STEWARDSHIP. SERVICE. COMMUNITY.

The Delaware River Port Authority is a regional transportation agency that serves as steward of four bridges that cross the Delaware River between Pennsylvania and New Jersey: the Ben Franklin, Walt Whitman, Commodore Barry and Betsy Ross Bridges. Through its Port Authority Transit Corporation (PATCO), the DRPA also operates a transit line between Camden County, New Jersey and Center City Philadelphia.

MISSION STATEMENT
As stewards of public assets, we provide for the safe and efficient operation of transportation services and facilities in a manner that creates value for the public we serve.

VISION STATEMENT
Together we are world-class stewards of public transportation assets. Working collaboratively across all business units, we operate, maintain, improve and protect transportation infrastructure for the benefit of the citizens we serve throughout the Greater Philadelphia Region. We are committed to building credibility, earning public trust and creating public value.
PATCO is committed to your safety. It's our foremost concern. As a PATCO transit passenger, you are using one of the safest modes of transportation available today. You can contribute to your safety and the safety of others with these tips:

**AT THE STATION**

**KNOW YOUR STARTING POINT**

If you arrive at one of our New Jersey stations by car, make a mental note of where you park it. PATCO parking lots are numbered with signs located on the light poles. The last thing you want to do is wander through the parking lot looking for your vehicle when you return.

**KNOW YOUR DESTINATION**

Many transit systems interconnect with PATCO (SEPTA, NJ Transit, Riverline, etc.). Know the route you're taking before you depart. Walk quickly and confidently to your destination.

**KNOW THE SCHEDULE**

The trip frequency of PATCO trains declines after rush hour, with even longer intervals after midnight. By knowing the schedule, you can decrease your waiting time in the station.

**WALK, DON'T RUN**

The single most important piece of advice we can give: **slow down!** Walk quickly and confidently, but not too fast: slips, trips and falls are the most common causes of injuries. Allow plenty of time for parking and buying your ticket. Try to arrive at least 10 minutes before the train is scheduled to depart. Remember, if you miss your train, another one will be along shortly.

**WATCH OUT FOR SLIPPERY CONDITIONS WHEN WALKING TO THE PLATFORM**

Pavement, platform, station & concourse floors may be slippery when wet.

**WHEN YOU ARRIVE AT THE STATION: LOOK FOR THE EMERGENCY PHONES**

Red “Call for Aid” or emergency phones are located at the fare gates of every PATCO station; just pick up the phone and dial “0.” Yellow emergency call boxes are located on every platform and in every parking lot. Push the button to call Police.

**STAND BACK FROM THE PLATFORM EDGE**

Stay well behind the yellow warning line. If you drop something into the track area, do not try to retrieve it; the “third rail” of the tracks conducts high and fatal electrical voltage. Use the red “Call for Aid” phone at the fare gates to contact a PATCO employee who will retrieve your item for you.

**ON BOARD THE TRAIN**

**USE THE BUDDY SYSTEM**

If at all possible, travel with another person. There really is safety in numbers. If that's not an option, ride in the first car, close to the train operator, especially at night or during other times of low ridership.

**TAKE A SEAT WHENEVER ONE IS AVAILABLE**

Sitting not only protects you from potential falls, but also is a courteous way to allow other passengers to easily access the vestibule doors. If you must stand, hold onto a seatback or pole. Trains may lurch unexpectedly. Holding on helps prevent a fall and keeps you out of your fellow passenger’s lap!

**ON BOARDING THE TRAIN, LOCATE THE PASSENGER EMERGENCY INTERCOM**

Emergency intercoms are located in every car behind the operator console near the flip up seats. Press the red button to notify the train operator of an emergency.

**WATCH THE GAP**

When boarding or leaving a train, be aware of the small gap between the platform and the train.

**TRAVELING WITH CHILDREN**

- Hold your child’s hand while on the platform, boarding and exiting the train, and on escalators and elevators.
- Have your child walk in front of you, not behind, so you don’t become separated. If you do become separated, don’t panic. Notify the train operator or pick up a red “Call for Aid” phone.
- Remember the gap between the train and platform.

**IF YOUR CHILD IS IN A STROLLER:**

- Fold the stroller so you can carry your child on stairs or escalators. Better yet, use the elevator. Strap your child snugly into the stroller at all other times.
- When you’re on the platform, keep the stroller away from the edge and apply the brake. Platforms tilt toward the tracks to allow for drainage, and the stroller could roll toward the tracks.
- Never place a stroller between closing train car or elevator doors.

**LATE NIGHT TRAVEL**

**REMAIN AWAKE AND ALERT**

- Try to travel with someone you know.
- Don’t stand alone on the platform and if you feel uncomfortable, move toward other people or seek a PATCO employee for assistance.
- Stand near the emergency call box, if possible.
- Ride in a rail car that is occupied by other people, or in the first car, which is where the train operator is located.
- Have your keys ready as you approach your car, always look inside before entering, and lock the doors as soon as you get inside your vehicle.

**SEE SOMETHING, SAY SOMETHING**

**REPORT OBJECTIONABLE CONDUCT ASAP**

- Tell a train operator, police officer, or employee, or use the red “Call for Aid” phone at station fare gates.
- DRPA Police is available 24/7 at (856) 963-7995.