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.
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):

<table>
<thead>
<tr>
<th>Metric</th>
<th>Definition</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>PASSENGER MILES TRAVELED (PMT)</td>
<td>The cumulative sum of the distances ridden by each passenger.</td>
<td>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.</td>
</tr>
<tr>
<td>VEHICLE MILES (VM)</td>
<td>Miles traveled from the time a vehicle pulls out from its garage to the time it pulls back into the garage, including “deadhead” miles.</td>
<td>An efficiency measure that accounts for the combined effects of fuel economy and overhead reductions. 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.</td>
</tr>
</tbody>
</table>

**USE OF PERFORMANCE METRICS**

**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

**GOAL 5**
Integrate with Livable Communities

**GOAL 6**
Improve Access to Local FoodVia Transit

**GOAL 7**
Develop a Highly Skilled, Healthy & Versatile Workforce

**GOAL 8**
Support Regional Business Equity

**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

**ENVIRONMENTAL**

- **Planet = Environmental**
  - Taking into account actions and conditions that affect the earth’s ecology
  - Impact Mitigation and Stewardship Solutions

**SOCIAL**

- **People = Social**
  - Taking into account actions and conditions that affect all members of society
  - Versatile Workforce and Livable Communities

**ECONOMIC**

- **Prosperity = Economic**
  - Taking into account actions and conditions that affect how people and businesses meet their needs
  - Fiscal Responsibility and Regional Competitiveness

**SEPTA’S TRIPLE BOTTOM LINE APPROACH TO SUSTAINABILITY**
<table>
<thead>
<tr>
<th>Sustainability Focus Area</th>
<th>Goal</th>
<th>Target</th>
<th>Indicator (Unit)</th>
<th>Baseline (FY2009)</th>
<th>FY2010</th>
<th>FY2011</th>
<th>FY2012</th>
<th>FY2013</th>
<th>FY2014</th>
<th>FY2015</th>
<th>% Target Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In the Region: Advancing Regional Expansion &amp; Connectivity</strong></td>
<td>1</td>
<td>Improve SEPTA's Gas (GHG)/Electric (VMT) Emissions Performance</td>
<td>5% improvement per year</td>
<td>0.395 lbs CO2-e (199.99 lbs)</td>
<td>0.397 lbs</td>
<td>0.396 lbs</td>
<td>0.396 lbs</td>
<td>0.397 lbs</td>
<td>0.397 lbs</td>
<td>0.397 lbs</td>
<td>40.6% (Est.)</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Reduce Water Use Storimeter Rollout</td>
<td>19% reduction by 2015</td>
<td>Vehicle-WASH (Gallons): Vehicle/WM (Gallons)</td>
<td>0.579</td>
<td>0.581</td>
<td>0.159</td>
<td>0.163</td>
<td>0.163</td>
<td>0.163</td>
<td>19.9%</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>Improve Energy Intensity</td>
<td>5% improvement per year</td>
<td>Energy/PMT (kBtu): Energy/RVH (kBtu): Energy/VM (kBtu)</td>
<td>2.98</td>
<td>2.66</td>
<td>2.66</td>
<td>2.66</td>
<td>2.58</td>
<td>2.47</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>Reduce &amp; Save Waste</td>
<td>28% waste diversion by 2020</td>
<td>Municipal waste diversion rate (proportional waste)</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>20%</td>
</tr>
<tr>
<td><strong>At SEPTA: Enhancing Regional Sustainability</strong></td>
<td>5</td>
<td>Integrate With Local Communities</td>
<td>12% increase in TOD projects per year</td>
<td>TOD projects (annualized)</td>
<td>n/a</td>
<td>n/a</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>3 TOD projects</td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>Improve Access To Local Employment</td>
<td>Brown's number of TOD projects</td>
<td>TOD projects</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>4</td>
<td>3 TOD projects</td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>Develop A High-Value Job-Train &amp; Workforce</td>
<td>10% turnover filled from succession pool</td>
<td>Turnover filled from succession pool</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>Support Regional Business Diversity</td>
<td>15% improvement by 2015</td>
<td>New farmers markets on SEPTA property</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>15%</td>
</tr>
<tr>
<td><strong>In the Region: Advancing Regional Excellence</strong></td>
<td>9</td>
<td>Increase Transit Mode Share</td>
<td>10% improvement by 2015</td>
<td>Annual unlinked trip by capita</td>
<td>20.1</td>
<td>20.1</td>
<td>20.1</td>
<td>20.1</td>
<td>20.1</td>
<td>20.1</td>
<td>20.1</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>Improve Infrastructure Status Of Good Repair</td>
<td>3% improvement improvement by 2015</td>
<td>Estimated state of good repair</td>
<td>82% (ler)</td>
<td>82% (ler)</td>
<td>82% (ler)</td>
<td>82% (ler)</td>
<td>82% (ler)</td>
<td>82% (ler)</td>
<td>82% (ler)</td>
</tr>
<tr>
<td></td>
<td>11</td>
<td>Improve Operations &amp; Service Performance</td>
<td>Ouality/rurality</td>
<td>Industry GPT (fill): Industry Fill (fill)</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>Achieve Recommended Funding Levels</td>
<td>Fall funding of RFR (fill): Fall funding of SEPTA</td>
<td>Statewide transit funding</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Summary of Key Performance Indicators**

- **Economic:**
  - Fiscal 2010: $3.063B
  - Fiscal 2020: $1.383B
  - Fiscal 2030: $3.063B

- **Environmental:**
  - GHG/PMT (lbs CO2-e) for Most Recent FY:
    - FY2010: 98.49 lbs
    - FY2011: 112.43 lbs
    - FY2012: 114.16 lbs
    - FY2013: 117.47 lbs
    - FY2014: 117.47 lbs
    - FY2015: 117.47 lbs

- **Social:**
  - Job Creation:
    - FY2010: 3,000 Jobs
    - FY2011: 3,000 Jobs
    - FY2012: 3,000 Jobs
    - FY2013: 3,000 Jobs
    - FY2014: 3,000 Jobs
    - FY2015: 3,000 Jobs

- **Infrastructure State:**
  - FY2010: 83.7%
  - FY2011: 82.9%
  - FY2012: 82.8%
  - FY2013: 82.7%
  - FY2014: 82.9%
  - FY2015: 82.7%

- **Pollutant Emissions:**
  - FY2010: 82.1%
  - FY2011: 82.7%
  - FY2012: 82.8%
  - FY2013: 82.9%
  - FY2014: 83.7%
  - FY2015: 83.7%

- **Greenhouse Gas Emissions:**

- **Water Usage:**

- **Energy Usage:**

- **Waste Diversion:**

- **Energy Intensity:**

- **Pollutant Emissions:**
  - FY2010: 82.1%
  - FY2011: 82.7%
  - FY2012: 82.8%
  - FY2013: 82.9%
  - FY2014: 83.7%
  - FY2015: 83.7%
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.

SEPTA’S 60 FOOT HYBRID ELECTRIC BUS HELP TO IMPROVE GHG EMISSION PERFORMANCE FROM DIESEL CONSUMED.

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

SEPTA REDUCES REGIONAL TRANSPORTATION GHG BY MORE THAN 3:1

GOAL 1

IMPROVE GHG EMISSION PERFORMANCE

GHG EMISSION PERFORMANCE

<table>
<thead>
<tr>
<th>CALENDAR YEAR</th>
<th>LBS CO2-E</th>
<th>PER VPM</th>
<th>PER VEH</th>
<th>PER PPT</th>
<th>MULTIPLIER</th>
<th>SAVINGS (LBS CO2-E)</th>
<th>PER TRIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>CY2006</td>
<td>871,872,698</td>
<td>10.49</td>
<td>148.48</td>
<td>0.48</td>
<td>2.44</td>
<td>2,615,508,906</td>
<td>8.11</td>
</tr>
<tr>
<td>CY2007</td>
<td>871,874,862</td>
<td>10.48</td>
<td>148.51</td>
<td>0.48</td>
<td>2.49</td>
<td>2,604,226,160</td>
<td>8.14</td>
</tr>
<tr>
<td>CY2008</td>
<td>874,573,773</td>
<td>10.30</td>
<td>142.58</td>
<td>0.48</td>
<td>2.88</td>
<td>2,705,186,801</td>
<td>8.15</td>
</tr>
<tr>
<td>CY2009</td>
<td>925,597,838</td>
<td>9.53</td>
<td>139.99</td>
<td>0.46</td>
<td>3.24</td>
<td>2,833,515,661</td>
<td>8.15</td>
</tr>
<tr>
<td>CY2010</td>
<td>945,943,188</td>
<td>9.52</td>
<td>139.82</td>
<td>0.46</td>
<td>3.45</td>
<td>2,852,987,804</td>
<td>8.13</td>
</tr>
<tr>
<td>CY2011</td>
<td>928,753,317</td>
<td>9.47</td>
<td>132.45</td>
<td>0.57</td>
<td>3.20</td>
<td>2,795,726,856</td>
<td>8.23</td>
</tr>
<tr>
<td>CY2012</td>
<td>890,242,732</td>
<td>8.44</td>
<td>117.61</td>
<td>0.58</td>
<td>3.39</td>
<td>2,546,106,793</td>
<td>8.14</td>
</tr>
<tr>
<td>CY2013</td>
<td>849,297,468</td>
<td>8.44</td>
<td>113.38</td>
<td>0.54</td>
<td>3.39</td>
<td>2,507,221,271</td>
<td>8.12</td>
</tr>
<tr>
<td>CY2014</td>
<td>841,377,499</td>
<td>8.37</td>
<td>117.47</td>
<td>0.55</td>
<td>3.40</td>
<td>2,487,780,495</td>
<td>8.15</td>
</tr>
</tbody>
</table>

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.

SEPTA’S 60 FOOT HYBRID ELECTRIC BUS HELP TO IMPROVE GHG EMISSION PERFORMANCE FROM DIESEL CONSUMED.

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

SEPTA REDUCES REGIONAL TRANSPORTATION GHG BY MORE THAN 3:1

GOAL 1

IMPROVE GHG EMISSION PERFORMANCE

GHG EMISSIONS INTENSITY

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0.69</td>
<td>0.66</td>
<td>0.64</td>
<td>0.60</td>
<td>0.54</td>
<td>0.55</td>
<td>0.54</td>
<td>0.52</td>
<td>0.55</td>
<td>0.54</td>
</tr>
</tbody>
</table>

SEPTA’S 60 FOOT HYBRID ELECTRIC BUS HELP TO IMPROVE GHG EMISSION PERFORMANCE FROM DIESEL CONSUMED.

SEPTA’S REGENERATIVE BRAKING AND WAYSIDE ENERGY STORAGE SYSTEM HELPS TO IMPROVE GHG EMISSIONS PERFORMANCE FROM ELECTRICITY CONSUMED.
GOAL 2
REDUCE WATER USAGE & STORMWATER RUNOFF

Key Performance Indicator: Target – 10% Improvement by 2015

REBUILD A WATER USAGE PERFORMANCE

<table>
<thead>
<tr>
<th>FISCAL YEAR</th>
<th>SERVICE MODE</th>
<th>CCF</th>
<th>GALLONS</th>
<th>Per VM</th>
<th>Per RVH</th>
<th>Per PMT</th>
<th>GOAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2009</td>
<td>TOTAL AGENCY</td>
<td>162,409</td>
<td>121,481,784</td>
<td>1.25</td>
<td>17.46</td>
<td>0.079</td>
<td>0.079</td>
</tr>
<tr>
<td>FY2010</td>
<td>TOTAL AGENCY</td>
<td>169,286</td>
<td>126,625,900</td>
<td>1.30</td>
<td>18.46</td>
<td>0.081</td>
<td>0.077</td>
</tr>
<tr>
<td>FY2011</td>
<td>TOTAL AGENCY</td>
<td>152,373</td>
<td>116,266,449</td>
<td>1.17</td>
<td>16.36</td>
<td>0.078</td>
<td>0.076</td>
</tr>
<tr>
<td>FY2012</td>
<td>TOTAL AGENCY</td>
<td>144,417</td>
<td>108,533,559</td>
<td>1.10</td>
<td>15.39</td>
<td>0.064</td>
<td>0.075</td>
</tr>
<tr>
<td>FY2013</td>
<td>TOTAL AGENCY</td>
<td>153,445</td>
<td>123,573,174</td>
<td>1.15</td>
<td>16.28</td>
<td>0.071</td>
<td>0.073</td>
</tr>
<tr>
<td>FY2014</td>
<td>TOTAL AGENCY</td>
<td>187,180</td>
<td>177,576,776</td>
<td>1.17</td>
<td>16.48</td>
<td>0.076</td>
<td>0.076</td>
</tr>
<tr>
<td>FY2015</td>
<td>TOTAL AGENCY</td>
<td>177,549</td>
<td>132,806,544</td>
<td>1.319</td>
<td>18.33</td>
<td>0.087</td>
<td>0.087</td>
</tr>
</tbody>
</table>

SEPTA WATER USE INTENSITY

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gallons per PMT</td>
<td>0.079</td>
<td>0.081</td>
<td>0.070</td>
<td>0.066</td>
<td>0.071</td>
<td>0.074</td>
<td>0.084</td>
</tr>
</tbody>
</table>

BUDGETARY IMPACT OF STORMWATER FEES

Service | Usage | Stormwater

$0 | $2,500,000 | $2,000,000 | $1,500,000 | $1,000,000 | $500,000

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-movement 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 30% 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.

- Temple University Station 57

- West Trenton 24

- 23rd and Houston 8

2015 TOTAL 89

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 use of reclaimed water in the washing process increasing water usage performance. As older, existing washer systems are retired, we will continue to be replaced by more efficient infrastructure helping to decrease water consumption in the future.
In 2015, SEPTA successfully implemented several initiatives 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 

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**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

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Trash (Tons)</th>
<th>Recycling (Tons)</th>
<th>C&amp;D Waste (Tons)</th>
<th>Total Waste (Tons)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2011</td>
<td>3,076</td>
<td>4,146</td>
<td>N/A</td>
<td>7,243</td>
</tr>
<tr>
<td>FY2012</td>
<td>2,727</td>
<td>4,082</td>
<td>N/A</td>
<td>6,809</td>
</tr>
<tr>
<td>FY2013</td>
<td>3,238</td>
<td>4,087</td>
<td>7,325</td>
<td>14,500</td>
</tr>
<tr>
<td>FY2014</td>
<td>2,263</td>
<td>3,551</td>
<td>5,794</td>
<td>8,480</td>
</tr>
<tr>
<td>FY2015</td>
<td>1,763</td>
<td>3,220</td>
<td>5,013</td>
<td>6,966</td>
</tr>
</tbody>
</table>

### 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 FY 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, diversions 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.

### PERFORMANCE SUMMARY: Financials

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Gallons</th>
<th>Revenue</th>
<th>$/Gal</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2010</td>
<td>144,897</td>
<td>70,207</td>
<td>0.48</td>
</tr>
<tr>
<td>FY2011</td>
<td>130,425</td>
<td>123,780</td>
<td>0.95</td>
</tr>
<tr>
<td>FY2012</td>
<td>119,357</td>
<td>144,969</td>
<td>1.21</td>
</tr>
<tr>
<td>FY2013</td>
<td>118,517</td>
<td>139,597</td>
<td>1.18</td>
</tr>
<tr>
<td>FY2014</td>
<td>126,430</td>
<td>148,169</td>
<td>1.17</td>
</tr>
<tr>
<td>FY2015</td>
<td>261,557</td>
<td>93,462</td>
<td>0.36</td>
</tr>
</tbody>
</table>

**KEY PERFORMANCE INDICATOR:** Target - 20% Improvement by 2015

- Plastic rail ties are recyclable, unlike wood ties that cannot be recycled due to a non-hazardous chemical coating.
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.

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.

HIGHLIGHTS

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GOAL 5
INTEGRATE WITH LIVABLE COMMUNITIES

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

PERFORMANCE SUMMARY:

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SOCIAL SUSTAINABILITY
### Highlights

- 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 Rides 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 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.

### 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

<table>
<thead>
<tr>
<th>YEAR</th>
<th>CATEGORY</th>
<th>TYPE</th>
<th>STATION NAME</th>
<th>PROJECT PARTNER(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2012</td>
<td>REDUCED</td>
<td>NEW</td>
<td>Frankford Transportation Center</td>
<td>The Food Trust</td>
</tr>
<tr>
<td>FY2013</td>
<td>REDUCED</td>
<td>RESERVE</td>
<td>Olney Transportation Center</td>
<td>The Enterprise Center &amp; The Food Trust</td>
</tr>
<tr>
<td>FY2014</td>
<td>SENIOR</td>
<td>RESERVE</td>
<td>Broad &amp; Snyder</td>
<td>The Food Trust</td>
</tr>
<tr>
<td>FY2015</td>
<td>TOTAL</td>
<td>TOTAL</td>
<td>TOTAL</td>
<td>TOTAL</td>
</tr>
</tbody>
</table>

#### Goals

**Goal 5: Improve Access to Local Food via Transit**

- **Target - Three farmers markets on SEPTA property by 2015**
- **Outcome - Four farmers markets on SEPTA property in 2015**

#### Description of Farmers Markets

- **Frankford Transportation Center:** Farmers market every Tuesday from 2-6 pm at the intersection of Franklin Avenue, Bustleton Avenue, and Bridge Street near the Frankford Transportation Center.
- **Olney Transportation Center:** Thursdays from 3-6 PM at the intersection of 46th Street and Market Street in West Philadelphia.
- **46th Street Station:** Tuesdays and Fridays from 3-6 PM at the intersection of 46th Street and Market Street in West Philadelphia.
- **Snyder Station:** Tuesdays 2pm - 7pm; Thursdays 2pm - 6pm; Thursdays 4pm-7pm.

#### Key Performance Indicator: Target - Three farmers markets on SEPTA property by 2015
GOAL 6

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.

GOAL 7

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).

HIGHLIGHTS (cont.)

• 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 2,000 lbs. of produce through its 125-member Community Supported Agriculture (CSA) program. In 2015, 8 community events were held at the farm and 1,325 lbs. of food were donated to local Children’s Hospital of Philadelphia (CHOP) Early Head Start Program.

FOOTNOTE: Control C Baro Implemented Positive Regional Rail Lines

POSITIVE TRAIN CONTROL (PTC) SIGNS AT WIDE OPENINGS ON TRACKS

FARMERS MARKET STAND OUTSIDE OF FRANKFORD TRANSPORTATION CENTER

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

VOLUNTEERISM RATES

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Drive</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flower Show</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Philadelphia</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>SBE VERIFICATIONS/APPLICATIONS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verified/Continued Eligibility</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>PROJECT MONITORING</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Projects</td>
<td>$1.3 Billion</td>
<td>$1.4 Billion</td>
<td>$1.5 Billion</td>
<td>$1.65 Billion</td>
<td></td>
</tr>
<tr>
<td>Prime Contract Dollars</td>
<td>$1.57 Million</td>
<td>$1.62 Million</td>
<td>$1.77 Million</td>
<td>$200 Million</td>
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<tr>
<td>Average DBE Goal</td>
<td>12%</td>
<td>11%</td>
<td>12%</td>
<td>12%</td>
<td>12%</td>
</tr>
<tr>
<td>COMPLETION STATUS BASED ON PRIME/DBE PAYMENTS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>75-100% Complete</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>50-74% Complete</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25-49% Complete</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0-24% Complete</td>
<td></td>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>

SUPPORT REGIONAL BUSINESS EQUITY

GOAL 8

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

GOAL 7

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

<table>
<thead>
<tr>
<th>DBE CERTIFICATIONS/APPLICATIONS</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified/Continued Eligibility</td>
<td>364</td>
<td>380</td>
<td>395</td>
<td>437</td>
</tr>
<tr>
<td>New Applications Pending</td>
<td>126</td>
<td>126</td>
<td>126</td>
<td>126</td>
</tr>
</tbody>
</table>

DBE VERIFICATIONS/APPLICATIONS

| Verified/Continued Eligibility | 5    | 7    | 9    |

PRE-SOLICITATION REVIEWS COMPLETED

| Total | 313  | 335  | 364  | 224  |

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
HIGHLIGHTS (cont.)

- 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.

- 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.

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

UNLINKED TRIPS PER CAPITA

<table>
<thead>
<tr>
<th>YEAR</th>
<th>UNLINKED PASSENGER TRIPS (MILLIONS)</th>
<th>TRIPS PER CAPITA</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2000</td>
<td>3,847,449</td>
<td>301.018</td>
</tr>
<tr>
<td>FY2001</td>
<td>3,848,053</td>
<td>296.226</td>
</tr>
<tr>
<td>FY2002</td>
<td>3,892,567</td>
<td>290.375</td>
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<tr>
<td>FY2003</td>
<td>3,894,471</td>
<td>295.175</td>
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<tr>
<td>FY2004</td>
<td>3,714,639</td>
<td>305.787</td>
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<td>FY2005</td>
<td>3,529,555</td>
<td>298.720</td>
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<td>FY2006</td>
<td>3,544,338</td>
<td>296.586</td>
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<tr>
<td>FY2007</td>
<td>3,494,382</td>
<td>307.188</td>
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<td>FY2008</td>
<td>3,597,338</td>
<td>325.286</td>
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<td>FY2009</td>
<td>3,591,897</td>
<td>320.984</td>
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<tr>
<td>FY2010</td>
<td>4,072,731</td>
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<tr>
<td>FY2011</td>
<td>4,016,754</td>
<td>327.994</td>
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<td>FY2012</td>
<td>3,452,812</td>
<td>323.766</td>
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<td>FY2013</td>
<td>4,050,859</td>
<td>329.398</td>
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<tr>
<td>FY2014</td>
<td>4,053,728</td>
<td>337.707</td>
</tr>
<tr>
<td>FY2015</td>
<td>4,079,583</td>
<td>330.119</td>
</tr>
</tbody>
</table>

COMMUTE-TO-WORK MODE SHARE, SOUTHEASTERN PENNSYLVANIA

- 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.

HIGHLIGHTS
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.

HOURLIGHTS

- 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
GOAL 11

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 EXPENSES OUTPERFORM INDUSTRY GROWTH RATE

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

HIGHLIGHTS

• In 2015, SEPTA continued to work towards ISO certification at the Wayne Shop. The “ISO Lite” program, a scaled-down EMS 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.

CAPITAL BUDGET, FY 2011 - 2020 (MILLIONS)

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- 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.

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