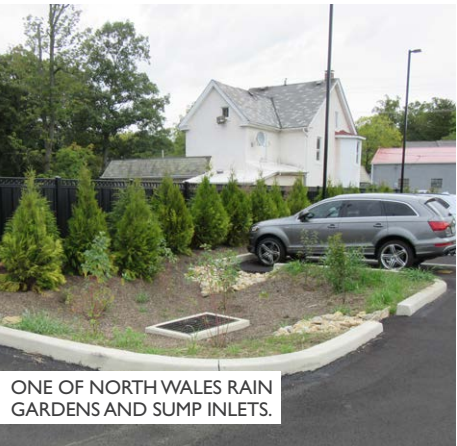
SEPTA LOCATION	TREES
Temple University Station	57
West Trenton	24
23rd and Venango	8
2015 TOTAL	89

## HIGHLIGHTS

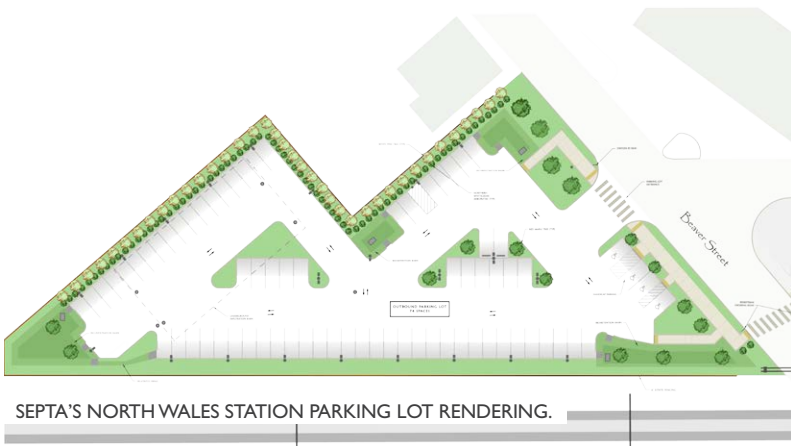
- 9th Street Station, a new Regional Rail station in Lansdale, was constructed and opened in 2015. Landscaping features along with the construction of 4 bio-retention basins at this site will help to decrease stormwater runoff through evapotranspiration, detention, and slow release processes reducing runoff pollution.
- In FY 2015, several stormwater management features were implemented as part of the North Wales parking lot expansion project. Prior to this project, the extended lot was vacant with little vegetation. Expansion features include an underground infiltration basin, 4 above-ground rain gardens, sump inlets, and landscaping including 126 new trees and 53 new bushes. The implementation of these new features managed to reduce runoff from the site by 35% for a 2-year storm.



SEPTA'S 9TH STREET STATION RENDERING.



ONE OF NORTH WALES RAIN GARDENS AND SUMP INLETS.



SEPTA'S NORTH WALES STATION PARKING LOT RENDERING.

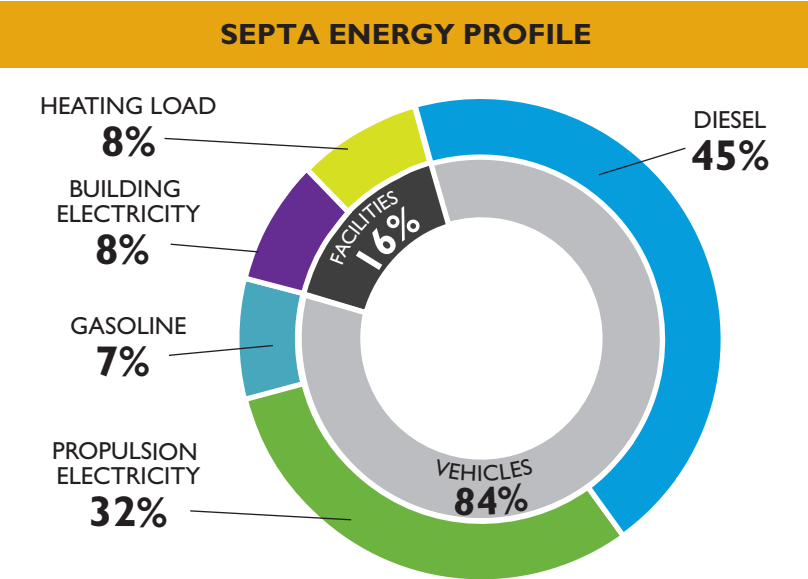


# GOAL 3 | IMPROVE ENERGY INTENSITY PERFORMANCE

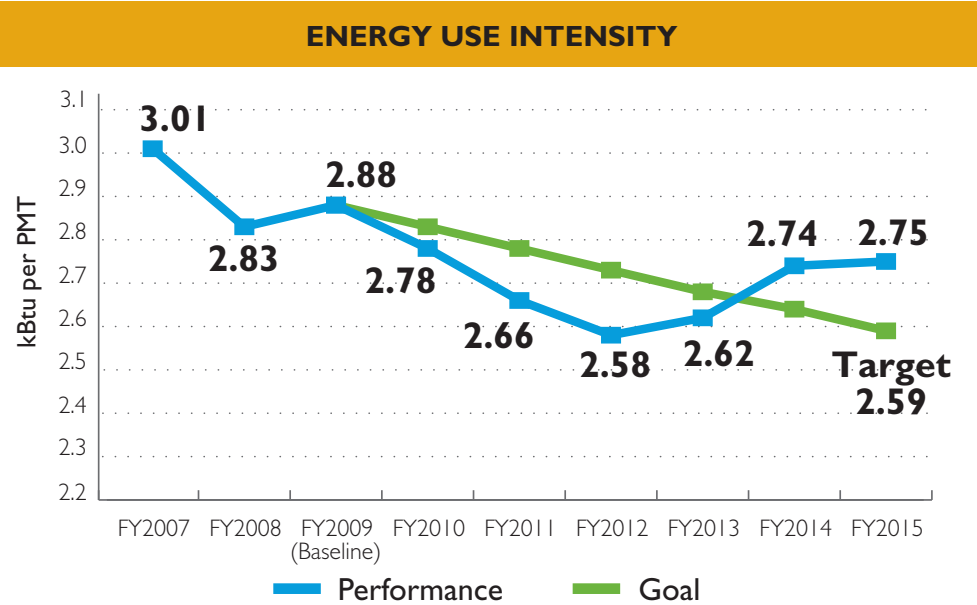
Key Performance Indicator: Target – 10% Improvement by 2015

**PERFORMANCE SUMMARY:** Energy per passenger mile – a measure of energy consumption intensity – decreased in 2015; however, SEPTA’s overall performance fell short of the 10 percent improvement goal. This can be largely credited to an unusually cold and snowy winter. In the next fiscal year, energy intensity is expected to improve due to the addition of new hybrid buses, upgraded LED lighting systems, and additional energy efficiency initiatives developed in partnership with ESCOs (Energy Savings Companies).

In 2015, SEPTA successfully implemented several initiatives outlined in the 2012 Energy Action Plan some of which are highlighted below. For more information about this plan visit: <http://www.septa.org/sustain/pdf/energyaction12.pdf>



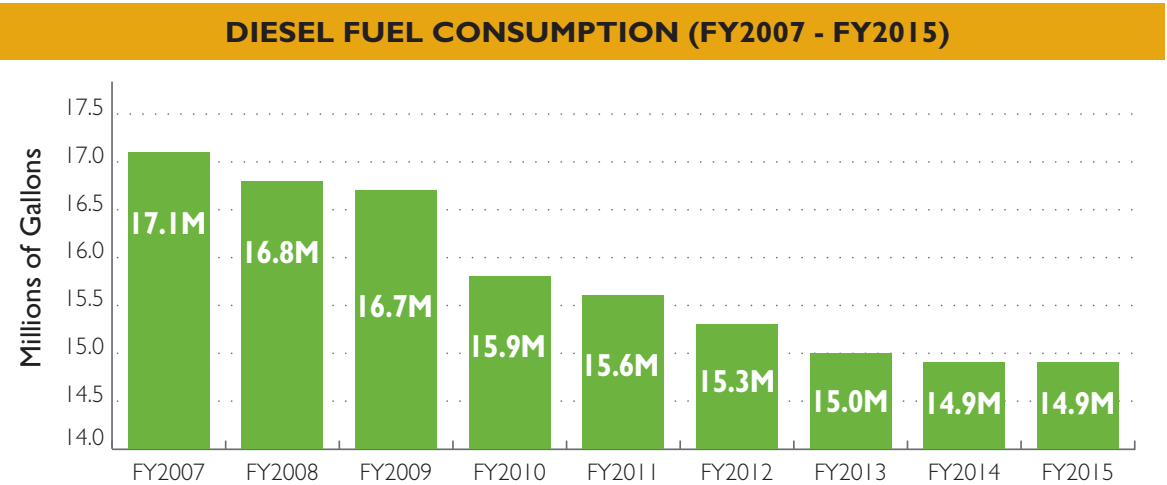
ENERGY INTENSITY PERFORMANCE						
Fiscal Year	Energy Sources	MMBTU	VM	RVH	PMT	GOAL
FY2007	DIESEL, ELECTRICITY, GASOLINE, NATURAL GAS, HEATING OIL, STEAM	4,305,974	46.13	647.94	3.01	N/A
FY2008		4,335,844	46.14	645.87	2.83	N/A
FY2009		4,447,244	45.80	639.28	2.88	2.88
FY2010		4,324,309	44.56	630.54	2.78	2.83
FY2011		4,319,489	44.15	619.03	2.66	2.78
FY2012		4,203,948	42.76	598.78	2.58	2.73
FY2013		4,175,984	42.10	604.11	2.62	2.68
FY2014		4,244,172	42.24	599.38	2.74	2.64
FY2015		4,206,252	41.77	580.40	2.75	2.59



## HIGHLIGHTS



- In 2015, 187 hybrid buses were added to SEPTA’s bus fleet including the addition of 115 articulated, 60 foot buses increasing the percentage of hybrid vehicles in SEPTA’s bus fleet to 46 percent. As SEPTA’s hybrid buses are on average 36 percent more fuel efficient than SEPTA’s diesel buses, their addition helped to decrease fuel consumption and GHG emissions this fiscal year and will continue to do so in the future.
- New system improvements increasing energy efficiency, including the launch of a project to replace incandescent lighting on all 220 Market-Frankford line cars with more energy-efficient LED lighting, began in 2015. Once completed, the lighting retrofits on this line alone are estimated to save \$43 thousand annually on energy costs while reducing energy consumption and emissions.



ACT 129 ENERGY EFFICIENCY REBATE PROGRAM		
SEPTA FACILITY	FACILITY TYPE	REBATE AMOUNT
Callowhill (Phase I)	Depot	\$12,020.40
30th Street	Station	\$8,047.41
Fern Rock Shop	Back Shop	\$8,794.33
8th And Market	Station	\$3,184.86
Fox Chase	Station	\$524.25
Fern Rock Car House & Blow Down Room	Back Shop	\$9,800.98
Susquehanna-Dauphin	Station	\$7,322.25
Wyoming Chiller	Back Shop	\$4,655.00
Callowhill (Phase II)	Depot	\$6,998.95
Allegheny	Depot	\$31,033.67
Comly	Depot	\$25,464.55
Frankford	Depot	\$18,007.07
Midvale	Depot	\$10,582.07
Frontier	Depot	\$15,275.20
Courtland	Shop	\$6,709.57
Woodland	Back Shop	\$5,736.04
Callowhill Fit	Depot	\$7,613.60
Comly Fit	Depot	\$7,414.00
Elmwood	Back Shop	\$8,619.14
Norristown High Speed Line Shop	Back Shop	\$2,711.80
Elmwood	Back Shop	\$3,374.35
Allegheny	Depot	\$12,486.02
SEPTA Total Received as of December 2014		\$200,515.14

FLEET FUEL COMPARISON (FY2015)				
VEHICLE TYPE	VEHICLES	MILES	GALLONS	MPG
DIESEL	780	25,444,676	8,818,258	2.89
HYBRID	666	20,012,488	5,250,584	3.81
TOTAL	1446	45,390,278	14,013,274	3.23

# GOAL 4 | REDUCE & REUSE WASTE

Key Performance Indicator: Target – 20% Improvement by 2015

**PERFORMANCE SUMMARY:** Through FY 2015, municipal solid waste diversion – a measure of recycled tons of waste to total tons of waste – increased to 19.9 percent, an almost 5 percent improvement from the previous fiscal year. This nearly meets SEPTA’s performance target of a 20 percent diversion rate by FY 2015. The increase in the diversion rate can be largely credited to improved wood recycling compliance at SEPTA’s back shops and facilities and improved recycling compliance at passenger stations.

MUNICIPAL SOLID WASTE						
FISCAL YEAR	Tab:	EMPLOYEE	PASSENGER	GOAL TOTAL	C&D WASTE	TOTAL WASTE
	Covers:					
	Material:					
	Contractor:					
FY2011	Trash	3,076	4,166	7,243	N/A	
	Recycling	95	562	657		
	Diversion	3.0%	11.9%	8.3%		
FY2012	Trash	2,727	4,082	6,809	N/A	
	Recycling	224	666	891		
	Diversion	7.6%	14.0%	11.6%		
FY2013	Trash	3,238	4,087	7,325	2,218	9,543
	Recycling	372	866	1,238	13,262	14,500
	Diversion	10.3%	17.5%	14.5%	85.7%	60.3%
FY2014	Trash	2,263	3,531	5,794	1,047	6,840
	Recycling	342	682	1,024	11,375	12,399
	Diversion	13.1%	16.2%	15.0%	91.6%	64.4%
FY2015	Trash	1,783	3,230	5,013	953	5,966
	Recycling	347	900	1,247	12,464	13,711
	Diversion	16.3%	21.8%	19.9%	92.9%	69.7%

## HIGHLIGHTS



- Waste oil recycling from SEPTA shops and depots continues to yield financial gains while further improving diversion rates generating \$93,462 in revenue in FY 2015.
- In 2015, the installation of construction waste dumpsters in combination with education on construction recycling practices for employees and contractors contributed to a C&D diversion rate of 92.9 percent in FY 2015.
- In FY 2015, diversion rates substantially increased at SEPTA’s Berridge Shop, a facility that has achieved ISO 14001:2004 certification. The Wayne Shop, the second SEPTA facility attempting to achieve ISO certification, also made advancements in this area, increasing its diversion rate by 27 percent from FY 2014.
- In FY 2015, SEPTA installed new Ecotrax® rail ties made of recycled plastic and PVC at Drexel Hill Junction. Unlike SEPTA’s standard wooden railroad ties which have an approximate lifespan of 20 to 25 years, these ties have an expected lifespan of 30 to 80 years. The plastic rail ties are especially beneficial in historically poor drainage areas, as they have a higher water resistance than wooden ties further increasing their relative lifespan in certain locations. Additionally, the plastic rail ties are recyclable, unlike wood ties that cannot be recycled due to a non-hazardous chemical coating. After evaluating the pilot of these new ties, SEPTA may choose to increase their utilization in the future.



WASTE OIL RECYCLING			
YEAR	Gallons	Revenue	\$/Gal
FY2010	144,897	\$70,207	\$0.48
FY2011	130,425	\$123,780	\$0.95
FY2012	119,357	\$144,969	\$1.21
FY2013	118,517	\$139,597	\$1.18
FY2014	126,430	\$148,169	\$1.17
FY2015	261,557	\$93,462	\$0.36



# SOCIAL SUSTAINABILITY

## GOAL 5

## INTEGRATE WITH LIVABLE COMMUNITIES

**Key Performance Indicator:** Target – Invest in One Transit Oriented Development (TOD) Project Per Year

### PERFORMANCE SUMMARY:

In November of 2015, SEPTA broke ground on the Market-Frankford Line 40th Street Station renovation project. The station improvements support major development projects in the area. Examples include The University City Science Center expansion, University 3.0 and several residential projects.



RENDERING OF 40TH STREET STATION IMPROVEMENTS

### HIGHLIGHTS

- SEPTA and a number of partners, including Lower Merion Township and the Philadelphia City Planning Commission, joined forces to convert the Manayunk Bridge to a pedestrian and bike path that opened to the public in 2015. This bridge, owned by SEPTA and originally part of a retired rail line, now provides a connection between Lower Merion and Manayunk on opposite sides of the river via the Cynwyd Heritage Trail. This new trail extension provides a new amenity to the community while increasing accessibility and cycling in the area with SEPTA's Manayunk & Ivy Ridge Regional Rail Stations nearby.



GENERAL MANAGER, JEFFREY D. KNUEPPEL, SPEAKS AT THE RIBBON CUTTING FOR THE MANAYUNK BRIDGE TRAIL



HIGHLIGHTS (cont.)



SEPTA'S PUBLIC AND GOVERNMENT AFFAIRS DIVISION SIGNS UP SENIORS FOR SEPTA KEY PASSES



NEW BICYCLE INFRASTRUCTURE WILL BE ADDED TO STATIONS THROUGHOUT THE SYSTEM

- In FY 2015, SEPTA's Cycle-Transit Plan was released to help guide SEPTA's multimodal transportation investments. One feature of this plan includes bike infrastructure improvements at rail stations, starting with select Regional Rail and subway/elevated stations in 2016. SEPTA also collaborated with the Mayor's Office of Transportation and Utilities to place new Bike Share stations near SEPTA stations.
- In order to support age-friendly communities by extending accessibility through public transportation, SEPTA's Free Ride program offers seniors over the age of 65 the ability to ride Regional Rail for only \$1.00, and the ability to ride all bus, trolley, and subway systems free of charge. In FY 2015, the number of special senior citizen passes increased by 37 percent from FY 2014 and the number of total special passes increased by 33 percent. One driving factor of the increases has been outreach from SEPTA's Public & Government Affairs Division to seniors helping them sign up for SEPTA Key.

SPECIAL PASSES ISSUED							
YEAR	CATEGORY	TYPE	FEMALE	MALE	TOTAL	Δ	%Δ
FY2011	REDUCED FARE	NEW	1,068	1,056	2,124	—	—
		REISSUE	1,224	1,321	2,545	—	—
		TOTAL	2,292	2,377	4,669	—	—
	SENIOR CITIZEN	NEW	5,906	4,649	10,555	—	—
		REISSUE	3,661	2,450	6,111	—	—
		TOTAL	9,567	7,099	16,666	—	—
	TOTAL	TOTAL	11,859	9,476	21,335	—	—
FY2012	REDUCED FARE	NEW	1,234	1,225	2,459	335	14%
		REISSUE	1,390	1,332	2,722	177	7%
		TOTAL	2,624	2,557	5,181	512	10%
	SENIOR CITIZEN	NEW	7,106	5,786	12,892	2,337	18%
		REISSUE	3,786	2,664	6,450	339	5%
		TOTAL	10,892	8,450	19,342	2,676	14%
	TOTAL	TOTAL	13,516	11,007	24,523	3,188	13%
FY2013	REDUCED FARE	NEW	1,173	1,062	2,235	(224)	-10%
		REISSUE	1,433	1,369	2,802	80	3%
		TOTAL	2,606	2,431	5,037	(144)	-3%
	SENIOR CITIZEN	NEW	7,253	5,853	13,106	214	2%
		REISSUE	3,934	2,834	6,768	318	5%
		TOTAL	11,187	8,687	19,874	532	3%
	TOTAL	TOTAL	13,793	11,118	24,911	388	2%
FY2014	REDUCED FARE	NEW	2,664	1,556	4,220	1,985	47%
		REISSUE	1,373	1,168	2,541	(261)	-10%
		TOTAL	4,037	2,724	6,761	1,724	25%
	SENIOR CITIZEN	NEW	8,888	6,065	14,953	1,847	12%
		REISSUE	4,041	2,876	6,917	149	2%
		TOTAL	12,929	8,941	21,870	1,996	9%
	TOTAL	TOTAL	16,966	11,665	28,631	3,720	13%
FY2015	REDUCED FARE	NEW	1,345	1,351	2,696	(1,524)	-57%
		REISSUE	2,521	2,361	4,882	2,341	48%
		TOTAL	3,866	3,712	7,578	817	11%
	SENIOR CITIZEN	NEW	8,001	5,998	13,999	(954)	-7%
		REISSUE	11,799	9,063	20,862	13,945	67%
		TOTAL	19,800	15,061	34,861	12,991	37%
	TOTAL	TOTAL	23,666	18,773	42,439	13,808	33%

GOAL 6 | IMPROVE ACCESS TO LOCAL FOOD VIA TRANSIT

Key Performance Indicator: Target - Three farmers markets on SEPTA property by 2015

**PERFORMANCE SUMMARY:** In 2015, farmers markets were hosted at four SEPTA stations surpassing SEPTA's performance target of having three farmers markets on SEPTA property. These farmers markets were held at Frankford Transportation Center, Olney Transportation Center, 46th Street Station, and Snyder Station.

FOOD ACCESS VIA TRANSIT			
YEAR	STATION NAME	DESCRIPTION OF FARMERS MARKET	PROJECT PARTNER(S)
FY2011	Frankford Transportation Center	Farmers market every Tuesday from 2-6 pm at the side where Frankford Avenue, Bustleton Avenue and Bridge Street meet	The Food Trust
	Olney Transportation Center	Farmers market every Wednesday from 2-6 pm at the NorthWest corner of Broad and Olney.	The Food Trust
	46th Street Station	Land leased to TEC through a 10-year (+ 4 five-year options) lease for the purpose of urban farming	The Enterprise Center & Teens4Good
	1234 Market Street (SEPTA Headquarters)	Farm to SEPTA; farmstand open every other Wednesday from 11 am - 2 pm on the concourse level at SEPTA HQ	Farm-to-City; The Common Market & The Enterprise Center
FY2012	Frankford Transportation Center	Tuesdays from 2-6PM at the intersection of Frankford Avenue, Bustleton Avenue, and Bridge Street in Northeast Philadelphia	The Food Trust
	Olney Transportation Center	Wednesdays from 2-6PM at the intersection of Broad Street and Olney Avenue, a major commercial hub in North Philadelphia	The Food Trust
	46th Street Station	Tuesdays and Fridays from 3-6PM at the intersection of 46th Street and Market Street in West Philadelphia	The Enterprise Center
	1234 Market Street (SEPTA Headquarters)	Every other Wednesday from 11AM-1:30PM on the Concourse Level of SEPTA's Headquarters Building in Center City Philadelphia	Farm-to-City; The Common Market & The Enterprise Center
FY2013	Frankford Transportation Center	Tuesdays from 2-6PM at the intersection of Frankford Avenue, Bustleton Avenue, and Bridge Street in Northeast Philadelphia	The Food Trust
	Olney Transportation Center	Wednesdays from 2-6PM at the intersection of Broad Street and Olney Avenue, a major commercial hub in North Philadelphia	The Food Trust
	Broad & Snyder	Tuesdays from 2-7pm at the southeast corner of the intersection of Broad Street and Snyder Avenue	The Food Trust
	46th Street Station	Every Thursday from 4-7 PM at the intersection of 46th Street and Market Street in West Philadelphia. West Philly Foods CSA pickup location with over 45 members picking up shares every week from May-October.	The Enterprise Center
FY2014	Frankford Transportation Center	Tuesdays 2pm - 6pm	The Food Trust
	Olney Transportation Center	Thursdays 2pm - 6pm	The Food Trust
	46th Street Station	Thursdays 4pm-7pm	The Enterprise Center
	Broad & Snyder	Tuesdays 2pm - 7pm	The Food Trust
FY2015	Frankford Transportation Center	Tuesdays 2pm - 6pm	The Food Trust
	Olney Transportation Center	Thursdays 2pm - 6pm	The Food Trust
	46th Street Station	Thursdays 4pm-7pm	The Enterprise Center
	Broad & Snyder	Tuesdays 2pm - 7pm	The Food Trust



# HIGHLIGHTS (cont.)



FARMERS MARKET STAND OUTSIDE OF FRANKFORD TRANSPORTATION CENTER

- For the second year in a row, free public cooking demonstrations were held at Frankford Transportation Center and Olney Transportation Center. They were well-attended and offered further guidance and encouragement to cook using local produce.
- The Walnut Hill Community Farm, located on a SEPTA property next to 46th Street Station in West Philadelphia, has been run by The Enterprise Center since its inception in 2010. In 2015, the farm distributed 2000 lbs. of produce through its 125 member Community Supported Agriculture (CSA) program. In 2015, 8 community events were held at the farm and 1325 lbs. of food were donated to local Children's Hospital of Philadelphia (CHOP) Early Head Start Program.



SEPTA EMPLOYEES TAKE A TOUR OF WALNUT HILL COMMUNITY FARM, ONE OF FOUR STOPS ON SEPTA'S EMPLOYEE TOUR OF SUSTAINABLE SITES

# GOAL 7 | DEVELOP A HIGHLY SKILLED, HEALTHY & VERSATILE WORKFORCE

**Key Performance Indicator:** Target - 50% Turnover filled from succession pool

**PERFORMANCE SUMMARY:** SEPTA continued to strive to equip its workforce with the training and tools to be successful towards a goal of filling 50 percent of critical strategic turnover from a succession pool. The turnover rate from the succession pool will be reported in FY 2019, as part of SEPTA's Strategic Business Plan, and intermediate outcomes toward the KPI are highlighted below.

## HIGHLIGHTS

- SEPTA's Advancing Internal Management (AIM) initiative was launched in 2013 with the objective of preparing selected emerging leaders to assume the responsibilities of critical strategic positions throughout the organization. In 2015, first level supervisors were selected to participate in AIM for the Assistant Director's program with 21 out of 26 AIM participants successfully completing the program. In addition, 6 promotions were made from this pool in 2015.
- 1,300 employees were trained for the implementation of the Positive Train Control (PTC) signaling system in FY 2015. PTC helps to ensure safety by applying automatic, systematic devices that regulate train separation, avoid train-to-train collisions at track crossovers, and enforce line speed amongst many other mechanisms on Regional Rail.
- In FY 2015, 2,400 Bus Operators were trained for the rollout of SEPTA KEY, a new payment system increasing convenience for riders. (For more information about SEPTA KEY, please see Goal 9).



POSITIVE TRAIN CONTROL IS BEING IMPLEMENTED ON ALL REGIONAL RAIL LINES



HIGHLIGHTS (cont.)

- SEPTA continues to build a culture of volunteerism within the organization by offering opportunities to serve. In 2015, there was an increase over 2014 in numbers of volunteers for both the Spring Clean-Up and the Philadelphia Flower Show.



SEPTA EMPLOYEES HELPED TO COLLECT 15 TONS OF FOOD DURING SEPTA'S PHILABUNDANCE FOOD DRIVE



MORE THAN 700 EMPLOYEES AND THEIR FAMILY MEMBERS VOLUNTEERED FOR SPRING CLEAN UP



VOLUNTEERISM RATES				
FY2011	Food Drive	Philabundance	Tons of Food	17.8
	Flower Show	PHS	Slots Filled	208
FY2012	Spring Clean-Up	City of Philadelphia	SEPTA Participants	650
	Food Drive	Philabundance	Tons of Food	19
FY2013	Flower Show	PHS	Slots Filled	211
	Spring Clean-Up	City of Philadelphia	SEPTA Participants	630
FY2014	Food Drive	Philabundance	Tons of Food	25
	Flower Show	PHS	Slots Filled	241
FY2015	Spring Clean-Up	City of Philadelphia	SEPTA Participants	697
	Food Drive	Philabundance	Tons of Food	23
FY2016	Flower Show	PHS	Slots Filled	222
	Spring Clean-Up	City of Philadelphia	SEPTA Participants	729
FY2017	Food Drive	Philabundance	Tons of Food	15
	Flower Show	PHS	Slots Filled	224

GOAL 8 | SUPPORT REGIONAL BUSINESS EQUITY

**Key Performance Indicator:** 10% Improvement in Success Rate of Newly Registered Disadvantaged Business Enterprise (DBE) Firms by 2015

**PERFORMANCE SUMMARY:** SEPTA is proactively implementing interim strategies to achieve a KPI of 10 percent improvement in success rates for newly-registered DBE firms seeking to do business with SEPTA. Intermediate outcomes towards this goal are listed below.

HIGHLIGHTS

- **OUTREACH EVENTS:** The DBE Program Office participated in 11 outreach events in 2015. Among them, staff coordinated their second “Rebuilding SEPTA for the Future” informational and networking session outlining the infrastructure projects in SEPTA’s pipeline.
- **STAYING COMMITTED:** The Authority exceeded the annual Federal DBE goal of 14% for Federal Fiscal Year 2015, reporting commitments on newly awarded contracts at 18.5%, and achievement on closed contracts at 15.2%. Additionally, through December, 2015, DBE commitments on contracts awarded under the Authority’s “Rebuilding for the Future” Program were at 14.35%, compared to the overall established goal of 13%.

DBE PROGRAM OFFICE - INTERMEDIATE PERFORMANCE METRICS				
DBE CERTIFICATIONS/APPLICATIONS	2012	2013	2014	2015
Certified/Continued Eligibility	364	388	395	437
New Applications Pending	79	126	106	126
SBE VERIFICATIONS/APPLICATIONS	2012	2013	2014	2015
Verified/Continued Eligibility	--	5	7	9
PRE-SOLICITATION REVIEWS COMPLETED				
Total	213	135	266	224
PROJECT MONITORING				
Total Projects	216	233	244	273
Prime Contract Dollars	\$1.3 Billion	\$1.4 Billion	\$1.5 Billion	\$1.65 Billion
Committed DBE Dollars	\$157 Million	\$162 Million	\$177 Million	\$200 Million
Average DBE Goal	12%	11%	12%	12%
COMPLETION STATUS BASED ON PRIME/DBE PAYMENTS				
75-100% Complete	115	133	139	134
25-74% Complete	60	58	62	70
0-24% Complete	41	42	43	69



# HIGHLIGHTS (cont.)



LOCAL DBE OWNERS ATTEND A SEPTA RUN APPLICATION ASSISTANCE WORKSHOP HOSTED BY THE ENTERPRISE CENTER



LOCAL BUSINESS OWNERS LEARN ABOUT SEPTA'S DBE REQUIREMENTS



- **EDUCATION AWARENESS:** partners and stakeholders were provided with technical guidance and best practices for fulfilling DBE program requirements. In FY 2015, 57 email notices were disseminated alerting small, minority and women-owned businesses of upcoming contracting opportunities, including those with the “Rebuilding for the Future” program, pre-bid and pre-proposal meetings, and various other outreach and networking events. In addition, the DBE Program Office provided an “open house” for SEPTA employees to learn about different facets of the Procurement & Supply Chain Management Division.



EMPLOYEES PARTICIPATE IN A PANEL DISCUSSION ABOUT SEPTA'S DBE PROGRAM



A SPEAKER AT SEPTA'S APPLICATION ASSISTANCE WORKSHOP

- **DEVELOP COMMUNICATIONS TOOLS:** In order to grow SEPTA DBE participation, new marketing and communication tools were created, including an updated DBE information brochure and formal presentation materials, to familiarize internal and external customers of DBE programmatic compliance requirements.
- **STRENGTHEN COMPLIANCE SYSTEMS:** SEPTA solicited the services of a third-party vendor to provide a DBE compliance software system to process electronic certification/annual affidavit applications for DBEs/SBEs, and to assist staff with monitoring contractors’ performance towards achievement of project DBE goals.





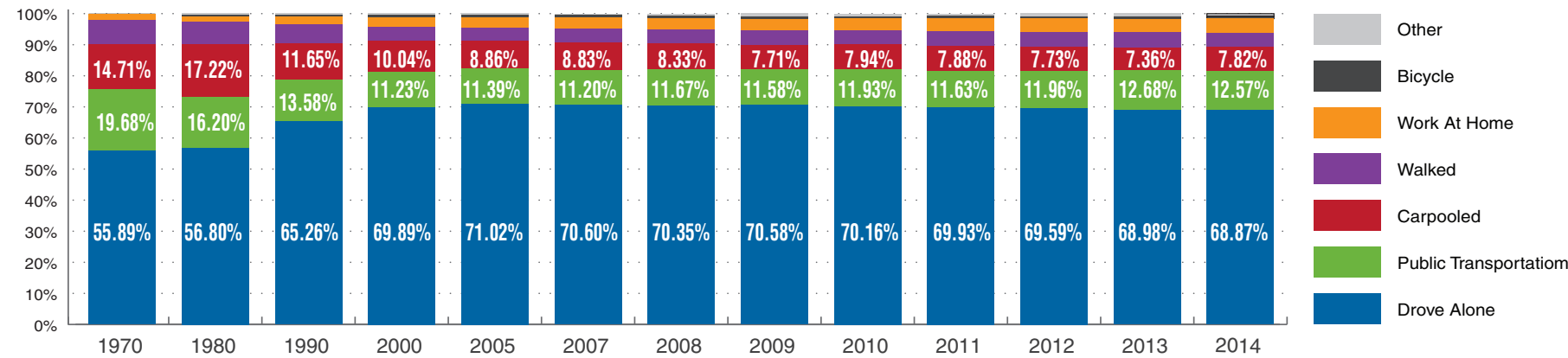
# GOAL 9 | INCREASE TRANSIT MODE SHARE

KEY PERFORMANCE INDICATOR: Target – 10% increase by FY 2015

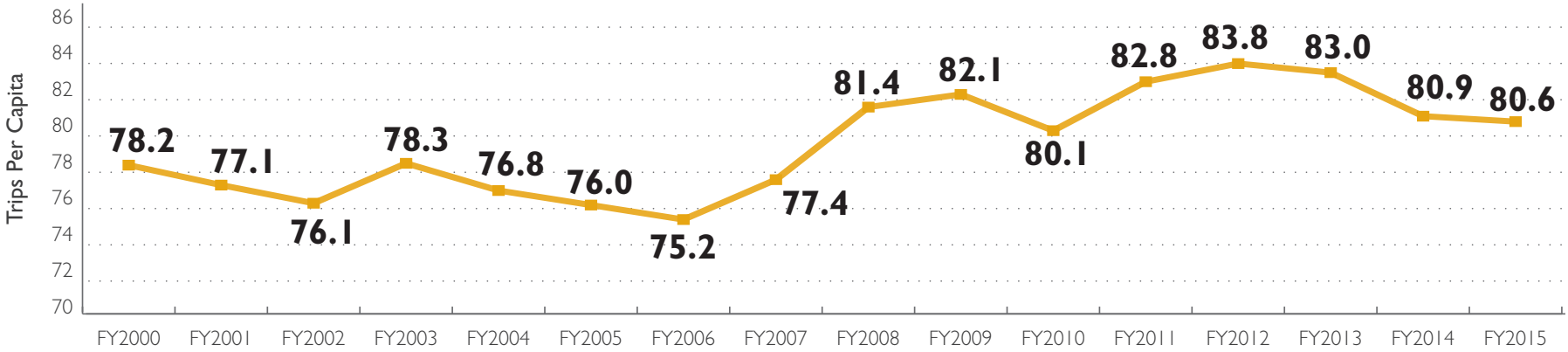
**PERFORMANCE SUMMARY:** Commute-to-work transit mode share in Southeastern Pennsylvania stayed consistent with last year’s results at 13%. Additionally, unlinked passenger trips per capita remained consistent between FY 2014 and FY 2015. Similar to the previous year, an unusually high number of school and work cancellations due to an extreme winter can largely account for the slight dip in ridership from previous years. While the past two years’ ridership rates are slightly lower than the previous three years, these rates still represent a substantial increase in ridership over the past quarter century.

UNLINKED TRIPS PER CAPITA			
	SOUTHEASTERN PA POPULATION	UNLINKED PASSENGER TRIPS (MILLIONS)	TRIPS PER CAPITA
FY2000	3,849,647	301.018	78.2
FY2001	3,868,053	298.326	77.1
FY2002	3,882,567	295.270	76.1
FY2003	3,896,671	305.172	78.3
FY2004	3,914,630	300.707	76.8
FY2005	3,929,505	298.730	76.0
FY2006	3,946,328	296.586	75.2
FY2007	3,969,582	307.188	77.4
FY2008	3,991,897	325.118	81.4
FY2009	4,012,573	329.581	82.1
FY2010	4,008,994	320.984	80.1
FY2011	4,032,816	333.966	82.8
FY2012	4,050,859	339.288	83.8
FY2013	4,063,958	337.314	83.0
FY2014	4,079,583	330.155	80.9
FY2015	4,093,906	330.119	80.6

## COMMUTE-TO-WORK MODE SHARE, SOUTHEASTERN PENNSYLVANIA



UNLINKED PASSENGER TRIPS (UPT) PER CAPITA  
AVERAGE NUMBER OF ANNUAL SEPTA RIDES FOR EACH RESIDENT OF SE PA



## HIGHLIGHTS



Better real-time information about vehicle location is a key strategy to grow ridership. SEPTA is investing more than \$8M in cellular modems for installation on bus and rail vehicles that will provide nearly instantaneous updates of SEPTA service. This data will improve upon SEPTA’s existing real-time application for iPhone and Android that had more than 149,452 downloads in FY2015



In December 2015, the Economy League of Greater Philadelphia and Econsult Solutions, Inc., released a study that found extending SEPTA’s Norristown High Speed Line into King of Prussia would bring between 17,000 and 29,000 new jobs to the area and ease traffic into and out of Philadelphia.



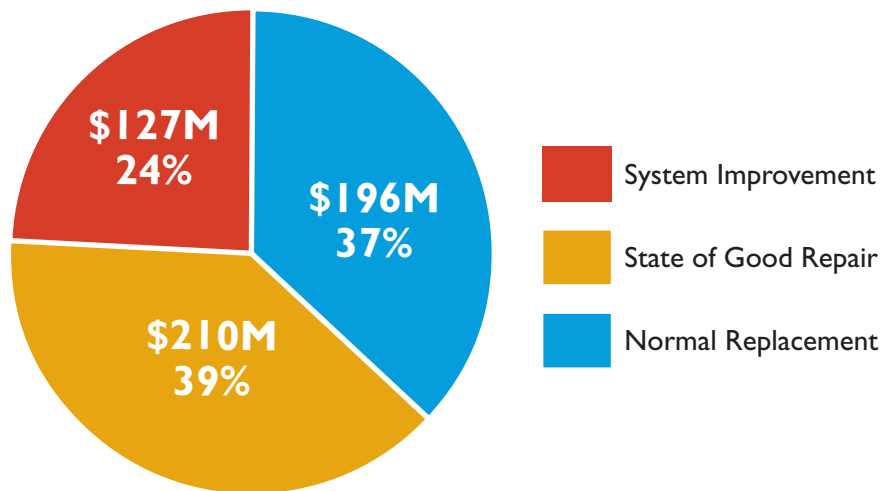
# GOAL 10 | IMPROVE INFRASTRUCTURE STATE OF GOOD REPAIR

**KEY PERFORMANCE INDICATOR:** Produce a series of state of good repair performance indicators in accordance with requirements of MAP-21, the federal transportation legislation

**PERFORMANCE SUMMARY:** SEPTA's former key performance indicator to improve infrastructure in state of good repair from 65 percent to 80 percent was modified after the federal passage of MAP-21 and requirements for transit agencies to develop transit asset management systems (TAM) that produce better information about assets conditions. SEPTA's TAM program will allow SEPTA to better manage state of good repair investments in the future.

In FY 2015, SEPTA continued to prioritize state of good repair. More than three-fourths of every capital dollar was invested in state of good repair or normal replacement.

FY2015 CAPITAL FUNDING BY CATEGORY



RENDERING OF NEW SIEMENS LOCOMOTIVE



RENDERING OF NEW LEVITTOWN STATION

## HIGHLIGHTS

- SEPTA's Rebuilding the System initiative was launched following the passage of Act 89 in 2013. In FY 2015, signature initiatives included renovation to the Center City concourse, a variety of station improvement projects, bridge replacement and rehabilitations, and a substation program. For more information, see: [www.septa.org/rebuilding](http://www.septa.org/rebuilding)





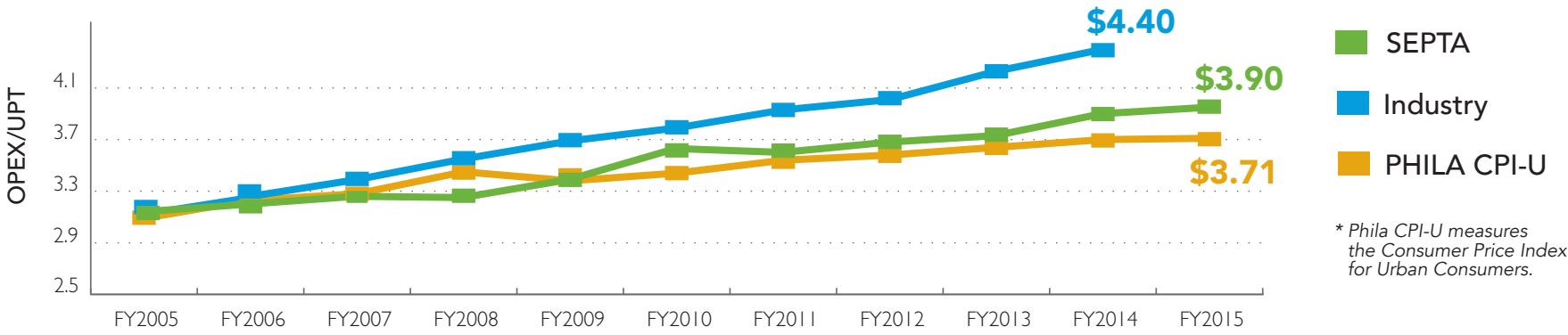
# GOAL II | IMPROVE OPERATING EXPENSE PERFORMANCE

KEY PERFORMANCE INDICATOR: Target – Outperform Industry Annualized Growth Rate

PERFORMANCE SUMMARY: SEPTA continues to outperform the industry expense growth rate in 2015

OPERATING EXPENSE PERFORMANCE							
(IN THOUSANDS)		SEPTA			INDUSTRY		
	YEAR	OPEX	UPT	OPEX/UPT	OPEX	UPT	OPEX/UPT
Actual	FY2005	\$923,369	298,730	\$3.09	\$28,761,000	9,175,100	\$3.13
Actual	FY2006	\$933,905	296,586	\$3.15	\$30,608,400	9,379,400	\$3.26
Actual	FY2007	\$985,146	307,188	\$3.21	\$33,677,500	9,948,200	\$3.39
Actual	FY2008	\$1,041,623	325,118	\$3.20	\$36,414,000	10,256,700	\$3.55
Actual	FY2009	\$1,101,497	329,581	\$3.34	\$37,443,000	10,134,300	\$3.69
Actual	FY2010	\$1,147,754	320,984	\$3.58	\$37,775,900	9,959,700	\$3.79
Actual	FY2011	\$1,184,551	333,966	\$3.55	\$39,675,900	10,085,400	\$3.93
Actual	FY2012	\$1,232,262	339,288	\$3.63	\$41,547,600	10,352,200	\$4.01
Actual	FY2013	\$1,239,886	337,314	\$3.68	\$44,021,300	10,408,800	\$4.23
Actual	FY2014	\$1,270,436	330,155	\$3.85	\$46,235,719	10,505,200	\$4.40
Actual	FY2015	\$1,287,658	330,119	\$3.90	TBD	TBD	TBD
% FY2005 - 2015		39.5%	10.5%	26.2%	60.8%	14.5%	40.6%
Annualized Growth		3.6%	1.0%	2.4%	6.1%	1.4%	4.1%

## OPERATING EXPENSES OUTPERFORM INDUSTRY GROWTH RATE



## HIGHLIGHTS

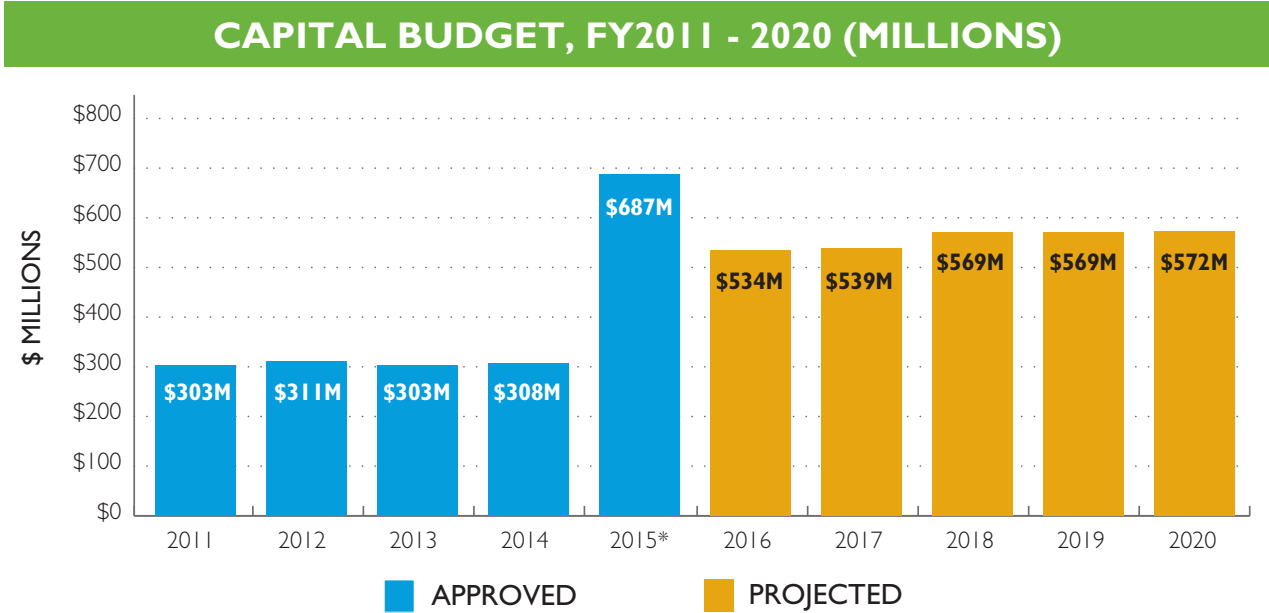
- In 2015, SEPTA continued to work towards ISO certification at the Wayne Shop. The “ISO Lite” program, a scaled-down ESMS initiative for other back shops and depots, continued to improve operational efficiency.
- As part of Philadelphia’s “Transit First” initiative to improve surface transportation, new Transit Signal Priority (TSP) equipment has been installed on high-priority routes to speed up service. The installation of TSP emitters on 148 buses that connect to traffic signal controllers and modify signal timing at intersections was completed in March 2015. An additional 10 buses were retrofitted at Callowhill Bus Depot in November 2015. The last intersection validation was completed in September 2015 installing receivers to support and correspond with new TSP technology on vehicles.



# GOAL 12 | ACHIEVE RECOMMENDED FUNDING LEVELS

KEY PERFORMANCE INDICATOR: Target – Full Funding of Identified Need

**PERFORMANCE SUMMARY:**  
The passing of Act 89 in November 2013 helped to nearly double SEPTA’s annual capital budget. This state-dedicated funding, along with \$87M in resilience grants SEPTA received through the Federal Relief Program, will continue to help SEPTA meet essential infrastructure improvement needs. SEPTA will continue to pursue additional funding opportunities so that all critical improvement needs can be funded and addressed.



\*Amendment to the Capital Budget to include federal Resilience funds was approved by the SEPTA Board on October 23, 2014



LENNI SUBSTATION



RENDERING OF SECANE STATION

## HIGHLIGHTS

- According to a U.S. Department of Transportation report, the state of good repair backlog for transit systems nationwide was reported to be \$86 billion in 2013. In 2015, SEPTA’s state of good repair backlog was approximately \$5 billion. With the Act 89 supported Rebuilding the System program in place now, SEPTA’s focus is on reducing the state of good repair backlog.





