

# **Delaware River Port Authority/ Port Authority Transit Corporation Title VI Program**

**Submitted to the  
Federal Transit Administration**

**March 2019**



**DELAWARE RIVER  
PORT AUTHORITY**



**PATCO**

**STEWARDSHIP. SERVICE. COMMUNITY.**

## TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>4</b>
Certifications and Assurances .....	4
Description of DRPA and the PATCO High Speedline .....	4
PATCO Route Map .....	5
DRPA Organizational Chart .....	8
PATCO Organizational Chart .....	9
<b>BOARD APPROVAL DOCUMENTATION .....</b>	<b>10</b>
Delaware River Port Authority Board of Commissioners/Port Authority Transit Directors .....	11
<b>TITLE VI NOTICE TO THE PUBLIC.....</b>	<b>15</b>
<b>TITLE VI COMPLAINT PROCEDURES .....</b>	<b>16</b>
Title VI Complaint Form .....	17
<b>TRANSIT RELATED TITLE VI INVESTIGATIONS, COMPLAINTS &amp; LAWSUITS.....</b>	<b>19</b>
<b>PUBLIC PARTICIPATION PLAN .....</b>	<b>20</b>
Goals of the Public Participation Plan.....	20
Guiding Principles of the Public Participation Process .....	21
Public Participation Process.....	22
DRPA/PATCO Mediums (Bi-Lingual).....	24
Public Information Dissemination.....	25
Public Outreach Efforts.....	25
<b>Limited English Proficiency Assessment .....</b>	<b>27</b>
Four-Factor Analysis.....	28
Language Assistance Plan .....	39
<b>NON-ELECTED ADVISORY COUNCIL.....</b>	<b>44</b>
Citizens Advisory Committee (CAC) .....	44
<b>PROVIDING ASSISTANCE TO SUB-RECIPIENTS.....</b>	<b>45</b>
<b>DETERMINE SITE OR LOCATION OF FACILITIES.....</b>	<b>45</b>
<b>PATCO SERVICE STANDARDS AND POLICIES .....</b>	<b>46</b>
Background .....	46
Quantitative Standards .....	46
Vehicle Load .....	46

Vehicle Headways .....	46
On-time Performance .....	47
Service Availability .....	47
Qualitative Policies.....	48
Vehicle Assignment.....	48
Transit Amenities .....	48
<b>COLLECT &amp; REPORT DEMOGRAPHIC DATA .....</b>	<b>50</b>
Demographic Profile .....	50
PATCO Minority Population Distribution Maps: 2017 ACS 5-Year Estimates.....	51
PATCO Hispanic Population Distribution Maps: 2017 ACS 5-Year Estimates .....	52
PATCO Median Household Income Distribution Maps: 2017 ACS 5-Year Estimates.....	53
Equity Analysis Map for the Greater Philadelphia Region.....	55
2018 PATCO Survey Data Report Summary.....	55
<b>MONITORING TRANSIT SERVICE .....</b>	<b>57</b>
2016-2018 Monitoring Results .....	57
<b>EVALUATE FARE AND SERVICE CHANGES .....</b>	<b>58</b>
Disparate Impact and Disproportionate Burden Policy .....	58
Fare Increase or Service Reduction/Increase Procedure and Public Comment Policy.....	59
<b>APPENDIX A: TITLE VI NOTICE TRANSLATIONS.....</b>	<b>62</b>
<b>APPENDIX B: TITLE VI COMPLAINT FORM TRANSLATIONS .....</b>	<b>68</b>
<b>APPENDIX C: CITIZENS ADVISORY COMMITTEE APPLICATION .....</b>	<b>79</b>
<b>APPENDIX D: 2018 PATCO SURVEY DATA REPORT .....</b>	<b>81</b>

## INTRODUCTION

It is the policy of the Delaware River Port Authority (DRPA) and the Port Authority Transit Corporation (PATCO) to comply with the requirements of **Title VI of the Civil Rights Act of 1964** and all related nondiscrimination statutes, regulations, and laws (49 CFR part 21). All recipients of federal funds must ensure that they are in full compliance with Title VI and all related regulations and directives in all programs and activities. To that end, no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of DRPA or PATCO's programs, policies or activities.

## CERTIFICATIONS AND ASSURANCES

The DRPA and PATCO's Certifications and Assurances are executed annually in FTA's Transit Award Management System (TrAMS) by the DRPA Chief Executive Officer and the DRPA General Counsel. The Certifications and Assurances for 2019 are not yet available for execution in TrAMS. The 2018 Certifications and Assurances were executed on March 5, 2018.

## DESCRIPTION OF DRPA AND THE PATCO HIGH SPEEDLINE

The Delaware Port Authority (DRPA) is a public corporate instrumentality of the Commonwealth of Pennsylvania and the State of New Jersey. DRPA has no stockholders or equity holders and, among other powers, is vested with the control, operation and collection of tolls and revenues of certain bridges spanning the Delaware River. These bridges are the Benjamin Franklin, Walt Whitman, Commodore Barry and Betsy Ross. DRPA has also constructed and operates a high-speed transit facility known as the Port Authority Transit Corporation (PATCO), a wholly owned subsidiary operating between Lindenwold, New Jersey and Philadelphia, Pennsylvania.

The PATCO Line, a 14.2-mile high-speed single line, double track, rail transit system, began operations in February 1969. At that time, the system utilized modernized facilities of the previously existing Philadelphia-Camden "Bridge Line" and entirely new fixed facilities constructed on former Pennsylvania-Reading Seashore Lines right-of-way. The project was completed on schedule at a cost of \$95 million dollars.

There are thirteen (13) passenger stations currently in use on the PATCO Line: four (4) subway stations serving the Philadelphia Central Business District; two (2) subway stations serving the Camden Central Business District; and seven (7) surface-type stations serving various New Jersey communities with a total parking capacity of over 12,500 spaces, 60 percent of which are offered free for ridership parking. One subway station in Philadelphia (Franklin Square, located between the Camden City Hall and the 8<sup>th</sup> & Market Stations) was closed in September 1979 due to low ridership. Renovations are planned for the Franklin Square Station with an anticipated re-opening of service in 2022.

The Philadelphia segment of the PATCO Line enjoys a direct interchange within the Central Business District with public transportation provided by the Southeastern Pennsylvania Transportation Authority (SEPTA). There exists a direct interchange with New Jersey Transit Corporation buses and River LINE (light rail) in Camden and one with New Jersey Transit's Atlantic City train in Lindenwold. The PATCO Line intersects with New Jersey Transit bus routes at Ferry Avenue in Camden, as well as Westmont, Haddonfield and Lindenwold stations.

## PATCO ROUTE MAP



PATCO operates 24 hours daily, seven days a week. Approximately 219 train trips are provided each weekday during a 24-hour period, with approximately 156 trains running daily on Saturdays and 124 running on Sundays. Service on weekdays is frequent, at 4-7 minute intervals during peak periods and at 12-minute intervals during off-peak hours. Trains are operated every 45 minutes after midnight.

In 2018, PATCO carried 10,786,800 passengers. Current one-way fares range from \$1.40 (within Philadelphia only or between Camden's subway stations and Philadelphia) to \$3.00 (from one terminus station to the other). A Reduced Fare Program participant can ride between any two PATCO stations during off-peak hours for 70 cents, half the lowest fare.

PATCO's fleet size is 120 service revenue cars. PATCO trains are operated by a one-person crew, regardless of the length of the train. The operator must be capable of operating the train in a manual mode without degradation of train performance, and is considered a vital part of PATCO's Automated Train Operation (ATO) System. PATCO trains are normally operated under ATO. The train operator opens and closes the doors, determines how long a train should remain in the station, and initiates train acceleration.

Center Tower, located at 9th and Carmen Streets in Camden, contains offices where Dispatchers control all train movements and power distribution on the line. Customer Service Agents who monitor the video camera surveillance system and assist passengers over PATCO's Call for Aid phone system are also located there. The new fare collection system installed in 2008 has allowed PATCO to re-deploy personnel providing more station coverage during various times of the day. Although there may be times that passenger stations are unattended, fare gates are under video

camera surveillance to protect against fare evasion and to monitor station conditions.

PATCO offices are currently located in Lindenwold and in Camden in the Walter Rand Transportation Center and Center Tower. An office, shop and yard facility is located at the terminus of the line in Lindenwold, New Jersey, where PATCO's fleet is serviced, washed and stored. The PATCO Administrative Offices and the Maintenance, Equipment and Transit Services Divisions are located there.

The Delaware River Port Authority is the sole recipient of Federal Transit Administration funding and does not pass funds through to sub-recipients. PATCO has never utilized federal operating subsidies, but does receive capital funding from the Section 5307, Section 5309 and Section 5337 federal programs operated by FTA. Recent capital funding has included projects to upgrade track, replace crossties, rehabilitate interlockings, complete the new reverse signaling system, upgrade SCADA, replace retaining walls, undertake embankment restoration, undertake communications improvements, and undertake fire safety improvements to the Philadelphia subways.

Improvements and upgrades to the PATCO Line include:

**Mid-1980's:** The Camden Broadway Subway Station was rehabilitated and reopened as an integral part of the \$21 million Walter Rand Transportation Center.

**1999:** PATCO completed \$13 million of FTA funded accessibility improvements to bring the system into compliance with the Americans for Disabilities Act. Five stations are designated as key stations, including 15-16<sup>th</sup> & Locust and 8<sup>th</sup> & Market in Philadelphia, as well as Broadway, Woodcrest and Lindenwold in New Jersey. Elevators were also installed at the 9-10<sup>th</sup> & Locust Street Station in Philadelphia and at Ferry Avenue Station in New Jersey, making seven (7) of the thirteen (13) stations fully accessible (Lindenwold, Woodcrest, Ferry Avenue, Broadway, 8<sup>th</sup> & Market, 9-10<sup>th</sup> & Locust and 15-16<sup>th</sup> & Locust).

**2003-2004:** Four subway stations in Philadelphia and one subway station in Camden received FTA capital funding for improvements and upgrades to appearance, noise abatement and enhanced lighting. Stations in New Jersey were upgraded using DRPA funds.

**2007-2008:** PATCO completed the installation of its automated fare collection system in all of its rail stations. As of 2016, all ticket vending machines now offer instructions in English, Spanish, Chinese, Korean, Vietnamese, and Russian. The fare collection system offers customers the option of a smart card or a paper magnetic stripe one and two-ride tickets. The stored value smart card, called the FREEDOM Card, meets APTA's Contactless Fare Media Standard, which provides for interoperability between and among other transit systems who adopt this same standard. PATCO's FREEDOM Card can also be used to access and pay for gated parking. The system includes computer hardware and software, fare gates, and ticket vending machines, and is financed with bond proceeds from the DRPA. With the conversion to the new fare collection

system, all sales occur at the new electronic vending machines, at the new FREEDOM Card Service Center, the satellite FREEDOM Card Office at Woodcrest Station, or on-line.

**2014-2015:** The DRPA/PATCO completed a \$103 million rehabilitation of the tracks that cross the Ben Franklin Bridge between Camden and Philadelphia.

**2016-2021:** The current Center Tower/Command and Control Center is being relocated from 9th and Carmen Streets in Camden to the Lindenwold shop and yard complex. The Control Center will be built on currently unoccupied space within property already owned by the DRPA/PATCO. The design for the new PATCO dispatch Control Center is complete. The DRPA/PATCO is in the process of selecting a firm to provide a constructability review of the design and construction monitoring services during construction. Construction is expected to begin in late 2019, with a 2-year construction duration, resulting in project completion in late 2021.

**2017-2019:** \$194 million extensive car overhaul program that includes new interiors, better communications, security, and mechanical improvements of all 120 rail cars. The project is the largest rolling stock capital expenditure since PATCO's inception in 1969 and one of the largest capital improvement projects in the DRPA history. One hundred eighteen cars are complete in and in service and two 2 cars are currently undergoing commission at PATCO.

**2017-2022:** Installation of elevators at the remaining six stations (Ashland, Haddonfield, Westmont, Collingswood, City Hall and 12-13<sup>th</sup> & Locust) is underway and will make PATCO fully accessible by 2022.

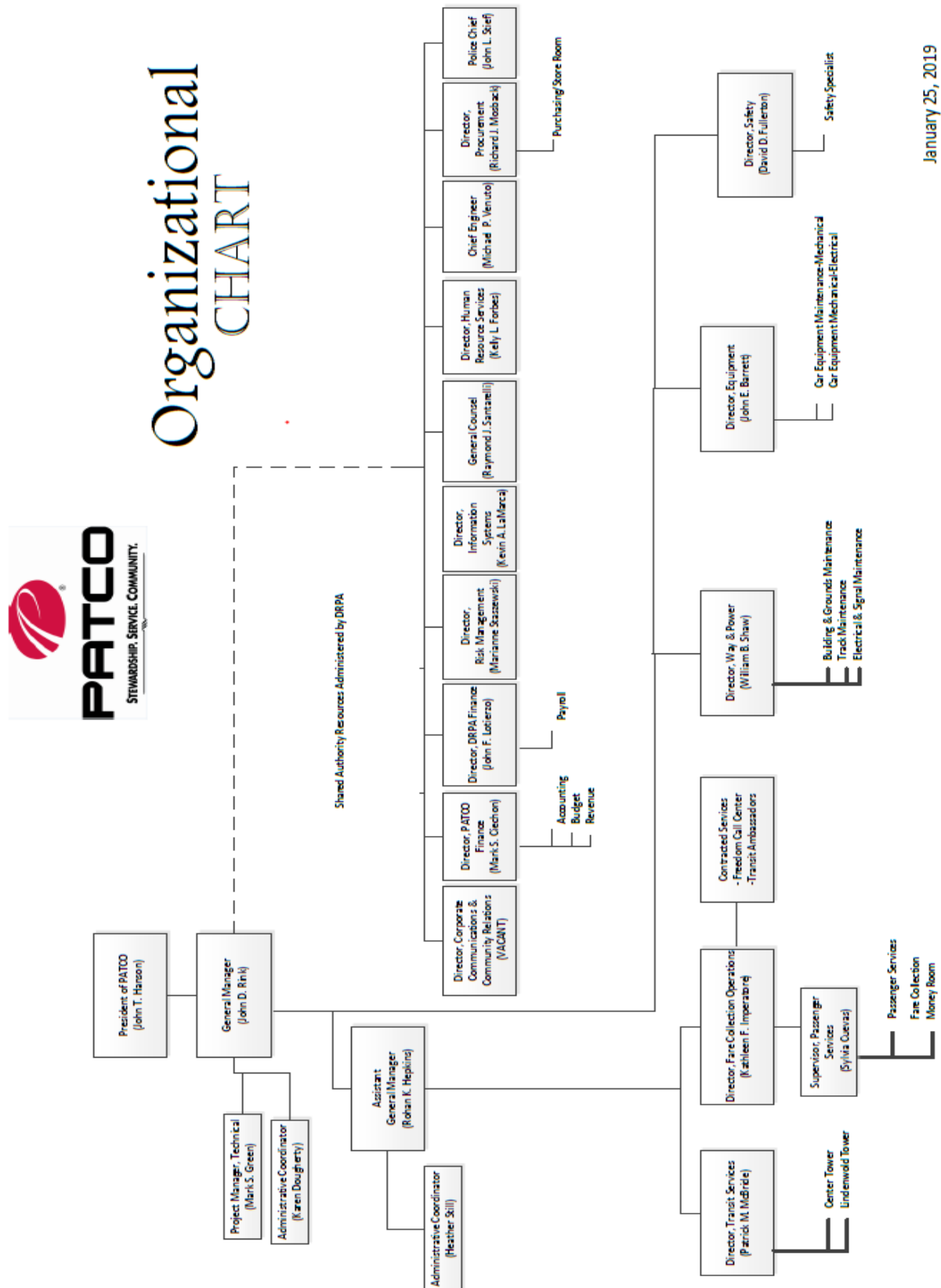
**2019-2022:** Currently in design, the reopening of the Franklin Square Station, originally constructed in 1936 and closed in 1979, will include improvements to the station's civil, structural, mechanical, and electrical systems and will be fully accessible in compliance with the ADA.







## PATCO ORGANIZATIONAL CHART



January 25, 2019

## **BOARD APPROVAL DOCUMENTATION**

The Title VI Program received Board of Commissioners' approval at the PATCO Operations and Maintenance Committee Meeting on February 5, 2019 and at the PATCO Board Meeting on February 27, 2019. The required New Jersey Governor's Office 10-day veto period expired on March 15, 2019. The PATCO Board- adopted Summary Statement and Resolution, PATCO-19-005, Approval of Title VI Program Submission to Federal Transit Administration, is shown on the following page.

## **SUMMARY STATEMENT**

**ITEM NO.:** PATCO-19-005

**SUBJECT:** Approval of Title VI  
Program Submission to  
Federal Transit Administration

**COMMITTEE:**

Operations & Maintenance

**COMMITTEE MEETING DATE:**

February 5, 2019

**BOARD ACTION DATE:**

February 20, 2019

**PROPOSAL:** That the Board approves the Title VI Program and authorizes staff to submit same to the Federal Transit Administration (FTA) by the April 1, 2019, submission deadline as required by FTA Circular 4702.1B.

**PURPOSE:** To approve the Title VI Program and authorize its submission to the Federal Transit Administration (FTA).

**BACKGROUND:** FTA requires that all direct and primary grant recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. Our last submission was in 2016. Herein lies our 2019 proposal pursuant to Board approval. For all transit providers, the Title VI Program must be approved by the transit provider's Board of Directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.

These requirements apply to all fixed route providers of public transportation service to ensure that no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished as a part of any project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.

All transit providers shall set service standards and policies for each specific fixed route mode of service they provide. These standards and policies must address how service is distributed across the transit system, and must ensure that the manner of the

**SUMMARY STATEMENT  
O&M: 02/05/2019**

**-2-**

**Approval of Title VI  
Program Submission to  
Federal Transit Administration**

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**distribution affords users access to these assets regardless of race, color or national origin.**

**Providers of public transportation shall also adopt system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin.**

<b>SUMMARY:</b>	<b>Amount:</b>	<b>N/A</b>
	<b>Source of Funds:</b>	<b>N/A</b>
	<b>Capital Project #:</b>	<b>N/A</b>
	<b>Master Plan Status:</b>	<b>N/A</b>
	<b>Other Fund Sources:</b>	<b>N/A</b>
	<b>Duration of Contract:</b>	<b>N/A</b>
	<b>Other Parties Involved:</b>	<b>Federal Transit Administration</b>

**PATCO-005**  
**Operations & Maintenance: February 5, 2019**  
**Board Date: February 20, 2019**  
**Approval of Title VI Program Submission to**  
**Federal Transit Administration**

**RESOLUTION**

**RESOLVED:** That the Board hereby approves the Title VI Program; and be it further

**RESOLVED:** That the appropriate officers of the Port Authority Transit Corporation be and hereby are authorized to submit to the Federal Transit Administration the approved Title VI Program submission for PATCO; and be it further

**RESOLVED:** That the Chair, Vice Chairman and the President must approve and are hereby authorized to approve and execute all necessary agreements, contracts, or other documents on behalf of PATCO. If such agreements, contracts, or other documents have been approved by the Chair, Vice Chair and President and if thereafter either the Chair or Vice Chairman is absent or unavailable, then the remaining Officer may execute the said document(s) on behalf of PATCO along with the President. If both the Chair and Vice Chair are absent or unavailable, and if it is necessary to execute the said document(s) while they are absent or unavailable, then the President shall execute such documents on behalf of PATCO.

<b>SUMMARY:</b>	<b>Amount:</b>	<b>N/A</b>
	<b>Source of Funds:</b>	<b>N/A</b>
	<b>Capital Project #:</b>	<b>N/A</b>
	<b>Master Plan Status:</b>	<b>N/A</b>
	<b>Other Fund Sources:</b>	<b>N/A</b>
	<b>Duration of Contract:</b>	<b>N/A</b>
	<b>Other Parties Involved:</b>	<b>Federal Transit Administration</b>

**DELAWARE RIVER PORT AUTHORITY BOARD OF COMMISSIONERS/PORT AUTHORITY TRANSIT DIRECTORS**

<b>PENNSYLVANIA</b>	<b>NEW JERSEY</b>
Ryan Boyer <b>(Chairman)</b>	Jeffrey L. Nash <b>(Vice Chairman)</b>
Honorable Eugene DePasquale <b>(PA Auditor General – Ex-Officio)</b>	Daniel Christy
Christopher A. Lewis	E. Frank DiAntonio
Joseph Martz	Charles Fentress
Gary Masino	Albert F. Frattali
Angelina Perryman	Bruce D. Garganio
Donna Powell	Richard M. Sweeney
Honorable Joseph M. Torsella <b>(PA State Treasurer – Ex-Officio)</b>	Ricardo V. Taylor

## TITLE VI NOTICE TO THE PUBLIC

The Public Notice of Title VI Rights is posted on DRPA's website ([www.drpa.org](http://www.drpa.org)), on PATCO's website ([www.ridepatco.org](http://www.ridepatco.org)), and on bulletin boards in the public areas of all PATCO stations. PATCO has also posted the public notice on all railcars. The notice is translated into Spanish, Chinese, Korean, Vietnamese and Russian and copies are included in [Appendix A](#).

### Public Notice of Title VI Rights

The Delaware River Port Authority (DRPA) and the Port Authority Transit Corporation (PATCO) gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally-assisted programs require that no person in the United States of America shall on the grounds of race, color, or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance.

Any person who desires more information regarding DRPA and PATCO's Title VI Program can contact its Title VI Co-Coordinator - Chief Administrative Officer and General Counsel – at the addresses noted below.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding PATCO's programs has the right to file a formal complaint. Any such complaint must be in writing and submitted within 180 days following the date of the alleged occurrence to either:

Office of General Counsel  
DRPA  
PO Box 1949  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2407

Office of Chief Administrative Officer  
DRPA  
PO Box 1949  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2270



## TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by the Port Authority Transit Corporation (hereinafter referred to as “PATCO”) may file a Title VI complaint by completing and submitting PATCO’s Title VI Complaint Form. PATCO investigates complaints received no more than 180 days after the alleged incident. PATCO will process complaints that are complete.

Once the complaint is received by either the General Counsel or Chief Administrative Officer, PATCO will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

PATCO has 30 days to investigate the complaint. If more information is needed to resolve the case, PATCO may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, PATCO can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

The Title VI Complaint Procedure and Form are available in English, Spanish, Chinese, Korean, Vietnamese, and Russian on [drpa.org](http://drpa.org) and [ridepatco.org](http://ridepatco.org). Copies of the translated procedures and form are included in [Appendix B](#).

## TITLE VI COMPLAINT FORM



## Title VI Complaint

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements	Large Print	<input type="checkbox"/>	Audio Tape	<input type="checkbox"/>
	TDD	<input type="checkbox"/>	Other	<input type="checkbox"/>
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes* <input type="radio"/>	No <input type="radio"/>
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes <input type="radio"/>	No <input type="radio"/>
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National origin		
Date of Alleged Discrimination (Month, Day, Year) _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

<b>Section IV:</b>	
Have you previously filed a Title VI complaint with this agency?	Yes <input type="radio"/> No <input type="radio"/>
<b>Section V:</b>	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="radio"/> Yes <input type="radio"/> No	
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> Local Agency _____
<input type="checkbox"/> State Court _____	
Please provide information about a contact person at the agency/court where the complaint was filed	
Name: _____	
Title: _____	
Agency: _____	
Address: _____	
Telephone: _____	
<b>Section VI:</b>	
Name of agency complaint is against: _____	
Contact person: _____	
Title: _____	
Telephone number: _____	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Any such complaint must be in writing and submitted within 180 days following the date of the alleged occurrence to one of the following:

General Counsel  
DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2407

Chief Administrative Officer  
DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2270

## **TRANSIT RELATED TITLE VI INVESTIGATIONS, COMPLAINTS & LAWSUITS**

From January 2016 to the present, the DRPA is not named in any lawsuits or complaints alleging discrimination on the basis of race, color, or national origin with respect to its transit services or transit benefits. The DRPA has not had any compliance reviews or investigations conducted by entities other than the FTA as it relates to Title VI.

## PUBLIC PARTICIPATION PLAN

Public participation is based on the belief that people whose lives are affected by transportation planning and investment decisions have a right to be involved in the decision-making process and influence choices that are made. Directly engaging citizens in this process promotes successful problem solving, yields diverse voices and new ideas, and gives the public a sense of ownership of the developed solutions.

In our public participation efforts, DRPA/PATCO will strive to find innovative ways to identify and engage the affected public, provide a wide variety of opportunities for interested parties to become involved, and create a meaningful process that is transparent and ensures effective communication about how public contribution influences decisions. It is also important that a public participation process be continually evaluated and improved to ensure that under-represented communities are given a voice. DRPA/PATCO will do such an ongoing process evaluation.

The Public Participation Plan (PPP) is a guide for DRPA/PATCO's public participation efforts. The plan ensures that DRPA/PATCO utilizes effective means of providing information and receiving public input on transportation decisions, (i.e., any future fare or major service changes), from low income, minority and Limited English Proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

The goals, guiding principles and public participation process are outlined below.

### GOALS OF THE PUBLIC PARTICIPATION PLAN

The goals of the Public Participation Plan include:

**Goal 1: Inform and Educate the Public.** DRPA/PATCO will provide information to the public that is accurate and understandable and in such a way that the significance and potential effect is understood by participants.

**Goal 2: Clarity in Potential for Influence.** DRPA/PATCO will ensure the process clearly identifies where and how participants can have influence and direct impact on decision-making.

**Goal 3: Consistent Commitment.** DRPA/PATCO will communicate regularly, develop trust with communities and build community capacity to provide public input.

**Goal 4: Accessibility.** DRPA/PATCO will make every reasonable effort to ensure that opportunities to participate are physically, geographically, linguistically and culturally accessible.

**Goal 5: Diversity.** Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with limited English proficiency.

**Goal 6: Quality Input and Participation.** That comments received by DRPA/PATCO are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

**Goal 7: Participant Satisfaction.** People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.

**Goal 8: Partnerships.** DRPA/PATCO will maintain partnerships with communities through the methods described in the Public Participation Plan.

### **GUIDING PRINCIPLES OF THE PUBLIC PARTICIPATION PROCESS**

DRPA/PATCO's Public Participation Plan (PPP) will provide all members of the public an opportunity to fully participate in DRPA/PATCO's service and fare planning and decision-making process. Effective public participation will be based on the following principles:

- *Flexibility* – The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- *Inclusiveness* – DRPA/PATCO will proactively reach out to and engage minority, low-income and LEP populations from our service area so these groups will have an opportunity to participate.
- *Accessibility* – Meetings will be held in locations which are fully accessible and welcoming to area residents, including but not limited to minority, low-income and LEP members of the public and in locations relevant to the topics being presented and discussed.
- *Respect* – All feedback will be given careful and respectful consideration.
- *Proactive and Timeliness* – Participation methods will allow for early involvement and be ongoing and proactive so participants can influence DRPA/PATCO's decisions.
- *Clear, Focused and Understandable* – Participation methods will have a clear purpose and use for the input, and should be described in language that is easy to understand.
- *Honest and Transparent* – Information provided on the results of the public's input will be accurate, trustworthy and complete.

- *Responsiveness* – DRPA/PATCO will respond and incorporate appropriate public comments into transparent decisions.

## **PUBLIC PARTICIPATION PROCESS**

The outline below provides the general steps DRPA/PATCO will take to engage riders in the decision making process using a fare or major service change as an example.

1. A service or fare change proposal is developed internally by senior management if DRPA/PATCO staff determines it is necessary to implement a major service change or fare increase. Staff will prepare an Equity Analysis and a recommendation with appropriate supporting documentation for consideration by the Board of Directors.
2. Senior management provides the service or fare change proposal and Equity Analysis, with a recommendation and appropriate supporting documents, to the appropriate DRPA/PATCO Board Committee for consideration. The Committee would then bring a recommendation to the full Board. The recommendation would include a request for authorization for public hearings on a major service/fare change.
3. DRPA/PATCO Board review of the proposal occurs. Authorization from the DRPA/PATCO Board to proceed occurs.
4. Senior management reviews the results of the Title VI review with the Board and the Board authorizes a public comment period.
5. Public outreach venues, dates and times are determined with consideration of the proposed changes and their impacts on specific locations/populations (minority, low-income and LEP) within the DRPA/PATCO service area. In particular, public hearings will be scheduled in the evenings and at times convenient for the public and in locations which are conveniently located and easily accessible via mass transit to minority, low-income and LEP populations in South Jersey and Pennsylvania. Facilities will also be selected based on being accessible to the disabled.
6. Bi-lingual (English and Spanish) public outreach materials and a program will be developed. If it is determined that materials in languages in addition to Spanish should be produced, and resources are available, consideration will be given to such production.
7. Outreach sufficiently in advance of public information sessions will be released. As previously noted, DRPA/PATCO will schedule meetings, times and locations convenient and accessible for minority, low-income, LEP communities and the disabled. DRPA/PATCO will coordinate with community-based organizations that will include ethnic cultural centers, churches and faith-based organizations, geographic-specific organizations such as tenant associations, neighborhood and community groups, civic groups, business organizations, elected officials in the region, business organizations, educational facilities, service providers for children, youth



and persons with disabilities, environmental, senior-oriented and veterans organizations to provide public meeting notices. Public meeting notices will request that DRPA/PATCO be notified in advance of special needs or accommodations. A Spanish language interpreter will be present at the meetings. DRPA/PATCO will provide assistance for additional languages if notified in advance of the meetings.

8. A press release informing the public about the public hearings will be disseminated to all DRPA/PATCO media outlets, including those that serve minority, low-income and LEP populations. Email blasts to community partners, neighborhood associations, elected officials and other business membership lists will be disseminated with information on the public meetings.
9. Comment cards in English and Spanish will be available at the meetings. A designated comment period following the meetings will be available to any member of the public wishing to provide input. If comment cards request that materials be provided in additional languages, DRPA/PATCO will consider the request if it has sufficient resources.
10. Meeting notices in English and Spanish will be placed in all PATCO stations, and will be provided to riders via seat drops. The notice will list the date, time and venues for the public comment and will explain the proposed service or fare change and invite public comment about same. The notice will also be posted on DRPA and PATCO websites, [www.drpa.org](http://www.drpa.org) and [www.ridepatco.org](http://www.ridepatco.org). Meeting notices on the websites will also be able to be translated into other languages using the Google Translate tool located on PATCO's webpage. The public will be advised that DRPA/PATCO representatives, including those who are bi-lingual and those for the hearing impaired, will be present to take written comments during the hearings. If requested in advance that materials be provided in additional languages, DRPA/PATCO will consider the request if it has sufficient resources.
11. DRPA will arrange and supply staff support, interpreters, meeting materials and equipment for all of the meetings.
12. Public meetings will be held under the supervision of a Hearing Officer with all comments to be recorded by a court stenographer. The public will be invited to comment via mail or email to DRPA/PATCO, by telephone calls to a special recorded and advertised number, through personnel at the hearings who are bi-lingual and who can interpret and take statements from those who did not wish to wait or who choose not to speak publicly. Transcripts of the hearing, along with other public comment, will be made available to the public at [www.ridepatco.org](http://www.ridepatco.org).
13. Following the end of the public comment period and the compilation of all public comments, the DRPA Board of Commissioners/PATCO Directors will be provided a summary package detailing the outcome of the public participation process along with staff recommendations to the appropriate committee of the Board. That committee will then make a final

recommendation with respect to the proposed service change or fare increase to the full DRPA Board of Commissioners/PATCO Directors.

14. The Board will vote at a public Board Meeting on whether to approve the proposed service or fare change. If approved, the Board will pass a resolution summarizing the approved change.
15. If the Board approves a service or fare change, the General Manager of PATCO shall be authorized and directed to implement the proposed service change or fare increase according to the approved schedule. There shall be adequate public notice of the service/fare change prior to its implementation.
16. The public will be notified of the upcoming service or fare change via media releases and on the organization's websites, [www.drpa.org](http://www.drpa.org) and [www.ridepatco.org](http://www.ridepatco.org).
17. A bi-lingual system timetable and website updates will be posted in advance of the approved change.

#### **DRPA/PATCO MEDIUMS (BI-LINGUAL)**

The mediums that will be utilized by DRPA/PATCO to notify the public of meetings on a proposed major service change or fare increase will include:

- Print – newspapers
- Seat-drops and PATCO station notices - train seat drops will occur for public meetings and meeting notices will be hung in all NJ and PA PATCO Stations.
- Websites – [www.drpa.org](http://www.drpa.org) and [www.ridepatco.org](http://www.ridepatco.org).
- Social Media – PATCO utilizes Facebook and Twitter
- Email – DRPA/PATCO sends emails to the public who have subscribed to our Travel Alerts on the DRPA and/or PATCO websites. DRPA/PATCO also relies on community-based organizations and civic, business and neighborhood groups to blast email meeting notices.
- Radio – DRPA/PATCO will notify regional radio of any public meetings.
- VMS Signs – public meeting notices can be placed on variable message signs at and in PATCO stations.
- LCD Screens – all PATCO stations will have LCD screens for messaging the public about public meetings.

- Direct mail to relevant regional stakeholders
- Public Meeting Notice posters will be made available to local libraries, community centers, and county offices.
- Public Information Sessions
- Public Hearings
- Legal Notices, where appropriate
- Notices of fare increases are posted in all stations and on the PATCO website in advance in both English and Spanish. Additionally, the website, through the 'Google Translate' feature, allows for translation of material in 100 languages. Signs explaining how to use the PATCO Fare Collection System are also posted in all stations.

## **PUBLIC INFORMATION DISSEMINATION**

PATCO has implemented a **Fare Increase or Service Reduction/Increase Procedure and Public Comment Period Policy** with respect to implementing public participation for fare and service changes. A copy of this procedure and policy is included under the *Monitoring Transit Service* section of this document.

The DRPA/PATCO websites contain news, employment opportunities, procurement opportunities, schedules and fares, and more.

DRPA continues to publish the annual FTA Program of Projects in local newspapers, always including an offer to hold a public hearing if the public so desires. News releases are disseminated to all local media on an ongoing basis. Community meetings are held to discuss upcoming and ongoing projects with the affected communities and elected officials.

DRPA and PATCO staff are also active members of many committees at the local Metropolitan Planning Organization (MPO), including the Delaware Valley Regional Planning Commission (DVRPC) Board, Board Policy Committee, Regional Transportation Committee, NJ Subcommittee, PA Subcommittee, Goods Movement Task Force, ITS Committees, and the like. When requested by the DVRPC Regional Technical Committee to answer questions or make presentations, we do so. DRPA/PATCO representatives attend nearly every public meeting that is sponsored by DVRPC so as to be available to the public for information purposes.

## **PUBLIC OUTREACH EFFORTS**

PATCO provided the following public outreach activities between 2016 and 2018:

- All board meetings are open to the public and are advertised. Typically board meetings are held at One Port Center in Camden. Several times a year board meetings are held in Philadelphia and New Jersey in the evening to provide a varied schedule to encourage public attendance.
- Public outreach events were held for the Station Enhancement Program at Lindenwold, Woodcrest, and Ferry Ave in July 2018. The events included information on station designs and estimated construction schedule.
- PATCO provided seat drop flyers and posters notifying customers of and encouraging participation in the 2018 rider survey.
- An electric vehicle survey for customers who use PATCO parking lots was promoted electronically (twitter, website) in July 2016 and August 2016.

## Limited English Proficiency Assessment

### ***Limited English Proficiency***

Limited English Proficiency (LEP) refers to individuals who cannot speak, read, write or understand the English language at a level that permits them to interact effectively.

### ***Authority***

Title VI of the Civil Rights Act of 1964 and its implementing regulations require that recipients of federal funds take responsible measures to ensure meaningful access to benefits, services, information and other important portions of programs and activities are available for individuals who are LEP.

***Title VI of the Civil Rights Act of 1964*** states that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

***Executive Order (EO) 13166 - Improving Access to Services or Persons with LEP*** (August 11, 2000) sets forth the compliance standards that recipients of federal funds must follow to ensure that the program and activities they normally provide in English are accessible to LEP persons and thus does not discriminate on the basis of national origin in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implemented regulations. Recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

### ***Limited English Proficiency Policy Statement***

It is the policy of PATCO to take reasonable steps to provide meaningful access to its programs, activities, and services for persons with Limited English Proficiency (LEP). PATCO is committed to complying with federal requirements in providing meaningful access to its programs, activities, and services for LEP persons.

### ***Purpose of the LEP Plan***

The purpose of this Limited English Proficiency (LEP) Plan is to demonstrate compliance with Title VI of the Civil Rights Act of 1964, and to fulfill the requirements of Executive Order 13166. Title VI of the Civil Rights Act of 1964 prohibits discrimination based on the grounds of race, color, or national origin by any entity receiving federal financial assistance. The purpose of Executive Order 13166 is to ensure accessibility to programs and services to otherwise eligible persons who are not proficient in the English language. The purpose of the LEP Plan is to address access needs of persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.

### ***Reasonable Steps to Provide Access***

Executive Order 13166 directs recipients of federal financial assistance to take reasonable steps to provide LEP persons with meaningful access to their programs, activities and services. The key

to providing meaningful access for LEP persons is to ensure that effective communication exists between the recipient and the LEP person. It is critical that PATCO be proactive in informing and engaging individuals from different cultures and backgrounds in community meetings, planning, service and fare changes, and project development. To accomplish effective communication, PATCO will perform the following actions:

- Conduct a needs assessment
- Provide for oral and written language assistance
- Notify LEP customers of the availability of language assistance services
- Translate vital documents in languages other than English
- Train staff
- Monitor and update the LEP Plan

#### **FOUR-FACTOR ANALYSIS**

To identify PATCO's LEP needs, a four-factor analysis was conducted that analyzed the following:

1. The number and proportion of LEP persons served or encountered in eligible service populations.
2. The frequency with which LEP individuals come into contact with programs, activities or services.
3. The importance of the programs, activities and services to LEP persons.
4. The resources available to recipients and the costs.

#### **Factor 1: LEP Persons Served**

PATCO's service area covers Burlington County, Camden County, and Gloucester County in New Jersey and Philadelphia County in Pennsylvania. The American Community Survey (ACS) 2015 five-year estimates<sup>1</sup> show the population of persons over the age of five in PATCO's service area who speak a language other than English is 18.82 percent or 494,517. Of the 18.82 percent population that speaks a language other than English, 212,604 persons or 8.09 percent speak English less than "very well". Out of the languages spoken in the four county PATCO service area, there are three primary languages where more than five percent of the identified LEP population speak English less than "very well": Spanish or Spanish Creole, Chinese, and Vietnamese as shown on the following table.

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<sup>1</sup> 2011-2015 American Community Survey 5-Year Estimates, Table B16001, Burlington County, NJ; Camden County, NJ; Gloucester County, NJ; Philadelphia County, PA: *Language Spoken at Home by Ability to Speak English For the Population 5 Years and Over*

**Proportion of LEP Population in PATCO Service Area  
(Burlington, Camden, Gloucester Counties, NJ and Philadelphia County, PA)**

<b>Languages Spoken*</b>	<b>Number</b>	<b>% of LEP</b>	<b>% of Pop</b>
Total Population: PATCO Service Area	2,627,411		100%
Speak only English	2,132,894		81.18%
Speak a Language Other than English	494,517		18.82%
Total - Speak English less than "very well"	212,604		<b>8.09%</b>
Spanish or Spanish Creole	<b>94,253</b>	44.33%	<b>3.59%</b>
Chinese	<b>25,770</b>	12.12%	<b>0.98%</b>
Vietnamese	<b>13,860</b>	6.52%	<b>0.53%</b>
Russian	<b>9,801</b>	4.61%	0.37%
Other Asian languages	<b>5,885</b>	2.77%	0.22%
Mon-Khmer, Cambodian	<b>5,190</b>	2.44%	0.20%
Korean	<b>4,957</b>	2.33%	0.19%
Portuguese or Portuguese Creole	<b>4,678</b>	2.20%	0.18%
French Creole	<b>4,434</b>	2.09%	0.17%
Other Indo-European languages	<b>4,283</b>	2.01%	0.16%
Tagalog	<b>3,765</b>	1.77%	0.14%
Arabic	<b>3,732</b>	1.76%	0.14%
Other Indic languages	<b>3,726</b>	1.75%	0.14%
Italian	<b>3,448</b>	1.62%	0.13%
African languages	<b>3,344</b>	1.57%	0.13%
Polish	<b>3,254</b>	1.53%	0.12%
French (incl. Patois, Cajun)	<b>2,942</b>	1.38%	0.11%
Gujarati	<b>2,927</b>	1.38%	0.11%
Other Slavic languages	<b>1,921</b>	0.90%	0.07%
Urdu	<b>1,744</b>	0.82%	0.07%
Greek	<b>1,425</b>	0.67%	0.05%
Other Pacific Island languages	<b>1,360</b>	0.64%	0.05%
Hindi	<b>1,307</b>	0.61%	0.05%
German	869	0.41%	0.03%
Japanese	607	0.29%	0.02%
Hebrew	558	0.26%	0.02%
Persian	493	0.23%	0.02%
Thai	415	0.20%	0.02%
Laotian	405	0.19%	0.02%
Serbo-Croatian	337	0.16%	0.01%
Other and unspecified languages	303	0.14%	0.01%
Hungarian	130	0.06%	0.00%
Yiddish	113	0.05%	0.00%
Scandinavian languages	112	0.05%	0.00%
Other Native North American languages	93	0.04%	0.00%



Languages Spoken*	Number	% of LEP	% of Pop
Hmong	55	0.03%	0.00%
Other West Germanic languages	54	0.03%	0.00%
Armenian	54	0.03%	0.00%
Navajo	-	0.00%	0.00%

\* After the 2015 data release, ACS 5-year estimates for individual languages are no longer available by county.

DOT's Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. None of the languages other than English spoken in PATCO's service area exceeds five percent of the total population. However, there are 23 languages where the LEP population exceeds 1,000 persons, with Spanish being the most frequently spoken language.

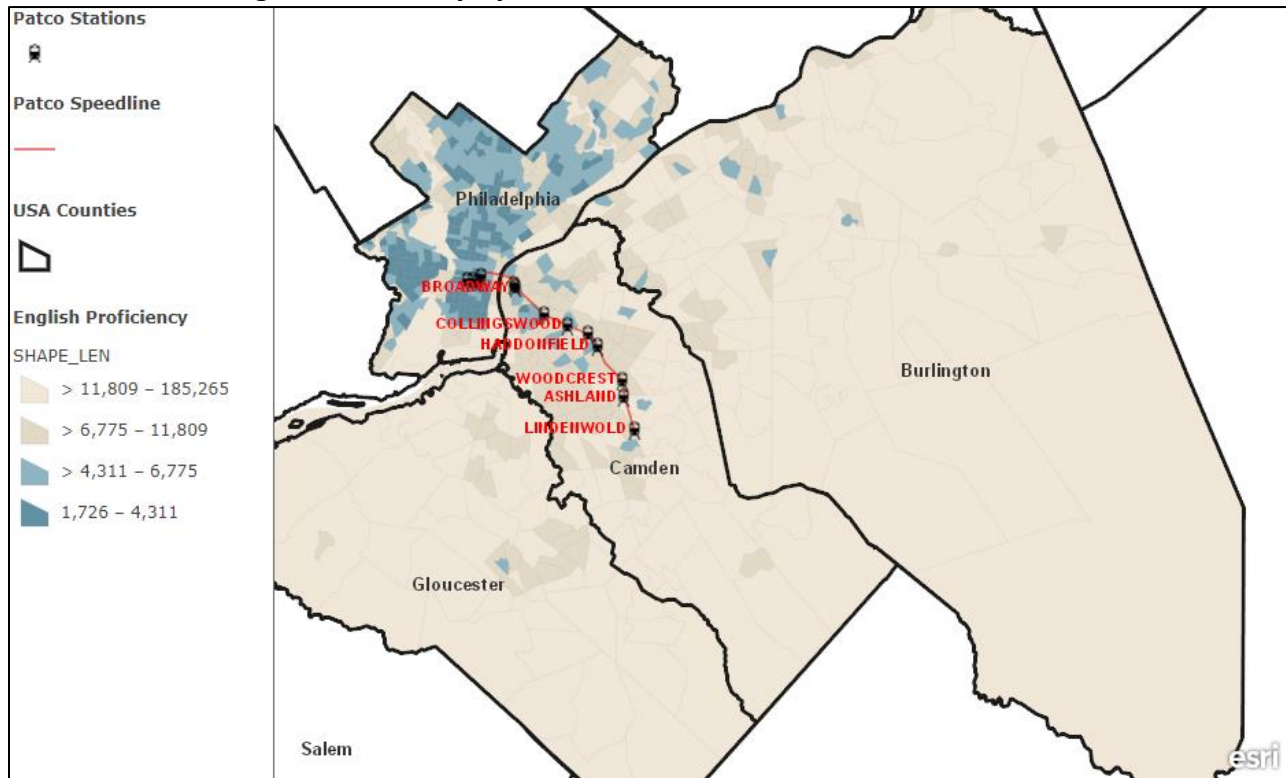
The largest population of Spanish speakers and LEP individuals overall is in Philadelphia County, followed by Camden County.

**Number LEP Persons in PATCO Service Area by County**

Languages Spoken	Burlington County, New Jersey	Camden County, New Jersey	Gloucester County, New Jersey	Philadelphia County, Pennsylvania	Total
Total Population: PATCO Service Area	426,474	479,628	273,948	1,447,361	2,627,411
Speak only English	371,848	382,577	250,418	1,128,051	2,132,894
Spanish or Spanish Creole	6,135	23,934	3,279	60,905	94,253
Chinese	992	2,880	668	21,230	25,770
Vietnamese	445	3,062	105	10,248	13,860
Russian	373	931	56	8,441	9,801

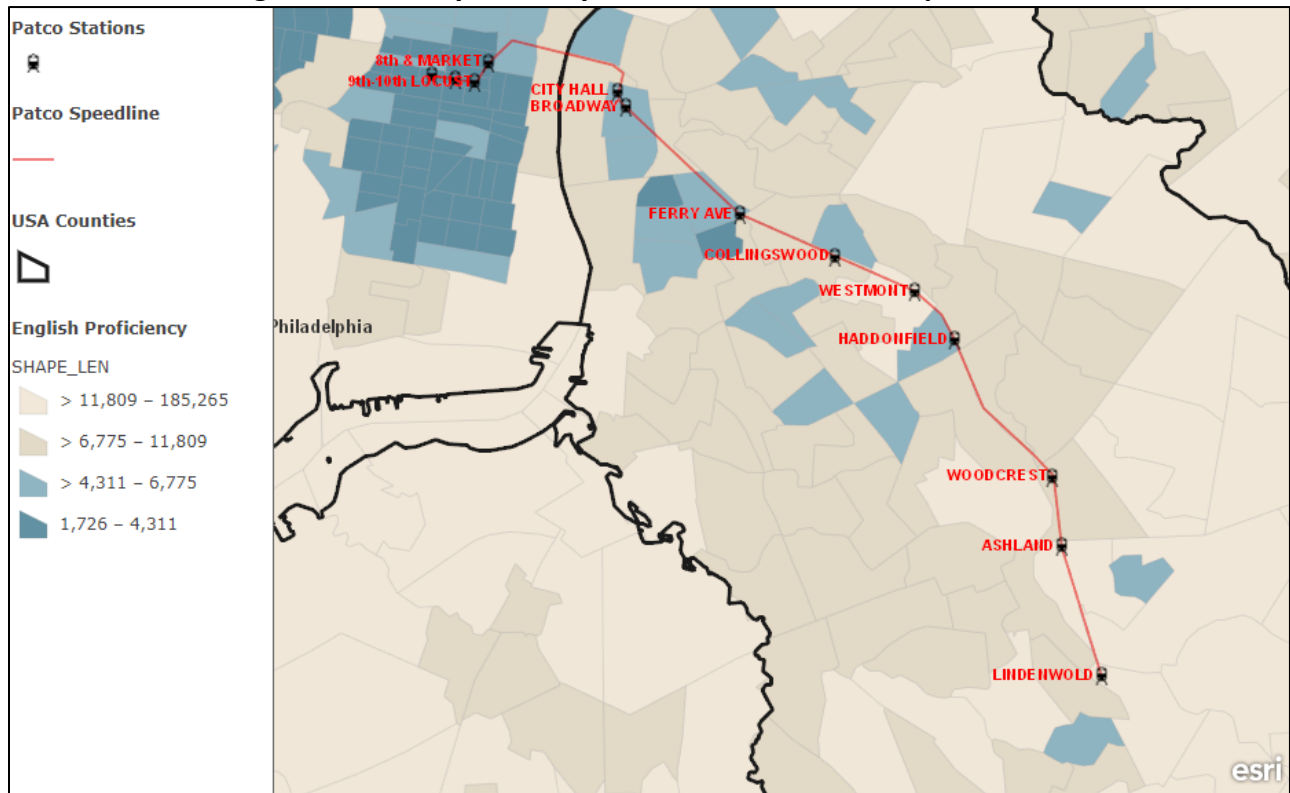
The following maps shows the distribution of the LEP population by Census tract across the PATCO service area. The darker blue on each map indicates a higher population of LEP individuals.

### English Proficiency by Census Tract in the PATCO Service Area



The LEP population is concentrated in Philadelphia, the City of Camden, and in towns along the PATCO Speedline. The number of LEP persons is lower in areas further from Camden and Philadelphia. The detailed map below shows the concentration of LEP persons around PATCO stations, specifically near City Hall, Broadway, Ferry Avenue, Collingswood and Haddonfield in New Jersey and near all four of the Philadelphia stations.

### English Proficiency Detail by Census Tract of PATCO Speedline



#### **Factor 2: Frequency of Contact with LEP Persons**

PATCO assessed the frequency at which staff has had contact with LEP persons. This included examining the census data, phone inquiry requests for translated documents and through a PATCO Employee Survey. Census data indicates that 3.59 percent of the general population in PATCO's area of operations are Spanish-speaking LEP persons. Spanish is the language reported most frequently encountered by PATCO staff.

#### **PATCO Employee Survey**

In October 2018, to help determine the frequency with which PATCO staff encounter LEP persons, PATCO surveyed 133 PATCO employees from the following job categories:

PATCO job titles surveyed included:

- PATCO Customer Service Agents
- PATCO Custodians
- PATCO Transit Ambassadors
- PATCO Transit Supervisors
- PATCO Station Supervisors
- PATCO Revenue Collectors
- PATCO Dispatchers
- PATCO Train Operators
- PATCO Public Safety Officers

- PATCO Administration Staff

**Q1a. Do you speak and/or write in any language other than English? If so, what language(s)?**

The majority of PATCO staff, 92 percent speak English only. Ten staff, 8 percent of respondents, indicated that they are bi-lingual. Additionally, one PATCO employee is proficient in American Sign Language.

Language Spoken	Count	Percent
Spanish	7	5%
German	2	2%
Albanian	1	1%
<b>Total</b>	<b>10</b>	<b>8%</b>

**Q1b. If you speak and/or write in another language, would you be willing to be a resource for PATCO if customers need help during your working hours?**

All ten of the bi-lingual PATCO staff, plus the staff member proficient in American Sign Language, said they would be a resource if needed. PATCO has created a list of bi-lingual employees and contact numbers to call if assistance is requested. All staff who have contact with the public are provided with this list of names.

**Q2. In what way (s) do you interact with PATCO customers currently?**

Most PATCO staff interact with customers face to face (in person), 66 percent, and via the telephone, 21 percent.

Mode	Count*	Percent
Face to Face	125	66%
Telephone	40	21%
Email	18	10%
Social Media	3	2%
Fax	3	2%

\*Respondents could check all modes that apply.

**Q3. How often do you come in contact with PATCO riders who speak English “less than well” or “not at all” (using the scale of “daily,” “frequently,” (several times per week), “sometimes,” (once or twice per week), “rarely,” (once or twice per month, or less), or “never.”**

The majority of PATCO staff (70 percent) who responded to the survey stated they come in contact with LEP individuals at least once or twice per week or more. Thirty-six percent encounter LEP persons once or twice a week and 23 percent of the PATCO staff surveyed encounter LEP individuals on a daily basis. Another 11 percent responded that they encounter LEP persons several times a week. The remaining 31 percent of respondents stated they have rarely or never have contact with LEP persons.

Frequency	Count	Percent
Daily	30	23%
Frequently (several times per week)	15	11%
Sometimes (once or twice per week)	48	36%
Rarely (once or twice per month, or less)	38	29%
Never	2	2%

***Q4. How often do you interact with PATCO customers speaking the following languages?***

The foreign language most frequently encountered on a daily basis is Spanish with Chinese as the second most frequently encountered foreign language.

Language Count	Daily	Frequently	Sometimes	Rarely	Never	No Response
English	118	4	4	1	0	6
Spanish	22	23	46	32	3	7
Chinese	1	2	17	54	43	16
Korean	0	1	11	37	65	19
Vietnamese	0	1	7	36	70	19
Russian	0	1	4	32	76	20

Language Percent	Daily	Frequently	Sometimes	Rarely	Never	No Response
English	89%	3%	3%	1%	0%	5%
Spanish	17%	17%	35%	24%	2%	5%
Chinese	1%	2%	13%	41%	32%	12%
Korean	0%	1%	8%	28%	49%	14%
Vietnamese	0%	1%	5%	27%	53%	14%
Russian	0%	1%	3%	24%	57%	15%

Other languages PATCO staff reported encountering once or twice a month at most include:

- African languages
- French
- Hindi
- Italian
- Romanian
- Tagalog

***Q5. What are the most common questions you are asked by PATCO riders who speak English “less than well” or “not at all?” Please select all that apply.***

LEP individuals most frequently ask PATCO staff how to buy a ticket, directions to a location, and the time of the next train. Only two percent of the staff surveyed responded they are not contacted by LEP customers.

Questions Asked by LEP Persons	Percent
How do I buy a ticket?	25%
I need directions. (Area attractions, points of interest, sports complex, etc.)	25%
What time is the next train?	23%
Help with ticket/FREEDOM Card issues	16%
I need station assistance. (Where are the restrooms? I cannot climb the stairs. Where is the escalator or elevator?)	7%
Where do I file a complaint?	3%
I am not contacted by customers who speak English "less than well" or "not at all."	2%

***Q6. From your perspective, what PATCO station(s) have high ridership of individuals who speak English "less than well" or "not at all"?***

To respond to this question, PATCO staff were able to select multiple stations where they believe they encounter high LEP ridership. The stations where staff stated they encounter LEP individuals most frequently include Broadway, Lindenwold, Ferry Avenue, and City Hall in New Jersey and at 8<sup>th</sup> and Market and 15-16<sup>th</sup> and Locust Street stations in Philadelphia.

Station	Percent Staff Response: LEP Encounters per Station
15-16th & Locust St	8%
12-13th & Locust St	5%
9-10th & Locust St	4%
8th & Market St	15%
City Hall	7%
Broadway	20%
Ferry Avenue	11%
Collingswood	2%
Westmont	2%
Haddonfield	2%
Woodcrest	3%
Ashland	2%
Lindenwold	18%

***Q7. Do you have ideas on how PATCO could improve communication with customers who speak English "less than well" or "not at all"?***

This was an open-ended response question where PATCO staff could write in an answer. The most frequent suggestions offered by PATCO staff include:

- Add or increase the amount of multi-lingual signage in stations
- Provide staff training in other languages, particularly Spanish, so that staff can answer basic customer questions
- Hire Spanish speaking Customer Service Transit Ambassadors

- Offer printed timetables in multiple languages
- Use more pictographs instead of text

Other suggestions from staff that PATCO has already implemented included:

- Addition of six languages on the ticket vending machines (TVMs); although some staff noted that customers are not aware of this language assistance feature
- Availability of a language line that staff can use to access language translation services when assisting customers
- Addition of Google Translate on the PATCO website and on smart phones and tablets

***Q8a. Did you use either of these new Language Assistance tools: “Language Line” translation service or “Google Translate” services on smart phone?***

PATCO launched two new language tools since the 2015 employee survey. Forty-nine percent of the staff surveyed indicated they were aware that the tools were available and 11 percent or 15 staff members had used the tools to provide language assistance.

Response	Count	Percent
Yes	15	11%
No	50	38%
Unaware of tool	67	50%
No response	1	1%

***Q8b. Did you find the tools to be helpful?***

Eight percent (11 staff) found the tools useful while 3 percent of staff did not find the tools to be helpful.

Response	Count	Percent
Yes	11	8%
No	4	3%
N/A	118	89%
No response	0	0%

***Employee Language Survey Conclusions***

The PATCO employee survey confirmed that the most frequently encountered foreign language is Spanish, followed less frequently by Chinese. These results correlate with the LEP Census data for PATCO’s service area. Most staff encounter LEP individuals in person (face-to-face) and answer basic questions or provide assistance with ticket purchases, directions, and schedule information. LEP customers are encountered by staff occasionally at all PATCO stations but most frequently at Broadway, Lindenwold, and 8<sup>th</sup> and Market. Several staff recommended that multi-lingual signage be posted in stations and that PATCO hire more bi-lingual Customer Service Transit Ambassadors, particularly Spanish speakers. Although new language assistance tools are



now available, PATCO should improve communication and information about the language assistance available to both staff and customers.

**Factor 3: Level of Importance**

Public transportation is vital to many people's lives. PATCO is committed to providing safe and reliable transportation services to the LEP population and all customers in the Burlington, Camden, Gloucester, and Philadelphia County area. The inability of a LEP individual to utilize public transportation effectively may adversely affect his or her ability to obtain health care, education, or access to employment. PATCO is aware that a well-designed Language Assistance Program offers limited English speakers the mobility to conduct day-to-day activities. As the South Jersey/Philadelphia region grows, PATCO's contact with LEP individuals is increasing. To ensure meaningful access to LEP individuals, PATCO will continue to analyze the data gathered and identify areas for improved language accessibility.

**Factor 4: Available Resources**

PATCO currently provides the following language assistance and resources for staff and customers:

- "I Speak" Language Identification Cards
- Language Assistance Hotline translation service
- Google Translate services on website and for smart phones
- List of bi-lingual PATCO staff members available to provide language assistance is distributed to all PATCO staff
- Basic Spanish Language Help Card provided to PATCO staff

Service	Cost	Comments
Telephone Interpretation	\$3.95 per minute	Access to 240 languages provided by LanguageLine Solutions.
Written Translation - basic	Staff-time	PATCO has the in-house ability to create Spanish language printed materials. PATCO contracted with the Magnum Group to translate the Reduced Fare Brochure into Spanish. PATCO also provides Google Translate on its website with smart phone accessibility to aid staff when assisting LEP persons at stations.
Verbal Interpretation - basic	Staff-time	PATCO currently has seven Spanish speaking staff who are available to provide verbal translation to Spanish speakers.
Sign Language Interpretation	Staff-time	One PATCO staff member is available to provide American Sign Language (ASL) as needed.

### **Conclusion**

After analysis of the population in PATCO's service area, the significant LEP populations, and those persons seeking services, it was determined, that there is a Spanish speaking population within the PATCO service area needing meaningful access to services and programs. Numerous other non-English language speaking individuals are encountered but at much lesser frequency.

## **LANGUAGE ASSISTANCE PLAN**

### ***Ensuring Access for People with Limited English Proficiency***

PATCO has developed this Language Assistance Plan (LAP) to help identify reasonable steps to provide language assistance for LEP persons who seek meaningful access to PATCO services. PATCO is able to meet the needs of most LEP individuals by providing language assistance with bi-lingual staff, telephone translation, and face-to-face translation services. PATCO employees have been identified who are able to provide language assistance to persons speaking the following languages:

- Spanish
- German
- Albanian

If further translation services are needed, PATCO staff have access to an over the telephone foreign language interpretation vendor, which can be utilized. Face-to-face verbal language interpreter services and written language translation services can generally be handled with in-house bi-lingual Spanish speaking employees. PATCO occasionally competitively contracts with written language translation vendors as needed, such as for the Reduced Fare Brochure, or for languages other than Spanish.

PATCO will continue to monitor document translation needs for LEP populations and will provide translated documents free of charge to customers as needed or requested. PATCO has not received any requests for document translation other than in Spanish.

### ***Notification of Language Assistance***

Information regarding free language assistance will be posted in public areas. PATCO will notify the Hispanic community that they have the right to free language assistance that includes request for documents and/or materials printed in the Spanish language. Notification regarding the availability of services will be provided through neighborhood community meetings, brochures, minority newspapers, and information disseminated to the public by PATCO.

PATCO will also provide employees with information on the language accessibility tools available and how to access them to improve customer assistance.

### ***Language Assistance Measures***

PATCO provides the following language assistance to LEP individuals:

- The identification and use of bi-lingual staff to assist LEP individuals who need language assistance either on the telephone or in person, including at PATCO stations, the utilization of bi-lingual Transit Ambassadors to assist Spanish speaking customers in using PATCO. PATCO will continue to recruit and employ bi-lingual employees, namely station supervisors and customer service agents who have the most frequent contact with the LEP population and who will be able to provide the necessary assistance.

- Google Translate, an on-line language translation service that instantly translates text and webpages into 103 languages, including Spanish, is on the PATCO website, [www.ridepatco.org](http://www.ridepatco.org), which assists LEP individuals when using the website. The Title VI Notice, Title VI Complaint Form, and Complaint Procedures are provided on the website in Spanish, Chinese, Korean, Vietnamese and Russian.
- Station ticket vending machines that have Spanish, Chinese, Korean, Vietnamese and Russian language columns.
- Reduced fare brochures and applications for seniors, disabled and Medicare holders are published in Spanish.
- Vital written documents such as the Notice of Title VI Rights, Title VI Complaint forms, and Title VI Complaint Procedures are available in Spanish, Chinese, Korean, Vietnamese and Russian and are available on PATCO's website, [www.ridepatco.org](http://www.ridepatco.org), and at the administrative offices.
- If necessary, PATCO will contract with a professional translation service to assist in the translation of important information. Additionally, PATCO will continue to maintain its equipment (i.e. ticket vending machines), its website and vital written documentation to make sure it is translated into the languages as determined by the Four-Factor Analysis.

In the event of a major service change and/or fare increase, according to the resources available, PATCO proposes the following as part of its Language Assistance Plan:

- Post public meeting notices translated in Spanish, Chinese, Korean, Vietnamese and Russian at PATCO Stations as a method to provide notice to LEP populations of public meetings.
- Post notices of language assistance at various public meetings and events and include language that provides a number to call at PATCO to request specific language services.
- Have bi-lingual staff available at Open Houses and public meetings in order to greet attendees, and to assess and inform them of translation services available.
- Review vital written documents necessary to understand PATCO's services and benefits (particularly those relating to a major service change or fare increase) and determine which documents, in addition to those already translated into Spanish, need to be translated into other languages.
- Continue to identify and use channels of communication on which the LEP community relies, including minority newspapers and radio stations.

- Foster relationships with businesses, chambers of commerce and organizations that serve immigrant populations.

### ***Staff Training***

Training is provided to staff members on policies and procedures concerning language assistance and ways to determine whether an individual needs assistance services. The following is a list of training provided to staff during the 2016-2018 period:

#### ***New Employee Orientation***

All newly hired employees receive training that includes discussion on the Language Assistance Plan and its implementation as well as an overview of the language assistance tools available and how PATCO translates information into different languages. During this training, new employees receive "I Speak Cards", are shown how to use Google Translate, and are provided with the list of bi-lingual PATCO staff who have volunteered to provide language assistance. Newly hired bi-lingual staff are asked if they would like to volunteer to be included on the bi-lingual staff list. Additionally, employees are trained on how to handle complaints filed by LEP individuals.

#### ***Customer Service Training***

In September 2017, PATCO provided customer service training to all Transit Ambassadors that included information on the types of language tools available and how to access them when providing customer assistance to LEP persons. Transit Ambassadors were provided with "I Speak Cards", instructions on accessing the language line provided by LanguageLine Solutions, and training on common Spanish phrases along with a basic Spanish help card to assist employees with answering the most frequent questions asked by Spanish speaking customers. PATCO would like to expand this training to more employees in the future.

In 2018, PATCO explored the use of and tested a live video version of the language line to provide improved service to LEP persons. The existing telephone version of the language line would still be the best and most effective solution for PATCO Customer Service Agents. However, Transit Ambassadors would be able to provide faster and more efficient assistance to LEP customers through the video service. PATCO has plans to purchase the video option for Transit Ambassadors.

### ***Monitoring the LEP Plan***

PATCO's Language Assistance Plan is designed to be updated easily. At a minimum, PATCO will follow the Title VI Program update submission schedule of every three (3) years. PATCO will provide notice of any changes in services to the LEP public and employees and develop a process for determining, on an ongoing basis, whether new documents, services and activities need to be made accessible to LEP individuals. PATCO will continuously evaluate the plan to determine if changes have occurred in:

- The current LEP populations in the service area or population affected or encountered

- Frequency of encounters with LEP language groups
- Nature and importance of activities to LEP persons
- Available resources, including technological advances and sources of additional resources and the cost imposed
- The staff's knowledge and understanding of the LEP plan and how it is implemented
- The identified sources for assistance to ensure they are still available and viable
- LEP complaints and requests in changes to the type of language assistance provided

Public transportation is vital to many people's lives. A LEP person's inability to effectively utilize public transportation may adversely affect his or her ability to obtain health care, education, or access to employment. An effective LAP offers these individuals the mobility to conduct day-to-day activities. PATCO's public participation process will strive to continue to improve contact and communication with non-native English speakers. PATCO will continue to monitor changes in the demographics, will seek feedback from the LEP community, and will review and update the LAP triennially.

### ***LEP Monitoring Results***

The Spanish speaking LEP population remains the largest encountered in the PATCO service area. During the 2016-2018 period, PATCO did not receive any requests for materials to be translated or receive any LEP-related complaints. PATCO will continue to monitor the LEP population, track requests from LEP persons, and update the LAP as necessary.

<b>Monitoring Area</b>	<b>2016-2018 Monitoring Result</b>
Number of LEP persons encountered	Although PATCO does not track the number of LEP persons encountered, 70 percent of PATCO staff reported that they encounter LEP individuals at least once a week or more frequently. The majority of LEP persons are Spanish speakers.
Were the needs of these LEP persons met	PATCO provides Google Translate on its website and has seven Spanish speaking staff members. The TVMs now provide ticket information in six languages. The Reduced Fare Brochure and application were translated into Spanish. PATCO has not received requests for the translation of materials. No LEP-related complaints have been filed.
Current LEP population in PATCO's service area	According to the 2015 Census data, the LEP population is 8 percent, with largest population of LEP persons being Spanish speakers.

Monitoring Area	2016-2018 Monitoring Result
Changes in PATCO's available resources, such as technology, staff, and financial costs changed	PATCO hired a bi-lingual Spanish-speaking employee for the FREEDOM Card Service Center located at the Broadway Station increasing the Spanish speaking staff to seven employees. PATCO has added Google Translate to its website and provides a language line. PATCO is considering adding a video version of the language line so that Transit Ambassadors can provide faster and more efficient services to LEP customers in the future. With the exception of the language line, the cost of providing language assistance is primarily staff time.
Has PATCO fulfilled the goals of the Language Assistance Plan	PATCO has multiple resources available for LEP persons and for staff to provide assistance. The distribution of information on the availability of these resources to both the public and to staff could be improved.
Number of LEP complaints received	PATCO did not receive any LEP-related complaints or any complaints from LEP individuals.

### ***Dissemination of PATCO's Language Assistance Plan***

The LAP is distributed to all PATCO employees who have contact with the public so that they are aware of the PATCO resources available to the LEP population. The PATCO General Manager, Assistant General Manager, and all the directors also have copies of the LAP and will distribute the plan to administrative staff. Additionally, copies of the Language Assistance Plan will be posted on the PATCO website and provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain a translated copy of the plan upon request.

Any questions regarding this plan should be directed to the PATCO staff who assist with Title VI Program matters:

**John D. Rink**, General Manager  
Port Authority Transit Corporation  
P.O. Box 4262  
Lindenwold, NJ 08021  
(w) 856-722-6942  
Email: jdrink@drpa.org

**Rohan K. Hepkins**, Assistant General Manager  
Port Authority Transit Corporation  
P.O. Box 4262  
Lindenwold, NJ 08021  
(w) 856-722-6925  
Email: rkhepkins@drpa.org

## NON-ELECTED ADVISORY COUNCIL

### CITIZENS ADVISORY COMMITTEE (CAC)

The DRPA/PATCO Citizen Advisory Committee (CAC) was established in 2010 to encourage and enlist the participation of citizen customers who have a stake in the Authority's day-to-day operations. CAC is comprised of up to 24 members from Pennsylvania and New Jersey who use PATCO and our bridges. As of December 2018, there are 17 CAC members.

CAC works in cooperation with DRPA but is independent and advisory in nature. Meetings are open to the public and cover a wide range of topics including Authority operations, budgets, policy, and issues of general concern. CAC members go through a nomination process based on a membership application and a Board-approval process.

A full explanation of the CAC, including its current members, is found on [www.ridepatco.org](http://www.ridepatco.org) and [drpa.org](http://drpa.org). A copy of the CAC membership application is included in **Appendix C**.

The racial breakdown of the current CAC Membership as of December 2018, is as follows:

Race/Origin	Number	Percent
African American	2	11%
Asian	-	-
Latino	-	-
Caucasian	14	82%
Unknown	1	6%
Total	17	100%

In the next three years, DRPA/PATCO will recruit and encourage the participation of CAC members that more closely reflects the diversity of the community PATCO serves.



## **PROVIDING ASSISTANCE TO SUB-RECIPIENTS**

The DRPA/PATCO is the sole recipient of FTA funding and does not have any sub-recipients.

## **DETERMINE SITE OR LOCATION OF FACILITIES**

No such projects were conducted during the reporting period and no planned activities require land acquisition or the displacement of persons from their residence or place of business.

## PATCO SERVICE STANDARDS AND POLICIES

As previously mentioned, PATCO operates one fixed-rail line, which is 14.2 miles long and does not have the ability to deviate from this route. Due to the size and nature of the PATCO system, PATCO does not have minority or non-minority routes. PATCO understands that FTA has additional Title VI program requirements for transit agencies located in an Urbanized Area (UZA) with a population density greater than 200,000 and 50 or more fixed-route peak service vehicles. While PATCO falls within these criteria, these additional requirements appear to be more applicable to larger agencies that operate numerous routes and/or offer multiple modes of travel. Agencies such as these have the ability to eliminate, alter or add service and routes.

The following sets forth PATCO's current service standards and policies:

### BACKGROUND

The Federal Transit Administration (FTA) requires that all fixed route providers of public transportation, in order to comply with the provisions of Title VI, must develop quantitative standards for the following elements of service.

- Vehicle load: ratio of passengers to the number of seats on the train
- Vehicle headways: amount of time between two trains traveling in the same direction on the same route
- On-time performance: measure of runs completed on schedule
- Service availability: measure of the distribution of routes within the service area

The FTA also requires that all fixed route providers develop qualitative policies for the following elements of service:

- Vehicle assignment
- Transit amenities

### QUANTITATIVE STANDARDS

#### Vehicle Load

PATCO's fleet consists of 120 railcars, consisting of 60 married pairs. The Series 1000 fleet is capable of seating 78 passengers with 48 standing passengers for a load ratio of 21:13.

#### Vehicle Headways

PATCO operates a 14.2 mile rail system (one way) and operates 24 hours a day, 7 days a week, 365 days a year. Scheduling, headways and consist configuration involve many factors. These factors include riders per revenue hour, farebox recovery ratio, and funding availability. PATCO also takes into consideration historical patterns as well as special events, which may increase ridership. Below is a summary of the current consist/headway:

<b>Weekday Headways</b>	<b>Owl (12:00AM - 4:49AM)</b>	<b>Morning Peak (5:00AM - 9:23AM)</b>	<b>Day Base (9:24AM - 2:12PM)</b>	<b>Evening Peak (2:13PM - 7:29PM)</b>	<b>Evening Base (7:30PM - 11:59PM)</b>
2-car trains	45 minutes		12 minutes		
4-car trains			12 minutes (9:24a-10:24a)		15 to 20 minutes
6-car trains		4 to 15 minutes	12 minutes (1:24p-2:12p)	5 to 12 minutes	

<b>Saturday Headways</b>	<b>Owl (12:00AM - 4:49AM)</b>	<b>Early Morning (5:00AM - 7:00AM)</b>	<b>Remainder of Day (7:00AM - 11:59PM)</b>
2-car trains	45 minutes	30 minutes	
4-car trains			15 minutes

<b>Sunday Headways</b>	<b>Owl (12:00AM - 4:49AM)</b>	<b>Day Service (5:00AM - 5:29PM)</b>	<b>Evening Service (5:29PM - 11:59PM)</b>
2-car trains	45 minutes (3:00a-4:49a)	20 to 30 minutes	
4-car trains	45 minutes (12a-2:15a)		20 minutes

### On-time Performance

A train is considered late if it departs 5 or more minutes from its scheduled departure time or if it arrives at its final stop 5 or more minutes after its scheduled arrival time (during period of inclement weather, this criteria is increased to 8 minutes to allow slower acceleration and braking in order to prevent flat spots on wheels). There are numerous factors affecting on-time performance such as medical emergencies, police activity, trespassers, weather, equipment failure, etc.

### Service Availability

PATCO is a rail system and does not have the ability to deviate from its established route. PATCO operates only one route and therefore cannot make route comparisons.

## QUALITATIVE POLICIES

### Vehicle Assignment

PATCO has only one route; it provides bi-directional trackage. PATCO's fleet consists of 120 cars, most of which operate as married pairs. The Series 1000 fleet is capable of seating 78 passengers.

### Transit Amenities

There are limiting factors that affect the decision-making process such as available real estate. For example, PATCO does not own any real estate above many of the subway stations; therefore, parking is not available at those stations. PATCO currently maintains four (4) subway stations in Philadelphia, PA, and nine (9) stations in New Jersey of which two are subway stations in Camden, New Jersey. All stations are equipped with security cameras, emergency call boxes, ticket vending machines (capable of providing instructions in English, Spanish, Russian, Korean, Chinese, and Vietnamese), benches, route maps with connecting transit information, appropriate level of signage, including LED lighted signage on platforms and LCD monitors in stations, public address systems, adequate lighting, escalators in all but two stations and Call-For-Aid phones for information/ticket problems and escalators.

The non-subway stations offer parking (both free and paid) including free parking for individuals with disabilities as well as bike racks. All non-subway stations and one subway station are climate controlled. At subway stations where climate control is not possible, ventilation fans have been installed at platform level for added passenger comfort. Seven stations (four subway and three non-subway) are currently equipped with at least one elevator with all stations scheduled to be equipped by the end of 2022.

PATCO's Transit Ambassador program provides enhanced service and assistance to customers on evening and weekends. The purpose of the Transit Ambassadors is to assist patrons who may be unfamiliar with PATCO to navigate the system, assist with ticket questions, as well as walk patrons to their vehicles should they request that service. PATCO considers historical trends to assist with positioning Transit Ambassadors in addition to anticipated station volume. PATCO can reallocate Transit Ambassadors based on the needs of the organization. A bi-lingual Spanish-speaking employee was hired for the FREEDOM Card Service Center located at the Broadway Station based upon customer interactions and need.

**PATCO Amenities by Station**

Station	Station Type	Elevator	Up Escalator	Multi-Lingual TVM	Parking	Benches	PA System	LED Signage	System Information and Maps	Climate Controlled
Lindenwold (NJ)	Surface	X	X	X	X	X	X	X	X	X
Ashland (NJ)	Surface		X	X	X	X	X	X	X	X
Woodcrest (NJ)	Surface	X	X	X	X	X	X	X	X	X
Haddonfield (NJ)	Surface		X	X	X	X	X	X	X	X
Westmont (NJ)	Surface		X	X	X	X	X	X	X	X
Collingswood (NJ)	Surface		X	X	X	X	X	X	X	X
Ferry Avenue (NJ)	Surface	X	X	X	X	X	X	X	X	X
Broadway (NJ)	Subway	X	X	X		X	X	X	X	X
City Hall (NJ)	Subway			X		X	X	X	X	
8th - Market (PA)	Subway	X	X	X		X	X	X	X	
9th - 10th & Locust (PA)	Subway	X		X		X	X	X	X	
12th-13th & Locust (PA)	Subway		X	X		X	X	X	X	
15th-16th & Locust (PA)	Subway	X	X	X		X	X	X	X	

## COLLECT & REPORT DEMOGRAPHIC DATA

In order to be compliant with federal funding regulations, specifically Title VI, PATCO is required to collect demographic and ridership data on PATCO customers. This section includes demographic data and maps generated from the most recent U.S. Census Bureau data available and provides a summary overview of the report on the 2018 PATCO rider survey, included in [Attachment D](#). The PATCO Service Area is defined as Burlington County, NJ; Camden County, NJ; Gloucester County, NJ; and Philadelphia County, PA.

### DEMOGRAPHIC PROFILE

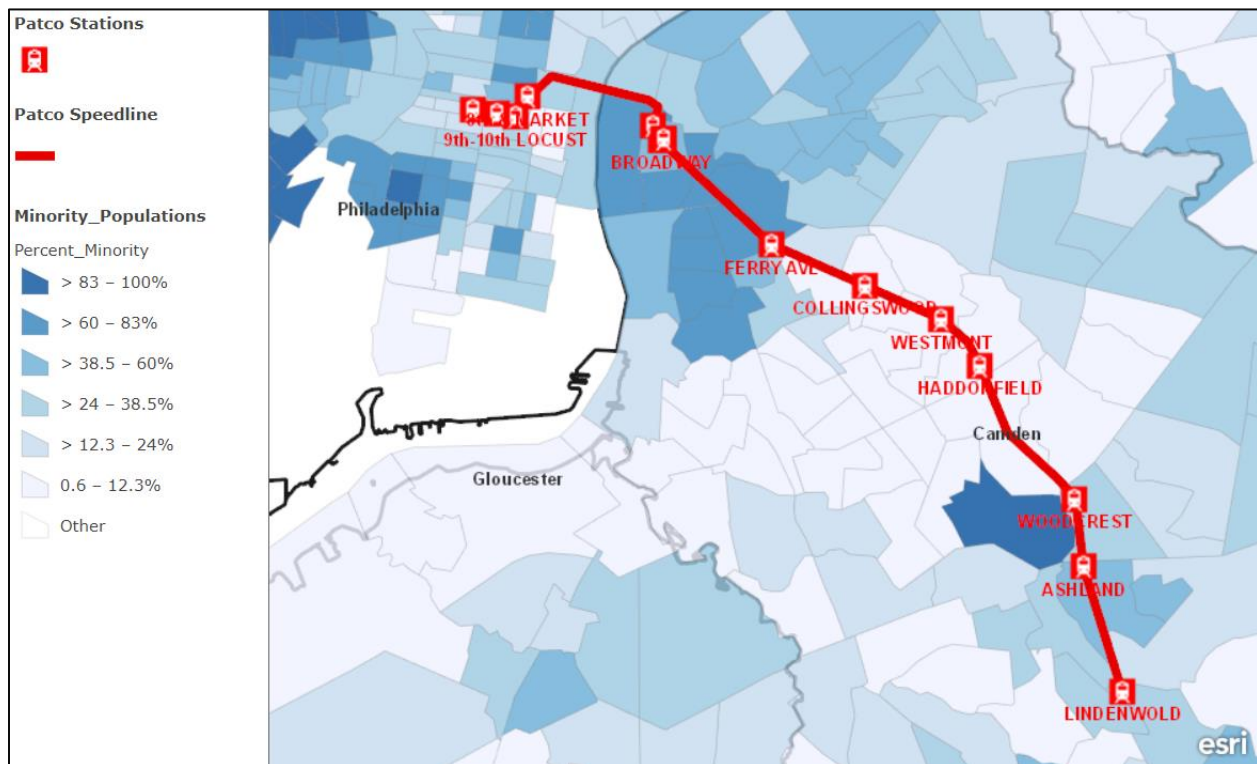
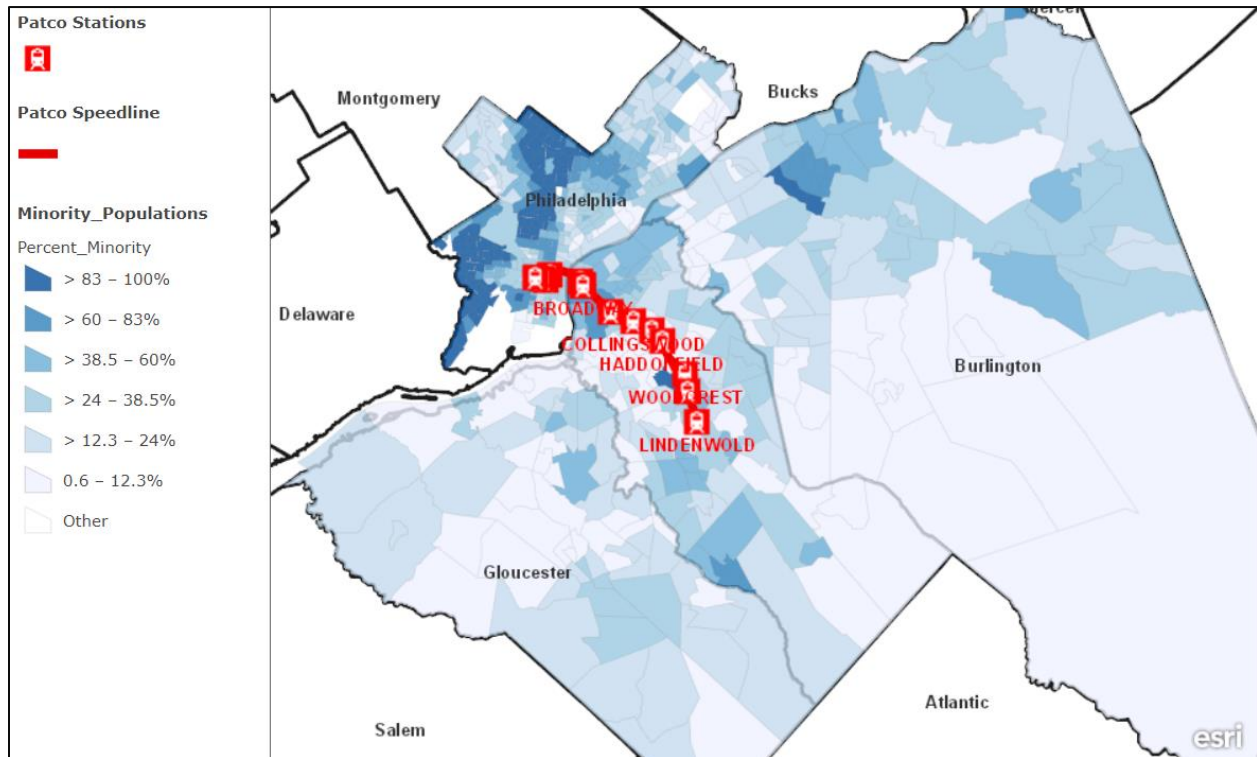
The total minority population in the United States, according to the U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates, totaled 27 percent. The PATCO service area minority population is greater than the U.S. total at 45.4 percent. The minority population with the highest percent is Black or African American.

PATCO Service Area Population by Race		
Description	Total	Percent
Total Population	2,821,217	100%
Caucasian Population	1,539,040	54.6%
Minority Population	1,282,177	45.4%
<i>Black or African American</i>	870,775	30.9%
<i>Asian</i>	171,712	6.1%
<i>American Indian</i>	7,184	0.3%
<i>Hawaiian or Pacific Islander</i>	1,264	0.0%
<i>Other</i>	146,184	5.2%
<i>Multi-racial</i>	85,058	3.0%
<i>Hispanic</i>	355,328	12.6%

Source: 2013-2017 American Community Survey 5-Year Estimates

The minority population in the PATCO service area is primarily distributed in Camden, NJ and Philadelphia, PA.

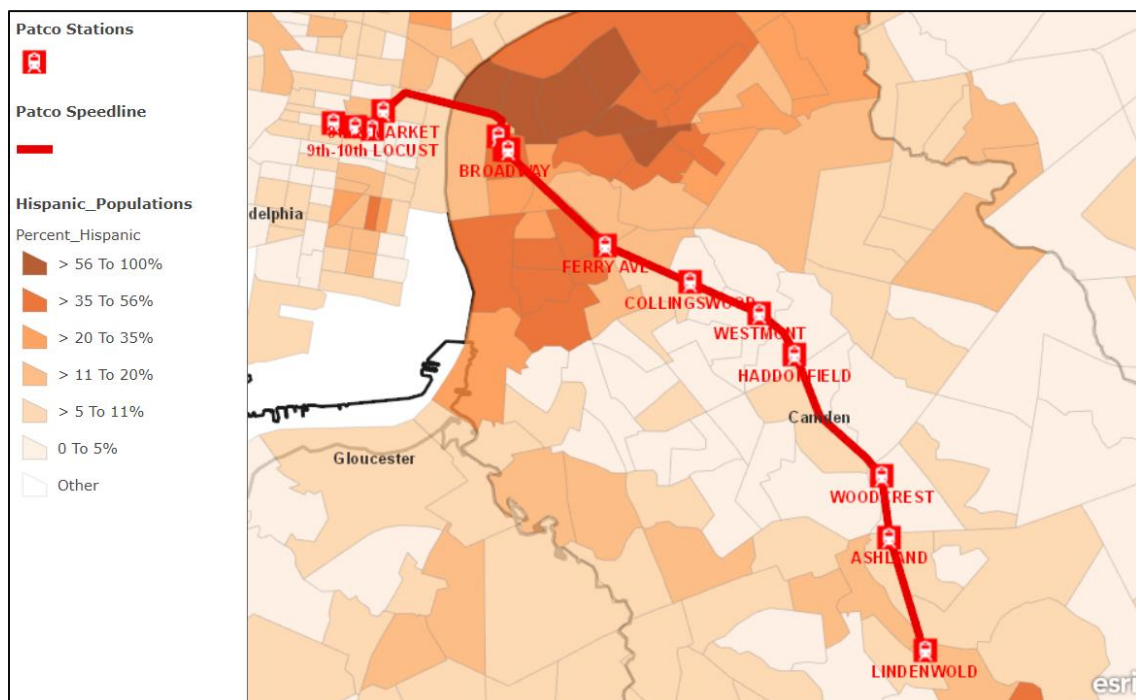
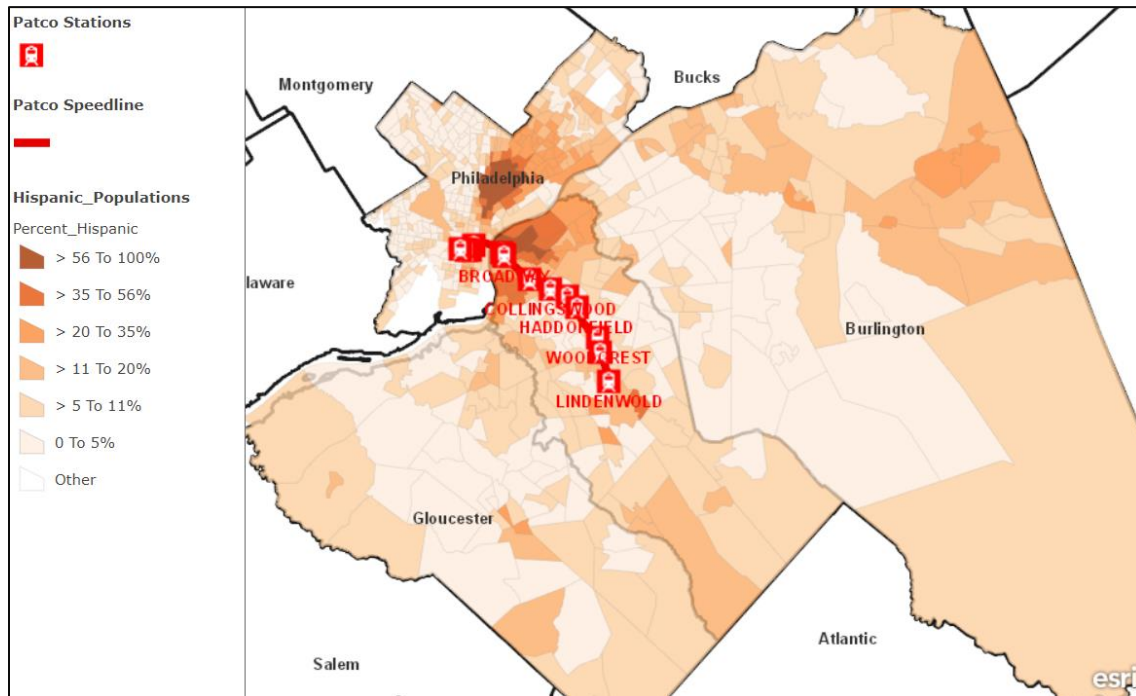
## PATCO MINORITY POPULATION DISTRIBUTION MAPS: 2017 ACS 5-YEAR ESTIMATES





The total Hispanic population in the United States, according to the U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates, totaled 17.6 percent. The percentage of persons of Hispanic origin in the PATCO area is 12.6 percent, which is less than the national total.

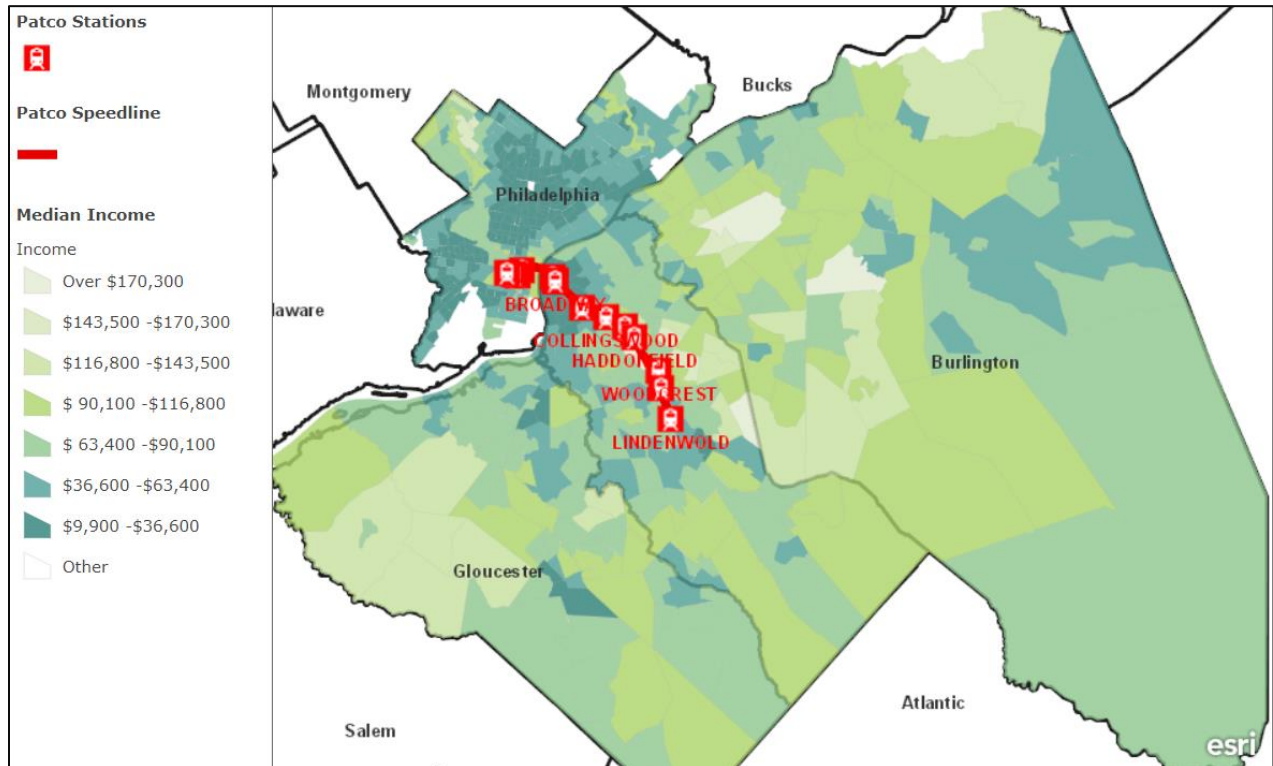
### PATCO HISPANIC POPULATION DISTRIBUTION MAPS: 2017 ACS 5-YEAR ESTIMATES



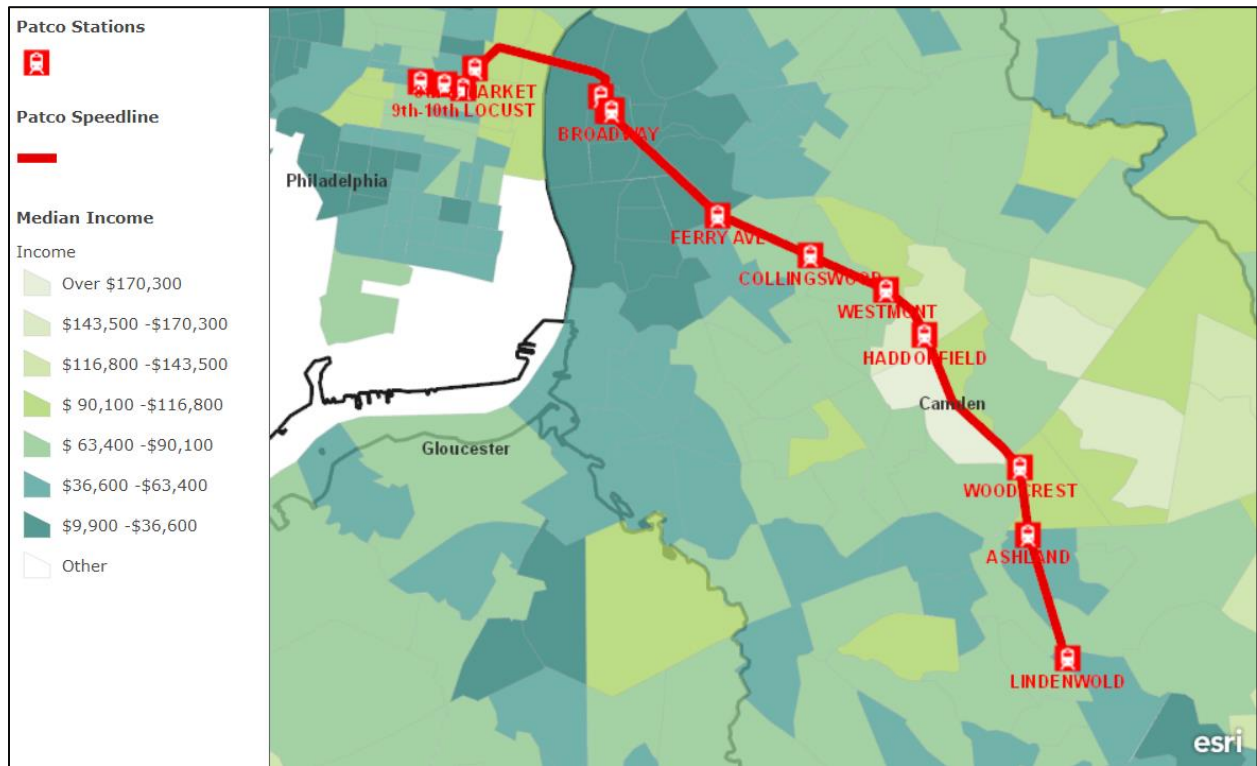


The 2017 combined median household income in PATCO's service area was \$73,263 which is higher than the national median income of \$57,652. Burlington and Gloucester Counties have the highest incomes while Philadelphia County has the lowest median income of \$40,649 followed by Camden County with a median income of \$65,037.

#### PATCO MEDIAN HOUSEHOLD INCOME DISTRIBUTION MAPS: 2017 ACS 5-YEAR ESTIMATES



Looking at only PATCO's core service area adjacent to the Speedline (Camden and Philadelphia), the combined median income decreases to \$52,843, which is \$5,000 below the national median.

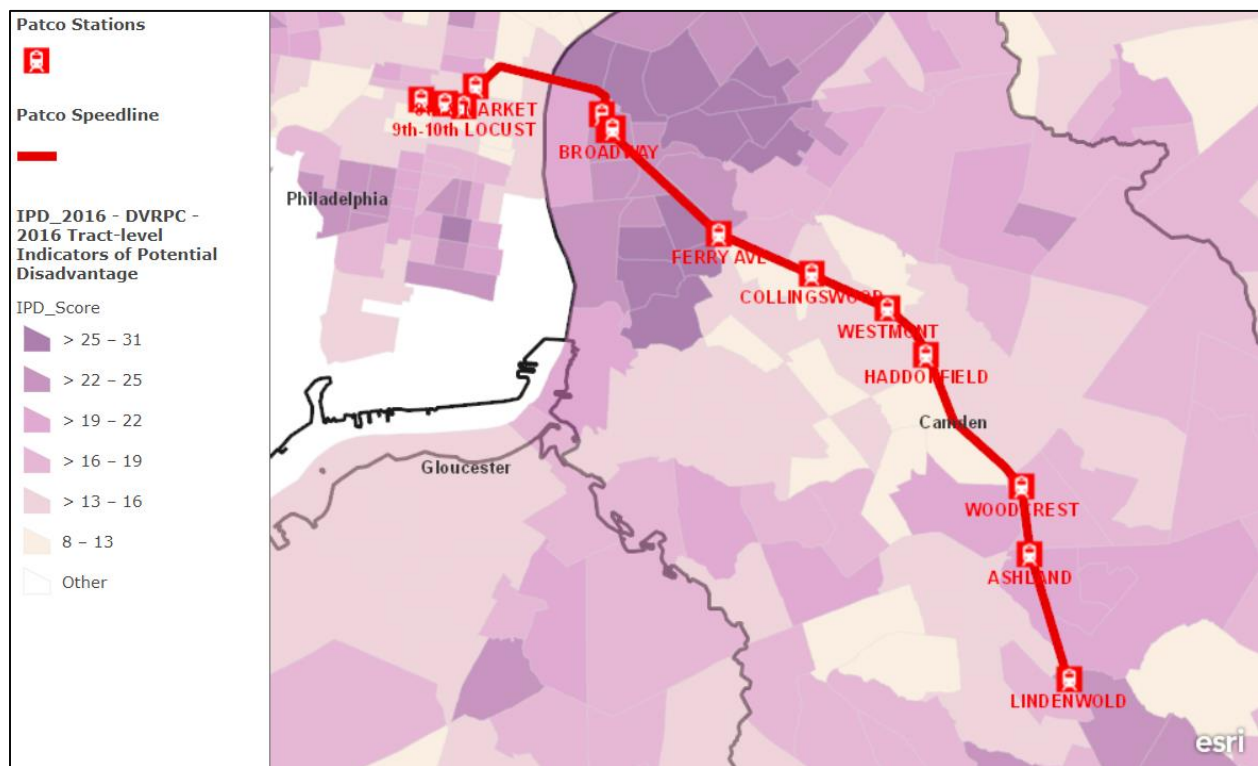


The Delaware Valley Regional Planning Commission (DVRPC) provides aggregated data to generate Indicators of Potential Disadvantage (IDP) as an equity analysis tool for transit providers in the nine county area defined as the Greater Philadelphia Region. The IDP addresses potential Title VI and Environmental Justice factors. The aggregated data includes the following population groups:

Youth	Racial Minority	Limited English Proficiency
Older Adults	Ethnic Minority	Disabled
Female	Foreign-Born	Low-Income

Census tracts with higher IDP numbers denote areas where there is a higher population of persons likely to be impacted by Title VI and Environmental Justice factors. In the PATCO service area, these populations are located near the City Hall, Broadview, and Ferry Avenue stations.

## EQUITY ANALYSIS MAP FOR THE GREATER PHILADELPHIA REGION



## 2018 PATCO SURVEY DATA REPORT SUMMARY

In 2018, PATCO commissioned a rider survey to collect demographic and ridership pattern data. Survey data was collected electronically at all 13 stations and occurred between November 20 and December 10, 2018 and was collected on weekdays only from 6am to 6pm. Data was collected from 5,026 PATCO passengers. The unweighted results indicated that 26.3 percent of riders identified as minorities. This is less than the 2017 Census data indicating a minority population of 45.4 percent. Of those who identified as minorities, 15.9 percent were African American, 6.6 percent were Asian, 3.3 percent were multi-racial, 0.2 percent were American Indian/Alaskan Native and 0.2 percent were Native Hawaiian/Pacific Islander. A total of 8.7 percent said they were of Hispanic origin.

The primary language spoken at home was indicated as English at 93.8 percent, with 5.9 percent of riders stating they were non-English speakers or spoke a non-English language at home. The Census data in the four-factor analysis indicated that limited English speaking population in the service area is 8.09 percent with 3.59 percent of the population being persons whose primary language is Spanish. From the survey, the riders whose primary language at home was not English were reported as follows: 2.6 percent speak Spanish, 5 percent Chinese, 0.3 percent Vietnamese, 0.2 percent Russian, and 0.1 percent each spoke French, Italian, and Korean. A total of 1.8 percent indicated they spoke an “other” language.

Regarding income, 27.9 percent elected not to provide their income. Of those riders who did provide their income, those with incomes less than \$50,000 made up 18.8 percent.

The full survey data report, which includes a comparison of the 2018 rider survey to the 2015 survey results is provided in [Appendix D](#).

## MONITORING TRANSIT SERVICE

### 2016-2018 MONITORING RESULTS

PATCO operates one route. As for comparing stations, all stations are equally serviced, with the exception of 9-10<sup>th</sup> & Locust, which closes between the hours of 12:00AM to 5:00AM due to a lack of riders. Any passengers who may be inconvenienced by that closure need only to walk two blocks west or two blocks north to board at either the 12-13<sup>th</sup> & Locust Street Station or the 8<sup>th</sup> and Market Street Station, respectively. Otherwise, PATCO operates 24 hours a day, 7 days a week, 365 days a year.

#### **Service Standards Monitoring**

##### *Vehicle Load*

PATCO met the vehicle load standard in 2018 and always continues to take steps to improve the passenger loads where possible.

##### *Vehicle Headways*

Headways were modified based upon the monitoring passenger statistics and ridership trends as well as feedback from passengers and employees. PATCO routinely met its stated headway standard in 2018.

##### *On-time Performance*

The on-time performance for the 67,702 scheduled trips for the year ending 2018 was 96.45%, which is 1.55% below the goal set by PATCO of 98 percent. As PATCO only operates one route, all patrons and stations are affected equally. There are numerous factors affecting on-time performance such as medical emergencies, police activity, trespassers, weather, equipment failure, etc.

#### **Determination of no disparate impact**

PATCO operates in a very diverse community and provides service on only one rail line. This single PATCO route is considered a minority route based upon service area demographics. PATCO has no ability to alter its route; thus the population served is representative of the communities and individuals within those communities. All stations receive the same level of service and any failure to meet either the quantitative service standards or the qualitative policies equally affects all passengers regardless of status.

## EVALUATE FARE AND SERVICE CHANGES

PATCO has not made any service reductions or extensions since our last submission in 2016. There are no plans for service reductions or extensions at this time.

## DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICY

The purpose of the Disparate Impact Policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority and/or low-income populations. For the purpose of this Policy, “minority population” means any readily identifiable group of minority persons who live in geographic proximity and in residential land use areas within Census tracts where the percentage of minority persons is higher than the PATCO service-area average. As defined in the FTA Title VI Circular, minority persons include those persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander.

For the purpose of this Policy, “low-income” means any readily identifiable group of low-income persons who live in geographic proximity and in residential land use areas within Census tracts where the percentage of low-income persons is higher than the PATCO service-area average. Although not defined as a protected class under Title VI, low-income persons tend to be transit dependent and environmental justice principles are required to be considered in the evaluation of fare and service changes.

PATCO has established a **Fare Increase or Service Reduction/Increase Procedure and Public Comment Policy**. For each proposed fare or service change, PATCO will perform a Fare Equity Analysis or Service Equity Analysis based upon the criteria set forth in the Fare Increase or Service Reduction/Increase Procedure. If PATCO finds that its proposed major service change and/or proposed change to the fare structure could have a potential statistically significant disparate impact on a minority and/or low-income population (when a minority and/or low-income population bears adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-minority or non-low-income population), it will re-analyze the modified service plan and/or proposed change to fare structure to determine whether the impact can be avoided, minimized or mitigated. PATCO may choose not to alter the proposed changes, if it determines that there is substantial, legitimate justification for the change AND there are no alternative methods to accomplish its legitimate program goals that would have less impact on the minority and/or low-income population.

## **PORT AUTHORITY TRANSIT CORPORATION**

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### **FARE INCREASE OR SERVICE REDUCTION/INCREASE PROCEDURE AND PUBLIC COMMENT POLICY**

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#### **1.0 Introduction**

Section 9(e) (3) (H) of the Urban Mass Transportation Act of 1964, as amended (ACT) provides that a recipient of UMTA Section 9 funding shall have:

“A locally developed process to solicit and consider public comment prior to raising fares or implementing a major reduction/increase of transit service”

The Delaware River Port Authority (DRPA) is a recipient of Section 9 funding, and its operating subsidiary, the Port Authority Transit Corporation (PATCO) has developed and utilized an acceptable public hearing process with respect to fare increase proposals.

PATCO has never implemented a major service reduction, nor does it contemplate the same at this time. However, in accordance with the ACT, DRPA/PATCO wishes to formalize a process of soliciting public comment prior to implementing any major reduction or increase in PATCO service.

#### **2.0 Criteria**

2.1 For the purpose of establishing this procedure, a major service reduction/increase shall be defined as meeting any of the following criteria:

2.1.1 a reduction/increase of more than 25% of route miles.

2.1.2 a reduction/increase of more than 25% of the transit vehicle revenue miles computed on a daily basis for the day of the week for which the change is made.

2.1.3 if a number of changes in any given fiscal year add up to the percentages in 2.3.1 and/or 2.3.2.

2.2 For the purpose of establishing this procedure, any proposed increase in fares of any percentage constitutes a fare increase

2.3 The following criteria establish certain instances which do not constitute a major service reduction/increase and which are exempt from the requirement to solicit public comment:

2.3.1 Headway adjustments of up to 5 minutes during peak hour service, and up to 15



minutes during non-peak hour service.

2.3.2 Standard seasonal variations.

2.3.3 An emergency situation unless the emergency situation is to be in effect for 180 days or more and the emergency change meets the requirements of 2.1.1 and/or 2.3.2. Examples of emergency service changes include, but are not limited to, those made because of a power failure, major construction, reconstruction and improvement projects.

2.3.4 Experimental service changes for a period of 180 days or less, unless the changes extend beyond 180 days and meet the criteria of 2.3.1 and/or 2.3.2.

3.0 **Procedure**—DRPA's Public Comment Procedure, in place since before 1985 and previously submitted to and approved by the FTA, is designed to ensure the participation and meaningful engagement of the public, including minority and low income populations likely to be impacted by the fare increase.

3.1 Pursuant to the procedure, if the staff of PATCO determines that it is necessary to implement a major service change or fare increase, it shall prepare an Equity Analysis and a recommendation with appropriate supporting documentation for consideration by the Board of Directors. PATCO staff will make its initial recommendation for a major service reduction/increase or fare increase to the appropriate committee of the Board of Directors. If the staff recommendation is accepted by the committee, it shall recommend to the Board of Directors that public hearings on the service change shall be held prior to any final determination with respect to the proposed service changes.

3.2 If the Board of Directors approves the initial committee recommendation it shall direct staff to conduct the public hearings on the service reductions/increase or fare increase.

3.3 As the policy provides, to ensure public participation from the public, including low income, LEP and minority populations, PATCO staff will publicly advertise the time and location of the public hearings on posters, in all the rail cars and stations, in radio spots in English and Spanish and in area newspapers, including newspapers published in Spanish ( e.g. Al Dia). Notice of hearings will also be posted on the DRPA's website, [www.drpa.org](http://www.drpa.org) and PATCO's website, [www.ridepatco.org](http://www.ridepatco.org) in English and Spanish, and will be able to be translated into other languages using the Google Translate tool located on PATCO's webpage. The DRPA will produce and distribute a public notice announcement in English and Spanish explaining the proposed fare increase and inviting public comment about same. The publication will list the date, time and venues for the public comment. The public will be advised that DRPA representatives, including those who are bi-lingual and those for the hearing impaired, would be present to take written comments during the hearings. In addition, efforts will be made to reach out to local community leaders to notify their communities about the hearings in an effort to reach minority, LEP and low income populations.



Public hearings will be scheduled in the evenings at times that are convenient for the public and in locations which are conveniently located and easily accessible to minority, LEP and low income populations in Philadelphia and in New Jersey.

Hearings will be held under the supervision of a Hearing Officer and all comments will be duly recorded by a court stenographer. The public will also be offered other ways to comment via mail or email to DRPA, by telephone calls to a special recorded number, through personnel at the hearings who are bi-lingual and who could interpret and take statements from those who did not wish to wait or who chose not to speak publicly.

Transcripts of the hearing, along with all other public comment, will be made available to the public should they wish to review same.

3.4 Pursuant to the policy, following the receipt of the hearing transcripts of the two public meetings, PATCO staff makes a final recommendation to the appropriate committee of the Board, which will then make a final recommendation with respect to the proposed service change or fare increase to the Board of Directors.

3.5 If the Board of Directors adopts the committee's recommendation, then the General Manager of PATCO shall be authorized and directed to implement the proposed service change or fare increase according to the approved schedule, which schedule shall provide for adequate public notice of the service changes prior to their implementation.

## **APPENDIX A: TITLE VI NOTICE TRANSLATIONS**

This appendix includes translations in the following languages:

- Spanish
- Chinese
- Korean
- Vietnamese
- Russian

## Title VI Notification - Spanish

### **Notificación pública de los derechos del Título VI**

La Autoridad Portuaria del Río Delaware (Delaware River Port Authority, DRPA) y la Corporación de Tránsito de la Autoridad Portuaria (Port Authority Transit Corporation, PATCO) presentan una notificación pública de su política de respetar y garantizar el cumplimiento pleno del Título VI de la Ley de Derechos Civiles de 1964, la Ley de Restauración de Derechos Civiles de 1987 y todas las leyes relacionadas. El Título VI y las leyes relacionadas que prohíben la discriminación en programas asistidos a nivel federal establecen que ninguna persona de los Estados Unidos de América deberá ser excluida de su participación en los beneficios ni se le rechazarán estos beneficios por distinción de raza, color, nacionalidad, sexo, edad o discapacidad, ni estará sometida de ningún otro modo a un acto de discriminación por un programa o actividad que reciba asistencia financiera federal.

Cualquier persona que considere que ha sido agraviada debido a una práctica discriminatoria ilícita con respecto a los programas de PATCO tiene derecho a presentar un reclamo formal. Los reclamos deberán enviarse por escrito dentro de los 180 días posteriores a la fecha en que ocurrió el supuesto agravio a:

director jurídico  
Delaware River Port Authority  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2407

directora administrativa  
Delaware River Port Authority  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2270

Title VI Notification - Chinese

## 有關第VI條規定權利的公告

德拉華河港口管理局（Delaware River Port Authority/簡稱DRPA）和港務局交通公司（Port Authority Transit Corporation/簡稱PATCO）特此發出有關堅持和確保完全遵守《1964年民權法》第VI條規定、《1987年民權復原法》以及所有相關法令政策的公告。第VI條規定以及禁止在聯邦資助計劃中歧視的相關法令要求，禁止基於種族、膚色、原國籍、性別、年齡或殘障阻止美國的任何人參加任何接受聯邦財務資助的計劃或活動，或剝奪此等人士享受任何此類計劃或活動益處的權利，或使此等人士在任何此類計劃或活動中在任何其他方面受到歧視。

任何人如果認為自己在參加PATCO計劃方面受到非法任意行為的侵犯，均有權提出正式申訴。必須在指稱事件發生日期後的180天內以書面形式向下列人士提出任何此類申訴。

此外，任何人如果希望瞭解有關根據第VI條規定PATCO的禁止歧視責任的其他資訊，請打電話或發書面請求給以下任何一位人士。請務必在您的請求中包括您的全名和地址。會在收到書面請求後的三十（30）天內將資訊寄給您。

**法律總顧問**

Delaware River Port Authority  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101

☎(856) 968-2407

**首席行政官**

Delaware River Port Authority  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101

☎(856) 968-2270

Title VI Notification - Korean

## 제VI편 권리 공시

델라웨어 항만관리청(Delaware River Port Authority, DRPA)과 항만국 교통공사(Port Authority Transit Corporation, PATCO)는 시민권법(1964) 제VI편 시민권회복법(1987) 및 모든 관련 법률의 완전한 준수를 보장하기 위해 본 정책을 공시한다. 연방정부가 지원하는 프로그램에서 차별을 금지하는 제VI편 및 관련 법률에는 미국에 거주하는 어떤 사람도 인종, 피부색, 국적, 성별, 연령, 장애를 이유로 연방 재정 지원을 받는 프로그램 또는 활동에 참여할 수 없도록 배제되거나 혜택을 거절당하거나 기타 차별을 받지 않도록 규정되어 있다.

PATCO의 프로그램과 관련된 불법적 차별 관행 때문에 피해를 입었다고 생각하는 사람은 누구든지 공식적으로 불만을 신고할 권리가 있다. 그러한 불만은 사건 발생일로부터 180일 이내에 아래 명시된 담당자에게 서면으로 신고해야 한다.

또한 제VI편에 근거한 PATCO의 차별금지 의무에 관한 추가 정보를 원하는 사람을 아래 명시된 담당자에게 전화하거나 서면 요청서를 송부해야 한다. 요청서에는 요청하는 사람의 성명과 주소를 명시해야 한다. 해당 정보는 요청서 접수일로부터 삼십(30)일 이내에 발송된다.

### 법률고문

Delaware River Port Authority

One Port Center

2 Riverside Drive

Camden, NJ 08101 ☎(856) 968-2407

### 최고행정책임자

Delaware River Port Authority

One Port Center

2 Riverside Drive

Camden, NJ 08101 ☎(856) 968-2270

**Title VI Notification - Vietnamese**

## **Thông Báo Công Cộng về Các Quyền Tựa Đề VI**

Đương Cục Cửa Khẩu Sông Delaware (Delaware River Port Authority -DRPA) và Công Ty Vận Chuyển Có Thảm Quyền Cửa Cửa Khẩu (Port Authority Transit Corporation -PATCO) công bố về chính sách của mình là sẽ duy trì và đảm bảo tuân thủ hoàn toàn với Tựa Đề VI của Đạo Luật Dân Quyền năm 1964, và Đạo Luật Phục Hồi Dân Quyền năm 1987, và tất cả các đạo luật có liên quan. Tựa Đề VI và các đạo luật có liên quan cấm kỳ thị trong các chương trình được Liên Bang trợ giúp đòi hỏi là không người nào ở Hoa Kỳ được dựa trên chủng tộc, màu da, hoặc nguồn gốc quốc gia, giới tính, tuổi, hoặc khuyết tật để không cho tham gia trong, bị từ chối các quyền lợi về, hoặc mặt khác chịu sự kỳ thị theo bất cứ chương trình hoặc hoạt động nào nhận sự trợ giúp tài chánh của Liên Bang.

Bất cứ người nào tin rằng họ đã bị buồn phiền bởi một thực thi tùy tiện bất hợp pháp về các chương trình của PATCO để có quyền nộp lên một khiếu nại chính thức. Bất cứ khiếu nại nào như vậy cũng phải trên văn bản và nộp lên trong vòng 180 ngày sau ngày cho là có vụ xảy ra như vậy cho các cá nhân có tên dưới đây.

Ngoài ra, bất cứ người nào muốn biết thêm thông tin về các nghĩa vụ không kỳ thị của PATCO theo Tựa Đề VI nên gọi hoặc gửi một thư yêu cầu cho các cá nhân có tên dưới đây. Xin nhớ để tên họ và địa chỉ của quý vị trong thư yêu cầu của mình. Thông tin sẽ được gửi cho quý vị trong vòng ba mươi (30) ngày kể từ khi nhận được thư yêu cầu của quý vị.

***Cố Vấn Tổng Quát***

Delaware River Port Authority  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101 ☎(856) 968-2407

***Trưởng Viên Chức Hành Chánh***

Delaware River Port Authority  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101 ☎(856) 968-2270



Title VI Notification - Russian

## Публичное уведомление о гражданских правах Раздела VI

Администрация речного порта штата Делавэр (Delaware River Port Authority, DRPA) и администрация корпорации по пассажирским перевозкам (Port Authority Transit Corporation, PATCO) объявляет во всеобщее сведение о своем политическом курсе поддержки и обеспечения полного соблюдения принципов, изложенных в Разделе VI Закона о гражданских правах 1964 года, в Законе о восстановлении гражданских прав 1987 года и во всех связанных с ними законодательных актах. Согласно Разделу VI и связанным с ним законодательным актам, запрещающих дискриминацию участников программ, финансируемых из федерального бюджета, ни одно лицо в Соединенных Штатах Америки на основании его расовой принадлежности, цвета кожи, национального происхождения, пола, возраста или инвалидности не должно быть исключено из программы, лишено льгот, или каким-либо иным образом подвергнуто дискриминации в рамках какой-либо программы или мероприятия, получающего федеральную финансовую помощь.

Любое лицо, которое считает, что оно пострадало в результате незаконной дискреционной практики в процессе выполнения программ администрацией PATCO, имеет право подать официальную жалобу. Любая жалоба должна быть составлена в письменной форме и подана на рассмотрение к указанным ниже лицам в течение 180 дней с момента предполагаемого проявления дискриминации.

Кроме того, любое лицо, желающее получить дополнительную информацию об обязательствах недопущения дискриминации, принятых администрацией PATCO в соответствии с Разделом VI, должно позвонить или отправить письменный запрос на имя любого из указанных ниже лиц. Пожалуйста, не забудьте включить ваше полное имя и адрес в свой запрос. Эта информация будет отправлена вам по почте в течение тридцати (30) дней с момента получения письменного запроса.

*главный юрисконсульт*

Delaware River Port Authority

One Port Center

2 Riverside Drive

Camden, NJ 08101

☎ (856) 968-2407

*главный администратор*

Delaware River Port Authority

One Port Center

2 Riverside Drive

Camden, NJ 08101

☎ (856) 968-2270

## **APPENDIX B: TITLE VI COMPLAINT FORM TRANSLATIONS**

This appendix includes translations in the following languages:

- Spanish
- Chinese
- Korean
- Vietnamese
- Russian



## Title VI Complaint Form - Spanish



## Reclamo conforme al Título VI

<b>Sección I:</b>				
Nombre: _____				
Dirección: _____				
Teléfono (Casa): _____			Teléfono (Trabajo): _____	
Dirección de correo electrónico: _____				
Requisitos de formatos accesibles	Letra de imprenta grande	<input type="checkbox"/>	Cinta de audio	<input type="checkbox"/>
	TDD	<input type="checkbox"/>	Otro	<input type="checkbox"/>
<b>Sección II:</b>				
¿Está usted presentando este reclamo en su propio nombre?			Sí* <input type="radio"/>	No <input type="radio"/>
*Si respondió "sí", vaya a la Sección III.				
De lo contrario, indique el nombre de la persona en nombre de la cual presenta el reclamo y su relación con dicha persona:			_____	
Explique la razón por la cual presenta este reclamo en nombre de un tercero:				
_____				
Confirme que ha obtenido el permiso de la parte perjudicada si está presentando el reclamo en nombre de un tercero.			Sí <input type="radio"/>	No <input type="radio"/>
<b>Sección III:</b>				
Creo que la discriminación que experimenté se basó en (elijá todas las opciones que correspondan):				
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen nacional		
Fecha de la presunta discriminación (mes, día, año) _____				
Explique, con la mayor claridad posible, lo ocurrido y por qué motivo cree que fue objeto de discriminación. Describa todas las personas involucradas. Incluya el nombre y los datos de contacto de la(s) persona(s) que lo/la discriminaron (en caso de conocerlos) así como el nombre y los datos de contacto de los testigos. Si necesita espacio adicional, utilice el dorso de este formulario.				
_____				

<b>Sección IV:</b>		
¿Ha presentado anteriormente un reclamo conforme al Título VI ante esta agencia?	Sí <input type="radio"/>	No <input type="radio"/>
<b>Sección V:</b>		
¿Ha presentado usted este reclamo ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?		
<input type="radio"/> Sí <input type="radio"/> No		
Si su respuesta es "sí", marque todas las opciones que correspondan:		
<input type="checkbox"/> Agencia federal		
<input type="checkbox"/> Tribunal federal	<input type="checkbox"/> Agencia estatal	
<input type="checkbox"/> Tribunal estatal	<input type="checkbox"/> Agencia local	
Proporcione información sobre la persona de contacto en la agencia o tribunal adonde presentó la queja.		
Nombre:		
Cargo:		
Agencia:		
Dirección:		
Teléfono:		
<b>Sección VI:</b>		
Nombre de la agencia contra la que se dirige el reclamo:		
Persona de contacto:		
Cargo:		
Número telefónico:		

Puede adjuntar cualquier tipo de material escrito u otra información que considere pertinente para su reclamo.

Se requiere su firma y la fecha a continuación

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

Cualquier reclamo debe presentarse por escrito, dentro de un plazo de 180 días después de la fecha del presunto acto, ante una de las siguientes personas:

General Counsel  
DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2407

Chief Administrative Officer  
DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2270

## Title VI Complaint Form – Chinese



## 第 VI 條規定申訴表

<b>第 I 節：</b>				
姓名：				
地址：				
電話（家中）：			電話（工作）：	
電子郵件地址：				
可供使用的格式 要求	大字版本		錄音帶	
	TDD		其他	
<b>第 II 節：</b>				
您是代表自己提交本申訴嗎？			是*	否
*如果您對這個問題回答「是」，請進入第 III 節。				
如果回答「否」，請提供您代表提交申訴的人的姓名和與您的關係：				
請解釋您為什麼代表第三方提交申訴：				
如果您是代表第三方提交申訴，請核實您已經獲得了受損害方的許可。			是	否
<b>第 III 節：</b>				
我認為我經歷的歧視是基於（請勾選所有適用的項目）：				
<input type="checkbox"/> 種族		<input type="checkbox"/> 膚色		<input type="checkbox"/> 原國籍
指稱歧視的發生日期（月、日、年）				
請儘量清楚地解釋發生的情況以及您為什麼認為您受到了歧視。請描述涉及的所有的人。請包括歧視您的人的姓名和聯繫資訊（如知道）以及任何證人的姓名和聯繫資訊。如果內容過多無法填下，請在本表背面填寫。				

<b>第 IV 節：</b>		
您以前是否曾向本機構提交第 VI 條規定申訴？	是	否
<b>第 V 節：</b>		
您是否曾向任何其他聯邦、州或地方機構或在任何聯邦或州法院提交本申訴？		
<input type="checkbox"/> 是 <input type="checkbox"/> 否		
如果回答「是」，請勾選所有適用的項目：		
<input type="checkbox"/> 聯邦機構 _____		
<input type="checkbox"/> 聯邦法院 _____		
<input type="checkbox"/> 州法院 _____		
<input type="checkbox"/> 州機構 _____		
<input type="checkbox"/> 地方機構 _____		
請提供有關提交申訴機構/法院的聯繫人資訊。		
姓名：		
職稱：		
機構：		
地址：		
電話：		
<b>第 VI 節：</b>		
被申訴機構名稱：		
聯繫人：		
職稱：		
電話號碼：		

您可以在您的申訴中隨附您認為相關的任何書面資料或其他資訊。

要求在下方簽名和填寫日期

\_\_\_\_\_  
簽名

\_\_\_\_\_  
日期

必須在指稱的事件發生日期後的 180 天內以書面形式向下列一位人士提出任何此類申訴：

法律總顧問

DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2407

首席行政官

DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2270

## Title VI Complaint Form – Korean



섹션 I:				
성명:				
주소:				
전화 번호(집):			전화 번호(직장):	
이메일 주소:				
이용 가능한 형식	큰 글씨 인쇄		오디오 테이프	
요구사항	TDD		기타	
섹션 II:				
귀하가 자신을 대신해서 불만을 신청합니까?			예*	아니요
**예"라고 답변한 경우 섹션 III 으로 이동하십시오.				
아니면 귀하가 대신해서 불만을 신청하는 사람의 이름과 관계를 명시해 주십시오.				
제 3 자를 위해 불만을 신청하는 이유를 설명해 주십시오.				
제 3 자를 대신해서 불만을 제기하는 경우 귀하가 피해 당사자의 허락을 받았는지 여부를 확인해 주십시오.			예	아니요
섹션 III:				
내가 경험한 차별은 다음 사항 때문에 발생했다고 믿습니다(해당 사항을 모두 체크).				
<input type="checkbox"/> 인종 <input type="checkbox"/> 피부색 <input type="checkbox"/> 출신국 차별이 발생했다고 주장하는 일자 (월, 일, 년)				
어떤 일이 발생했고 왜 차별을 받았다고 생각하는지 최대한 명확하게 설명하십시오. 관련된 모든 사람들에 대해 설명하십시오. 귀하를 차별한 사람들의 이름과 연락처 정보(알고 있는 경우), 그리고 목격자들의 이름과 연락처 정보도 기입해 주십시오. 추가 공간이 필요하시면 이 양식의 뒷면을 사용하십시오.				

<b>섹션 IV:</b>		
이전에 이 기관에 제 VI 편 불만을 신청한 적이 있습니까?	예	아니요
<b>섹션 V:</b>		
이 불만을 다른 연방/주/지역 기관이나 연방/주 법원에 신청한 적이 있습니까?		
[ ] 예 [ ] 아니요		
"예"라고 답변한 경우 해당 항목을 모두 체크하십시오.		
[ ] 연방 기관 _____		
[ ] 연방 법원 _____	[ ] 주 기관 _____	
[ ] 주 법원 _____	[ ] 지역 기관 _____	
불만을 신청한 기관/법원의 연락 담당자 정보를 기입해 주십시오.		
성명:		
직위:		
기관:		
주소:		
전화번호:		
<b>섹션 VI:</b>		
불만 신청 대상 기관의 명칭:		
담당자:		
직위:		
전화 번호:		

귀하는 귀하의 불만과 관련이 있다고 생각하는 서면 자료나 기타 정보를 첨부할 수도 있습니다.

아래에 서명하고 일자를 기재하십시오

서명

일자

위의 불만은 사건 발생일로부터 180 일 이내에 서면으로 작성하여 다음 중 한 사람에게 제출해야 합니다.

법률고문

DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2407

최고행정책임자

DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2270



<b>Phần IV:</b>		
Quý vị trước đó đã nộp khiếu nại Tựa Đề VI cho cơ quan này hay chưa?	Có	Không
<b>Phần V:</b>		
Quý vị đã nộp đơn khiếu nại này cho bất cứ cơ quan nào khác của Liên Bang, Tiểu Bang, hoặc địa phương, hoặc cho bất cứ toà án nào của Liên Bang hoặc Tiểu Bang hay chưa?		
<input type="checkbox"/> Có <input type="checkbox"/> Không Nếu có, đánh dấu vào tất cả những điều áp dụng: <input type="checkbox"/> Cơ Quan Liên Bang _____ <input type="checkbox"/> Toà Án Liên Bang _____ <input type="checkbox"/> Cơ Quan Tiểu Bang _____ <input type="checkbox"/> Toà Án Tiểu Bang _____ <input type="checkbox"/> Cơ Quan Địa Phương _____		
Xin cung cấp thông tin về một người liên lạc tại cơ quan/toà án nơi đã nộp đơn than phiền		
Tên:		
Chức danh:		
Cơ quan:		
Địa chỉ:		
Điện thoại:		
<b>Phần VI:</b>		
Tên của cơ quan bị khiếu nại:		
Người liên lạc:		
Chức danh:		
Số điện thoại:		

Quý vị có thể đính kèm bất cứ tài liệu nào hoặc thông tin nào khác mà quý vị nghĩ là có liên quan với khiếu nại của quý vị.

Chữ ký và ngày theo yêu cầu dưới đây

\_\_\_\_\_  
Chữ ký

\_\_\_\_\_  
Ngày

Bất cứ khiếu nại nào như vậy cũng phải trên văn bản và nộp lên trong vòng 180 ngày sau ngày cho là có vụ xảy ra như vậy cho một trong những người có tên dưới đây:

DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2407

Cố Vấn Tổng Quát

DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
(856) 968-2270

Trưởng Viên Chức Hành Chánh



## Title VI Complaint Form – Russian



## Форма жалобы по Разделу VI

<b>Часть I:</b>				
Имя и фамилия:				
Адрес:				
Телефон (домашний):			Телефон (рабочий):	
Адрес электронной почты:				
Доступный формат	Крупный шрифт		Звукозапись	
	TDD (Телефонная приставка для неслышащих)		Другое	
<b>Часть II:</b>				
Вы подаете настоящую жалобу от своего имени?			Да*	Нет
* Если вы ответили «да» на этот вопрос, перейдите к Части III.				
Если нет, пожалуйста, укажите имя лица, от имени которого вы подаете жалобу, и укажите кем вы ему приходитесь:				
Пожалуйста, объясните, почему вы подаете жалобу от имени третьего лица:				
Пожалуйста, подтвердите, что вы получили разрешение потерпевшего лица, если вы подаете жалобу от имени третьего лица.			Да	Нет
<b>Часть III:</b>				
Я считаю, что дискриминация, которая была проявлена по отношению ко мне, основывалась на (отметьте все, что применимо):				
<input type="checkbox"/> Расовой принадлежности <input type="checkbox"/> Цвете кожи <input type="checkbox"/> Национальном происхождении				
Дата утверждаемого проявления дискриминации (месяц, день, год)				
Объясните, как можно более четко, что произошло и почему вы считаете, что вы были подвергнуты дискриминации. Назовите всех лиц, которые принимали участие в этом проявлении дискриминации. Включите имя и контактную информацию лица (лиц), которое подвергло вас дискриминации (если известно), а также имена и контактную информацию каких-либо свидетелей. Если вам понадобится больше места, пожалуйста, используйте обратную сторону данной формы.				

<b>Часть IV:</b>		
Подавали ли вы ранее жалобу в соответствии с Разделом VI в настоящее учреждение?	Да	Нет
<b>Часть V:</b>		
Подавали ли вы настоящую жалобу в какой-либо другой федеральный, региональный или местный орган, или в какой-либо федеральный суд или суд штата?		
<input type="checkbox"/> Да <input type="checkbox"/> Нет		
Если да, отметьте все, что применимо:		
<input type="checkbox"/> Федеральный орган _____		
<input type="checkbox"/> Федеральный суд _____		
<input type="checkbox"/> Суд штата _____		
<input type="checkbox"/> Орган штата _____		
<input type="checkbox"/> Местный орган _____		
Пожалуйста, предоставьте информацию о контактном лице в органе/суде, куда была подана жалоба:		
Имя и фамилия:		
Должность:		
Название органа:		
Адрес:		
Телефон:		
<b>Часть VI:</b>		
Название органа, против которого подана жалоба:		
Контактное лицо:		
Должность:		
Телефон:		

Вы можете приложить какие-либо письменные материалы или другие сведения, которые, как вы думаете, имеют отношение к вашей жалобе.

Требуется подписать жалобу и проставить дату ниже:

Подпись		Дата

Любая жалоба должна быть составлена в письменной форме и подана на рассмотрение в течение 180 дней с момента предполагаемого проявления дискриминации одному из следующих лиц:

юрисконсульт

DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
Тел.: (856) 968-2407

главный администратор

DRPA  
One Port Center  
2 Riverside Drive  
Camden, NJ 08101  
Тел.: (856) 968-2270

## APPENDIX C: CITIZENS ADVISORY COMMITTEE APPLICATION



### Citizens Advisory Committee Membership Application

**PLEASE TYPE OR WRITE LEGIBLY**

Name:

Home Address:

City:  State:  Zip:

Email:

Home Phone:  Work/Alternate Phone:

If you are employed:

Employer:

Occupation:

Our goal is to have the advisory committee reflect the diversity of the region, we would appreciate the following information. This is voluntary information. If you opt not to respond to the demographic questions below, we will still consider your application:

Ethnicity:  Gender:  Disability (if any)

Affiliation: (i.e., PATCO rider, bridge user, senior citizen, disabled, environmental, bridge neighbor, PATCO neighbor, business, Ben Franklin Bridge Walkway user, etc.)

How often do you ride PATCO? ☐ Daily ☐ Twice a week ☐ Never ☐ Other:

What PATCO station(s) do you normally use?

How often do you drive across DRPA Bridges? ☐ Daily ☐ Twice a Week ☐ Never ☐ Other:

What DRPA bridge(s) do you normally use?

*(Continued on back)*

## Applicant's Qualifications for Membership:

Please explain why you want to serve on the committee and what unique experience and skill-set you will bring. Please limit your response to three (3) typed pages and feel free to attach a copy of your resume.

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Describe issues you believe the CAC should address:

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Statement of objectives/goals if accepted for CAC membership:

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**Applications are considered active for two years from date of signature.**

**Questions? Please call DRPA Customer Service at (856) 968-2000 or (215) 218-3750**

**Please return completed application to:**

**Attn: Customer Service**  
DRPA  
PO Box 1949  
One Port Center, 2 Riverside Drive  
Camden, NJ 08101

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

APPLICANTS MAY NOT BE DRPA/PATCO EMPLOYEES OR MEMBERS OF THEIR IMMEDIATE FAMILY. APPLICANTS ALSO MAY NOT BE RELATED TO MEMBERS OF THE BOARD, OFFICERS, OR COUNSEL TO THE BOARD. CONTRACTORS OR VENDORS OF THE DRPA/PATCO MAY CONSTITUTE A CONFLICT OF INTEREST, AND WILL THEREFORE NOT BE ELIGIBLE FOR MEMBERSHIP ON THE COMMITTEE.

W14.030 (3/15)

## **APPENDIX D: 2018 PATCO SURVEY DATA REPORT**



# PATCO SURVEY DATA REPORT

## [Abstract](#)

Overview of PATCO ridership survey results 2018

Krista Wieder, Kairos Development Group

## Table of Contents

<b>INTRODUCTION .....</b>	<b>2</b>
<b>1. PURPOSE.....</b>	<b>2</b>
<b>2. SURVEY METHODOLOGY .....</b>	<b>2</b>
A. WHO & WHAT .....	2
B. APPROACH.....	2
C. WHERE & WHEN .....	3
D. STAFF TRAINING .....	4
E. SAMPLE SIZE, MARGIN OF ERROR, DATA WEIGHTING .....	4
<b>SUMMARY OF SURVEY RESULTS .....</b>	<b>7</b>
<b>DETAILED SURVEY RESULTS .....</b>	<b>9</b>
1. CROSS-TABULATIONS BY MINORITY VS. NON-MINORITY.....	9
2. CROSS-TABULATIONS BY NON-ENGLISH SPEAKERS.....	14
3. CROSS-TABULATIONS BY HOUSEHOLD INCOME UNDER \$50,000.....	18
4. DETAILED TABLE COMPARISONS/PERCENT CHANGE FROM 2015 TO 2018 SURVEY .....	21
 ATTACHMENT A: PATCO TITLE VI SURVEY TRAINING	
ATTACHMENT B: PATCO SURVEY QUESTIONS	
ATTACHMENT C: PATCO SURVEY QUESTIONS – SPANISH	

## Introduction

### 1. Purpose

Kairos Development Group (Kairos) was contracted to provide assistance in the collection and assessment of PATCO's customer demographics and ridership patterns. This ridership data collection was conducted to ensure PATCO's compliance with the demographic data requirements of the Federal Transit Administration (FTA) Title VI regulations, specifically FTA Circular 4702.1B Chapter IV, Section 5b. All transit agencies, such as PATCO, who receive FTA funds are required to adhere to the federal Title VI non-discrimination regulations. The goal was to collect relevant data from a representative sample of riders as part of the analysis to determine if PATCO is providing equitable service to minority and limited English proficient customers. The survey results provide PATCO with a ridership profile that will inform future project, funding, fare and service decisions.

### 2. Survey Methodology

#### A. Who & What

Kairos is an economic development firm located in Philadelphia. Kairos specializes in working with government agencies and nonprofits in the area of community/constituent assessment, economic, workforce, business and strategic development as well as in identifying and leveraging sustainable funding. Kairos provided technical assistance to PATCO for the purposes of collecting survey data that contains customer demographic and travel patterns. They were also responsible for cleaning and assessing the survey information based on relevant data points.

#### B. Approach

#### **Survey Development**

The survey was a replicated study from the DVRPC 2015 survey. Questions were updated for current language, however the main intent for each question remained intact. The survey collection platform was Qualtrics. PATCO had WiFi enabled tablets allowing each survey submission to automatically sync with the Qualtrics system. The dates for data collection were Nov. 20, 21, 26, 27, 28, 29, 30, Dec. 3, 4, 5, 6, 7 and 10. Trained PATCO Staff (Station Supervisors and Transit Ambassadors) were deployed at all 13 of their stations including: Lindenwold, Westmont, 15<sup>th</sup>-16<sup>th</sup>, 8<sup>th</sup> & Market, City Hall, Broadway, Woodcrest, Ferry Avenue, 12<sup>th</sup>-13<sup>th</sup>; 9<sup>th</sup>-10<sup>th</sup>, Haddonfield, Ashland, and Collingswood.



## Data Collection Protocol

Participants were approached by trained PATCO Staff (interviewers) to participate in a survey using a quota strategy<sup>1</sup>. Interviewers approached riders to participate in a brief survey, administered via a mobile tablet.

### C. Where & When

Data was collected from riders boarding each of the PATCO stations from the 6am to 6pm time frame. Data was collected during the weekday only on the following days: November 20, 21, 26 to 30 and December 3 to 7 and 10. Data was not collected between November 22 and 25 to avoid unrepresentative Thanksgiving traffic entering the sample.

We focused on achieving target goals that were based on average ridership data for a similar time frame during the AM Peak (5am to 9:23am), Midday (9:24 am to 2:12pm) and PM Peak (2:13pm to 7:29pm) time frames. See PATCO Survey Actuals vs. Projected below for station goals by peak time frames compared to actual surveys collected.

### PATCO Survey Actuals vs. Projected Goals

	AM Peak Goal	AM Peak Actuals	Remaining AM Peak Needed	Midday Goal	Midday Actuals	Remaining Midday Needed	PM Peak Goal	PM Peak Actuals	Remaining PM Peak Needed	Total Goal	Total Actuals
PATCO Defined Hours	5am to 9:23am			9:24am to 2:12pm			2:13pm to 7:29pm				
15th-16th (Penn)	46	65	-19	125	212	-87	281	316	-35	452	593
8th - Market Street (Penn)	76	82	-6	147	192	-45	226	227	-1	449	501
Lindenwold (NJ)	228	265	-37	128	173	-45	55	106	-51	411	544
Broadway (NJ)	84	116	-32	100	129	-29	118	118	0	302	363
Woodcrest (NJ)	192	194	-2	61	105	-44	54	71	-17	307	370
Ferry Avenue (NJ)	176	195	-19	99	112	-13	34	50	-16	309	357
12th-13th (Penn)	31	87	-56	64	84	-20	129	191	-62	224	362
9th - 10th (Penn)	26	115	-89	74	97	-23	139	172	-33	239	384
Haddonfield (NJ)	130	159	-29	72	95	-23	41	56	-15	243	310
Ashland (NJ)	153	179	-26	72	86	-14	26	28	-2	251	293
Collingswood (NJ)	143	197	-54	60	102	-42	40	57	-17	243	356
City Hall (NJ)	18	69	-51	68	122	-54	127	155	-28	213	346
Westmont (NJ)	147	162	-15	54	55	-1	27	30	-3	228	247
<b>Total</b>	<b>1450</b>	<b>1885</b>	<b>-435</b>	<b>1124</b>	<b>1564</b>	<b>-440</b>	<b>1297</b>	<b>1577</b>	<b>-280</b>	<b>3871</b>	<b>5026</b>

<sup>1</sup> The only inclusion criteria was a willingness to participate in the survey while at the station and time being collected.

#### D. Staff Training

*See Attachment A: PATCO Title VI Survey Training*

Kairos conducted training with all PATCO Staff (Station Supervisors and Ambassadors) that were administering the customer survey. Each session conducted was two hours. A total of 24 PATCO Staff participated in one of two sessions that took place on Friday, November 16, 2018 or Monday, November 19, 2018.

Kairos trained the PATCO Staff on the goals and purpose of the survey:

- The purpose of this survey, which is to “**comply with FTA regulations** that all transit lines be surveyed to create a demographic profile and catalog travel patterns of their ridership every three years.”
- The goal of the survey, which is to be able to “create a complete demographic profile and an **overview of travel patterns of PATCO’s riders** in order to remain eligible for federal funding.”

Training included practicing standard greetings to be utilized when approaching riders, safety directions, instructions on how to utilize electronic tablets to administer the survey, and review of frequently asked questions/situations that may arise. In addition, everyone was required to practice administering the survey with feedback given from the instructor when necessary.

A test run was then completed at the Lindenwold station on Monday, November 19<sup>th</sup> to ensure that PATCO Staff were familiar with the tablets and the surveys worked properly. No issues arose and the official survey administration commenced on Tuesday, November 20<sup>th</sup>.

#### E. Sample Size, Margin of Error, Data Weighting

##### Sample Size & Margin of Error Table

Station	Station Code	Boards (5am-8pm)	Complete	Margin of Error (95% CI)	p-hat	
Lindenwold	4	8,989	544	4.20%	0.11	2.61%
Ashland	5	3,894	293	5.73%	0.06	2.68%
Woodcrest	6	5,915	370	5.09%	0.07	2.66%
Haddonfield	7	3,692	310	5.57%	0.06	2.68%
Westmont	8	3,206	247	6.24%	0.05	2.70%
Collingswood	9	2,085	356	5.19%	0.07	2.66%
Ferry Ave	10	5,274	357	5.19%	0.07	2.66%
Broadway	11	9,981	363	5.14%	0.07	2.66%
City Hall	12	3,380	346	5.27%	0.07	2.67%
8th & Market	13	21,122	501	4.38%	0.10	2.62%
9-10th	14	3,480	384	5.00%	0.08	2.66%
12-13th	15	5,394	362	5.15%	0.07	2.66%
15-16th	16	21,342	593	4.02%	0.12	2.60%
<b>Total</b>		<b>97,754</b>	<b>5026</b>	<b>5.09%</b>		<b>2.66%</b>

## Sample Size

Based on data accumulated from ridership in October 2018, we separated our sample into 13 strata (one for each station evaluated) and sampled each station in proportion to its size (such that more participants were recruited in stations with higher ridership). In addition to station, the sample was also stratified by time of day: AM Peak (5:00am to 9:23am), Midday (9:24am to 2:12am), and PM Peak (2:13am to 7:29am). This results in 39 strata, one for each station at each time period.

## Estimated & Actual Margin of Error

With 39 strata and a sample size of 5,026, the resulting margin of error is approximately 1.38%. The actual margin of error is 2.66%.

## Station Weights Table

Station	Station Code	AM Peak	Midday	PM Peak	All Day
Lindenwold	4	21.93	10.48	5.57	16.52
Ashland	5	14.79	9.22	7.50	13.29
Woodcrest	6	20.86	9.76	5.96	15.99
Haddonfield	7	12.85	10.71	7.16	11.91
Westmont	8	13.88	10.22	6.23	12.98
Collingswood	9	6.39	4.72	3.04	5.86
Ferry Ave	10	16.58	11.69	6.38	14.77
Broadway	11	22.69	23.36	25.84	27.50
City Hall	12	3.78	11.14	8.70	9.77
8th & Market	13	23.40	25.97	47.85	42.16
9-10th	14	2.64	9.09	10.66	9.06
12-13th	15	5.85	14.77	14.31	14.90
15-16th	16	12.20	16.02	43.04	35.99
Average Weights		13.68	12.86	14.79	17.75

## AM Peak Weights

Station	Station Code	AM Peak Boards	AM Peak Surveys	Weight
Lindenwold	4	5,812	265	21.93
Ashland	5	2,648	179	14.79
Woodcrest	6	4,046	194	20.86
Haddonfield	7	2,043	159	12.85
Westmont	8	2,248	162	13.88
Collingswood	9	1,258	197	6.39
Ferry Ave	10	3,233	195	16.58
Broadway	11	2,632	116	22.69
City Hall	12	261	69	3.78
8th & Market	13	1,919	82	23.40
9-10th	14	304	115	2.64
12-13th	15	509	87	5.85
15-16th	16	793	65	12.20

### Midday Peak Weights

Station	Station Code	Midday Peak Boards	Midday Peak Surveys	Weight
Lindenwold	4	1,813	173	10.48
Ashland	5	793	86	9.22
Woodcrest	6	1,025	105	9.76
Haddonfield	7	1,017	95	10.71
Westmont	8	562	55	10.22
Collingswood	9	481	102	4.72
Ferry Ave	10	1,309	112	11.69
Broadway	11	3,013	129	23.36
City Hall	12	1,359	122	11.14
8th & Market	13	4,987	192	25.97
9-10th	14	882	97	9.09
12-13th	15	1,241	84	14.77
15-16th	16	3,397	212	16.02

### PM Peak Weights

Station	Station Code	PM Peak Boards	PM Peak Surveys	Weight
Lindenwold	4	590	106	5.57
Ashland	5	210	28	7.50
Woodcrest	6	423	71	5.96
Haddonfield	7	401	56	7.16
Westmont	8	187	30	6.23
Collingswood	9	173	57	3.04
Ferry Ave	10	319	50	6.38
Broadway	11	3,049	118	25.84
City Hall	12	1,349	155	8.70
8th & Market	13	10,862	227	47.85
9-10th	14	1,834	172	10.66
12-13th	15	2,733	191	14.31
15-16th	16	13,601	316	43.04

### All Day Weights

Station	Station Code	All Day Boards	All Day Surveys	Weight
Lindenwold	4	8,989	544	16.52
Ashland	5	3,894	293	13.29
Woodcrest	6	5,915	370	15.99
Haddonfield	7	3,692	310	11.91
Westmont	8	3,206	247	12.98
Collingswood	9	2,085	356	5.86
Ferry Ave	10	5,274	357	14.77
Broadway	11	9,981	363	27.50
City Hall	12	3,380	346	9.77
8th & Market	13	21,122	501	42.16
9-10th	14	3,480	384	9.06
12-13th	15	5,394	362	14.90
15-16th	16	21,342	593	35.99

## Data Analysis & Weighting

Due to the low margin of error and the confidence interval of 95% which allows for a 5% error, only actual error is reported in the results.

All data is reported using both weighted and unweighted sample sizes. Unweighted sample sizes are the raw data collected, meaning the actual sample size by station and time. Weighted data is reported both by Peak hours (6am to 6pm) and by All Day (5am to 7:29pm) hours. Weighted data is calculated dividing actual sample by ridership. Reporting weighted data is done in two phases: first, the average weights are calculated by station and ridership. Weighted scores are generated using the following formula  $w^2 = N/n$  then  $1/w$ . Once these weights are calculated, the raw numbers are multiplied by the weighted scores. All tables will have three columns: Weighted score by Peak hours; Weighted score by All Day hours; and Unweighted scores.

The 2015 survey removed all “refused” answer surveys from their data analysis for questions prior to #14. However, this survey included all answers, including “refused”, as this was an option provided to all participants. All surveys that included this response are considered complete and were included in the unweighted data results.

The 2015 survey, like the current survey, only collected peak hour data between the hours of 6am – 6pm. Therefore, peak hours are defined as 6am to 6pm for the purposes of weighted peak hour results.

## Summary of Survey Results<sup>3</sup>

*See Attachment B: PATCO Survey Questions & Attachment C: PATCO Survey Questions – Spanish*

### Busiest Stations & Time of Day

Based on an assessment of ridership, station surveys collected and weighted by station, the following stations and times of day were identified as having the heaviest ridership.

AM Peak: Lindenwold, Woodcrest and Ferry Avenue

Midday: 8<sup>th</sup> & Market, 15<sup>th</sup>-16<sup>th</sup> and Lindenwold

PM Peak: 15<sup>th</sup>-16<sup>th</sup>, 8<sup>th</sup> & Market, 9<sup>th</sup>-10<sup>th</sup>, 12<sup>th</sup>-13<sup>th</sup>

### Fare Type

Based on the unweighted response of riders, 73.5% used the Freedom Card, 24.6% used a Paper Ticket and only 1.9% used the Share Card.

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<sup>2</sup>  $w$  = weight;  $N$  = Population (I.e. ridership);  $n$  = sample size

<sup>3</sup> All data in this section is based on unweighted survey numbers.

### **Most frequent origin/destination**

Based on the unweighted response of riders, 60.1% were coming from home and 25.9% were coming from work. Other notable places of origin for riders included technical school/college (5.2%), medical/dental appointments (2.7%), personal business (2%), and social (1.5%). Less than 1% were either coming from shopping or a K-12 school. Approximately 1.4% said 'other'.

Based on the unweighted response of riders, 48.3% were heading to work and 33.7% were heading home at the time of being surveyed, making up the majority of destinations. Other notable ridership destinations included technical school/college (4.6%), social (4%), personal business (3.5%), medical/dental appointments (3%), and shopping (1%). Approximately 1.8% of riders said 'other' and only .1% of riders were heading to a K-12 school.

### **Most frequent means used to get to PATCO**

Based on the unweighted response, over half (53.3%) of riders drove and parked their car to get to the PATCO station while approximately a quarter (25.9%) of riders walked to the PATCO station. Only 6.4% were dropped off in a car, 5.9% took another train, 5.4% took a bus and 1% biked to get to the PATCO station. Other means of arrival less than 1% each were a taxi, carpooling or 'other' means of transportation.

### **Most frequent times per week riders made trip**

Based on the unweighted response of riders, 58.5% make that same trip 5 or more days a week. Only 11.6% make the trip 4 days a week, 14.1% make the trip 1-3 days a week, 12.7% a couple of days a month and 3.1% were making the trip for the first time.

### **Gender**

Based on the unweighted response of riders, 53.8% were female and 45.2% were male. Other responses included nonbinary (.4%), prefer not to answer (.4%), transgender (.1%) and other (.1%).

### **Age**

Based on the unweighted response of riders, those who rode the most were ages 21-30 (25.7%) and ages 31-40 (21.5%). The other age groups most frequently represented in ridership were those ages 41-50 (17.7%), 51-60 (16.9%) and ages 61+ (12.9%). Only 4.2% were ages 11-20 and 1% refused to answer.

### **Minority vs. Non-Minority**

Based on the unweighted response of riders, 66% were white or non-minority and 26.3% identified as minorities. Approximately 5.9% identified other and 1.9% refused to answer. Of those who identified as minorities, 15.9% were African American, 6.6% were Asian, 3.3% were

multi-racial, 0.2% were American Indian/Alaskan Native and 0.2% were Native Hawaiian/Pacific Islander.

### Percent Hispanic

Based on the unweighted response of riders, only 8.7% said they were of Hispanic origin, with 91.3% of riders being of non-Hispanic origin.

### Percent English speaking vs. Other primary languages

Based on the unweighted response of riders, the primary language spoken at home was English (93.8%) with 5.9% stating they were Non-English speakers or spoke a different primary language at home. Of those whose primary language at home was not English, 2.6% said they spoke Spanish, 1.8% other, 5% Chinese, 0.3% Vietnamese, 0.2% Russian, and 0.1% each spoke French, Italian, and Korean. Only 0.4% refused to answer.

### Income Ranges

Based on the unweighted response of riders, over a quarter (27.9%) refused to provide their income. Of those riders who provided their income, 14.4% were in the \$50,000-\$74,999 range, 11.8% were in the \$150,000+ category, 11.4% were in the \$25,000-\$49,999 range, 10.7% were in the \$75,000-\$99,999 range, 9.6% were in the \$100,000-\$124,999 range, 7.4% were in the \$0-24,999 range and 6.9% were in the \$125,000 to \$149,999 range. Those riders with incomes less than \$50,000 made up 18.8%.

## Detailed Survey Results

*All data in this section is based on unweighted survey results.*

### 1. Cross-tabulations by Minority vs. Non-Minority

#### Age

For both minority and non-minority survey participants, the highest age categories were 21-30 and 31-40. When looking at the percentage of minority vs. non-minority survey takers, minorities had a higher percentage of younger participants than non-minorities. Approximately 56% of minorities were between 21 and 40 as opposed to only 43% of non-minorities. Approximately 35% of non-minority participants were over the age of 51 as opposed to only 18% of minority participants.

	Age Categories							
Race	11-20	21-30	31-40	41-50	51-60	61+	Refused	Total
Non-minority	104	777	656	587	641	533	17	3315
Minority	105	504	407	288	198	103	10	1615
Refused	3	13	19	15	12	11	23	96
Total	212	1294	1082	890	851	647	50	5026

## Gender

For both minority and non-minority survey participants, the percentage of male riders and female riders was almost equal. There were no major differences in gender between minorities and non-minorities in this survey.

	Gender						
Race	Male	Female	Transgender	Nonbinary	Other	Prefer not to answer	Total
Non-minority	1488	1808	2	11	1	5	3315
Minority	743	855	4	8	2	3	1615
Refused	40	41	1	0	0	14	96
Total	2271	2704	7	19	3	22	5026

## Income

When looking at the differences in household income for minorities and non-minorities, there were notable similarities and differences. For those survey participants whose income was less than \$50,000, the number of non-minority riders was 468 and minority riders was 464, almost exactly equal. However, for those whose household incomes were above \$50,000, the non-minority riders were much higher (2x to 4x higher) than the minority riders. For example, those whose incomes were between \$75,000 and \$99,999, non-minority riders were 2.6x higher (385) than minority riders (147) and those whose incomes were \$150,000 or greater, non-minority riders were 4.6x higher (484) than minority riders (104).

	Household Income								
Race	\$0 - \$24,999	\$25,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$124,999	\$125,000 - \$149,999	\$150,000 or greater	Refused	Total
Non-minority	180	288	474	385	367	271	484	866	3315
Minority	185	279	245	147	109	74	104	472	1615
Refused	6	8	6	4	5	2	3	62	96
Total	371	575	725	536	481	347	591	1400	5026

## Time of Day & Station Boarded

When looking at the number of survey participants per time of day, there was only a slight difference between white (non-minority) and minority riders, with a slightly higher percentage of minority riders boarding during the Midday (33%) and PM Peak (33%) than the non-minority riders (Midday – 30%, PM Peak – 31%). Minorities also had a slightly lower percentage of AM Peak participation (34%) as opposed to non-minorities (39%).



### Time of Day & Station Boarded Table (Actual Numbers)

		PATCO Stations													
Race		Lindenwold	Ashland	Woodcrest	Haddonfield	Westmont	Collingswood	Ferry Ave.	Broadway	City Hall	8th & Market	9th-10th	12th-13th	15th-16th	Total
White	AM Peak	166	137	144	121	134	159	141	53	25	41	87	53	44	1305
	Midday	87	63	73	69	45	81	61	68	59	102	77	53	153	991
	PM Peak	46	19	54	34	23	44	22	56	76	135	129	149	232	1019
	Total	299	219	271	224	202	284	224	177	160	278	293	255	429	3315
Minorities	AM Peak	89	40	48	34	26	38	53	60	44	40	25	31	21	549
	Midday	85	23	29	22	8	16	49	59	63	85	18	27	55	539
	PM Peak	59	9	15	21	7	12	25	61	73	86	42	39	78	527
	Total	233	72	92	77	41	66	127	180	180	211	85	97	154	1615
Refused	AM Peak	10	2	2	4	2	0	1	3	0	1	3	3	0	31
	Midday	1	0	3	4	2	5	2	2	0	5	2	4	4	34
	PM Peak	1	0	2	1	0	1	3	1	6	6	1	3	6	31
	Total	12	2	7	9	4	6	6	6	6	12	6	10	10	96
Total	AM Peak	265	179	194	159	162	197	195	116	69	82	115	87	65	1885
	Midday	173	86	105	95	55	102	112	129	122	192	97	84	212	1564
	PM Peak	106	28	71	56	30	57	50	118	155	227	172	191	316	1577
	Total	544	293	370	310	247	356	357	363	346	501	384	362	593	5026

When looking at survey participants by station, minorities had higher numbers at Lindenwold, 8<sup>th</sup> & Market, Broadway, City Hall and 15<sup>th</sup>-16<sup>th</sup> (in order of highest participation). Whereas non-minorities had higher participation numbers at 15<sup>th</sup>-16<sup>th</sup>, Lindenwold, 9<sup>th</sup> & 10<sup>th</sup>, Collingswood, 8<sup>th</sup> & Market, Woodcrest and 12<sup>th</sup>-13<sup>th</sup>. When you look at the percentage of whites (non-minorities) across stations, the participation numbers are similar with the exception of 15<sup>th</sup>-16<sup>th</sup> street station making up 13% (highest percentage) of the white (non-minority) survey participants. When looking at the minority survey participants, they had significantly higher participation percentages at Lindenwold, 8<sup>th</sup> & Market, Broadway and City Hall than the other stations. Thus, there seems to be higher numbers of minority boarders at those stations.

### Station Boarded Table (Non-minority vs. Minority)

		Percentage by PATCO Stations													
		Lindenwold	Ashland	Woodcrest	Haddonfield	Westmont	Collingswood	Ferry Ave.	Broadway	City Hall	8th & Market	9th-10th	12th-13th	15th-16th	
White (Non-minority)		9.02%	6.61%	8.17%	6.76%	6.09%	8.57%	6.76%	5.34%	4.83%	8.39%	8.84%	7.69%	12.94%	
Minorities		14.43%	4.46%	5.70%	4.77%	2.54%	4.09%	7.86%	11.15%	11.15%	13.07%	5.26%	6.01%	9.54%	

### Fare Type Used

When reviewing the fare type usage for non-minorities, 19% used paper tickets and 79% used Freedom Cards. Whereas minority survey participants had a higher usage percentage of paper tickets (35%) and only 63% used Freedom Cards.

	Fare Type			
Race	Freedom Card	Paper Ticket	Share Card	Total
Non-minority	2614	633	68	3315
Minority	1021	569	25	1615
Refused	61	34	1	96
Total	3696	1236	94	5026

### Origin & Destination

When assessing the origin of location for survey participants, specifically for those travelling from home or work, the percentage of minorities vs. non-minorities was almost identical. There was a slightly higher percentage of non-minorities who were coming from a medical/dental location (3%) as opposed to only 2% of minorities. Approximately 7% of minorities were coming from school (technical/college) as opposed to only 4% of non-minorities. Approximately 2% of non-minority participants were travelling from a social location as opposed to only 1% of minorities.

	Origin (Coming From)									
Race	Home	Work	School (K-12)	School (Tech/ College)	Shopping	Medical/ Dental	Personal Business	Social	Other	Total
Non-minority	2012	856	5	147	23	108	61	57	46	3315
Minority	951	424	9	108	17	26	39	18	23	1615
Refused	60	24	0	5	2	3	0	1	1	96
Total	3023	1304	14	260	42	137	100	76	70	5026

When assessing the destination location for survey participants, when looking at whether people were travelling to home or work, the percentages of minorities vs. non-minorities was identical. Approximately 4% of non-minorities were traveling from a medical or dental destination and only 2% of minorities were coming from a medical destination. A larger portion of the minority population that was surveyed were coming from personal business (4%) and school (technical/college – 5%) as opposed to the non-minority population surveyed (personal business – 3%, school – 4%). However, non-minorities surveyed had a higher percentage of persons coming from social locations (5%) as opposed to minorities (3%).

	Destination (Going To)									
Race	Home	Work	School (K-12)	School (Tech/ College)	Shopping	Medical/ Dental	Personal Business	Social	Other	Total
Non-minority	1111	1597	1	143	28	124	114	152	45	3315
Minority	552	780	4	84	23	26	59	49	38	1615
Refused	32	50	0	4	0	1	3	1	5	96
Total	1695	2427	5	231	51	151	176	202	88	5026

### How Riders Arrived at PATCO Station

When looking at the survey participants' modes of arrival to the PATCO station, there are some differences when broken out by non-minority and minority persons. Although the number of walkers was similar, only 25% of non-minority survey participants walked as opposed to 28% of minority participants. Biking was approximately 1% for both. The biggest difference was in driving. Only 39% of minorities drove and parked, as opposed to 61% of non-minorities. Non-minorities who were dropped off in a car were 10% of their total survey population as opposed to only 5% for non-minorities. Public transportation as an option for getting to the PATCO station was also more common for minorities. The train was 10% as opposed to 4% for non-minorities and the bus was 10% as opposed to only 3% for non-minorities.

	How Riders Arrived at PATCO Station									
Race	Walk	Bicycle	Carpool	Car - Drive & Park	Car - Dropped Off	Taxi	Train	Bus	Other	Total
Non-minority	823	34	27	2010	157	10	138	102	14	3315
Minority	452	16	18	623	158	17	154	165	12	1615
Refused	28	1	1	47	5	1	5	6	2	96
Total	1303	51	46	2680	320	28	297	273	28	5026

### Trip Frequency

The majority of survey participants, despite whether they were minorities or not take their particular trip 5 or more days a week (64% of minorities; 56% of non-minorities). Thus, minorities are even more likely to use the PATCO line regularly than non-minorities. Non-minorities are more likely than minorities to use the PATCO line to take their trip only a couple of times per month (15% for non-minorities, only 9% for minorities).

Race	5 or more days a week	4 days a week	1-3 days a week	A couple of days a month	First time	Total
Non-minority	1860	390	470	483	112	3315
Minority	1030	174	222	145	44	1615
Refused	48	17	17	12	2	96
Total	2938	581	709	640	158	5026

## 2. Cross-tabulations by Non-English Speakers

*For the purposes of this survey Non-English speakers are persons whose primary language spoken at home is not English.*

### Age

The majority of survey participants were between the ages of 21-40 (for Non-English speaking 61%, for English speaking 46%). However, Non-English speaking participants are more likely to be younger than the English-speaking participants, especially for the youngest age group (11-20), only 4% of English speakers were in this age category as opposed to 12% of Non-English speaking participants. The opposite is true as well. Older survey participants were more likely to be English speaking (ages 41 and up, 49%) than not (ages 41 and up, 27%).

Primary Language Spoken in Home	Age Categories							Total
	11-20	21-30	31-40	41-50	51-60	61+	Refused	
English	177	1187	1002	845	830	633	38	4712
Non-English	34	104	77	43	21	14	2	295
Refused	1	3	3	2	0	0	10	19
Total	212	1294	1082	890	851	647	50	5026

### Gender

English speaking survey participants were more likely to be female (54%) than male (45%) as opposed to Non-English speaking survey participants which was close to equal for males and females, less than a 1% difference (males were 1% higher).

Primary Language Spoken at Home	Gender						Total
	Male	Female	Transgender	Nonbinary	Other	Prefer not to answer	
English	2122	2557	5	17	2	9	4712
Non-English	144	143	2	2	1	3	295
Refused	5	4	0	0	0	10	19
Total	2271	2704	7	19	3	22	5026

### Income

A large percentage of survey participants refused to answer the income question (Non-English speakers 35% refused, English speakers 27% refused). However, of those that did answer, those that were Non-English speaking in the home, 32% had household incomes of less than \$50,000, while those participants who were English speaking, only 18% had household incomes of less than \$50,000. English speaking survey participants in general had higher incomes than Non-English speaking participants in all categories greater than \$50,000 of household income. The greatest discrepancy was at the highest level of \$150,000 or more of household income (12% for English speaking, 4% for Non-English speaking).

	Household Income								
Primary Language Spoken in Home	\$0 - \$24,999	\$25,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$124,999	\$125,000 - \$149,999	\$150,000 or greater	Refused	Total
English	320	533	694	512	461	335	578	1279	4712
Non-English	51	42	31	23	20	12	13	103	295
Refused	0	0	0	1	0	0	0	18	19
<b>Total</b>	<b>371</b>	<b>575</b>	<b>725</b>	<b>536</b>	<b>481</b>	<b>347</b>	<b>591</b>	<b>1400</b>	<b>5026</b>

### Time of Day & Station Boarded

English speaking survey participants had a higher percentage of people who were surveyed during the AM Peak time frame (38%) as opposed to Non-English speaking participants whose highest time frame was Midday (38%).

The busiest stations for English speaking participants were 15<sup>th</sup>-16<sup>th</sup>, Lindenwold, 8<sup>th</sup> & Market, 9<sup>th</sup> & 10<sup>th</sup> and Woodcrest, respectively. The busiest stations for Non-English speaking participants were Lindenwold, City Hall, 8<sup>th</sup> & Market, and Broadway.

		PATCO Stations													
	Time	Lindenwold	Ashland	Woodcrest	Haddonfield	Westmont	Collingswood	Ferry Ave.	Broadway	City Hall	8th & Market	9th-10th	12th-13th	15th-16th	Total
English	AM Peak	247	170	188	155	155	195	183	102	62	74	108	82	65	1786
	Midday	158	76	97	90	53	98	106	120	105	175	92	75	200	1445
	PM Peak	98	27	69	52	27	55	45	111	133	213	167	187	297	1481
	<b>Total</b>	<b>503</b>	<b>273</b>	<b>354</b>	<b>297</b>	<b>235</b>	<b>348</b>	<b>334</b>	<b>333</b>	<b>300</b>	<b>462</b>	<b>367</b>	<b>344</b>	<b>562</b>	<b>4712</b>
Non-English	AM Peak	18	9	6	3	7	2	12	14	7	7	6	4	0	95
	Midday	15	10	8	5	1	3	6	9	17	16	5	7	11	113
	PM Peak	8	1	1	4	3	2	4	7	17	13	5	4	18	87
	<b>Total</b>	<b>41</b>	<b>20</b>	<b>15</b>	<b>12</b>	<b>11</b>	<b>7</b>	<b>22</b>	<b>30</b>	<b>41</b>	<b>36</b>	<b>16</b>	<b>15</b>	<b>29</b>	<b>295</b>
Refused	AM Peak	0	0	0	1	0	0	0	0	0	1	1	1	0	4
	Midday	0	0	0	0	1	1	0	0	0	1	0	2	1	6
	PM Peak	0	0	1	0	0	0	1	0	5	1	0	0	1	9
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>19</b>
<b>Total</b>	AM Peak	265	179	194	159	162	197	195	116	69	82	115	87	65	1885
	Midday	173	86	105	95	55	102	112	129	122	192	97	84	212	1564
	PM Peak	106	28	71	56	30	57	50	118	155	227	172	191	316	1577
	<b>Total</b>	<b>544</b>	<b>293</b>	<b>370</b>	<b>310</b>	<b>247</b>	<b>356</b>	<b>357</b>	<b>363</b>	<b>346</b>	<b>501</b>	<b>384</b>	<b>362</b>	<b>593</b>	<b>5026</b>

### Fare Type

In general, both English and Non-English speakers were more likely to use Freedom Cards as opposed to Paper Tickets or Share Cards. However, Non-English speaking participants did have higher rates of paper ticket usage (33%). Share Card usage was not high among either populations (2% for English speakers and 1% for Non-English speakers).

Primary Language Spoken at Home	Fare Type			Total
	Freedom Card	Paper Ticket	Share Card	
English	3494	1128	90	4712
Non-English	195	96	4	295
Refused	7	12	0	19
Total	3696	1236	94	5026

### Origin/Destination

For both English and Non-English speakers, 60% were coming from (originating) home. However, English speaking participants were more likely to be coming from work, as opposed to only 19% of Non-English speaking participants. Non-English speaking participants had a much higher likelihood of coming from a technical school/college (11%) as opposed to English speaking participants (5%). English speaking participants were more likely to be coming from a medical or dental appointment (3%) as opposed to Non-English speaking participants (1%). All other categories were pretty much equal with the exception of English-speaking participants coming from a social location (2%) as opposed to Non-English speaking participants (1%).

Primary Language Spoken at Home	Origin (Coming From)									Total
	Home	Work	School (K-12)	School (Tech/ College)	Shopping	Medical/ Dental	Personal Business	Social	Other	
English	2838	1244	9	222	35	134	94	72	64	4712
Non-English	178	56	5	32	6	3	6	4	5	295
Refused	7	4	0	6	1	0	0	0	1	19
Total	3023	1304	14	260	42	137	100	76	70	5026

For both English speakers and Non-English speakers their destinations were almost equal, with 34% of English speakers heading home and 48% heading to work. For Non-English speakers 31% were heading home and 49% were heading to work. Non-English speaking participants had a higher likelihood that they were heading to a technical school/college (8% vs. 4%) or out for personal business (8% vs. 3%). English speakers had higher rates of heading to medical/dental appointments (3% vs. 2%) and for traveling to a social destination (4% vs. 2%).

	Destination (Going To)									
Primary Language Spoken at Home	Home	Work	School (K-12)	School (Tech/ College)	Shopping	Medical/ Dental	Personal Business	Social	Other	Total
English	1596	2276	4	205	47	144	163	195	82	4712
Non-English	90	146	1	24	4	6	13	6	5	295
Refused	9	5	0	2	0	1	0	1	1	19
Total	1695	2427	5	231	51	151	176	202	88	5026

### How Riders Arrived at PATCO Station

Most participants were more likely to get to the PATCO station by driving and parking their car, however English speakers were more likely at 54% as opposed to Non-English speakers at 40%. The second most common way to get to the PATCO station was walking, with 33% of Non-English speakers, who were more likely than English speakers to walk (25%). Non-English speakers were also slightly more likely to be dropped off in a car (7% vs. 6%), take a train (7% vs. 6%) or take a bus (7% vs. 5%).

	How Riders Arrived at PATCO Station									
Primary Language Spoken at Home	Walk	Bicycle	Carpool	Car - Drive & Park	Car - Dropped Off	Taxi	Train	Bus	Other	Total
English	1197	47	41	2556	296	22	274	252	27	4712
Non-English	97	4	5	119	22	6	20	21	1	295
Refused	9	0	0	5	2	0	3	0	0	19
Total	1303	51	46	2680	320	28	297	273	28	5026

### Trip Frequency

English speaking participants and Non-English speaking participants mostly took their trip 5 or more days a week (both were 59%). Non-English speaking participants were slightly more likely to take their trips 4 days a week or 1-3 days a week. However, English speaking participants were more likely to be taking their trip a couple of times a month or for the first time.

	Trip Frequency					
Primary Language Spoken in Home	5 or more days a week	4 days a week	1-3 days a week	A couple of days a month	First time	Total
English	2757	539	650	616	150	4712
Non-English	175	40	52	22	6	295
Refused	6	2	7	2	2	19
Total	2938	581	709	640	158	5026

### 3. Cross-tabulations by Household Income under \$50,000

#### Age

Those ages 21-40 made up the largest portion of the surveyed ridership across household income (57% < \$50k, 44% >\$50k). However, for those whose incomes were less than \$50,000, the majority of riders were ages 21-30 (46%) compared to only 20% of surveyed riders whose incomes was over \$50,000. Those whose incomes were over \$50,000, there were significantly more surveyed riders in the 41-50 (22% vs. 9%), 51-60 (20% vs. 9%), and 61+ (13% vs. 8%) age categories. Of the entire ridership population surveyed, approximately 28% of people refused to answer this question.

	Age Categories							
Household Income	11-20	21-30	31-40	41-50	51-60	61+	Refused	Total
\$0 - \$24,999	45	179	69	20	31	27	0	371
\$25,000 - \$49,999	21	254	132	68	50	49	1	575
\$50,000 or greater	49	540	636	583	526	335	11	2680
Refused	97	321	245	219	244	236	38	1400
Total	212	1294	1082	890	851	647	50	5026

#### Gender

Female participants (19%) represented a slightly higher percent of persons with less than \$50,000 in household income than males (18%). Males represented a larger number of persons with household incomes above \$50,000 (57%) as opposed to females (51%). Women were also more likely to refuse to answer the household income question (30% refused) as opposed to men (25% refused).

	Gender						
Household Income	Male	Female	Transgender	Nonbinary	Other	Prefer not to answer	Total
\$0 - \$24,999	168	195	3	5	0	0	371
\$25,000 - \$49,999	239	329	1	5	0	1	575
\$50,000 or greater	1286	1381	2	7	2	2	2680
Refused	578	799	1	2	1	19	1400
Total	2271	2704	7	19	3	22	5026

#### Time of Day & Station Boarded

Riders with incomes below \$50,000 totaled 946 or 19% of the surveyed riders. The highest boarding numbers by station for those under \$50,000 in income were Broadway (33% of surveyed riders), City Hall (26%), Lindenwold (19%) and 8<sup>th</sup> & Market (23%).



Riders with incomes below \$50,000 were more likely to be traveling during the midday hours (40%) or evening hours (32%), whereas those with incomes over \$50,000 had a higher number of riders during the morning (43%) and evening hours (30%).

Household Income	Time	PATCO Stations													Total
		Lindenwold	Ashland	Woodcrest	Haddonfield	Westmont	Collingswood	Ferry Ave.	Broadway	City Hall	8th & Market	9th-10th	12th-13th	15th-16th	
\$0-\$24,999	AM Peak	9	7	2	9	4	2	8	15	6	7	11	6	2	88
	Midday	19	8	8	10	6	13	10	23	14	23	9	7	11	161
	PM Peak	15	0	8	10	3	7	5	12	24	12	11	10	5	122
	Total	43	15	18	29	13	22	23	50	44	42	31	23	18	371
\$25,000-\$49,999	AM Peak	23	15	15	11	13	13	14	26	8	15	8	9	5	175
	Midday	22	8	8	14	7	10	24	24	19	35	14	10	22	217
	PM Peak	16	5	5	14	6	7	11	18	18	24	13	21	25	183
	Total	61	28	28	39	26	30	49	68	45	74	35	40	52	575
\$50,000 or greater	AM Peak	160	118	135	111	110	116	128	49	21	42	70	50	43	1153
	Midday	79	51	52	44	29	52	59	34	27	87	47	38	112	711
	PM Peak	40	13	35	18	13	25	21	57	65	133	90	104	202	816
	Total	279	182	222	173	152	193	208	140	113	262	207	192	357	2680
Refused	AM Peak	73	39	42	28	35	66	45	26	34	18	26	22	15	469
	Midday	53	19	37	27	13	27	19	48	62	47	27	29	67	475
	PM Peak	35	10	23	14	8	18	13	31	48	58	58	56	84	456
	Total	161	68	102	69	56	111	77	105	144	123	111	107	166	1400
Total	AM Peak	265	179	194	159	162	197	195	116	69	82	115	87	65	1885
	Midday	173	86	105	95	55	102	112	129	122	192	97	84	212	1564
	PM Peak	106	28	71	56	30	57	50	118	155	227	172	191	316	1577
	Total	544	293	370	310	247	356	357	363	346	501	384	362	593	5026

## Fare Type

Of those participants who were using Freedom Cards, 14% had household incomes less than \$50,000 and 59% had household incomes above \$50,000. Of those participants using Paper Tickets, 32% had household incomes less than \$50,000 and 36% had household incomes over \$50,000. Of those using the Share Card, 14% had household incomes less than \$50,000 and 65% had household incomes over \$50,000.

Household Income	Fare Type			Total
	Freedom Card	Paper Ticket	Share Card	
\$0 - \$24,999	200	169	2	371
\$25,000 - \$49,999	332	232	11	575
\$50,000 or greater	2169	450	61	2680
Refused	995	385	20	1400
Total	3696	1236	94	5026

## Origin/Destination

The origin of those surveyed was most likely to be home or work. However, for those whose incomes are less than \$50,000 approximately 58% were coming from work and 21% were coming from home. For those whose household incomes are above \$50,000, 63% were coming from home and 28% were coming from work. For those with incomes below \$50,000 they had higher rates of coming from technical school/college (8% vs 4%), medical/dental appointments (4% vs. 2%), personal business (3% vs. 1%) or social locations (2% vs. 1%).

	Origin (Coming From)									
Household Income	Home	Work	School (K-12)	School (Tech/ College)	Shopping	Medical/ Dental	Personal Business	Social	Other	Total
\$0 - \$24,999	218	47	7	46	5	16	16	5	11	371
\$25,000 - \$49,999	335	151	1	32	4	24	12	10	6	575
\$50,000 or greater	1686	748	1	68	19	57	38	36	27	2680
Refused	784	358	5	114	14	40	34	25	26	1400
<b>Total</b>	<b>3023</b>	<b>1304</b>	<b>14</b>	<b>260</b>	<b>42</b>	<b>137</b>	<b>100</b>	<b>76</b>	<b>70</b>	<b>5026</b>

The destination of those surveyed was once again most likely to be home or work. However, for those whose income is less than \$50,000 approximately 35% were heading home and 41% were heading to work. For those whose household incomes are above \$50,000, 31% were heading home and 55% were heading to work. The percentages were equal for shopping, medical/dental appointments, and social destinations. However, for those whose household incomes are less than \$50,000 they were more likely to be heading to technical school/college (8% vs. 3%) and for personal business (5% vs. 2%) than those surveyed whose household incomes were above \$50,000.

	Destination (Going To)									
Household Income	Home	Work	School (K-12)	School (Tech/ College)	Shopping	Medical/ Dental	Personal Business	Social	Other	Total
\$0 - \$24,999	129	114	0	53	7	15	21	21	11	371
\$25,000 - \$49,999	206	272	0	27	7	15	24	15	9	575
\$50,000 or greater	840	1483	3	67	22	69	59	102	35	2680
Refused	520	558	2	84	15	52	72	64	33	1400
<b>Total</b>	<b>1695</b>	<b>2427</b>	<b>5</b>	<b>231</b>	<b>51</b>	<b>151</b>	<b>176</b>	<b>202</b>	<b>88</b>	<b>5026</b>

### How Riders Arrived at PATCO Station

Most people surveyed either drive and park or walk to the PATCO station. However, the percentages are different depending on income. For those whose household incomes are less than \$50,000, 33% walk and 31% drive and park. For those whose household incomes are greater than \$50,000, 62% drive and park and 22% walk. Those whose household incomes are less than \$50,000 have higher rates of being dropped off in a car (9% vs. 5%) or taking public transportation to the PATCO station, such as a train (10% vs. 5%) or a bus (12% vs. 3%).

	How Riders Arrived at PATCO Station									
Household Income	Walk	Bicycle	Carpool	Car - Drive & Park	Car - Dropped Off	Taxi	Train	Bus	Other	Total
\$0 - \$24,999	154	6	2	94	34	6	31	40	4	371
\$25,000 - \$49,999	154	6	4	197	55	7	66	77	9	575
\$50,000 or greater	601	30	34	1661	133	8	127	75	11	2680
Refused	394	9	6	728	98	7	73	81	4	1400
<b>Total</b>	<b>1303</b>	<b>51</b>	<b>46</b>	<b>2680</b>	<b>320</b>	<b>28</b>	<b>297</b>	<b>273</b>	<b>28</b>	<b>5026</b>

### Trip Frequency

Most survey participants take their trip 5 or more days a week. However, of those whose household incomes are less than \$50,000, 56% took their trip 5 days or more a week as opposed to those whose incomes are above \$50,000 (62%). Those whose household incomes are less than \$50,000 were slightly more likely to be taking their trips either 4 days a week or 1-3 days a week (29% total vs. 24% total). They were also more likely to be taking their trip only a couple of times a month (12% vs. 11%) or for the first time (4% vs. 3%).

	Trip Frequency					
Household Income	5 or more days a week	4 days a week	1-3 days a week	A couple of days a month	First time	Total
\$0 - \$24,999	168	49	86	54	14	371
\$25,000 - \$49,999	363	60	76	55	21	575
\$50,000 or greater	1669	318	321	295	77	2680
Refused	738	154	226	236	46	1400
<b>Total</b>	<b>2938</b>	<b>581</b>	<b>709</b>	<b>640</b>	<b>158</b>	<b>5026</b>

#### 4. Detailed Table Comparisons/Percent Change from 2015 to 2018 Survey

*All 2018 data was weighted; due to the fact that specific survey questions included “refused” as an option (questions 10, 11, 12 and 14) and were below the margin of error, there was no need to remove them, and thus all surveys were deemed complete. Comparisons below between survey years are based on weighted data percentages for ridership by peak.*

#### Question #1: Where are you coming from?

##### Summary

Based on the weighted responses, there was some change from 2015 to 2018 in where riders were coming from. Home and work were still the top two origins. However, there was an increase from 54% coming from home in 2015 to 60% coming from home in 2018 (6% increase). There was a decrease from 35% coming from work to 26% coming from work (9% decrease). Other categories were relatively unchanged.

### 2018 Responses

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Home	42,965.83	50.4%	50,360.54	51.5%	3,023	60.1%
Work	29,617.94	34.7%	31,769.87	32.5%	1,304	25.9%
School (K-12)	309.67	0.4%	337.66	0.3%	14	0.3%
School (Tech/College)	4,130.52	4.8%	4,708.23	4.8%	260	5.2%
Shopping	1,067.89	1.3%	1,235.73	1.3%	42	0.8%
Medical/Dental	2,361.69	2.8%	3,247.49	3.3%	137	2.7%
Personal Business	1,851.30	2.2%	2,454.90	2.5%	100	2.0%
Social	1,593.17	1.9%	1,828.93	1.9%	76	1.5%
Other	1,417.98	1.7%	1,810.65	1.9%	70	1.4%
Grand Total	85,316		97,754		5,026	

### 2015 Responses

Response	Weighted Response by Peak/ Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Home	17,571	54%	18,841	58%	2,029	61%
Work	11,518	35%	9,368	29%	853	26%
School (K-12)	103	0.3%	103	0.3%	11	0.3%
School (Tech/College)	1,386	4%	1,580	5%	181	5%
Shopping	141	0.4%	214	1%	17	1%
Medical/Dental	524	2%	684	2%	74	2%
Personal Business	552	2%	765	2%	87	3%
Social	424	1%	548	2%	48	1%
Other	350	1%	468	1%	40	1%
Grand Total	32,570		32,570		3,340	

### **Question #2: At What Station do you normally board?**

#### Summary

Although the percentage of people normally boarding at Lindenwold was still the highest of any station, it decreased by a little over 1%. In 2015, 15<sup>th</sup>-16<sup>th</sup> and 8<sup>th</sup> and Market stations were the next highest for where people normally boarded.

### 2018 Responses

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Lindenwold	14,041.66	16.5%	15,356.31	15.7%	796	15.8%
Ashland	6,315.39	7.4%	6,996.29	7.2%	408	8.1%
Woodcrest	8,466.20	9.9%	9,072.08	9.3%	483	9.6%
Haddonfield	5,435.31	6.4%	6,282.96	6.4%	395	7.9%
Westmont	5,258.67	6.2%	5,806.36	5.9%	322	6.4%
Collingswood	4,160.54	4.9%	4,662.74	4.8%	446	8.9%
Ferry Ave	7,308.73	8.6%	8,146.85	8.3%	453	9.0%
Broadway	7,070.10	8.3%	8,340.15	8.5%	314	6.2%
City Hall	2,350.60	2.8%	2,836.21	2.9%	228	4.5%
8th & Market	10,097.03	11.8%	12,757.36	13.1%	362	7.2%
9th-10th	2,288.87	2.7%	2,664.83	2.7%	265	5.3%
12-13th	2,709.12	3.2%	3,605.73	3.7%	210	4.2%
15-16th	9,813.78	11.5%	11,226.13	11.5%	344	6.8%
Grand Total	85,316		97,754		5,026	

### 2015 Responses

Response	Weighted Response by Peak/ Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Lindenwold	5,467	17%	5,458	17%	490	15%
Ashland	2,282	7%	2,331	7%	279	8%
Woodcrest	2,972	9%	3,081	9%	350	10%
Haddonfield	1,952	6%	2,095	6%	250	7%
Westmont	1,706	5%	1,764	5%	207	6%
Collingswood	2,249	7%	2,279	7%	252	8%
Ferry Ave	2,746	8%	2,671	8%	339	10%
Broadway	1,756	5%	1,819	6%	255	8%
City Hall	722	2%	790	2%	114	3%
8th & Market	3,331	10%	3,589	11%	276	8%
9th-10th	1,320	4%	1,226	4%	173	5%
12-13th	927	3%	865	3%	120	4%
15-16th	5,141	16%	4,602	14%	235	7%
Grand Total	32,570		32,570		3,340	

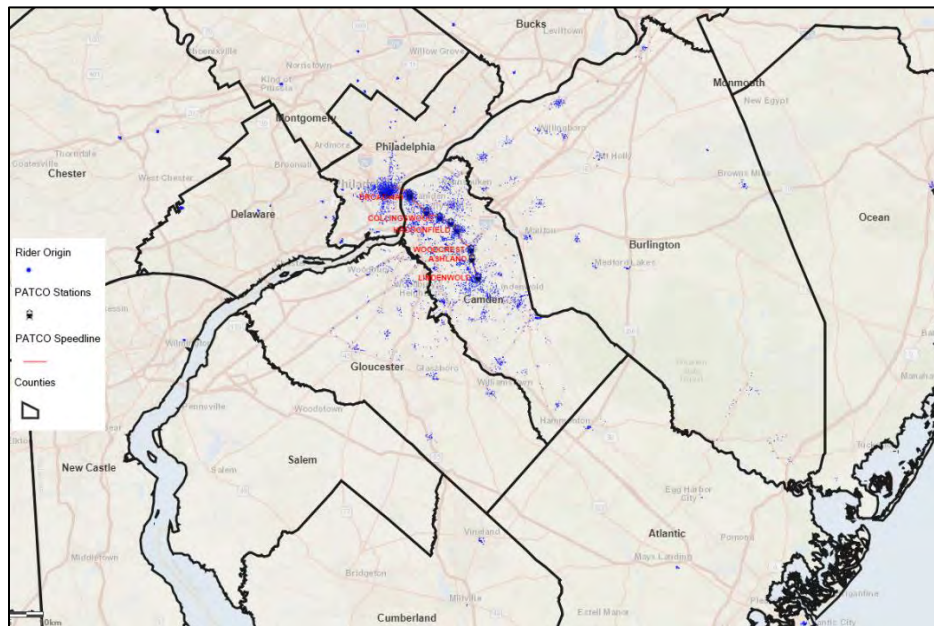
### **Question #3: What is the intersection and city you are coming from?**

#### Summary

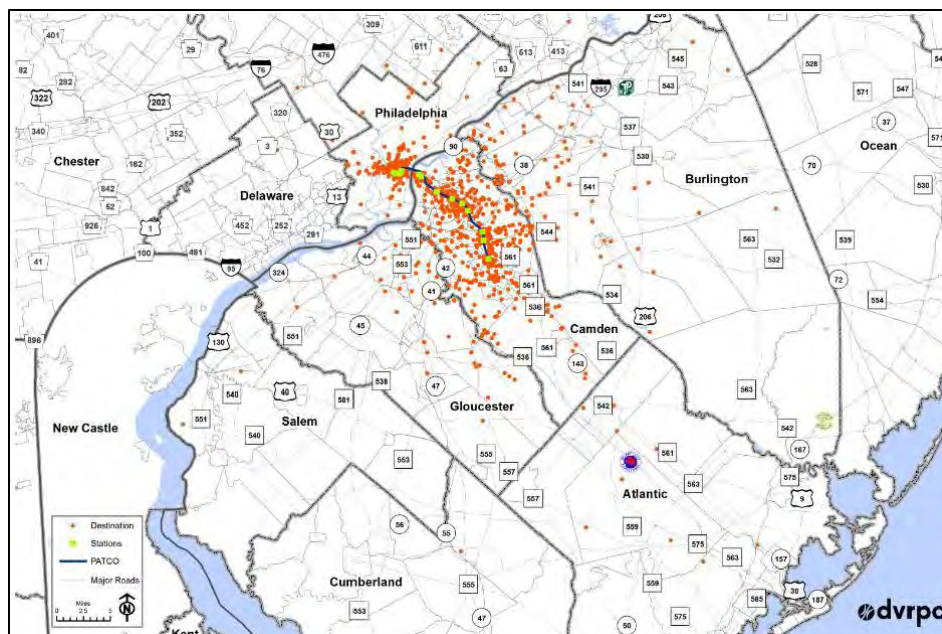
The origin of riders is clustered around stations, particularly at 8<sup>th</sup> and Market and 15<sup>th</sup>-16<sup>th</sup> in Philadelphia and around City Hall and Broadway in Camden, NJ. Riders originating in New

Jersey were scattered more widely across Burlington, Camden, and Gloucester Counties. Riders originating in Philadelphia were concentrated primarily in Center City. Some riders noted that they were coming from locations far outside the PATCO Service Area and were connecting with PATCO. These destinations include New York City, Washington, DC, Wilmington, DE, Harrisburg, PA, Trenton, NJ, Atlantic City, NJ, Cape May, NJ, and Ocean City, NJ. The 2018 results show a similar ridership pattern as the 2015 survey.

### 2018 Response Map



### 2015 Response Map





#### Question 4: How did you get to PATCO today?

##### Summary

In the 2018 survey, the most common way to get to the PATCO station for riders (weighted response by peak) is to drive a car and park (53.2%) with walking being the second most common (25.4%) and taking a train the third most common (7.9%). These percentages have changed over time, as in 2015 the most common way to get to the PATCO station for riders (weighted response by peak/off peak) was walking (44%) and then driving and parking (36%) with taking a train (6%) the third most common.

##### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Walk	2,1634.31	25.4%	26,184.49	26.8%	1,303	25.9%
Bicycle	743.57	0.9%	995.13	1.0%	51	1.0%
Carpool	749.52	0.9%	854.47	0.9%	46	0.9%
Car - Drive and Park	45,415.59	53.2%	48,266.72	49.4%	2,680	53.3%
Car - Dropped Off	4,261.87	5.0%	5,262.71	5.4%	320	6.4%
Taxi	505.69	0.6%	624.60	0.6%	28	0.6%
Train	6,701.47	7.9%	8,725.76	8.9%	297	5.9%
Bus	4,877.29	5.7%	6,243.90	6.4%	273	5.4%
Other	426.67	0.5%	596.22	0.6%	28	0.6%
Grand Total	85,316		97,754		5,026	

##### 2015 Response

Response	Weighted Response by Peak/ Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Walk	14,346	44%	14,139	43%	1,336	40%
Bicycle	489	2%	567	2%	61	2%
Carpool	268	1%	25	1%	27	1%
Car - Drive and Park	11,795	36%	10,959	34%	1,246	37%
Car - Dropped Off	1,743	5%	1,832	6%	199	6%
Taxi	136	0%	178	1%	18	1%
Train	2,098	6%	2,560	8%	234	7%
Bus	1,578	5%	1,964	6%	207	6%
Other	116	0%	120	0%	12	0%
Grand Total	32,570		32,570		3,340	

### Question #5: Did you pay to park at PATCO?

#### Summary

The majority of riders responded that no, they do not pay to park at PATCO. However, that percentage went down slightly from 2015 (82%) to 2018 (78.1%).

#### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Yes	18,676.55	21.9%	18,565.17	19.0%	996	19.8%
No	66,639.45	78.1%	79,188.83	81.0%	4,030	80.2%
Grand Total	85,316		97,754		5,026	

#### 2015 Response

Response	Weighted Response by Peak/ Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Yes	5,868	18%	5,010	15%	538	16%
No	26,702	82%	27,560	85%	2,802	84%
Grand Total	32,570		32,570		3,340	

### Question #6: Where are you going?

#### Summary

Work and home were the two most common places to be traveling to for PATCO riders. In 2015 work was 45% of riders and home was 43% of riders. In 2018 although home remained at 43%, it was now the most common destination. Work went down to 42.5% in 2018 while a few other categories slightly increased: medical/dental increased to 2.3% (from 1%), social increased to 2.6% (from 2%) and shopping increased to .8% from (0%). Technical school/college decreased from 5% in 2015 to 3.7% in 2018.

#### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Home	36,965.56	43.3%	40,548.37	41.5%	1,695	33.7%
Work	36,297.88	42.5%	41,172.22	42.1%	2,427	48.3%
School (K-12)	78.58	0.1%	112.45	0.1%	5	0.1%
School (Tech/College)	3,162.64	3.7%	3,967.02	4.1%	231	4.6%
Shopping	707.99	0.8%	906.84	0.9%	51	1.0%



Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Medical/Dental	1,945.82	2.3%	2,628.01	2.7%	151	3.0%
Personal Business	2,501.88	2.9%	3,359.48	3.4%	176	3.5%
Social	2,199.62	2.6%	3,143.97	3.2%	202	4.0%
Other	1,456.04	1.7%	1,915.65	2.0%	88	1.8%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Home	13,560	42%	11,624	36%	1,086	33%
Work	14,695	45%	14,827	46%	1,595	48%
School (K-12)	69	0%	98	0%	11	0%
School (Tech/College)	1,658	5%	2,113	6%	226	7%
Shopping	151	0%	234	1%	27	1%
Medical/Dental	438	1%	652	2%	73	2%
Personal Business	854	3%	1,313	4%	133	4%
Social	716	2%	1,145	4%	125	4%
Other	429	1%	565	2%	64	2%
Grand Total	32,570		32,570		3,340	

### **Question #7: At what station will you exit?**

#### Summary

When asked what station riders were exiting at, in 2018, 18.3% said 15<sup>th</sup>-16<sup>th</sup>, 15% said 8<sup>th</sup> & Market and 12.5% said Lindenwold. Although the same stations were the top three in 2015 as well, 8<sup>th</sup> & Market decreased by almost 3%. Other stations that experienced change were Westmont (increased 2.5%) and Ferry Avenue (decreased 1.5%).

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Lindenwold	10,636.47	12.5%	12,132.83	12.4%	509	10.1%
Ashland	4,469.22	5.2%	4,985.40	5.1%	213	4.2%
Woodcrest	5,982.68	7.0%	6,701.23	6.9%	269	5.4%
Haddonfield	4,809.65	5.6%	5,455.28	5.6%	239	4.8%

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Westmont	4,715.28	5.5%	5,417.13	5.5%	222	4.4%
Collingswood	4,428.96	5.2%	4,851.14	5.0%	207	4.1%
Ferry Ave	4,701.40	5.5%	5,599.50	5.7%	223	4.4%
Broadway	5,593.74	6.6%	7,709.86	7.9%	321	6.4%
City Hall	3,768.34	4.4%	5,530.42	5.7%	279	5.6%
8th & Market	12,816.56	15.0%	13,890.82	14.2%	848	16.9%
9th-10th	4,138.58	4.9%	4,736.36	4.8%	331	6.6%
12-13th	3,639.89	4.3%	4,070.08	4.2%	290	5.8%
15-16th	15,615.25	18.3%	16,673.95	17.1%	1,075	21.4%
Grand Total	85,316		97,754		5,026	

### 2015 Response

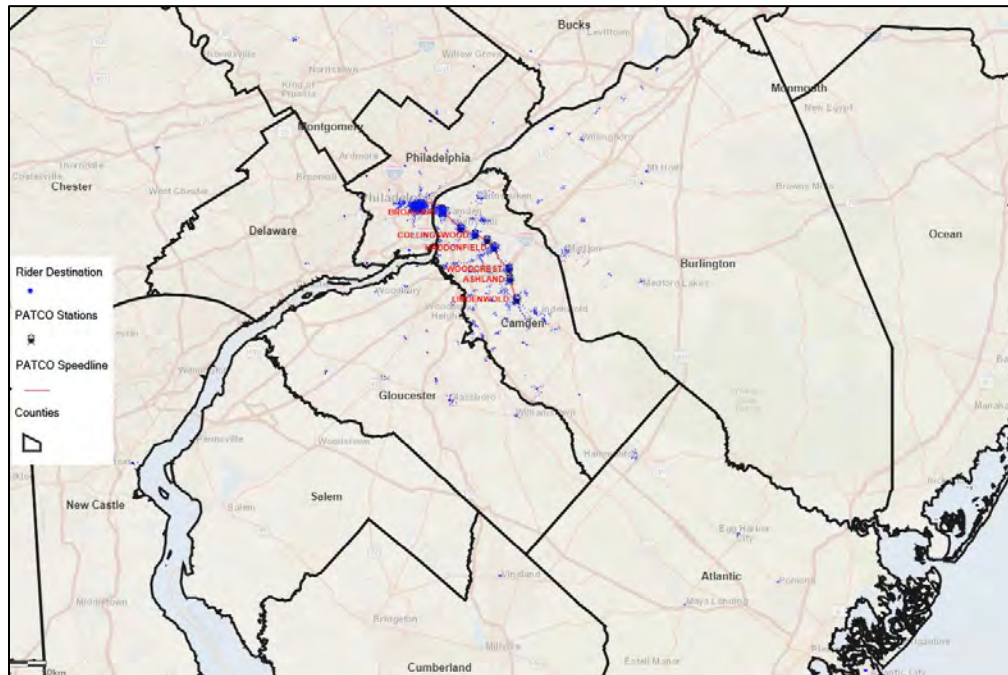
Response	Weighted Response by Peak/ Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Lindenwold	4,260	13%	4,018	12%	402	12%
Ashland	1,732	5%	1,411	4%	124	4%
Woodcrest	2,219	7%	2,222	7%	180	5%
Haddonfield	1,448	4%	1,490	5%	131	4%
Westmont	1,111	3%	1,139	3%	97	3%
Collingswood	1,596	5%	1,722	5%	159	5%
Ferry Ave	2,158	7%	1,822	6%	170	5%
Broadway	1,940	6%	2,547	8%	225	7%
City Hall	1,127	3%	1,770	5%	167	5%
8th & Market	6,003	18%	5,741	18%	665	20%
9th-10th	1,709	5%	1,742	5%	206	6%
12-13th	1,200	4%	1,289	4%	154	5%
15-16th	6,067	19%	5,656	17%	660	20%
Grand Total	32,570		32,570		3,340	

### **Question #8: Where are you going?**

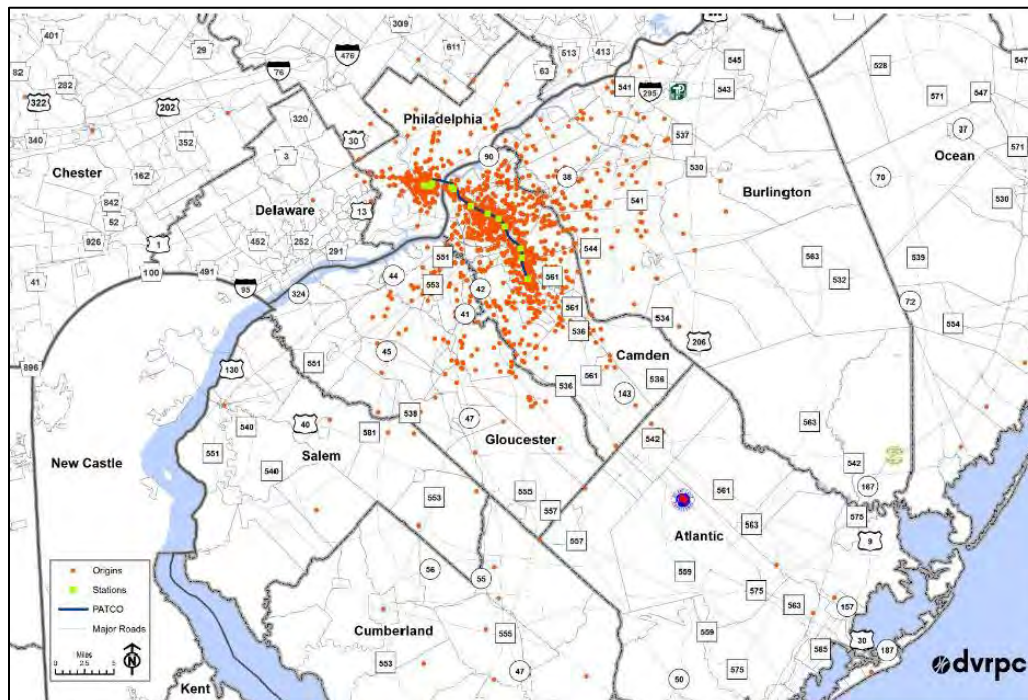
#### Summary

Riders' destinations are clustered around the stations with the heaviest concentration in and near Camden and Center City Philadelphia. Destinations outside the PATCO Service Area included riders headed to New York City, Bear, DE, Trenton, NJ, Atlantic City, NJ, Toms River, NJ, and Ocean City, NJ. The destinations of riders surveyed in 2018 were less scattered across the region than in 2015.

## 2018 Response Map



## 2015 Response Map



### Question #9: How often do you make this trip?

#### Summary

A slight change was made to the answer choices for survey question #9 between 2015 and 2018. In the 2018 the response was '1-3 days a month' was changed slightly to 'a couple days a month'. The most common responses in 2018 were 60.4% (down from 66% in 2015) for the response '5 or more days a week', 13.3% (down from 14% in 2015) for the response '1-3 days a week' and 11.9% (up from 8% in 2015) for the response 'a couple days a month'. The biggest change was in riders who travel 5 or more days a week.

#### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
5 or more days a week	51,543.00	60.4%	56,294.34	57.6%	2,938	58.5%
4 days a week	9,899.38	11.6%	11,202.42	11.5%	581	11.6%
1-3 days a week	11,338.75	13.3%	13,861.32	14.2%	709	14.1%
A couple days a month	10,185.72	11.9%	13,201.61	13.5%	640	12.7%
First time	2,349.15	2.8%	3,194.31	3.3%	158	3.1%
Grand Total	85,316		97,754		5,026	

#### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
5 or more days a week	21,344	66%	19,086	59%	1,952	58%
4 days a week	3,458	11%	3,634	11%	391	12%
1-3 days a week	4,575	14%	5,294	16%	546	16%
1-3 days a month	2,621	8%	3,669	11%	363	11%
First time	573	2%	886	3%	88	3%
Grand Total	32,570		32,570		3,340	

## Question #10: Which of the following best describes your gender?

### Summary

In the 2018 survey, changes were made to reflect newer categories for gender responses. The responses 'transgender', 'nonbinary' and 'prefer not to answer' were all added. Also, males went down from 47% to 44.8% and females went up from 53% to 54.2%. Although the ratios between males and females changed slightly, the overall total of males and females in the 2018 survey was 99% and in the 2015 survey it was just shy of 100%. The approximately 1% difference is seen through the addition of the new categories in 2018.

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Male	38,260.78	44.8%	45,071.66	46.1%	2,271	45.2%
Female	46,245.15	54.2%	51,664.66	52.9%	2,704	53.8%
Transgender	108.09	0.1%	120.71	0.1%	7	0.1%
Nonbinary	307.58	0.4%	430.80	0.4%	19	0.4%
Other	45.20	0.1%	46.33	0.0%	3	0.1%
Prefer not to answer	349.20	0.4%	419.85	0.4%	22	0.4%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/ Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Male	15,252	47%	16,005	49%	1,615	48%
Female	17,307	53%	16,546	51%	1,723	52%
Other	11	0.03%	19	0.06%	2	0.06%
Grand Total	32,570		32,570		3,340	

## Question #11: How old are you?

### Summary

The age group that had the most representation among riders in both 2015 and 2018 was the 21-30 year-old group with less than half a percentage point change (25% to 24.6%). However, increases were reflected in the age group 31-40 (up to 21.8% in 2018 from 19% in 2015) and in the age group 61+ (up to 12.7% in 2018 from 11% in 2015). Decreases were seen in 41-50 age group (down to 18.8% in 2018 from 21% in 2015) and the 51-60 age group (down to 17.3% in 2018 from 21% in 2015).

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
11-20	3,076.60	3.6%	3,666.80	3.8%	212	4.2%
21-30	21,021.20	24.6%	25,370.64	26.0%	1,294	25.7%
31-40	18,591.82	21.8%	21,376.19	21.9%	1,082	21.5%
41-50	16,042.09	18.8%	17,126.83	17.5%	890	17.7%
51-60	14,785.63	17.3%	16,452.05	16.8%	851	16.9%
61+	10,836.89	12.7%	12,686.86	13.0%	647	12.9%
Refused	961.77	1.1%	1,074.63	1.1%	50	1.0%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
11-20	1,115	3%	1,304	4%	140	4%
21-30	8,207	25%	9,091	28%	957	29%
31-40	6,254	19%	6,208	19%	657	20%
41-50	6,742	21%	6,184	19%	617	18%
51-60	6,811	21%	6,094	19%	600	18%
61+	3,441	11%	3,689	11%	369	11%
Grand Total	32,570		32,570		3,340	

### **Question #12: What is your race?**

#### Summary

Changes were made in the responses from 2015 to 2018 to reflect current racial categories. Two of the response categories used in the 2015 survey were split out into two separate responses each for the 2018 survey. In 2015 one of the options for race was Asian/Pacific Islander. In the 2018 survey one option became Asian and the other option was Native Hawaiian/Pacific Islander. In 2015 one of the options was other/refused. In the 2018 survey one option became other and the other option was refused.

In the 2018 survey more people chose 'other' and 'refused' (7.4% total) than in the 2015 survey (5% total). Those who identify as multi-racial went up slightly from 3% in the 2015 to 3.5% in the 2018 survey. Those identifying as Asian also increased in 2018 (6.9% which includes Asian and Native Hawaiian/Pacific Islander) from 6% in 2015 (which was Asian/Pacific Islander).

Both the White and African American populations decreased slightly. Those riders identifying as White decreased from 67% to 65.1% and African Americans decreased from 19% to 16.8%.



### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
White	55,541.86	65.1%	62,490.46	63.9%	3,315	66.0%
Black/African American	14,364.38	16.8%	17,123.31	17.5%	798	15.9%
American Indian/Alaskan Native	234.17	0.3%	251.81	0.3%	12	0.2%
Asian	5,705.16	6.7%	6,525.67	6.7%	330	6.6%
Native Hawaiian/Pacific Islander	190.42	0.2%	226.07	0.2%	12	0.2%
Multi-Racial	2,999.05	3.5%	3,701.00	3.8%	168	3.3%
Other	4,585.91	5.4%	5,523.24	5.7%	295	5.9%
Refused	1,695.05	2.0%	1,912.44	2.0%	96	1.9%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
White	21,859	67%	21,287	65%	2,170	65%
Black/African American	6,188	19%	6,556	20%	663	20%
American Indian/Alaskan Native	90	0.3%	104	0.3%	9	0.3%
Asian/Pacific Islander	1,937	6%	1,908	6%	200	6%
Multi-Racial	845	3%	956	3%	99	3%
Other/Refused	1,650	5%	1,758	5%	199	6%
Grand Total	32,570		32,570		3,340	

### **Question #13: Are you of Hispanic origin?**

#### Summary

There was very little change (less than 1%) in the percentage of Hispanic riders from 2015 to 2018.

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Yes	7,139	8.4%	8,465	8.7%	435	8.7%
No	781,77	91.6%	89,289	91.3%	4,591	91.3%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Yes	2,604	8%	2,806	9%	307	9%
No	29,966	92%	29,764	91%	3,033	91%
Grand Total	32,570		32,570		3,340	

### **Question #14: What is your primary language spoken at home?**

#### Summary

In the 2018 survey, the response 'refused' was added as an option. There was a slight decrease in the number of riders whose primary language at home is English (decrease from 95% to 93.7%). There was a slight increase in the percentage of riders whose primary language spoken at home is Spanish (2% to 2.7%) and Vietnamese (0.1% to 0.4%). There was a slight decrease in the percentage of riders whose primary language spoken at home is Chinese (1% to 0.5%). Other changes were minimal.

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
English	79,901	93.7%	91,401	93.5%	4,712	93.8%
Spanish	2,267	2.7%	2,733	2.8%	133	2.6%
Chinese	466	0.5%	544	0.6%	26	0.5%
French	101	0.1%	122	0.1%	7	0.1%
Italian	97	0.1%	103	0.1%	4	0.1%
Russian	198	0.2%	250	0.3%	10	0.2%
Korean	72	0.1%	122	0.1%	7	0.1%
Vietnamese	318	0.4%	375	0.4%	16	0.3%
Other	1,617	1.9%	1,741	1.8%	92	1.8%
Refused	278	0.3%	363	0.4%	19	0.4%
Grand Total	85,316		97,754		5,026	



### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
English	30,860	95%	30,606	94%	3,133	94%
Spanish	654	2%	775	2%	88	3%
Chinese	181	1%	196	1%	19	1%
French	90	0.3%	99	0.3%	9	0.3%
Italian	25	0.1%	37	0.1%	4	0.1%
Russian	66	0.2%	120	0.4%	11	0.3%
Korean	45	0.1%	52	0.2%	6	0.2%
Vietnamese	40	0.1%	51	0.2%	6	0.2%
Other	608	2%	634	2%	64	2%
Grand Total	32,570		32,570		3,340	

### **Question #15: Do you speak and write in English?**

#### Summary

The majority of riders speak and write in English (99%). No significant change was seen in ridership from 2015 to 2018.

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Yes	84,522	99.1%	96,770	99.0%	4,975	99.0%
No	531	0.6%	615	0.6%	31	0.6%
Refused	263	0.3%	369	0.4%	20	0.4%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Yes	32,341	99%	32,301	99%	3,310	99%
No	223	1%	261	1%	29	1%
Refused	6	0.02%	8	0.02%	1	0.03%
Grand Total	32,570		32,570		3,340	

### Question #16: Describe your living accommodations?

#### Summary

The ridership response regarding living accommodations changed slightly around those who own. In 2015, 60% of riders owned and in 2018 only 57.9% owned. There was a slight increase in the number of people who described their living accommodations as 'other' (4% in 2015 to 5.6% in 2018). The other percentages of responses were very similar.

#### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Own	49,392.02	57.9%	53,560.46	54.8%	2,801	55.7%
Rent or Lease	26,310.98	30.8%	32,807.13	33.6%	1,634	32.5%
Occupy w/o Payment of Rent	3,734.23	4.4%	4,437.60	4.5%	247	4.9%
Other	4,813.08	5.6%	5,524.21	5.7%	279	5.6%
Refused	1,065.68	1.2%	1,424.61	1.5%	65	1.3%
Grand Total	85,316		97,754		5,026	

#### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Owned	19,583	60%	17,618	54%	1,790	54%
Rented or Leased	9,742	30%	11,431	35%	1,174	35%
Occupy w/o Payment of Rent	1,645	5%	1,781	5%	195	6%
Other	1,284	4%	1,394	4%	146	4%
Refused	317	1%	346	1%	35	1%
Grand Total	32,570		32,570		3,340	

### Question #17: What is your highest level of education received?

#### Summary

The percentage of PATCO riders who have bachelor's degrees and graduate degrees went up slightly. Bachelor's degrees went from 32% in 2015 to 33.4% in 2018 and graduate degrees went from 23% in 2015 to 24.8% in 2018. Those who have high school diplomas, some college or Associates degrees decreased slightly from 2015 to 2018. Those with only a high school

diploma or equivalent went from 17% to 14.1%, those with some college went from 17% to 15.9% and those with Associates degrees went from 9% to 8.7%.

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Less than high school degree	626.73	0.7%	788.41	0.8%	42	0.8%
High school degree or equivalent	12,065.57	14.1%	14,532.46	14.9%	713	14.2%
Some college	13,607.70	15.9%	16,071.16	16.4%	838	16.7%
Associates degree	7,400.65	8.7%	8,152.71	8.3%	436	8.7%
Bachelor's degree	28,522.05	33.4%	31,603.82	32.3%	1,636	32.6%
Graduate degree	21,181.79	24.8%	24,261.19	24.8%	1,244	24.8%
Other	1,386.04	1.6%	1,635.89	1.7%	78	1.6%
Refused	525.48	0.6%	708.35	0.7%	39	0.8%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Less than high school degree	221	1%	283	1%	33	1%
High school degree or equivalent	5,412	17%	5,613	17%	580	17%
Some college	5,538	17%	5,695	17%	596	18%
Associates degree	2,788	9%	2,931	9%	301	9%
Bachelor's degree	10,508	32%	9,969	31%	1,012	30%
Graduate degree	7,620	23%	7,515	23%	763	23%
Other	309	1%	382	1%	37	1%
Refused	174	1%	182	1%	18	1%
Grand Total	32,570		32,570		3,340	

## Question #18: What is your occupation?

### Summary

The only change to question #18 in 2018 was to add 'medical' as a category.

In 2018 the most prevalent occupations among PATCO riders is other (27.7%), technical/skilled at 16.8%, management at 14.3%, medical at 12.4%, student at 7.7% and clerical/secretarial at 7.5%. In 2015 the same occupational categories were most prevalent other than medical because it was not an option. However, 'other' decreased slightly from 31% to 27.7%, 'technical/skilled' decreased from 23% to 16.8%, management decreased from 16% to 14.3%, 'student' decreased from 9% to 7.7% and 'clerical/secretarial' decreased from 9% to 7.5%.

The number of riders retired increased from 3% to 4.7% as well as did the number of riders in the military from 0.3% to 0.5%.

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Clerical/Secretarial	6,436.56	7.5%	6,735.95	6.9%	352	7.0%
Homemaker	603.62	0.7%	843.61	0.9%	44	0.9%
Management	12,231.72	14.3%	13,242.96	13.5%	699	13.9%
Military	404.55	0.5%	457.20	0.5%	23	0.5%
Non-office worker	749.98	0.9%	866.37	0.9%	45	0.9%
Not currently employed	839.11	1.0%	1,128.76	1.2%	54	1.1%
Retired	4,013.79	4.7%	5,117.30	5.2%	251	5.0%
Sales/Retail	3,747.90	4.4%	4,546.65	4.7%	244	4.9%
Student	6,597.37	7.7%	7,960.80	8.1%	445	8.9%
Technical/Skilled	14,326.22	16.8%	16,417.50	16.8%	787	15.7%
Medical	10,569.57	12.4%	12,075.81	12.4%	637	12.7%
Other	23,659.96	27.7%	26,975.62	27.6%	1,376	27.4%
Refused	1,135.66	1.3%	1,385.47	1.4%	69	1.4%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Clerical/Secretarial	3,007	9%	2,425	7%	234	7%
Homemaker	229	1%	307	1%	32	1%
Management	5,202	16%	4,579	14%	450	13%
Military	97	0.3%	135	0.4%	13	0.4%

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Non-office worker	356	1%	470	1%	51	2%
Not currently employed	406	1%	577	2%	64	2%
Retired	1,139	3%	1,548	5%	161	5%
Sales/Retail	1,248	4%	1,597	5%	163	5%
Student	2,870	9%	3,383	10%	373	11%
Technical/Skilled	7,582	23%	7,229	22%	723	22%
Other	10,154	31%	10,056	31%	1,047	31%
Refused	281	1%	264	1%	29	1%
Grand Total	32,570		32,570		3,340	

### Question #19: What is your total household income?

#### Summary

Riders with incomes under \$50,000 did not change significantly from 2015 to 2018 (18% in 2015 to 17.8% in 2018). Riders with incomes between \$75,000 and \$99,999 decreased from 13% in 2015 to 10.5% in 2018. Riders with incomes between \$125,000 and \$149,999 increased from 6% to 7.1% as did those with incomes greater than \$150,000 (10% to 12.5%). Those who refused to provide their income went down slightly from 28% in 2015 to 26.9% in 2018.

#### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
\$0 - \$24,999	5,467.57	6.4%	7,027.18	7.2%	371	7.4%
\$25,000 - \$49,999	9,693.11	11.4%	11,743.05	12.0%	575	11.4%
\$50,000 - \$74,999	12,631.31	14.8%	14,237.40	14.6%	725	14.4%
\$75,000 - \$99,999	8,982.84	10.5%	10,432.37	10.7%	536	10.7%
\$100,000 - \$124,999	8,874.54	10.4%	9,783.40	10.0%	481	9.6%
\$125,000 - \$149,999	6,022.96	7.1%	6,515.27	6.7%	347	6.9%
\$150,000 or greater	10,689.59	12.5%	11,430.34	11.7%	591	11.8%
Refused	22,954.07	26.9%	26,584.99	27.2%	1,400	27.9%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/ Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
\$0 - \$24,999	2,233	7%	2,905	9%	292	9%
\$25,000 - \$49,999	3,564	11%	4,223	13%	449	13%
\$50,000 - \$74,999	5,003	15%	5,098	16%	518	16%
\$75,000 - \$99,999	4,337	13%	3,815	12%	374	11%
\$100,000 - \$124,999	3,186	10%	2,879	9%	282	8%
\$125,000 - \$149,999	2,066	6%	1,888	6%	188	6%
\$150,000 or greater	3,108	10%	2,817	9%	283	8%
Refused	9,073	28%	8,944	27%	954	29%
Grand Total	32,570		32,570		3,340	

### **Question #20: How many people are employed in your household?**

#### Summary

The majority of riders have two persons employed in their household. The next most frequent number of persons employed in the household is one and then three. Although this didn't change from 2015 to 2018, the percentage of persons did. Those with two employed persons in the household increased from 45% in 2015 to 46.7% in 2018. Those with one employed person in the household decreased from 29% in 2015 to 26.6% in 2018. Those with three employed persons also decreased from 13% in 2015 to 11.9% in 2018.

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
None	4,542.03	5.3%	5,868.88	6.0%	276	5.5%
One	22,729.96	26.6%	27,208.26	27.8%	1,358	27.0%
Two	39,836.06	46.7%	43,998.01	45.0%	2,315	46.1%
Three	10,156.93	11.9%	11,302.69	11.6%	593	11.8%
Four	38,69.80	4.5%	4,452.43	4.6%	236	4.7%
Five or more	1,585.78	1.9%	1,828.67	1.9%	95	1.9%
Other	286.48	0.3%	351.50	0.4%	20	0.4%
Refused	2,308.96	2.7%	2,743.55	2.8%	133	2.6%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
None	1,362	4%	1,791	6%	190	6%
One	9,422	29%	9,569	29%	964	29%
Two	14,510	45%	14,039	43%	1,440	43%
Three	4,253	13%	4,185	13%	429	13%
Four	1,726	5%	1,689	5%	177	5%
Five or more	833	3%	809	2%	86	3%
Other/Refused	465	1%	488	1%	54	2%
Grand Total	32,570		32,570		3,340	

### **Question #21: How many people live in your household?**

#### Summary

In the 2018 survey the response 'other' was added. The remaining responses stayed the same.

In regard to the most common household size, this did not change as the most frequent ones were 2 person households, then three, then four, then one, then five. However, the percentage of riders in these categories did change. The number of two-person households increased from 30% to 32.9% and the number of one-person households increased from 14% to 15.2%. The numbers of three-person households decreased from 24% to 21.1%, the number of four-person households decreased from 19% to 18.4% and the number of five-person households decreased from 12% to 9.8%.

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
One	12,947.96	15.2%	15,935.41	16.3%	780	15.5%
Two	28,040.89	32.9%	32,417.19	33.2%	1,682	33.5%
Three	18,002.01	21.1%	20,232.76	20.7%	1,052	20.9%
Four	15,674.58	18.4%	16,911.77	17.3%	880	17.5%
Five or more	8,361.66	9.8%	9,510.58	9.7%	491	9.8%
Other	286.27	0.3%	318.03	0.3%	18	0.4%
Refused	2,002.62	2.3%	2,428.26	2.5%	123	2.4%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
One	4,403	14%	5,071	16%	508	15%
Two	9,905	30%	10,235	31%	1,039	31%
Three	7,746	24%	7,164	22%	732	22%
Four	6,294	19%	6,024	18%	630	19%
Five or more	3,806	12%	3,621	11%	384	11%
Refused	417	1%	455	1%	47	1%
Grand Total	32,570		32,570		3,340	

### **Question #22: How many vehicles are available in your household?**

#### Summary

There was very little change in the ridership in regard to the number of vehicles available in the household. The most frequent responses were two vehicles, one vehicle, then three, then none. There was very little change in the percentage either. The greatest change was in households that had 3 vehicles. The percentages decreased from 16% in 2015 to 14.2% in 2018.

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
None	8,226.38	9.6%	11,399.47	11.7%	532	10.6%
One	21,929.48	25.7%	26,096.73	26.7%	1,332	26.5%
Two	35,372.65	41.5%	38,262.77	39.1%	2,017	40.1%
Three	12,092.88	14.2%	13,249.16	13.6%	689	13.7%
Four	4,185.86	4.9%	4,732.47	4.8%	231	4.6%
Five or more	1,579.98	1.9%	1,746.12	1.8%	103	2.0%
Refused	1,928.77	2.3%	2,267.27	2.3%	122	2.4%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
None	3,007	9%	3,996	12%	413	12%
One	8,044	25%	8,800	27%	886	27%
Two	13,552	42%	12,612	39%	1,297	39%
Three	5,096	16%	4,492	14%	475	14%



Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Four	2,025	6%	1,837	6%	181	5%
Five or more	598	2%	610	2%	60	2%
Refused	247	1%	223	1%	28	1%
Grand Total	32,570		32,570		3,340	

### Question #23: What is your marital status?

#### Summary

The most frequent marital status of riders was to be married, then single then divorced. The percentages of riders in these categories did change from 2015 to 2018. Although those married did not change much (48% in 2015 to 47.6% in 2018), single riders increased from 38% in 2015 to 40.3% in 2018 and divorced riders decreased from 8% in 2015 to 5.8% in 2018. A slightly higher number of riders refused to answer this question (1% in 2015 to 2.3% in 2018).

#### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Single, Never Married	34,398.22	40.3%	41,735.20	42.7%	2,112	42.0%
Married/Domestic Partner	40,646.68	47.6%	44,026.37	45.0%	2,303	45.8%
Separated	983.37	1.2%	1,230.78	1.3%	60	1.2%
Divorced	4,966.44	5.8%	5,603.25	5.7%	292	5.8%
Widowed	1,434.44	1.7%	1,775.45	1.8%	83	1.7%
Other	903.53	1.1%	1,107.24	1.1%	59	1.2%
Refused	1,983.32	2.3%	2,275.71	2.3%	117	2.3%
Grand Total	85,316		97,754		5,026	

#### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Single, Never Married	12,412	38%	13,873	43%	1,455	44%
Married/Domestic Partner	15,680	48%	14,472	44%	1,452	43%
Separated	557	2%	529	2%	55	2%
Divorced	2,533	8%	2,363	7%	244	7%
Widowed	740	2%	661	2%	61	2%
Other	288	1%	307	1%	35	1%
Refused	360	1%	366	1%	38	1%
Grand Total	32,570		32,570		3,340	

#### Question #24: What type of ticket did you use?

##### Summary

The Share Card was added in 2018 as a response choice to the type of ticket used. The option for refused was removed in 2018.

The majority of riders use the Freedom Card for their fare type with paper tickets being the second most common fare type. However, the number of Freedom Card riders decreased from 77% in 2015 to 74.6% in 2018. Paper tickets stayed the same at 23%. Share Cards were not an option in 2015 but 2.1% of riders used it in 2018.

##### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Freedom Card	63,616.41	74.6%	70,142.27	71.8%	3,696	73.5%
Paper Ticket	19,909.94	23.3%	25,673.12	26.3%	1,236	24.6%
Share Card	1,789.65	2.1%	1,938.62	2.0%	94	1.9%
Grand Total	85,316		97,754		5,026	

##### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Freedom Card	25,117	77%	22,978	71%	2,346	70%
Paper Ticket	7,422	23%	9,554	29%	990	30%
Refused	31	0.1%	38	0.1%	4	0.1%
Grand Total	32,570		32,570		3,340	

#### Question #25: Did you use the reduced fare program?

##### Summary

The percentage of riders who refused to answer this question increased from 0.3% in 2015 to 1.1% in 2018. Those who did not use the reduced fare program decreased from 93% to 91.4% in 2018. There was a slight increase from those who used the reduced fare program from 7% in 2015 to 7.5% in 2018.

### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Yes	6,415.81	7.5%	7,685.90	7.9%	382	7.6%
No	77,963.33	91.4%	88,851.15	90.9%	4,577	91.1%
Refused	936.86	1.1%	1,216.96	1.2%	67	1.3%
Grand Total	85,316		97,754		5,026	

### 2015 Response

Response	Weighted Response by Peak/Off Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Yes	2,334	7%	2,450	8%	268	8%
No	30,141	93%	29,978	92%	3,057	92%
Refused	96	0.3%	142	0.4%	15	0.4%
Grand Total	32,570		32,570		3,340	

### **Question #26: Where do you get your schedule information?**

#### Summary

The response 'PATCO Staff' was added in 2018 and was not included in the 2015 survey. In the 2018 survey, 2.9% of riders said they get their schedule information from PATCO Staff.

In 2015, the highest percentages for where riders get their schedule information was online at 54%, published schedule at 17% and just show up/don't check at 14%. However, for 2018 the top answers were online at 55.4%, just show up/don't check at 21.4% (up 7.4%) and published schedule at 9.7%. Thus, there was a slight increase in riders getting their schedule information online (increase of 1.4%) as well as just showing up or not checking (increase of 7.4%). There was a significant decrease in the percentage of riders who get their schedule information from a published schedule (decrease of 7.3%). There was also a decrease in riders who got their schedule information from a schedule posted at a station (decrease of 3.5%).

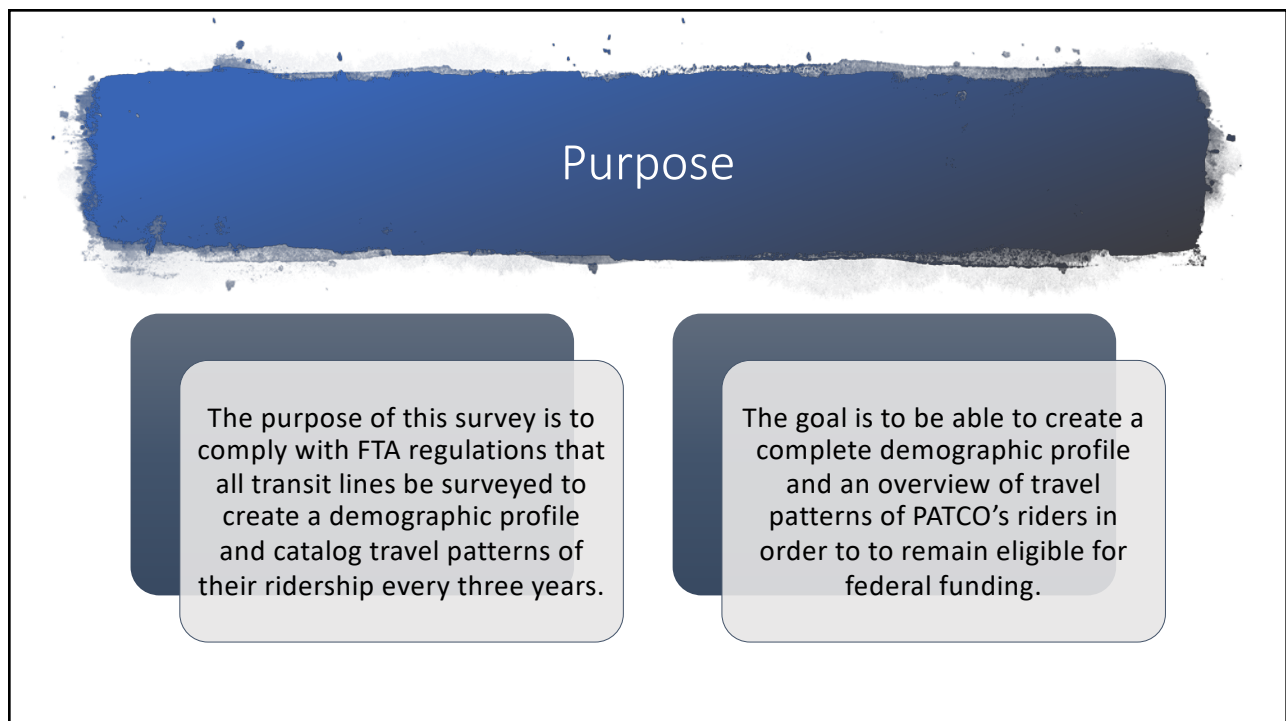
### 2018 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Online	47,306.58	55.4%	53,299.68	54.5%	2,782	55.4%
Published Schedule	8,279.79	9.7%	9,407.26	9.6%	503	10.0%
Call Customer Service	162.41	0.2%	217.56	0.2%	8	0.2%
Schedule Posted at Station	6,373.68	7.5%	7,661.51	7.8%	368	7.3%
Just Show Up/Don't Check	18,280.22	21.4%	21,462.74	22.0%	1,065	21.2%

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
PATCO Staff	2,452.55	2.9%	2,650.93	2.7%	131	2.6%
Other	1,641.92	1.9%	2,011.27	2.1%	111	2.2%
Refused	818.85	1.0%	1,043.06	1.1%	58	1.2%
Grand Total	85,316		97,754		5,026	

2015 Response

Response	Weighted Response by Peak	Percent	Weighted Response All Day	Percent	Unweighted	Percent
Online	17,700	54%	17,387	53%	1,772	53%
Published Schedule	5,691	17%	5,308	16%	531	16%
Call Customer Service	119	0.4%	115	0.4%	12	0.4%
Schedule Posted at Station	3,721	11%	3,976	12%	420	13%
Just Show Up/Don't Check	4,691	14%	5,050	16%	525	16%
Other	417	1%	496	2%	56	2%
Refused	230	1%	237	1%	24	1%
Grand Total	32,570		32,570		3,340	



## They Know You are Coming

This signage will be visible  
throughout the platforms and  
stations

## It Takes Two

Give us 2 minutes  
of your time

Starting November 19 and into December,  
our Transit Ambassadors will be conducting  
surveys on behalf of PATCO.

These surveys – which should take about two minutes –  
will help us gather important ridership and demographic  
data required by the federal government as a condition  
for continued funding.

Using handheld tablets, Transit Ambassadors will  
ask you to complete a survey before your train arrives.  
Your participation is vital to the success of the survey.

Thank you!



800.777.6666 410.322.4444  
info@patco.org www.patco.org



## Greeting Script

Good morning/afternoon, PATCO is  
conducting a brief survey of its riders  
today. Your participation is vital to better  
understand who our riders are. This will  
only take a few minutes. Your response  
will remain confidential and will not be  
released to anyone for any reason.

## FAQ For Passengers

This survey is required by the FTA (Federal Transit Administration)

All data is anonymous – no names are taken

PATCO will not sell or give away the data

Only PATCO, Kairos Development Group and Milligan & Company will have the data

Passengers can only complete one survey

## How to Conduct a Survey

- Its important to:
  - Smile & Make Eye Contact
  - Address them as Sir or Ma'am
  - Make eye contact
- If they refuse (many will) thank them for their time and let them walk away and remember its not personal
- Skip any question the customer refuses to answer – do not press
- When done, thank them for their time and wish them a good day



### What NOT to do when Conducting a Survey

- Make sure to not press people who do not want to take the survey.
- If a customer is pressing you or confronting you, make sure to walk away. Do NOT engage or reply back. If they persist, look for a Kairos, Milligan or PATCO Supervisor.



*"This is interesting, 70% of the respondents to our survey said they don't respond to surveys."*

### What to Expect When You Begin/End Your Shift

Upon arrival at your station you will be greeted by a Kairos, Milligan or PATCO Representative and will be given a tablet and script card. We will meet in the entrance of the station.

At the end of your shift you will meet at the entrance to the station where a representative will take your tablet.



## Review Survey

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[Link to Survey](#)



Initial Survey Data (entered  
prior to administering the  
survey to the customer)

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1. Your Name or Unique ID
2. Station



There are 26 Questions.

Review and practice the questions prior to conducting the survey.

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\*For the gender, race, and income question (due to confidentiality) if the customer doesn't want to answer, offer to hand the tablet to the customer for them to provide their response.



Thank You

Your work is appreciated and important for the continued funding of PATCO, as well as for the customers.



# PATCO Ridership Survey Questions

**Greeting:** Good morning/afternoon, PATCO is conducting a brief survey of its riders today. Your participation is vital to better understand who our riders are. This will only take a few minutes. Your response will remain confidential and will not be released to anyone for any reason.

**Initial questions answered by survey administrator:**

Survey Administrator (Name or Unique ID)

Station where you are conducting the survey.

**Survey Questions administered to customers/riders:**

**Q1: Where are you coming from?**

Home

Work

School (K-12)

School (Tech/College)

Shopping

Medical/Dental

Personal Business

Social

Other

**Q2: At what station do you normally board?**

Lindenwold

Ashland

Woodcrest

Haddonfield

Westmont

Collingswood

Ferry Ave.

Broadway

City Hall

8<sup>th</sup> & Market

9<sup>th</sup>-10<sup>th</sup>

12<sup>th</sup>-13<sup>th</sup>

15<sup>th</sup>-16<sup>th</sup>

**Q3: What is the intersection and city you are coming from?**

**Q4: How did you get to PATCO today?**

Walk  
Bicycle  
Carpool  
Car – Drive and Park  
Car- Dropped Off  
Taxi  
Train  
Bus  
Other

**Q5: Did you pay to park at PATCO?**

No  
Yes

**Q6: Where are you going?**

Home  
Work  
School (K-12)  
School (Tech/College)  
Shopping  
Medical/Dental  
Personal Business  
Social  
Other

**Q7: At what station will you exit?**

Lindenwold  
Ashland  
Woodcrest  
Haddonfield  
Westmont  
Collingswood  
Ferry Ave.  
Broadway  
City Hall  
8<sup>th</sup> & Market  
9<sup>th</sup>-10<sup>th</sup>  
12<sup>th</sup>-13<sup>th</sup>  
15<sup>th</sup>-16<sup>th</sup>

**Q8: What is the intersection and city you are going to?**

**Q9: How often do you make this trip?**

5 or more days a week  
4 days a week  
1-3 days a week  
A couple of days a month  
First time

**Q10: What best describes your gender?"**

Male  
Female  
Transgender  
Non-Binary  
Other

**Q11: How old are you?**

11-20  
21-30  
31-40  
41-50  
51-60  
61+  
Refused

**Q12: What is your race?**

White  
Black/African American  
American Indian/Alaskan Native  
Asian  
Pacific Islander or Native Hawaiian  
Multi-racial  
Other/Refused

**Q13: Are you of Hispanic Origin?**

Yes  
No

**Q14: What is your primary language spoken at home?**

English  
Spanish  
Chinese  
French  
Italian  
Russian

Korean  
Vietnamese  
Other  
Refused

**Q15: Do you speak and write in English?**

Yes  
No  
Refused

**Q16: Describe your living accommodations?**

Owned  
Rented or Leased  
Occupied W/O Payment of Rent  
Other  
Refused

**Q17: What is your highest level of education received?**

Less than high school degree  
High school degree or equivalent  
Some college  
Associates Degree  
Bachelor's Degree  
Graduate Degree  
Other  
Refused

**Q18: What is your Occupation?**

Clerical/Secretarial  
Homemaker  
Management  
Military  
Non-office worker  
Medical  
Not currently employed  
Retired  
Sales/Retail  
Student  
Technical/Skilled  
Other  
Refused

**Q19: What is your total household income?**

\$0 - \$24,999  
\$25,000 - \$49,999  
\$50,000 - \$74,999  
\$75,000 - \$99,999  
\$100,000 – 124,999  
\$125,000 - \$149,999  
\$150,000 or greater  
Refused

**Q20: How many people are employed in your household?**

None  
One  
Two  
Three  
Four  
Five or more  
Other/Refused

**Q21: How many people live in your household?**

One  
Two  
Three  
Four  
Five or more  
Refused

**Q22: How many vehicles are available in your household?**

None  
One  
Two  
Three  
Four  
Five or more  
Refused

**Q23: What is your marital status?**

Single, never married  
Married/Domestic partner  
Separated  
Divorced  
Widowed  
Other  
Refused



**Q24: What type of ticket did you use?**

Freedom Card

Share Card

Paper ticket

**Q25: Did you use the reduced fare program?**

No

Yes

Refused

**Q26: Where do you get your schedule information?**

Online

Published Schedule

Call Customer Service

Schedule Posted at Station

PATCO Staff

Just Show up/Don't check

Other

Refused

# Encuesta para usuarios de PATCO

**Saludo:** Buenos días/tardes, PATCO está conduciendo una breve encuesta a sus usuarios en el día de hoy. Su participación es vital para entender mejor quiénes son nuestros usuarios. Esto tomará sólo unos pocos minutos. Su respuesta permanecerá confidencial y no será entregada o compartida con nadie bajo ningún motivo.

## **Preguntas iniciales respondidas por el administrador de la encuesta:**

Administrador de la Encuesta (Nombre o Único ID)  
Estación donde se está realizando la encuesta.

## **Preguntas de encuesta administrada a los clientes/usuarios:**

### **P1: ¿De dónde viene?**

Casa  
Trabajo  
Escuela (K-12)  
Escuela (Técnica/College)  
De compras  
Médico/Dentista  
Asuntos Personales  
Actividad Social  
Otro

### **P2: ¿En qué estación usted normalmente se sube?**

Lindenwold  
Ashland  
Woodcrest  
Haddonfield  
Westmont  
Collingswood  
Ferry Ave.  
Broadway  
City Hall  
8<sup>th</sup> & Market  
9<sup>th</sup>-10<sup>th</sup>  
12<sup>th</sup>-13<sup>th</sup>  
15<sup>th</sup>-16<sup>th</sup>

### **P3: ¿Cuál es la intersección y ciudad desde la cual viene?**

**P4: ¿Cómo llegó a PATCO hoy?**

Caminando

Bicicleta

En un carro compartido

Carro – Conduciendo y estacionando

Carro-le vino a dejar

Taxi

Tren

Bus

Otro

**P5: ¿Pagó usted para estacionar en PATCO?**

No

Si

**P6: ¿Hacia dónde se dirige?**

Casa

Trabajo

Escuela (K-12)

Escuela (Técnica/College)

De hacer compras

Médico/Dentista

Asuntos Personales

Actividad Social

Otro

**P7: ¿En qué estación usted se bajará?**

Lindenwold

Ashland

Woodcrest

Haddonfield

Westmont

Collingswood

Ferry Ave.

Broadway

City Hall

8<sup>th</sup> & Market

9<sup>th</sup>-10<sup>th</sup>

12<sup>th</sup>-13<sup>th</sup>

15<sup>th</sup>-16<sup>th</sup>

**P8: ¿Cuál es la intersección y ciudad a la cual se dirige?**

**P9: ¿Qué tan seguido usted realiza este viaje?**

5 o más días por semana  
4 días por semana  
1-3 días por semana  
1-3 días al mes  
Un par de días al mes  
Primera vez

**P10: ¿Cuál género le describe mejor?"**

Masculino  
Femenino  
Transgender  
No-Binario  
Otro

**P11: ¿Cuántos años tiene?**

11-20  
21-30  
31-40  
41-50  
51-60  
61+  
Otro/Niega responder

**P12: ¿Cuál es su raza?**

Blanca  
Negra/Africano Americana  
Americana India/Nativo de Alaska  
Asiática  
Islas Pacíficas o Nativo Hawaiano/a  
Multi-racial  
Otro  
Niega Contestar

**P13: ¿Es usted de Origen Hispano?**

Si  
No

**P14: ¿Cuál es el lenguaje primario que se habla en su casa?**

Inglés  
Español  
Chino  
Francés  
Italiano

Ruso  
Coreano  
Vietnamita  
Otro  
Niega contestar

**P15: ¿Puede usted hablar y escribir en inglés?**

Si  
No  
Niega contestar

**P16: Describa su situación de vivienda**

Casa propia  
Rentada o Alquilada  
Ocupada sin Pago de Renta  
Otra  
Niega contestar

**P17: ¿Cual es el nivel de educación más alto que ha recibido?**

Certificado Menor a Escuela Secundario  
Certificado de Escuela Secundaria o equivalente  
College (Universidad) incompleto  
Certificado Asociado  
Certificado de Bachelor  
Certificado de Maestría  
Otro  
Niega contestar

**P18: ¿Cuál es su ocupación?**

Clerico/Secretarial  
Ama de casa  
Administración  
Militar  
Trabajador fuera de oficina  
Área médica  
Sin trabajo actualmente  
Retirado  
Ventas/Retail  
Estudiante  
Técnico/Calificado  
Otro  
Niega contestar

**Q19: ¿Cuál es el total de su ingreso familiar anual?**

\$0 - \$24,999  
\$25,000 - \$49,999  
\$50,000 - \$74,999  
\$75,000 - \$99,999  
\$100,000 – 124,999  
\$125,000 - \$149,999  
\$150,000 o mayor  
Niega contestar

**P20: ¿Cuántas personas tienen trabajo en su casa?**

Nadie  
1  
2  
3  
4  
5 o más  
Otro/Niega contestar

**P21: ¿Cuántas personas viven en su casa?**

1  
2  
3  
4  
5 o más  
Otro/Niega contestar

**P22: ¿Cuántos vehículos están disponibles en su casa?**

Ninguno  
Uno  
Dos  
Tres  
Cuatro  
Cinco o más  
Otro/Niega contestar

**P23: ¿Cuál es su estado marital?**

Soltero/a, nunca casado  
Casado/Convive con pareja  
Separado/a  
Divorciado/a  
Viudo/a  
Otro  
Niega contestar

**P24: ¿Qué tipo de ticket utiliza?**

Freedom Card

Share Card

Ticket de papel

**P25: ¿Utilizó el programa de reducción de costo?**

No

Si

Niega contestar

**P26: ¿Cómo obtiene información de los horarios?**

Online

Horario Escrito

Llamando al Servicio de Clientes

Horarios publicados en la Estación

Sólo se presenta en la estación/No checkea

Otro

Niega contestar