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A Message from the General Manager

September 25, 2013

SEPTA's Strategic Business Plan is a commitment to continual improvement. June 2013 marked the end of SEPTA's fourth fiscal year of reporting against performance indicators in this plan. Emerging trends illustrate that SEPTA has made good on its commitment to continual improvement, and that while some challenges persist, much progress has been made in areas where goals, once seen as far-reaching, have now been attained.

In Fiscal Year 2013, SEPTA took a significant step forward by achieving its aggressive goal for on-time performance. System-wide, on-time performance increased by 1.3 percentage points to 91 percent thanks in large part to a 4.4 percentage point jump on Regional Rail. New vehicles (120 Silverliner V railcars have replaced half-century old Silverliner II & III railcars), targeted infrastructure repairs, and improved operational coordination have each played an important role in achieving this high mark.

SEPTA also took a step forward in achieving its goal for system safety. Performance improved by 3.3 percent based on an index measure that equally weights vehicular, passenger, and station accidents as well as employee injuries. Education and awareness campaigns have helped make headway in building a safety-first culture at SEPTA.

Safe and reliable service. A strong foundation for realizing SEPTA's vision to become the region's premier choice for transportation, and surely a contributing factor in another record-setting ridership year on Regional Rail, which surpassed 36 million trips for the first time in SEPTA's history.

The report also demonstrates that SEPTA continues to be a good steward of public funding. For four consecutive years, SEPTA has exceeded its target for achievement of capital project deadlines. When given an opportunity to invest public dollars in transit improvements, SEPTA invests those public dollars well. SEPTA has also continued to prioritize investments in customer service training for employees to advance an enduring commitment to "the 4 C's" – communications, courtesy, convenience, and cleanliness. Nearly 40 percent of management employees have received customer service training since 2009.

Funding continues to be a challenge. According to a report released by the Economy League of Greater Philadelphia, continued underfunding of SEPTA's Capital Program will have serious consequences for the region's economy. SEPTA's \$5 billion backlog of capital need has already begun to squeeze the system, as reflected by the shutdown of the Norristown High Speed Line's Bridgeport Viaduct this summer for emergency bridge repairs. Without additional capital funding, SEPTA's ability to keep the state's most economically productive region moving will be significantly compromised.

SEPTA remains steadfast in its commitment to provide safe and reliable public transportation service to Southeastern Pennsylvania. As we confront the challenges of the coming year, we take this moment to reflect on the important ways that this commitment is already paying off. It is now my pleasure to share this progress report with you.

Sincerely,



Joseph M. Casey
General Manager

