



SUMMARY OF PROGRESS:

In September 2013 SEPTA's Environmental and Sustainability Management System (ESMS) received a certification under the International Organization for Standardization's (ISO) 14001:2004 standard for environmental management. Two years after achieving ISO 14001:2004 certification, environmental management and sustainability are still top priorities for SEPTA.

The ESMS at Berridge Shop has evolved since receiving ISO 14001:2004 certification. Since 2013, no spills, fines or any other regulatory problems have been reported at Berridge Shop, a direct result of employee safety training and drills. In addition to regular internal audits, Berridge Shop is subject to annual third party environmental audits, which have verified that the shop is still in compliance with ISO standards.

Wayne Shop, a non-revenue railcar maintenance facility, is the second SEPTA facility to seek ISO 14001:2004 certification. SEPTA's Wayne Shop in North Philadelphia is responsible for various activities such as power and track maintenance,

overhaul and repairs for train carriages. With various targets including spill management, waste reduction, and increased recycling, SEPTA aims to work toward making this older facility more environmentally sustainable. Implementation of the ESMS is expected to continue for Berridge and Wayne and will eventually be implemented Authority wide.

Over the course of 2015, SEPTA will introduce ISO "Lite" program to all of its bus shops. Through introduction of the ISO program and ISO best practices, SEPTA will continue to comply with state and federal regulations and improve performance towards ambitious outstanding goals.

SUSTAINABILITY PROGRAM OVERVIEW

SEPTA's Sustainability Program 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.

The Sustainability Program reduces this broad-based, comprehensive planning framework into twelve goals – four across each pillar:

SEPTA'S TRIPLE BOTTOM LINE APPROACH TO SUSTAINABILITY

Environmental

Planet = Environmental

Taking into account actions and conditions that affect the earth's ecology

Impact Mitigation and Stewardship Solution

Goal 1

Improve Greenhouse Gas (GHG) & Criteria Air Pollutant Emissions Performance

Goal 2

Reduce Water Usage & Stormwater Runoff

Goal 3

Improve Energy Intensity Performance

Goal 4

Reduce & Reuse Waste

Social

People = Social

Taking into account actions and conditions that affect all members of society

Versatile Workforce and Livable Communities

Goal 5

Integrate with Livable Communities

Goal 6

Improve Access to Local Food Via Transit

Goal 7

Develop A Highly Skilled, Healthy & Versatile Workforce

Goal 8

Support Regional Business Equity

Economic

Prosperity = Economic

Taking into account actions that affect how people and businesses meet their needs

Fiscal Responsibility and Regional Competitiveness

Goal 9

Increase Transit Mode Share

Goal 10

Improve Infrastructure State of Good Repair

Goal 11

Improve Operating Expense Performance

Goal 12

Achieve Recommended Funding Levels

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, 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	2015 Target Outcome
 	In the Region: Advancing	1	Improve Greenhouse Gas (Ghg) & Criteria Air Pollutant Emissions Performance	5% improvement per year	GHG/PMT (CO2-e) GHG/VM (CO2-e) GHG/RVH (CO2-e)	0.642 lbs 9.53 lbs 133.99 lbs	0.578 lbs 10.03 lbs 141.30 lbs	0.553 lbs 9.19 lbs 128.81 lbs	0.544 lbs 8.88 lbs 125.85 lbs	0.584 lbs 9.16 lbs 130.65 lbs	Measured on Calendar Year Basis	0.47 lbs CO2-e 7.01 lbs CO2-e 98.49 lbs CO2-e
ZMENTA	Stewardship	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	0.074 1.13 16.09	0.071 1.126 15.72
ENVIRONMENTAL	At SEPTA:	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	2.57 42.84 600.17	2.62 42.10 604.11	2.78 42.49 602.86	2.59 41.22 575.35
	Reducing Footprint	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%	13.6%	14%	20%
	In the Region: Building	5	Integrate With Livable Communities	Invest in one TOD project per year	New TOD projects (cumulative)	n/a	n/a	1	2	2	3	5 TOD projects
SOCIAL	Livable	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	3 farmers markets
SOS	At SEPTA: Developing	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	50%
	Workforce	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	18.22%
	In the Region:	9	Increase Transit Mode Share	10% increase by 2015	Annual unlinked trips per capita	82.1	80.1	82.9	83.8	83.3	81.2	90.3
OMIC	Catalyzing Growth	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	Pending MAP-21 Federal Requirements
ECONO	At SEPTA:	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%	n/a
	Achieving Fiscal Stability	12	Achieve Recommended Funding Levels	Full funding of PA TFAC 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	2020: \$1.383B 2030: \$3.063B



IMPROVE GREENHOUSE GAS (GHG) & CRITERIA AIR POLLUTANT EMISSIONS PERFORMANCE

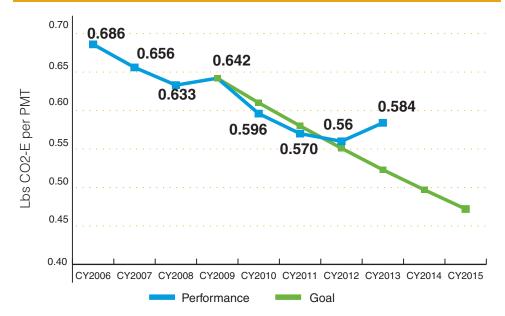
KEY PERFORMANCE INDICATOR: Target – 5% Annual Improvement

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	0.686	2.66	2,616,358,006	8.11	
CY2007	971,894,882	10.38	145.51	0.656	2.78	2,704,226,835	8.16	
CY2008	974,553,773	10.20	142.58	0.633	2.88	2,810,186,803	8.15	
CY2009	925,507,828	9.53	133.99	0.642	3.06	2,832,515,631	8.15	
CY2010	947,943,908	9.73	137.03	0.596	3.06	2,903,907,804	8.23	
CY2011	928,755,317	9.47	132.69	0.570	3.20	2,973,724,850	8.23	
CY2012	903,255,991	9.15	129.65	0.560	3.26	2,944,100,753	8.16	
CY2013	914,158,159	9.16	130.65	0.584	3.13	2,857,221,271	8.12	

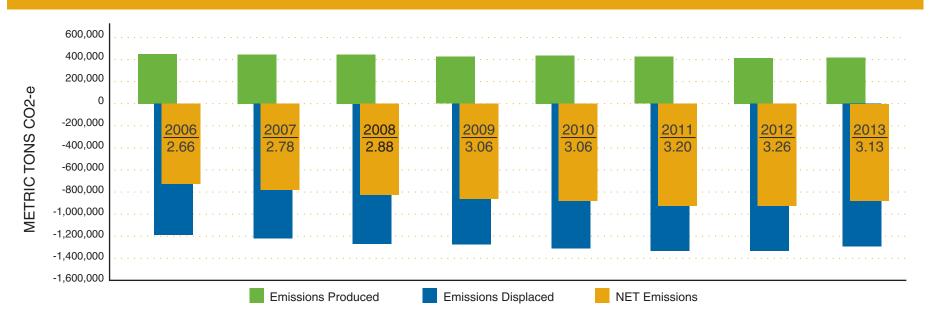
PERFORMANCE SUMMARY: In 2013, SEPTA's GHG emission per passenger mile – a measure of the carbon intensity of SEPTA's services – increased as compared to 2013 GHG emissions. This was largely a result of an unusually cold and snowy winter, which began in late 2013. While SEPTA's GHG emissions increased slightly over last year's emissions, each of SEPTA's modes still emit less GHG per passenger mile than single occupancy vehicles.

In 2015 SEPTA will continue to implement initiatives outlined in the Energy Action Plan that will drive energy consumption reductions on vehicles and at facilities. These efficiency initiatives, combined with efforts to increase the use of less carbon intensive energy sources, will help to achieve an ambitious goal to reduce greenhouse gas emissions intensity by five percent annually. You can read SEPTA's Energy Action Plan here http://www.septa.org/sustain/pdf/energyaction12.pdf.

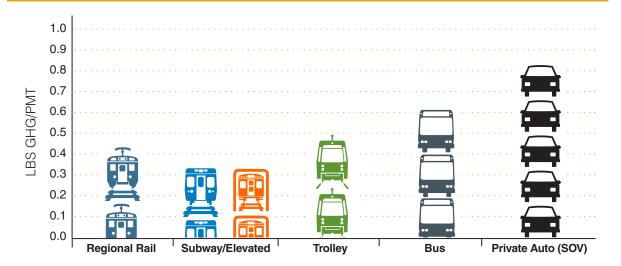
GHG EMISSIONS INTENSITY



SEPTA REDUCES REGIONAL TRANSPORTATION GHG BY MORE THAN 3:1

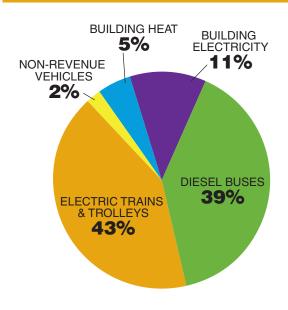


EACH SEPTA MODE EMITS LESS GHG PER PASSENGER MILE THAN SINGLE OCCUPANCY VEHICLES



Source: SEPTA GHG Inventory & U.S. Energy Information Administration (EIA)

GHG INVENTORY BY SOURCE (CY2013)

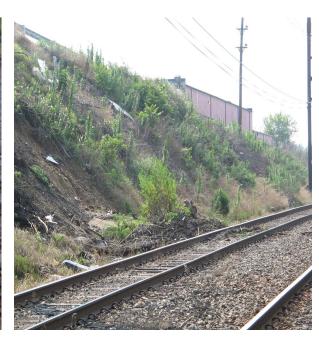


HIGHLIGHTS

• SEPTA has already begun to allocate Capital funding to address climate adaptation. SEPTA received \$87 million in grants through FTA's Emergency Relief Program and Disaster Relief Appropriations. The funds will go toward rail infrastructure improvements and resiliency projects such as slope and shoreline hardening as well as power system reliability.







THE PICTURES ABOVE ARE EXAMPLES OF SLOPE STABILIZATION PROJECTS THAT WILL BE ADDRESSED THROUGH GRANTS FROM THE FTA'S EMERGENCY RELIEF PROGRAM AND DISASTER RELIEF APPROPRIATIONS.

WHAT'S NEXT

For more information and updates on projects relating to Goal 1, visit the SEP-TAINABLE website at http://www.septa.org/sustain/environmental.html

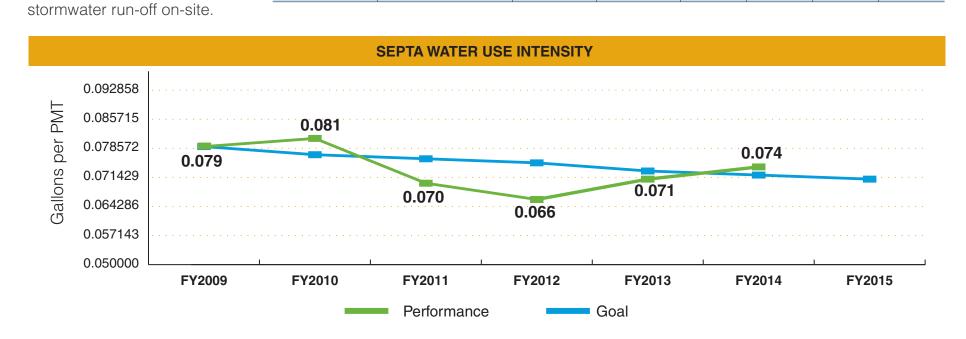
REDUCE WATER USAGE & STORMWATER RUNOFF

KEY PERFORMANCE INDICATOR: Target – 10% Improvement by 2015

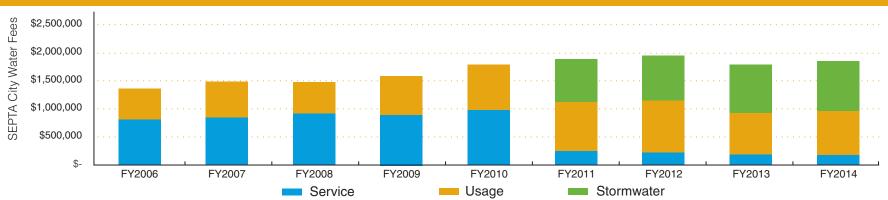
PERFORMANCE SUMMARY:
Through fiscal year 2014,
SEPTA's water usage per
passenger mile increased. One
factor which attributed to the
increase in water consumption
per passenger mile was an
unusually cold and snowy
winter. A focus of fiscal year
2015 will be to investigate
ways to reduce SEPTA's overall
water usage and continue to

invest in projects that manage

	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	152,315	113,931,756	1.13	16.09	0.074	0.072				



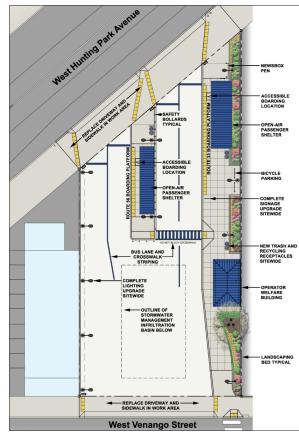




HIGHLIGHTS



 The green stormwater infrastructure projects at the 23rd and Venango bus loop, Germantown Station, Washington Lane Station, and Southern Garage are currently in construction or development in partnership with the Philadelphia Water Department. The bus loop at 23rd and Venango will be completed in Spring 2015 and will manage stormwater through a



A RENDERING OF THE RENOVATED 23RD AND VENANGO BUS LOOP.

HIGHLIGHTS (cont.)

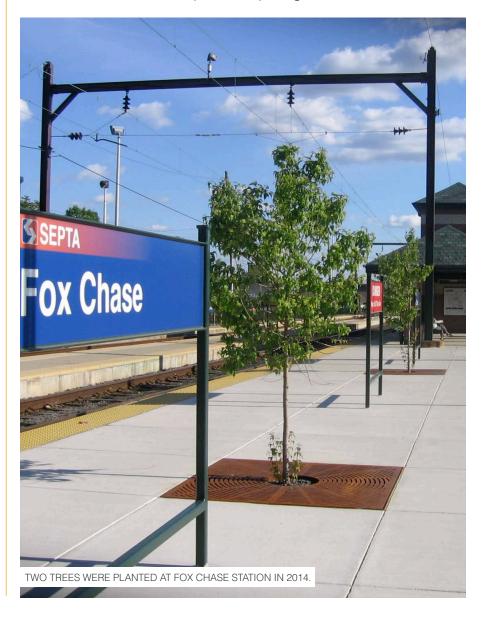
combination of rain gardens and an underground rain water storage tank. Southern Garage, currently in development, is SEPTA's biggest stormwater project to date, capturing more than 8 acres of stormwater.

A total of 70 trees were planted at 5 project sites in 2014: Temple
University Station, Fox Chase Station, Morton Station, Wissahickon
Station and on Springfield Road near Route 102. Tree planting
continues to be a relatively cost effective way of reducing the amount
of stormwater run-off from a property. Trees also provide the added
benefits of beautifying station areas.

2014 TREE PLANTINGS						
SEPTA LOCATION	TREES					
Temple University Station	57					
Fox Chase Station	2					
Morton Station	2					
Wissahickon Station	4					
RT 102 Springfield Road	5					
2014 TOTAL	70					

WHAT'S NEXT

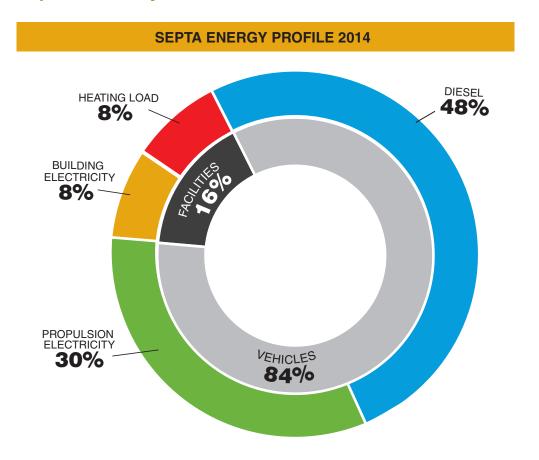
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IMPROVE ENERGY INTENSITY PERFORMANCE

KEY PERFORMANCE INDICATOR: Target – 10% Improvement by 2015

ENERGY INTENSITY PERFORMANCE									
Fiscal Year	Energy Sources	MMBTU	VM	RVH	PMT				
FY2007		4,305,974	46.13	647.94	3.01				
FY2008		4,335,844	46.14	645.87	2.83				
FY2009		4,447,244	45.80	639.28	2.88				
FY2010	DIESEL, ELECTRICITY, GASOLINE,	4,324,309	44.56	630.54	2.78				
FY2011	NATURAL GAS, HEATING	4,319,489	44.15	619.03	2.66				
FY2012	OIL, STEAM	4,203,948	42.76	598.78	2.58				
FY2013		4,175,984	42.10	604.11	2.62				
FY2014		4,268,783	42.49	602.86	2.78				

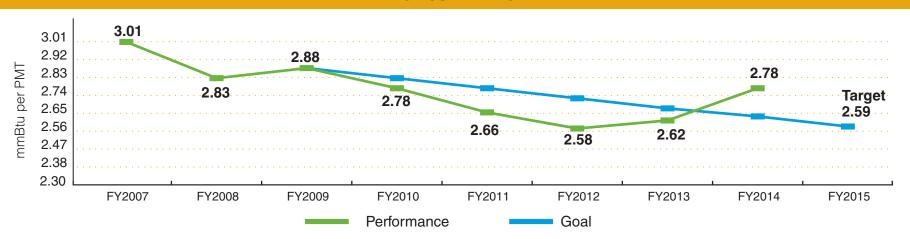


PERFORMANCE SUMMARY: Through fiscal year 2014, energy per passenger mile

– a measure of energy consumption intensity – increased by 0.16 mmBtu per passenger mile traveled, compared to fiscal year 2013. This was largely a result of an unusually cold and snowy winter.

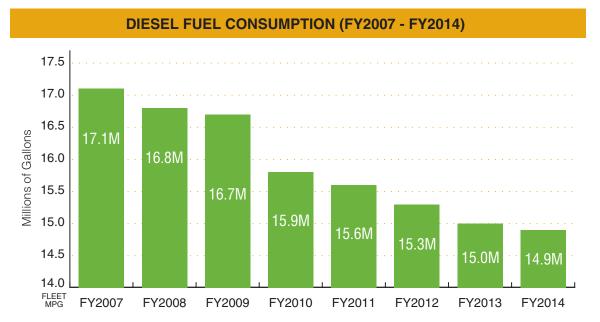
With additional hybrid buses and energy efficient upgrades coming in fiscal year 2015, SEPTA plans to meet its 2015 energy intensity performance goal.

ENERGY USE INTENSITY



HIGHLIGHTS

• In FY 2014 SEPTA began to receive delivery of new 40 foot and 60 foot hybrid-electric buses to replace aging diesel buses. SEPTA's hybrid fleet is 30 – 40 percent more efficient than its diesel fleet.



MINIHYBRID RETROFIT COMPARISON								
	MILES	GALLONS	MPG					
Pre	3,423,952	1,025,057	3.34					
Post	3,765,070	1,064,798	3.54					

FLEET FUEL COMPARISON (FY2014)									
VEHICLE TYPE	VEHICLES	MILES	GALLONS	MPG					
DIESEL*	883	27,314,576	9,535,466	2.86					
HYBRID	504	18,075,702	4,477,808	4.04					
TOTAL	1387	45,390,278	14,013,274	3.24					

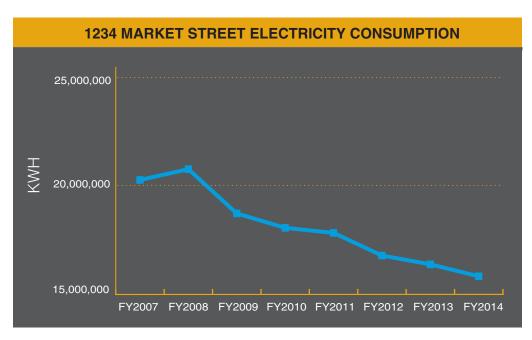




- SEPTA began replacing incandescent lights with LED lights on the Market-Frankford Line subway cars. Once the entire fleet is retrofitted with LEDs, SEPTA will reduce energy consumption and save over \$42,000 a year.
- 1234 Market Street is intending to implement three (3) progressive savings initiatives via an ESCO for long term energy reduction within the headquarters facility.

These include:

- 1. An over-glazing of the South side windows to reduce the amount of solar gain that side of the building gets in Spring and Fall. The result will be a significant reduction in the amount of cooling required due to direct sun.
- 2. Re-lamping of every type of lighting fixture in 1234 to LED. There are approximately 875,000 light bulbs in the building, the majority being 35 watt fluorescent tubes. Replacement with 9 watt LEDs in addition to moving the building to 100% sensor technology will generate savings that will pay for itself in only 4 years of operation.
- 3. Remove 1234 Market Street from the Veolia steam loop. SEPTA currently spends between \$500,000, and \$750,000, buying steam each winter to heat 1234 Market Street. The installation of (2) natural gas boilers, would be significantly less expensive to operate, and will also reduce waste energy (surplus unused steam) to negligible levels.



HIGHLIGHTS (cont.)

- An Energy Savings Company (ESCO) contract was awarded to Constellation.
 Deep energy retrofits will be undertaken at Fern Rock, Berridge Maintenance Shop, Southern Depot and Germantown Depot.
- In December 2014, SEPTA completed installation of its second wayside energy storage device on the Market-Frankford Line. The wayside storage devices are projected to generate \$250,000 in economic value annually through energy savings and market revenue. SEPTA is planning to install an additional 10 storage units throughout the system by leveraging market revenue as a source of capital for the build out.
- Callowhill Bus Facility and Comly Bus
 Facility received energy efficient lighting
 upgrades. The new lights not only help
 SEPTA reduce energy consumption at the
 facilities but the new lighting also creates
 a better work environment for SEPTA
 employees.

ACT129 ENERGY EFFICIENCY 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						
SEPTA TOTAL RECEIVED AS OF DECEMBER 2014)		\$197,803.34						

WHAT'S NEXT

REDUCE & REUSE WASTE

KEY PERFORMANCE INDICATOR: Target – 20% Improvement by 2015

MUNICIPAL SOLID WASTE									
		EMPLOYEE	PASSENGER	GOAL TOTAL	C&D	TOTAL			
	Trash (Tons)	3,076	4,166	7,243	N/A				
FY2011	Recycling (Tons)	95	562	657	N/A				
	Diversion	3%	12%	8.3%	N/A				
	Trash (Tons)	2,727	4,082	6,809	N/A				
FY2012	Recycling (Tons)	224	666	891	N/A				
	Diversion	8%	14%	11.6%	N/A				
	Trash (Tons)	3,271	4,129	7,400	2,213	9,612			
FY2013	Recycling (Tons)	340	824	1163	13,262	14,425			
	Diversion	9%	17%	13.6%	86%	60%			
	Trash (Tons)	2,299	3,531	8,129	1,033	9,162			
FY2014	Recycling (Tons)	319	682	1,319	11,375	12,694			
	Diversion	12%	16%	14.0%	92%	58%			

PERFORMANCE SUMMARY: Through fiscal year 2014, municipal solid waste diversion – a measure of recycled tons to total tons of waste – improved to 14 percent, up from 13.6 percent in 2013 and 11.6 percent in 2012. SEPTA's consistent diversion improvements can be largely credited to employee engagement and an expanded internal recycling program at maintenance facilities and depots that now includes wood and industrial hard plastics.

In fiscal 2015, SEPTA will focus on ways to improve the recycling program at passenger stations. One way to make it easier for passengers to recycle is to modify the placement and design of the recycling bins at stations. SEPTA will be placing trash and recycling bins side-by-side at Broad Street Line stations and in the Center City concourse.

HIGHLIGHTS

- The industrial hard plastics recycling program was expanded to all bus maintenance shops and depots. Total tons recycled since October 2013 through October of 2014 is 17 tons, equal to the weight of more than one 40 ft bus.
- Wood waste recycling increases at all of SEPTA's internal maintenance shops and depots.
- In the summer of 2014, Drexel University product design students worked with SEPTA to create original waste and recycling receptacle designs for SEPTA stations



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					

WHAT'S NEXT

For more information and updates on projects relating to Goal 4, visit the SEP-TAINABLE website at http://www.septa.org/sustain/environmental.html





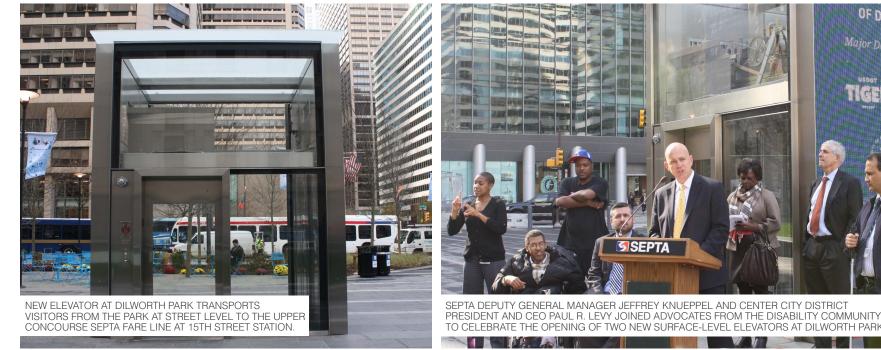


INTEGRATE WITH LIVABLE COMMUNITIES

KEY PERFORMANCE INDICATOR: Target – Invest in One Transit Oriented Development (TOD) Project Per Year

PERFORMANCE SUMMARY: With rates of auto use on the decline, developers are increasing the prioritization of access to transit. SEPTA has advanced projects to support station level integration, one of which is Dilworth Park. Additionally, the renovation of the bus loop at 23rd and Venango and the Manayunk Bridge Trail project have supported valuable development in the area, while a new Cycle Transit Plan and the growth of SEPTA's Seniors Ride Free program is helping to develop livable communities through accessibility.

HIGHLIGHTS



• SEPTA invested \$12.5 million dollars to upgrade fare lines, provide new entrances, install elevators and other amenities for customers who access transit beneath the new Dilworth Park. This work was completed in conjunction with the Center City District's Dilworth Park Project and is the first step in SEPTA's long-term overhaul of City Hall and 15th Street Stations.



HIGHLIGHTS (cont.)

		SPECIA	L PASSES	ISSUED			
YEAR	CATEGORY	TYPE	FEMALE	MALE	TOTAL	Δ	%∆
		NEW	1,068	1,056	2,124		
	REDUCED FARE	REISSUE	1,224	1,321	2,545		
		TOTAL	2,292	2,377	4,669		
FY2011		NEW	5,906	4,649	10,555		
	SENIOR CITIZEN	REISSUE	3,661	2,450	6,111		
		TOTAL	9,567	7,099	16,666		
	TOTAL	TOTAL	11,859	9,476	21,335		
		NEW	1,234	1,225	2,459	335	14%
	REDUCED FARE	REISSUE	1,390	1,332	2,722	177	7%
		TOTAL	2,624	2,557	5,181	512	10%
FY2012	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%
	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%
FY2013		NEW	7,253	F 0F0	10.100	014	00/
	SENIOR CITIZEN		- ,	5,853	13,106	214	2%
	SENIOR CITIZEN	REISSUE	3,934	2,834	6,768	318	5%
	SENIOR CITIZEN	REISSUE TOTAL	,		·		
	SENIOR CITIZEN TOTAL		3,934	2,834	6,768	318	5%
		TOTAL	3,934 11,187	2,834 8,687	6,768 19,874	318 532	5% 3%
	TOTAL	TOTAL TOTAL	3,934 11,187 13,793	2,834 8,687 11,118	6,768 19,874 24,911	318 532 388	5% 3% 2%
	TOTAL	TOTAL TOTAL NEW	3,934 11,187 13,793 2,664	2,834 8,687 11,118 1,556	6,768 19,874 24,911 4,220	318 532 388 1,985	5% 3% 2% 47%
FY2014	TOTAL	TOTAL TOTAL NEW REISSUE	3,934 11,187 13,793 2,664 1,373	2,834 8,687 11,118 1,556 1,168	6,768 19,874 24,911 4,220 2,541	318 532 388 1,985 (261)	5% 3% 2% 47% -10%
FY2014	TOTAL REDUCED FARE	TOTAL TOTAL NEW REISSUE TOTAL	3,934 11,187 13,793 2,664 1,373 4,037	2,834 8,687 11,118 1,556 1,168 2,724	6,768 19,874 24,911 4,220 2,541 6,761	318 532 388 1,985 (261) 1,724	5% 3% 2% 47% -10% 25%
FY2014	TOTAL REDUCED FARE	TOTAL NEW REISSUE TOTAL NEW	3,934 11,187 13,793 2,664 1,373 4,037 8,888	2,834 8,687 11,118 1,556 1,168 2,724 6,065	6,768 19,874 24,911 4,220 2,541 6,761 14,953	318 532 388 1,985 (261) 1,724 1,847	5% 3% 2% 47% -10% 25% 12%

WHAT'S NEXT

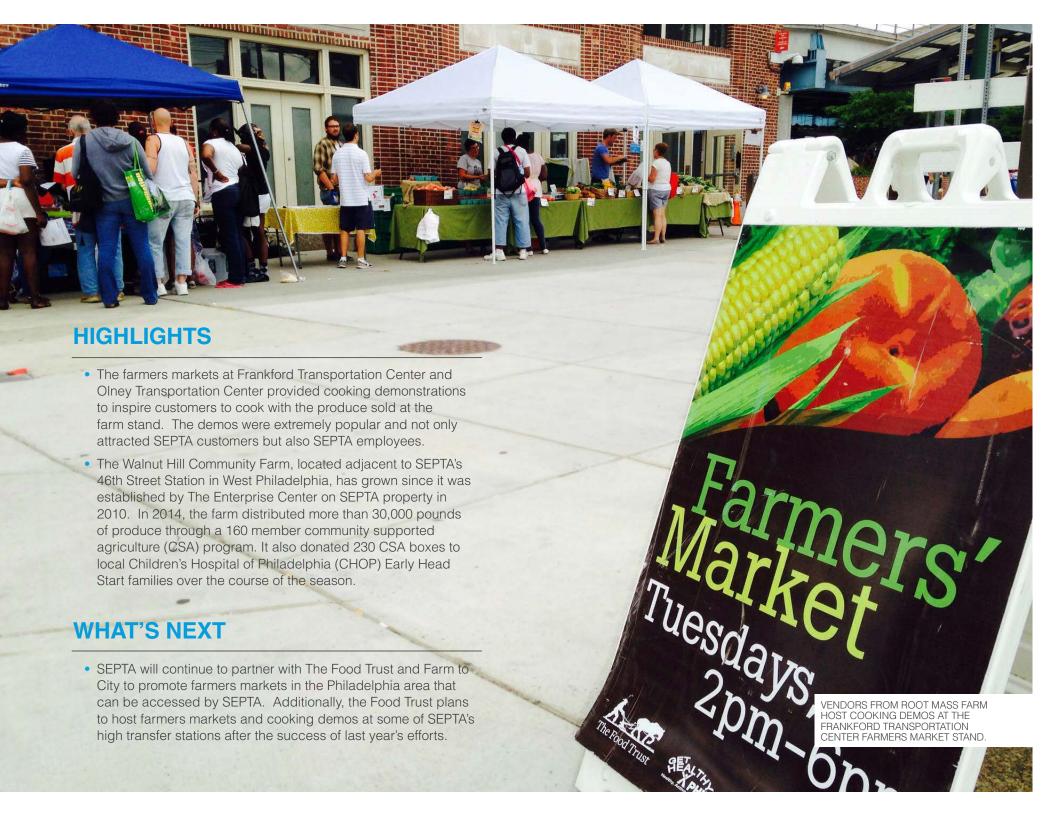
- The Planning Commission has been successful in acquiring grant funds to study the conversion of a section of SEPTA's abandoned Fox Chase-Newtown Line into a park trail. This project will investigate the feasibility of extending the trail from Montgomery County to Philadelphia County.
- SEPTA will release a Cycle Transit Plan in 2015. The Cycle Transit Plan documents the increasing demand for "cycle-transit" use in Southeastern Pennsylvania, explores policy and infrastructure implications for SEPTA as a transit service provider and recommends practical measures to better integrate the transit and bicycle network.

IMPROVE ACCESS TO LOCAL FOOD VIA TRANSIT

KEY PERFORMANCE INDICATOR: Target - Three farmers markets on SEPTA property by 2015

PERFORMANCE SUMMARY: In 2014, five farmers markets were hosted at SEPTA stations, one each at: Frankford Transportation Center, 1234 Market Street Headquarters, 46th Street Station, Olney Transportation Center and Snyder Station.

	FOOD ACCESS VIA TRANSIT							
REPORTING YEAR	STATION NAME	DESCRIPTION OF FARMERS MARKET	PROJECT PARTNER(S)					
	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					
FY2011	Olney Transportation Center	Farmers market every Wednesday from 2-6 pm at the NorthWest corner of Broad and Olney.	The Food Trust					
FTZUTI	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					
	Frankford Transportation Center	Tuesdays from 2-6PM at the intersection of Frankford Avenue, Bustleton Avenue, and Bridge Street in Northeast Philadelphia	The Food Trust					
FY2012	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					
F12012	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					
	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					
FY2013	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					
	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					
	Frankford Transportation Center	Tuesdays 2pm - 6pm	The Food Trust					
	Olney Transportation Center	Thursdays 2pm - 6pm	The Food Trust					
FY2014	46th Street Station	Thursdays 4pm-7pm	The Enterprise Center					
	Broad & Snyder	Tuesdays 2pm - 7pm	The Food Trust					
	1234 Market Street (SEPTA Headquarters)	Every other Wednesday from 11AM-1:30PM in the lobby of SEPTA's Headquarters Building in Center City Philadelphia	Farm-to-City; The Common Market & The Enterprise Center					



GOAL 7 DEVELOP A HIGHLY SKILLED, HEALTHY & VERSATILE WORKFORCE

KEY PERFORMANCE INDICATOR: Target - 50% Turnover filled from succession pool

PERFORMANCE SUMMARY: A significant focus of 2014 was on creating a succession pool in order to achieve its Key Performance Indicator to fill 50 percent of critical strategic position turnover as a result of employee retirements. Intermediate outcomes towards this goal are highlighted below. The KPI will be reported in FY 2019.

HIGHLIGHTS

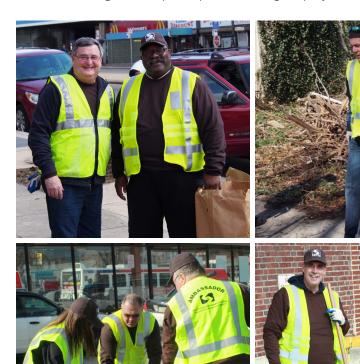
- Seven interim promotions from the succession planning pool occurred in 2014. Of the seven, two of the promotions were into critical strategic positions. SEPTA plans to expand resources for succession planning to front line managers in 2015.
- Succession planning is one component of talent management resources developed to build a professional development pipeline for emerging leaders. Other resources include:
 - A mentoring program to enable knowledge transfer and rapid assimilation into key strategic positions.
 - Programs to support transitions from front-line to supervision.
 - A host of onboarding courses designed to assist new employees with rapid assimilation.



SOURCE: ADAPTED FROM AMERICAN SOCIETY FOR TRAINING & DEVELOPMENT, "TALENT MANAGEMENT PRACTICES & OPPORTUNITIES"

HIGHLIGHTS (cont.)

• Continued growth in participation among employees in volunteering opportunities.



VOLUNTEERISM AT ITS BEST. OVER 900 SEPTA EMPLOYEES VOLUNTEERED IN 2014. PICTURED ABOVE ARE VOLUNTEERS FROM THE SPRING CLEAN UP.

	VOL	.UNTEERISM RAT	ES	
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	FOOD DRIVE Philabundance		19
	FLOWER SHOW	PHS	Slots Filled	211
FY2013	SPRING CLEAN-UP	City of Philadelphia	SEPTA Participants	630
	FOOD DRIVE	Philabundance	Tons of Food	25
	FLOWER SHOW	PHS	Slots Filled	241
FY2014	SPRING CLEAN-UP	City of Philadelphia	SEPTA Participants	697
	FOOD DRIVE	Philabundance	Tons of Food	23
	FLOWER SHOW	PHS	Slots Filled	222

WHAT'S NEXT

- SEPTA will continue to support and develop volunteer opportunities for employees. In 2014 the combined number of volunteers for the Spring Clean-Up and The Philadelphia Flower Show exceeded the number of volunteers for those two events in 2013. SEPTA will to continue to maintain this positive trend in 2015.
- SEPTA's Learning Connection's Education Network provides crossdisciplinary education and awareness programs for all employees.
 In 2015 the Learning Connection's Education Network will continue to develop more professional development programs.

SUPPORT REGIONAL BUSINESS EQUITY

KEY PERFORMANCE INDICATOR: 10% Improvement in Success Rate of Newly Registered Disadvantaged Business Enterprise (DBE) Firms (To Be Measured in 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 highlighted below. The KPI will be reported against in 2015.

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

HIGHLIGHTS

- The DBE Program Office completed the triennial goal review with the Federal Transit Administration (FTA), establishing the Authority's overall annual DBE goal of 14% for the 2015-2017 period, subsequently receiving FTA approval.
- Project partners and stakeholders were provided with technical guidance and best practices on fulfilling DBE program requirements. A total of 27 notices were disseminated over the course of the year alerting small, minority and women-owned businesses of upcoming contracting opportunities.

HIGHLIGHTS (cont.)



• The DBE Program Office participated in 9 outreach events in 2014. Among them, staff coordinated the "REBUILDING SEPTA for the Future" Informational and Networking Session outlining the future infrastructure projects in SEPTA's pipeline.

WHAT'S NEXT

- Develop Communication Tools: New marketing and communication tools will be 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: Initial steps have been taken to procure a robust, in-house DBE compliance software system to process electronic certification/annual affidavit applications for DBEs and SBEs. The anticipated roll-out date of the new system is June, 2015.
- Monitor And Measure Progress: An analysis of historic procurement activities will be conducted to determine the existing level of support towards the new Small Business Enterprise Program. Additionally, an analysis of SEPTA's performance towards its overall DBE goals will be conducted to determine any need for adjustment, per FTA regulations.



INCREASE TRANSIT MODE SHARE

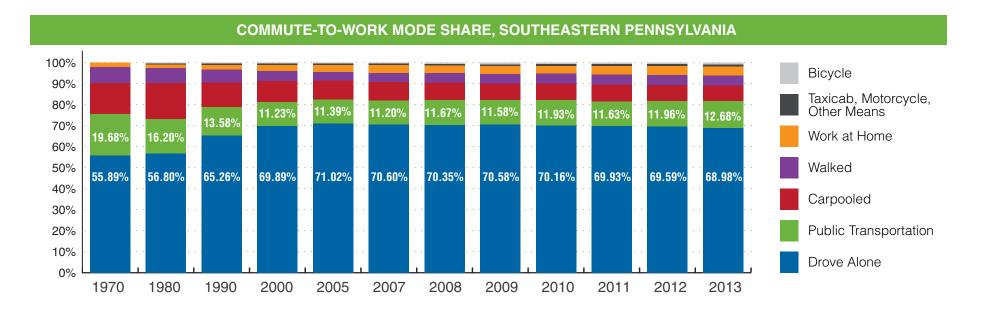
KEY PERFORMANCE INDICATOR: Target – 10% increase by FY 2015

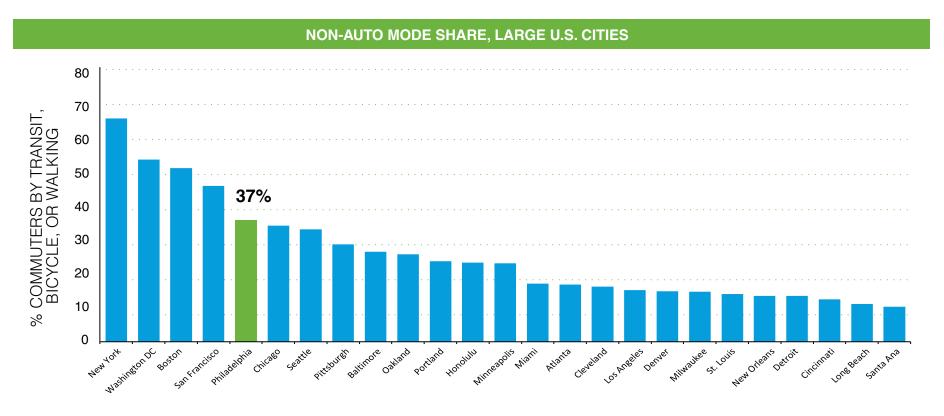
PERFORMANCE SUMMARY: SEPTA's unlinked passenger trips (UPT) per capita dipped in FY2014 for the first time since FY2010. One factor was an unusually cold and snowy winter, which resulted in above average school and work cancellations during January and February. However, a complementary indicator – non-auto mode share – increased from 36.5% to 37.5%, signaling a continued trend away from car use for commute-based trips.

	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	4,063,958	330.155	81.2

TRIPS PER SOUTHEASTERN PENNSYLVANIA RESIDENT







HIGHLIGHTS



 SEPTA's fare modernization program, branded "SEPTA Key" in 2014, will provide customers with a broader array of state of the art payment options, including credit or debit card, SEPTA branded card, a non-SEPTA general purpose card or even independently issued ID cards. The SEPTA Key will be launched on all bus, trolley and light rail vehicles in 2015.



 The Android version of SEPTA's official Mobile Application, which offers real-time travel updates, schedules and other related information, was launched in 2014, providing realtime information to tens of thousands of users across all modes.

WHAT'S NEXT

SEPTA and The Pennsylvania Department of Transportation have started work on Phase 2 of a Feasibility Study to evaluate an extension of the Broad Street Subway to the Philadelphia Navy Yard. This planning project will build on the work completed in the 2008 Feasibility Study to evaluate a potential extension of the Broad Street Subway from the current terminus at AT&T Station into the Philadelphia Navy Yard. The study will examine potential alternative alignments, as well as potential ridership, engineering issues and order of magnitude costs.



 SEPTA continues to make progress with the King of Prussia Rail project, holding several public meetings over the past year and making progress towards identifying a Locally Preferred Alternative. Further work on evaluating potential alternatives was completed, including screening of the sixteen preliminary alternatives down to only five build alternatives. Those build alternatives will now be analyzed in greater detail as part of the Draft Environmental Impact Statement, which is expected to be complete in 2015.

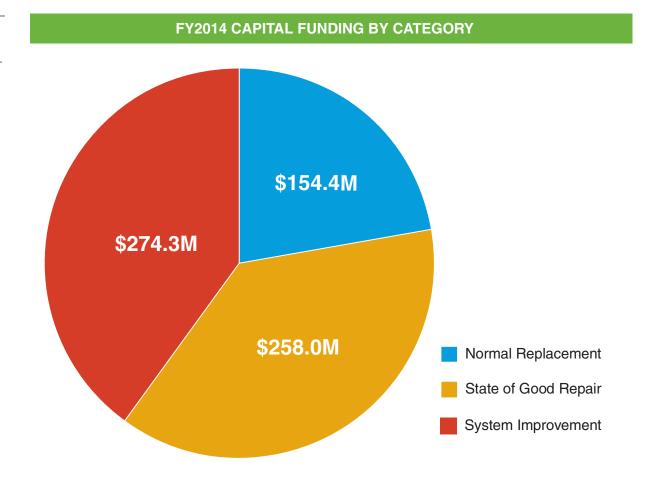
GOAL 10 IMPROVE INFRASTRUCTURE STATE OF GOOD REPAIR

KEY PERFORMANCE INDICATOR: Produce a series of state of good repair performance indicators in accordance with requirements of MAP-21.

PERFORMANCE SUMMARY: SEPTA's previously used indicator – to improve infrastructure state of good repair from 65 percent to 80 percent – was adjusted after the implementation of a new transit asset management (TAM) program. The TAM program will allow SEPTA to produce a new series of state of good repair performance indicators in accordance with the requirements in MAP-21, the federal transportation funding authorization legislation.

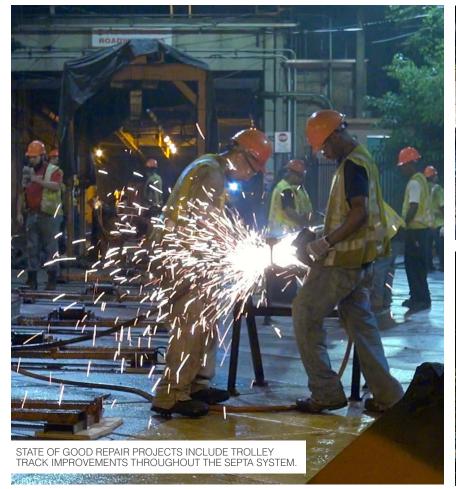
HIGHLIGHTS

SEPTA's Transit Asset Management (TAM)
 Program will be fully implemented in 2015. SEPTA made significant progress in maintaining comprehensive assets inventories and maintenance information via TAM in 2014.



HIGHLIGHTS (cont.)

• State of good repair spending increased by 7 percent in FY 2015 as compared with FY 2014. This largely a result of funding received through Pennsylvania Act 89, passed in November of 2013. (More information about Act 89 funding can be found in Goal 12.)







WHAT'S NEXT

• Implement Rebuilding for the Future capital program. More information about the program can be found at septa.org/rebuilding

GOAL 11 IMPROVE OPERATING EXPENSE PERFORMANCE

KEY PERFORMANCE INDICATOR: Target – Outperform Industry Annualized Growth Rate

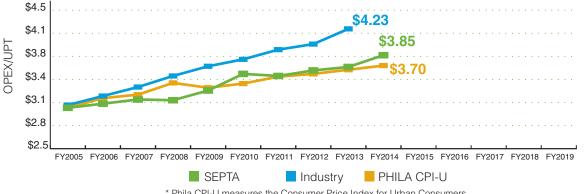
PERFORMANCE SUMMARY: SEPTA continues to outperform industry growth rate in 2014.

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	\$1,239,887	337,314	\$3.68	\$44,021,300	10,408,800	\$4.23
% FY200	05 – 2013	34.3%	12.9%	18.9%	53.1%	13.4%	34.9%
Annualiz	ed Growth	3.8%	1.5%	2.2%	5.5%	1.6%	3.8%
Actual	FY2014	\$1,270,436	330,155	\$3.85			

HIGHLIGHTS

• Continued Cost Savings through ESMS: In 2014 SEPTA began implementation of the ISO 14001:2004 environmental and sustainability management system at Wayne Shop, a non-revenue vehicle overhaul facility. An "ISO Lite" program, a scaled-down ESMS initiative for other back shops and depots, focused on waste and recycling efficiencies in 2014, saving money on hauling costs.

OPERATING EXPENSES OUTPERFORM INDUSTRY GROWTH RATE



* Phila CPI-U measures the Consumer Price Index for Urban Consumers

WHAT'S NEXT

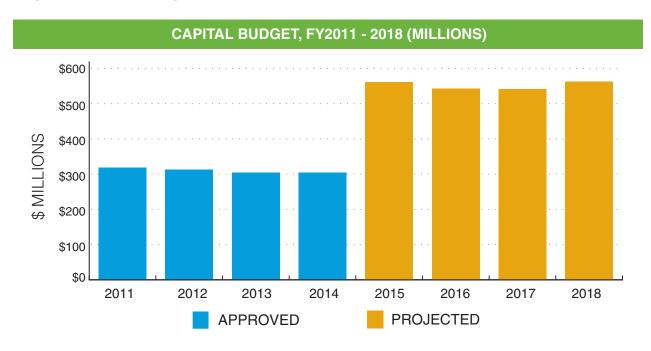
- Transit First Update: The City of Philadelphia's "Transit First" Committee, first established in 1989 under Mayor Wilson Goode, has grown into a series of committees under the Transit First banner. The goal of these committees is to raise the profile of transit and optimize the operation, speed, safety and efficiency of transit service throughout Philadelphia. The Transit First Project Implementation Committee, comprised of SEPTA, the Mayor's Office of Transportation and Utilities (MOTU) and Delaware Valley Regional Planning Commission (DVRPC), have targeted six high priority routes for installation of Transit Signal Priority (TSP) equipment, which will speed up transit service (and general flow of traffic) by installing preferential treatment for transit vehicles at traffic signals throughout the City. The priority routes are:
 - Route 6, Ogontz Avenue (articulated bus)
 - Route 52, 52nd Street (bus)
 - Route 60, Allegheny Avenue (articulated bus)
 - Route 66, Frankford Avenue (trackless trolley)
 - Route 11, Woodland Avenue (trolley)
 - Route 58, Bustleton Avenue (bus)
- Routes 6, 52, 60, and 66: Funding received by the City from Transportation, Community, Safety and Preservation (TCSP) grant will pay for TSP equipment and installation. Three intersections on Route 6 will also be upgraded with computerized signals and fiber connections to support the TSP equipment. These projects will begin construction in mid-2015.
- Routes 11 and 58: Funding received by the City from a federal "TIGER" grant will fund a more comprehensive programmatic upgrade, including 78 traffic signals with new controllers and fiber connectivity equipment, coupled with TSP equipment. Construction on these projects is phased with Woodland Avenue (Route 11) and the northern portion of Bustleton Avenue (Route 58) finishing in Fall 2015 and the southern portion of Bustleton Avenue (Route 58) expected to be completed by early 2016.



GOAL 12 Achieve Recommended Funding Levels

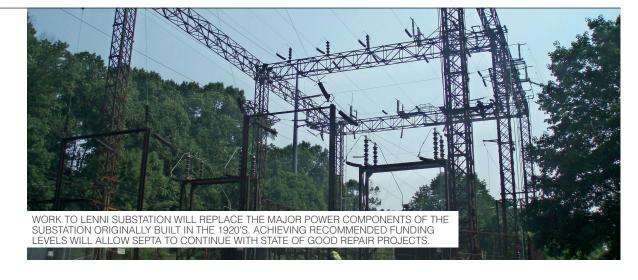
KEY PERFORMANCE INDICATOR: Target – Full Funding of Identified Need

PERFORMANCE SUMMARY: With the passing of Act 89 in November of 2013, SEPTA nearly doubled the annual capital budget. This additional funding, combined with the \$87 million in grants SEPTA received through FTA's Emergency Relief Program and Disaster Relief Appropriations, will assist in acquiring new resources to address critical infrastructure improvement needs. In the future SEPTA will continue to seek opportunities to increase capital funding in order to fully fund all critical improvement needs.



WHAT'S NEXT

 SEPTA's top federal priority for 2015 is to work with federal consultants and industry partners – APTA, the Metropolitan Rail Discussion Group (MRDG) and the Keystone Transportation Funding Coalition (KTFC) – on advocating for passage of long-term surface transportation authorization that provides a stable and growing revenue source for the nation's transportation network, especially its metropolitan public transportation systems.



WHAT'S NEXT (cont.)



- Current funding levels do not meet the nation's transportation infrastructure needs. According to a 2013 U.S. Department of Transportation report, the state of good repair backlog for transit systems nationwide has risen to \$86 billion. This deficit is particularly critical for the nation's older metropolitan rail transit systems, whose infrastructure and vehicle rehabilitation needs account for roughly two-thirds of the total transit state of good repair backlog. SEPTA's state of good repair backlog is approximately \$5 billion.
- Specifically, SEPTA's federal platform will:
 - Build awareness within the regional and state Congressional Delegation, as well as Members of relevant Committees, regarding national transit state of good repair needs.
 - Promote increased investment in transit as a national interest by highlighting transit's role in supporting the economies of the nation's major metropolitan regions.
 - Seek to preserve the rail transit State of Good Repair program that Congress restructured and reprioritized in MAP-21.
 - Highlight SEPTA's efficient and careful use of federal investment and the success of "Rebuilding for the Future."
- Advise Members of the Delegation regarding regulatory impacts and promote SEPTA's commitment to achieving the December 31, 2015 Positive Train Control (PTC) deadline.
- Continue to secure the Delegation's support of SEPTA's applications for federal grants, including the TIGER VII Grant anticipated in the first half of 2015
- Highlight SEPTA in the community Papal visit, SEPTA Key, "Make the Safe Choice", Flower Show, Philabundance, etc.

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