

**Jeffrey D. Knueppel, P.E.**  
**General Manager**  
**Southeastern Pennsylvania Transportation Authority**

Jeffrey D. Knueppel is the tenth General Manager to serve the Southeastern Pennsylvania Transportation Authority (SEPTA). Over the course of his thirty year career at SEPTA, he has concentrated on improving the reliability, attractiveness, and efficiency of transit services by transforming design, construction, and maintenance processes; enhancing operations; and fostering business innovation. Prior to becoming GM he served as Deputy General Manager, and Assistant General Manager/Chief Engineer for the Engineering, Maintenance & Construction Division.

Mr. Knueppel excels in the strategic management of capital resources – advancing innovative ways to maximize available funds, schedules, and workforce assets. In 2014, with funding from Pennsylvania Act 89, the Authority launched **Rebuilding the System** - a comprehensive capital investment strategy to tackle the backlog of state of good repair, facility improvement, and fleet upgrade projects. **System Resiliency**, an FTA funded program, provides resources to harden core elements of SEPTA infrastructure to protect against severe weather related impacts.

With a steadfast commitment to safety, Mr. Knueppel was the catalyst for the creation of the Authority's customer outreach program – **Make the Safe Choice** – and its employee program – **Never Too Busy for Safety**, and he played a leadership role, ensuring that SEPTA completed the work to install Positive Train Control (PTC) across its Regional Rail network before the federal mandate deadline.

As GM he is committed to concentrating on customer satisfaction, employee development, safety, investment in infrastructure and vehicles, and business innovation to focus SEPTA on **Building the Future** – one that is strong for the region, riders, and employees. The introduction of **SEPTA Key** – a new fare payment system offering seamless travel across all service modes using a single contactless chip, reloadable card – is a signature initiative designed to enhance customer convenience and attract new riders to public transit. Recognizing that frontline employees are the key to the organization's success, Mr. Knueppel created a **GM Employee Shadowing Program** to follow workers through a regular shift. By observing their job responsibilities and resolving challenges that may hinder productivity, he demonstrates that each person is a valued member of the team while fostering an engaged and invested workforce.

Mr. Knueppel holds undergraduate and graduate degrees in Civil Engineering from the Cooper Union for the Advancement of Science and Art in New York, and is a registered Professional Engineer in the Commonwealth of Pennsylvania. In 2018 he was appointed by Governor Wolf to serve as the Pennsylvania voting member of the Northeast Corridor Commission (NECC) and he became Chair of the NECC Operations & Performance Committee; was named Chair of the APTA Commuter Rail Subcommittee on Positive Train Control, and appointed to the Steering Committee developing the FY 20-FY22 Strategic Plan for APTA. He also sits on the Board of Directors of APTA and PPTA, the Transportation Learning Center, and the Advisory Board of the Railroad Engineering and Safety Program at the University of Delaware; and is a member of ASCE, AREMA, COMTO, and WTS. In 2017 Mr. Knueppel had the honor of accepting, for the second time, the American Council of Engineering Companies of Pennsylvania (ACEC/PA) Client of the Year Award, on behalf of SEPTA. He is a 2015 WTS Philadelphia Award recipient and was honored by the ASCE Philadelphia with the 2015 Civil Engineer of the Year Award. In March of 2018, Mr. Knueppel was the inaugural recipient of the Roosevelt Award, presented by the March of Dimes Transportation, Building, & Construction Luncheon; and in October 2018 he will be honored by Graduate! Philadelphia with their Champion of Education award.

Instilled with a strong belief in the importance of service to the community, for more than a decade, Mr. Knueppel worked with the Philadelphia March of Dimes Transportation Building & Construction Awards Luncheon and served as Chair and Honorary Chair for this event. He is also now contributing his service to address the challenges of homelessness in Philadelphia and the region and was instrumental in establishing the partnership between SEPTA, the City of Philadelphia, and Project Home to construct the new Hub of Hope Homeless Engagement Center in Center City Philadelphia and is working with Sister Mary Scullion on fundraising campaigns to support and sustain this Center.