

# Emergency Assistance

To report an emergency, use devices located:

- Onboard trains (near flip up seats)
- Station platforms
- Station parking lots
- Fare gates (customer service phone)



TRAINS



PLATFORMS



PARKING LOTS



FARE GATES

**LOOK UP. SPEAK UP.**

**REPORT A PROBLEM**

Report safety & security concerns directly to DRPA/PATCO Police.

- ✓ Report any incident or issue discreetly
- ✓ Submit photos/videos
- ✓ 24/7/365

GET IT ON Google Play | Download on the App Store

**SIGN UP!**

**TRAVEL TEXT ALERTS**

Text **PATCO** to **888777**

for alerts between 6:30 a.m. & 7 p.m. on weekdays.

View additional alert categories at [ridepatco.org/alerts](http://ridepatco.org/alerts)

## 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.



DELAWARE RIVER  
PORT AUTHORITY



PATCO

One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2000  
[www.drpa.org](http://www.drpa.org)

PO Box 4262  
Lindenwold, NJ 08021  
(856) 772-6900  
(215) 922-4600  
[www.ridepatco.org](http://www.ridepatco.org)



## PATCO Safety Tips



STEWARDSHIP. SERVICE. COMMUNITY.®

(856) 772-6900 (215) 922-4600  
[patco@ridepatco.org](mailto:patco@ridepatco.org) [RidePATCO.org](http://RidePATCO.org)

# Safety Tips



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.
- Download and use the Look Up. Speak Up. app.
- DRPA Police is available 24/7 at (856) 963-7995.