Delaware River Port Authority Title VI Program

Submitted to the Federal Transit Administration

March 2016
March 10, 2016

Ms. Lynn Bailey
Federal Transit Administration – Civil Rights Office, Region 3
1760 Market Street, Suite 510
Philadelphia, PA 19103-4124

RE: Title VI Program Submission
Vendor Code: 1413

Dear Ms. Bailey:

We are pleased to transmit herewith the FTA Title VI Program information for the Delaware River Port Authority’s PATCO High Speed Line, in compliance with FTA Circular 4702.1B. The PATCO service area is defined by the Delaware Valley Regional Planning Commission.

A listing of the composition of the DRPA Board of Commissioners is included herein on Page 19. The Board approved this Title VI Program by Resolution, PATCO-16-001, Approval of Title VI Program Submission to Federal Transit Administration, (Page 16) at the PATCO Operations & Maintenance Committee Meeting on February 2, 2016 and at the February 17, 2016 monthly Board Meeting.

If you have any questions or require additional information, please advise.

Very truly yours,

Kelly L. Forbes
Kelly L. Forbes
Director, Human Resource Services

KLF:ad

c. J.T. Hanson
   T.P. Brown
   R. Santarelli
   J.D. Rink
   W.C. Shanahan
   B. Holcomb
Delaware River Port Authority’s Mission

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

Establishment of the Cross-Functional Title VI Team

In September of 2014, with the support of DRPA CEO and PATCO President John T. Hanson and DRPA Chief Administrative Officer Toni P. Brown, a nineteen (19) member Cross-Functional Title VI Team was established to prepare this Title VI Program submission for Board and Federal Transit Administration (FTA) approval.

The Cross-Functional Team included DRPA and PATCO staff members who met regularly throughout 2015 to provide their subject expertise in the compilation of the program. The Cross-Functional Team members included:

Toni P. Brown, Chief Administrative Officer, Project Lead
Ann DuVall, Project Analyst, Office of the CAO, Project Coordinator
John D. Rink, PATCO General Manager
Bennett Cornelius, PATCO Assistant General Manager
Kathleen Imperatore, PATCO Director, Fare Collections
Phil Spineli, PATCO Project Manager
Karen Dougherty, PATCO Administrative Coordinator
Heather Still, PATCO Administrative Coordinator
Kelly Forbes, Director, Human Resource Services
Johanne Corker, HRS Specialist
Barbara Holcomb, Manager, Capital Grants
Kathleen Vandy, Assistant General Counsel
Howard Korsen, Manager, Contract Administration
Amy Ash, Contract Administrator
Michael Venuto, Chief Engineer
Suryakant T. Patel, Associate Engineer
Ashok Patel, Manager, Construction & Maintenance
Kyle Anderson, Director, Corporate Communications
Mike Williams, Graphic Design Administrator

Special thanks to Fritz Sims, Supervisor, and Michael DiGiamberardino, Senior Reproduction Technician of the DRPA Print Shop for producing the hard copies of the Title VI Program.
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Ms. Lynn Bailey
Regional Civil Rights Office
Federal Transit Administration Region 3
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

Dear Ms. Bailey:

FEDERAL TRANSIT ADMINISTRATION CIVIL RIGHTS ASSURANCE

The Delaware River Port Authority ("DRPA") HEREBY CERTIFIES THAT, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

1. No person will be subjected to discrimination in the level and quality of transportation services and transit-related benefits on the basis of race, color, or national origin.

2. The DRPA will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation’s Title VI Regulation, 49 CFR Part 21.9.

3. The DRPA will make it known to the public that any person or persons alleging discrimination on the basis of race, color, or national origin in the provision of transportation services and transit-related benefits may file a complaint with the FTA and/or the U.S. Department of Transportation.

The person whose signature appears below is authorized to sign this assurance on behalf of the grant applicant or recipient.

By: 

JOHN T. HANSON
Chief Executive Officer, DRPA
President, PATCO

DATE: 1-7-16
Ms. Lynn Bailey  
Regional Civil Rights Office  
Federal Transit Administration Region 3  
1760 Market Street, Suite 500  
Philadelphia, PA 19103-4124

Dear Ms. Bailey:

DEPARTMENT OF TRANSPORTATION VI ASSURANCE

The DELAWARE RIVER PORT AUTHORITY ("DRPA") (hereinafter referred to as the
“Recipient”) HEREBY AGREES THAT as a condition to receiving any Federal financial
assistance from the Department of Transportation it will comply with Title VI of the Civil
referred to as the Act), and all requirements imposed by or pursuant to Title 49, Code of
Federal Regulations, Department of Transportation, Subtitle A. Office of the Secretary,
Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of
Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred
to as the Regulations) and other pertinent directives, to the end that in accordance with
the Act, Regulations, and other pertinent directives, 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 otherwise subjected to discrimination under any program or
activity for which the Recipient receives Federal financial assistance from the Department
of Transportation, including FEDERAL TRANSIT ADMINISTRATION (FTA), and
HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to
effectuate this agreement. This assurance is required by subsection 21.7(a) of the
Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby
gives the following specific assurances:

1. That the Recipient agrees that each “program” and each “facility” as defined in
   subsections 21.23(a) and 21.23(b) of the Regulations, will be (with regard to a
   “program”) conducted, or will be (with regard to a “facility”) operated in compliance
   with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all FTA SECTION 5307 GRANT PROJECTS and, in adapted form, in all proposals for negotiated agreements:

The DRPA, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively assure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. That the Recipient shall insert the clauses of Appendix A of this Assurance in every contract subject to this Act and the Regulations.

4. That the Recipient shall insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.

5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance shall extend to the entire facility and facilities operated in connection therewith.

6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance shall extend to rights to space on, over, or under such property.

7. That the Recipient shall include the appropriate clauses as set forth in Appendix C of this Assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under FTA SEC. 5307 GRANT PROJECTS; and, (b) for the construction or use of or access to space on, over, or under real property acquired, or improved under FTA SEC. 5307 GRANT PROJECTS.

8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the
Assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or, (b) the period during which the Recipient retains ownership or possession of the property.

9. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-grantees, contractors, subcontractors, transfers, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this Assurance.

10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations and this Assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the FTA SEC. 5307 GRANT PROJECT and is binding on it, other recipients, sub-grantees, contractors, subcontractors, transferees, successors in interest and other participants in the FTA SEC. 5307 GRANT PROJECT. The person whose signature appears below is authorized to sign this Assurance on behalf of the Recipient.

DATED: 1-7-16

By: JOHN T. HANSON
Chief Executive Officer, DRPA
President, PATCO

Attachments:
Appendices A, B, and C
APPENDIX A

TITLE VI ASSURANCE

During the performance of this Contract, the Contractor, for itself, its assignees and successors in interest (hereinafter referred to as “the Contractor”) agrees as follows:

(1) **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in federally-assisted programs of the Department of Transportation (hereinafter, “DOT”) Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Contract.

(2) **Nondiscrimination:** The Contractor, with regard to the work performed by it during the Contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the Contract covers a program set forth in Appendix B of the Regulations.

(3) **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, whether by competitive bidding or by negotiation made by the Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor’s obligations under this Contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.

(4) **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the DRPA, or the FEDERAL TRANSIT ADMINISTRATION to be pertinent to ascertain compliances with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information. The Contractor shall so certify to the DRPA, or the FEDERAL TRANSIT ADMINISTRATION as appropriate, and shall set forth what efforts it has made to obtain the information.
(5) **Sanctions for Noncompliance:** In the event of the Contractor’s noncompliance with the nondiscrimination provisions of this Contract, the DRPA shall impose contract sanctions as it, or the FEDERAL TRANSIT ADMINISTRATION, may determine to be appropriate, including, but not limited to:

(a) withholding of payment to the Contractor under the Contract until the Contractor complies, and/or

(b) cancellation, termination, or suspension of the Contract, in whole or in part.

(6) **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the DRPA or the FEDERAL TRANSIT ADMINISTRATION may direct as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that in the event a Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Contractor may request the DRPA to enter into such litigation to protect the interests of the DRPA, and, in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

During the performance of third party-contracts funded in part with financial assistance provided by the Federal Transit Administration, the following provisions apply and are incorporated directly into the DRPA contractual documents. Specific Civil Rights requirements are located at G.12 on Page 123 in the ‘Referenced Documents’ section herein.
APPENDIX B
TITLE VI ASSURANCE

The following clauses shall be included in any and all deeds effecting or recording the transfer of real property, structures or improvements thereon, or interest therein from the United States.

(GRANTING CLAUSE)

NOW, THEREFORE, the Department of Transportation, as authorized by law, and upon the condition that the DRPA will accept title to the lands and maintain the project constructed thereon, in accordance with the FEDERAL TRANSIT ADMINISTRATION ASSISTANT ACT, the Regulations for the Administration of FTA SECTION 5307 ASSISTANCE and the policies and procedures prescribed by the FEDERAL TRANSIT ADMINISTRATION of the Department of Transportation and, also in accordance with and in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation (hereinafter referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the DRPA all the right, title and interest of the Department of Transportation in and to said lands described in Exhibit “A” attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto the DRPA and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on the DRPA, its successors and assigns.

The DRPA, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) 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 with regard to any facility located wholly or in part on, over or under such lands hereby conveyed (,) (and)* (2) that the DRPA shall use the lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations,
Depa

rtment of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-Discrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964 may be amended (3) that in the construction of any improvements on, over or under such land and the furnishing services, thereon, no person on the grounds of race, color, or national origin shall be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination, and (4) that the (grantee, licensee, lessee, permittee, etc.) shall use the land in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Offices of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

(Include in licenses, leases, permits, etc.)*

That in the event of breach of any of the above nondiscrimination covenants, the DRPA shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, lease, permit, etc.) had never been made or issued.

(Include in deeds)*

That in the event of breach of any of the above nondiscrimination covenants, the DRPA shall have the right to re-enter said land and facilities thereon, and the above described lands and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of the DRPA and its assigns.

*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purpose of Title VI of the Civil Rights Acts of 1964.
APPENDIX C
TITLE VI ASSURANCE

The following clauses shall be included in all deeds, licenses, leases, permits, or similar instruments entered into by the DRPA pursuant to the provisions of Assurance 7(a).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add “as a covenant running with the land”) that in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, lease, permit, etc.) for a purpose for which a Department of Transportation program or activity is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of Secretary, Part 21, Nondiscrimination of Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

(Include in licenses, leases, permits, etc.)*

That in the event of breach of any of the above nondiscrimination covenants, the DRPA shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said land and the facilities thereon, and hold the same as if said (licenses, lease, permit, etc.) had never been made or issued.

(Include in deeds)*

That in the event of breach of any of the nondiscrimination covenants, the DRPA shall have the right to re-enter said lands and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of the DRPA and its assigns.

The following shall be included in all deeds, licenses, leases, permits, or similar agreements entered into by the DRPA pursuant to the provisions of Assurance 7(b).

The (grants, licenses, lease, permittee, etc., as appropriate) for herself/himself, his/her personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant agree and (in case of deeds, and leases add “as a covenant running with the land”) that (1) no person on the ground of race, color, or national origin shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the
construction of any improvements on, over or under such land and the furnishing services thereon, no person on the grounds of race, color, or national origin shall be excluded of the participation in, be denied the benefits of, or be otherwise subjected to discrimination, and (3) that the (grantee, licensee, lessee, permittee, etc.) shall use the premises in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

(Include in licenses, leases, permits, etc.)*

That in the event of breach of any of the above nondiscrimination covenants, the DRPA shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, lease, permit, etc.) had never been made or issued.

(Include in deeds) *

That in the event of breach of any of the above nondiscrimination covenants, the DRPA shall have the right to re-enter said land and facilities thereon, and the above described lands and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of the DRPA and its assigns.

*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purpose of Title VI of the Civil Rights Act of 1964.
BOARD APPROVAL DOCUMENTATION

The Title VI Program received Board of Commissioners approval at the PATCO Operations and Maintenance Committee Meeting on February 2, 2016 and at the PATCO Board Meeting on February 17, 2016. The required New Jersey Governor’s Office 10-day veto period expired on March 9, 2016.

The Minutes of February 2, 2017 PATCO Operations Committee Meeting and the February 17, 2015 Board Meeting are attached in the Referenced Documents section on Page 181. The PATCO Board-adopted Summary Statement and Resolution, PATCO-16-001, Title VI Program Submission to Federal Transit Administration is also shown below.

SUMMARY STATEMENT

ITEM NO.: PATCO-16-001  SUBJECT: Approval of Title VI Program Submission to Federal Transit Administration

COMMITTEE:  PATCO Operations & Maintenance

COMMITTEE MEETING DATE:  February 2, 2016

BOARD ACTION DATE:  February 17, 2016

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, 2016, 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. 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 so 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 the 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 distribution affords users access to these assets.

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.

In September, 2014, with the support of John T. Hanson, DRPA CEO and PATCO President, and CAO Toni P. Brown, the Authority established a Cross-Functional Title VI Team to prepare the Title VI Program submission. The Cross-Functional team was led by Ann DuVall, Project Analyst in the Office of the CAO. Staff members from the following departments served on the team: PATCO, the Office of the Chief Administrative Officer, Human Resource Services, the Office of the General Counsel, the Chief Engineer’s Office, the Grants Department, Contracts Administration, and Corporate Communications. Staff from the Print Shop also assisted the team. Regular team and team sub-committee meetings occurred over the past year and one half resulting in the submission.

### SUMMARY:
- **Amount:** N/A
- **Source of Funds:** N/A
- **Capital Project #:** N/A
- **Master Plan Status:** N/A
- **Other Fund Sources:** N/A
- **Duration of Contract:** N/A
- **Other Parties Involved:** Federal Transit Administration
PATCO-16-001
PATCO Operations & Maintenance Committee: February 2, 2016
Board Date: February 17, 2016
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: The Chair, Vice Chair and 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 Chair is absent or unavailable, 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.

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<tr>
<td>Ryan Boyer (Chairman)</td>
<td>Jeffrey L. Nash (Vice Chairman)</td>
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<td>Honorable Eugene DePasquale</td>
<td>Albert F. Frattali</td>
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<td>Auditor General</td>
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<td>Pennsylvania Department of the Auditor General</td>
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<td>Honorable Timothy A. Reese, State Treasurer</td>
<td>E. Frank DiAntonio</td>
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<td>Antonio Fiol-Silva</td>
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<td>Richard Sweeney</td>
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<td>Rohan Hepkins</td>
<td>Charles Fentress</td>
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<td>Marian Moskiwitz</td>
<td>Rick Taylor</td>
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<td>Carl Singley</td>
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DESCRIPTION OF THE DELAWARE RIVER PORT AUTHORITY’S
PHILADELPHIA TO LINDENWOLD PATCO HIGH SPEED LINE

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

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. (see
PATCO Route Map on Page 38).

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% of which are offered free for ridership parking.

The seven (7) surface stations in New Jersey are fully climate controlled with escalator
service. Access to them is made primarily by automobile. The Camden Broadway
Subway Station was rehabilitated and reopened as an integral part of the $21 million
Walter Rand Transportation Center in the mid-1980’s. It is also climate controlled with
elevator and escalator service.

FTA provided capital funding for improvements to four subway stations in Philadelphia
and one subway station in Camden; improvements included appearance upgrades,
noise abatement and enhanced lighting. Another subway station in Philadelphia
(Franklin Square) was closed in September 1979 due to low ridership. Stations in New
Jersey were upgraded using DRPA funds in 2003-2004.

FTA-funded improvements costing more than $13 million brought the entire PATCO
line into compliance with the Americans for Disabilities Act. Compliance was achieved
by December 1999, with five stations designated as key stations, including 15th-16th
& Locust and 8th & Market in Philadelphia, as well as Broadway, Woodcrest and
Lindenwold in New Jersey. DRPA/PATCO are going beyond the
“key station” requirement by installing elevators at 9th/Locust Street Station in Philadelphia and Ferry Avenue Station in New Jersey, therefore having seven (7) of the thirteen (13) stations fully accessible (Lindenwald, Woodcrest, Ferry Avenue, Broadway, 8th/Market, 9th/Locust and 15th/Locust). Final design is underway for installing elevators at the remaining six stations (Ashland, Haddonfield, Westmont, Collingswood, City Hall and 13th/Locust). PATCO will be fully accessible by 2017/2018.

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. Other PATCO offices located in Camden, New Jersey are in Walter Rand Transportation Center, City Hall Station and Center Tower.

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. Reliability of service was good in 2014; on-time performance was 94.29%.

In 2014, DRPA/PATCO began a $103 million rehabilitation of the tracks that cross the Ben Franklin Bridge. PATCO published several schedules, each designed to maximize the number of trips while limited to a single track for 3 ½ to 7 days a week. This project is scheduled to be complete by the end of 2015, at which time PATCO will resume its more traditional schedule outlined above.

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) at reduced transfer rates. 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.

In 2014, PATCO carried 10,007,256 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 (74 manufactured by Budd and 46 by Canadian Vickers). All vehicles are assigned to the single route and presently there are 100 vehicles available for revenue service. PATCO has embarked on an extensive car overhaul program that requires older vehicles to be shipped to
Alstom in Hornell, NY on an incremental basis. The goal is to have a fleet of 100 available for service as the newly refurbished cars are phased into the fleet. No distinction is made as to the age or type of vehicle, or whether the service is express or local. All vehicles are treated operationally as equal, appear identical, have similar amenities and performance, are air-conditioned, maintained to similar standards, and are available for all service requirements of the system. As many as 78 of these cars are kept running day in and day out during each of the peak hours of travel. Six car trains are used in peak periods; during non-peak hours, the size of the trains is determined by travel demand, but never less than two cars.

The overhaul includes cars being stripped down to their stainless steel car body shells and refurbished with all new interiors, communications systems, HV/AC, H/C access, propulsion/braking controls, door operators, etc. By December of 2012, twenty-six cars had been shipped to Alstom, and the first eight (8) of the overhauled cars were placed in service in May of 2015. The entire fleet will be overhauled by 2017.

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 announces each station stop, opens and closes the doors, determines how long a train should remain in the station, and initiates train acceleration. (In the overhauled vehicles, pre-recorded station stop announcements are automatically generated both visually and verbally.) 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.

In February 2008, PATCO completed the installation of its automated fare collection system in all of its rail stations. All vending machines offer instructions in both English and Spanish. By late 2016, software will be revised to include instructions in Chinese, Korean, Vietnamese and Russian. The fare collection system offers the customers the option of smart card or paper magnetic stripe one and two-ride tickets. The 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. The FREEDOM Card is a stored value card and the customer simply loads the card with value using cash, credit or debit cards. With the vending machines, the customer can read his/her last ten transactions. The customer also has the option of selecting the autoload feature, which means never having to stop at a vending machine to re-load the FREEDOM card. It is automatically loaded at the fare gate. Customers who register their FREEDOM Cards are offered the convenience of balance protection: should they lose their card, the balance on that card is protected and transferred to a new card. PATCO also offers its customers the convenience of on-line sales transactions and on-line access.
to FREEDOM card accounts. FREEDOM Cards can be purchased from the vending machines or at the FREEDOM Card Service Center located at Broadway Station, which is staffed five days a week from 7:00 a.m. – 7:00 p.m. 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, is financed with bond proceeds from PATCO’s parent agency.

The new fare collection system 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. With the conversion to the new fare collection system, PATCO no longer has manual sales in the stations. All sales occur at the new electronic vending machines, at the new FREEDOM Card Service Center or on-line.

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 and Section 5309 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.
PUBLIC NOTICE OF TITLE VI RIGHTS

As shown below and on Pages 25-27, the Public Notice of Title VI Rights is posted in English, Spanish, Chinese, Korean, Vietnamese and Russian on DRPA’s website (www.drpa.org), on PATCO’s website (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.

Public Notice of Title VI Rights - English
Public Notice of Title VI Rights - Korean

Public Notice of Title VI Rights – Vietnamese
Название: Публичное уведомление о гражданских правах Раздела VI

Изложенное в настоящем уведомлении относится к Порт Администрации (Port Authority) Делаверского района (Delaware River Port Authority, DRPA), ее управлению и всем организациям, выступающим на ее основе, и всем лицам, которые имеют право на участие в программе финансируемой Порт Администрацией.

Любое лицо, которое считает, что оно пострадало в результате нарушения гражданских прав или права на сохранение конфиденциальности, вправе подать жалобу в Порт Администрацию. Любое лицо, которое считает, что оно пострадало в результате нарушения гражданских прав или права на сохранение конфиденциальности, вправе подать жалобу в Порт Администрацию.

Для просмотра файла вам потребуется установить на компьютере программу Adobe Acrobat Reader (скачать бесплатно).

Порядок рассмотрения жалобы по Разделу VI (PDF)
Форма жалобы по Разделу VI (PDF)
Title VI Complaint Procedure

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 Public Notice of Title VI Rights and the Title VI Complaint Procedure and Form are available in English, Spanish, Chinese, Korean, Vietnamese, and Russian on drpa.org and ridepatco.org. Website screen shots are shown on the following pages.
TITLE VI COMPLAINT PROCEDURE

Any person who believes he or she has been discriminated against on the basis of race, color, sex, or national origin by the Federal Transit Administration (for all federal financial assistance except Title VI) 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, PATCO will review it to determine if our office has jurisdiction. The complaint will either be accepted or referred to the appropriate office for processing.

If the complaint is accepted, PATCO will send the complainant a letter notifying them of the acceptance. The letter will include a copy of this procedure. The complainant will be notified of the results of the investigation and given the opportunity to appeal the decision. The complaining party will be notified of this opportunity, and their appeal may be heard by an independent judicial authority.

Title VI Complaint Procedure – Spanish

PROCEDIMIENTO PARA LA PRESENTACION DE RECLAMOS CONFORME AL TITULO VI

Toda persona que cree que ha sido objeto de discriminación en razón de su raza, color, sexo o nacionalidad puede presentar un reclamo ante el Departamento de Transporte Federal (excepto el Título VI) en su central de atención al cliente. Los reclamos son examinados por la Oficina de Derechos Humanos de la Administración de Transporte Federal. Los reclamos deben ser presentados en un plazo de no más de 180 días de la fecha del incidente.

Una vez recibido el reclamo, la Oficina de Derechos Humanos revisará la correspondencia para determinar si tiene jurisdicción. El reclamo será aceptado o remitido a la oficina correspondiente para su tratamiento.

Los reclamos aceptados serán notificados a la parte interesada por medio de un escrito, que incluirá una copia de este procedimiento. La parte interesada recibirá notificación de los resultados de la investigación, con la posibilidad de presentar un recurso. La parte interesada recibirá notificación de este recurso y su recurso puede ser presentado ante una autoridad judicial independiente.

Después de un examen inicial, el reclamo será remitido a un tribunal que ejercerá su jurisdicción. Esta fase de la investigación puede ser revisada por una autoridad judicial independiente.

Un proceso similar puede hasta llegar, si es necesario, a la oficina de Derechos Humanos de la Administración de Transporte Federal.
Title VI Complaint Procedure – Chinese

第 VI 條規定申訴程序

任何人如果認為自己被歧視、敵意或困難難為其享受到所有通過交通公車公司（下稱「PATHCO」）的服務。均應提交第 6 條規定的申訴。如果該規定違反第 6 條規定的申訴書，PATHCO 將在接到申訴書後立即審查。PATHCO 將在 30 天內對申訴進行調查。如果需要更多的資料才能對申訴作出決定，PATHCO 可能會要求申訴人提供。申訴人應在接到要求後的 10 日內提供資料的資料。若 PATHCO 要求調查的資料仍未提供，PATHCO 可接受无效。如果在接到申述書之日起 30 天內，PATHCO 未提供資料，PATHCO 將即時進行調查。

若申述人提出申述書，PATHCO 將在接到申述書後的 30 天內進行調查。若 PATHCO 要求申述人提供資料，申述人应在接到要求後的 10 日內提供資料。若申述人在接到要求後的 10 日內仍不提供資料，PATHCO 將即時進行調查。

若申述人提出申述書，PATHCO 將在接到申訴書後的 30 天內進行調查。若 PATHCO 要求申述人提供資料，申述人应在接到要求後的 10 日內提供資料。若申述人在接到要求後的 10 日內仍不提供資料，PATHCO 將即時進行調查。

对 LEA 有興趣的人，請聯繫我們。地址：FTA Office of Civil Rights，1200 New Jersey Avenue SE，Washington，DC 20590。'
Title VI Complaint Procedure – Vietnamese

Title VI Complaint Procedure – Russian
Title VI Complaint Form – English
### Reclamo conforme al Título VI

**Descripción:**
- Nombre: [Complete Name]
- Dirección: [Address]
- Teléfono: [Phone Number]
- Dirección en correo electrónico: [Email Address]

**Regulaciones aplicables:**
- Ley de la Título VI
- Regulaciones [Specific Regulations]
- Ley [Specific Law]

**Solicitud:**
- ¿Es un reclamo contra el gobierno local?
  - Sí
  - No
- ¿Es un reclamo contra el gobierno estatal?
  - Sí
  - No

**Descripción detallada:**
- Breve descripción del incidente que dio lugar al reclamo.

**Solución propuesta:**
- Solución propuesta para el incidente.

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### Artículo VI

**Fecha:** [Date]

**Descripción:**
- La persona o agencia a la que se presenta el reclamo recibe una copia de este formulario.
- Se proporciona un contacto de la persona que maneja el reclamo.

**Contacto:**
- Nombre: [Name]
- Dirección: [Address]
- Teléfono: [Phone Number]
- Email: [Email]

**Observaciones:**
- Se pueden agregar notas o comentarios adicionales.

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**Firma:**
- [Signature]
- [Date]
Title VI Complaint Form – Chinese
Title VI Complaint Form – Korean
Title VI Complaint Form - Vietnamese
From July 2013 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.

2. Senior management provides the service or fare change proposal, including 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. Bilingual (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 and 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. 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 and 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 bilingual 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.

10. DRPA will arrange and supply staff support, interpreters, meeting materials and equipment for all of the meetings.

11. 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.

12. 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.
13. 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.

14. 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.

15. The public will be notified of the upcoming service or fare change via media releases and on the organization’s websites, www.drpa.org and www.ridepatco.org.

16. A bilingual 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.
- **Social Media** – PATCO utilizes Facebook (3279 fans) and Twitter (7015 followers, DRPA/PATCO)
- **Email** – DRPA/PATCO sends emails to the public who have subscribed to our e-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** - by the end of 2015, all PATCO stations will have LCD screens for messaging the public about public meetings.
- Direct mail to relevant regional stakeholders
- Public Meeting Notice posters made available to local libraries, community centers, and county offices
- Public Information Sessions
- Public Hearings
- Legal Notices, where appropriate

**Public Participation Plan**

**Other Areas of Title VI Considerations**

a. **Information Dissemination**

See the attached PATCO policy on Page 47 entitled, “Outline of the Fare Increase or Service Reduction/Increase Procedure and Public Comment Period,” with respect to implementing service changes for the policy on information dissemination.

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 Regional Citizens 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.

b. **Minority Representation on Decision Making Bodies**

The sixteen (16) member DRPA Board of Commissioners/PATCO Directors consists of eight (8) members from the Commonwealth of Pennsylvania and eight (8) members from the State of New Jersey. Two (2) Commissioners are members by virtue of their elected offices in Pennsylvania, the Auditor General and the State Treasurer. The remaining six (6) are appointed by the Governor of
Pennsylvania. The New Jersey Governor appoints all eight (8) members from New Jersey. The members of the Board were named on Page 19.

At the present time, the Board is comprised of twelve (12) men; six (6) African-American, five (5) Caucasian and one (1) Hispanic; and three (3) Caucasian women.

c. Multilingual Facilities

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 one hundred (100) languages. Signs explaining how to use the PATCO Fare Collection System are also posted in all stations.
OUTLINE OF THE FARE INCREASE OR SERVICE REDUCTION/INCREASE PROCEDURE AND PUBLIC COMMENT POLICY

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, was used in 2008 when the DRPA Board approved a fare increase to be effective in 2008 and 2011. The procedure is designed to ensure the participation and meaningful engagement of the public, including minority and low income population likely to be impacted by the fare increase. An enhanced Public Participation Plan was approved by the DRPA/PATCO Board and the Federal Transit Administration (FTA) in 2014, parts of which are included herein beginning on Page 40.

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 a recommendation and 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’ website, www.drpa.org and PATCO’s website, 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 bilingual 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 were convenient for the public and in locations which were 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 were 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.
Language Assistance Plan (LAP):
Ensuring Access for People with Limited English Proficiency

Background

Most individuals in the United States read, write, speak and understand English. However, there are many individuals whose primary language is not English. Individuals who do not speak English as their primary language and who have a limited ability to read, write or understand English are considered Limited English Proficient, or “LEP.” This language barrier may prevent individuals from accessing essential services and benefits.

In order to comply with Title VI of the Civil Rights Act of 1964, the Port Authority Transit Corporation (PATCO) has taken reasonable actions for competent language assistance.

Language Assistance Plan Summary

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.

Four Factor Analysis

Per the U.S. Department of Transportation (DOT) Policy Guidance Concerning Recipient’s Responsibilities to Limited English Proficient (LEP) Persons, there are four factors listed below that PATCO will consider when addressing language needs and determining what reasonable steps should be taken to ensure access for LEP persons. This analysis will help PATCO to determine if it communicates effectively with Limited English Proficient (LEP) persons and will inform PATCO’s language access planning in the event of a major service change or fare increase.

1. **The number or proportion of LEP persons eligible to be served or likely to be encountered by PATCO;**

As previously mentioned, PATCO provides rail service primarily between Philadelphia, Pennsylvania and Southern, New Jersey. The rail line operates exclusively in Philadelphia and Camden Counties, respectively. A map of the PATCO route is found on Page 38. The majority of PATCO’s patrons commute from Southern New Jersey to Philadelphia during the morning commute and return to Southern New Jersey during the evening commute. A closer look at PATCO ridership reveals that a significant portion of PATCO’s patrons also come from the neighboring counties Gloucester and Burlington Counties, in addition to Camden County. The following U.S. Census maps contain boxes depicting the census tracts where the greatest percentage of PATCO’s riders age five (5) or older reside and their respective populations.
Population/Racial Distribution Charts (see next pages)

2010 Census Tracts (Philadelphia County, PA)
2010 Census Tracts (Camden County, NJ)
2010 Census Tracts (Burlington County, NJ)
2010 Census Tracts (Gloucester County, NJ)
2010 Census Data (Philadelphia County, PA)
2010 Census Data (Camden County, NJ)
2010 Census Data (Burlington County, NJ)
2010 Census Data (Gloucester County, NJ)
Population by Race

### Philadelphia County

<table>
<thead>
<tr>
<th>Race</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>44,447</td>
<td>75.48%</td>
</tr>
<tr>
<td>Black</td>
<td>4,590</td>
<td>7.79%</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>2,677</td>
<td>4.54%</td>
</tr>
<tr>
<td>Asian</td>
<td>7,716</td>
<td>13.10%</td>
</tr>
<tr>
<td>Native American</td>
<td>93</td>
<td>0.15%</td>
</tr>
<tr>
<td>One Race Alone</td>
<td>617</td>
<td>1.04%</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>1,419</td>
<td>2.40%</td>
</tr>
</tbody>
</table>

### Camden, Burlington & Gloucester Counties

<table>
<thead>
<tr>
<th>Race</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>487,616</td>
<td>70.09%</td>
</tr>
<tr>
<td>Black</td>
<td>114,898</td>
<td>16.51%</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>81,999</td>
<td>11.78%</td>
</tr>
<tr>
<td>Asian</td>
<td>31,726</td>
<td>4.56%</td>
</tr>
<tr>
<td>Native American</td>
<td>1,871</td>
<td>0.26%</td>
</tr>
<tr>
<td>Other Races, Other</td>
<td>39,188</td>
<td>5.63%</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>17,290</td>
<td>2.48%</td>
</tr>
</tbody>
</table>
Service Area - Language Spoken At Home By Ability To Speak English For The Population 5 Years And Over

<table>
<thead>
<tr>
<th>Language Spoken At Home</th>
<th>Population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Only</td>
<td>585,958</td>
<td>(83.42%)</td>
</tr>
<tr>
<td>Spanish or Spanish Creole</td>
<td>33,213</td>
<td>(4.73%)</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>25,029</td>
<td>(3.56%)</td>
</tr>
<tr>
<td>French (incl. Patois, Cajun)</td>
<td>2,219</td>
<td>(0.32%)</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>583</td>
<td>(0.08%)</td>
</tr>
<tr>
<td>Italian</td>
<td>3,893</td>
<td>(0.55%)</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>957</td>
<td>(0.14%)</td>
</tr>
<tr>
<td>Portuguese or Portuguese Creole</td>
<td>915</td>
<td>(0.13%)</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>637</td>
<td>(0.09%)</td>
</tr>
<tr>
<td>German</td>
<td>1,932</td>
<td>(0.28%)</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>381</td>
<td>(0.05%)</td>
</tr>
<tr>
<td>Yiddish</td>
<td>192</td>
<td>(0.03%)</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>26</td>
<td>(0.00%)</td>
</tr>
<tr>
<td>Other West Germanic languages</td>
<td>280</td>
<td>(0.04%)</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>36</td>
<td>(0.01%)</td>
</tr>
<tr>
<td>Scandinavian languages</td>
<td>206</td>
<td>(0.03%)</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>56</td>
<td>(0.01%)</td>
</tr>
<tr>
<td>Greek</td>
<td>988</td>
<td>(0.14%)</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>532</td>
<td>(0.08%)</td>
</tr>
<tr>
<td>Russian</td>
<td>1,232</td>
<td>(0.18%)</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>1,275</td>
<td>(0.18%)</td>
</tr>
<tr>
<td>Language</td>
<td>Count (Percentage)</td>
<td>Speak English less than &quot;very well&quot; (Percentage)</td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Serbo-Croatian</td>
<td>251 (0.04%)</td>
<td>61 (0.01%)</td>
</tr>
<tr>
<td>Other Slavic languages</td>
<td>591 (0.08%)</td>
<td>161 (0.02%)</td>
</tr>
<tr>
<td>Armenian</td>
<td>196 (0.03%)</td>
<td>34 (0.00%)</td>
</tr>
<tr>
<td>Persian</td>
<td>246 (0.04%)</td>
<td>88 (0.01%)</td>
</tr>
<tr>
<td>Gujarati</td>
<td>1,482 (0.21%)</td>
<td>992 (0.14%)</td>
</tr>
<tr>
<td>Hindi</td>
<td>1,596 (0.23%)</td>
<td>740 (0.11%)</td>
</tr>
<tr>
<td>Other Indic languages</td>
<td>1,687 (0.24%)</td>
<td>630 (0.09%)</td>
</tr>
<tr>
<td>Other Indo-European</td>
<td>625 (0.09%)</td>
<td>355 (0.05%)</td>
</tr>
<tr>
<td>Chinese</td>
<td>3,223 (0.46%)</td>
<td>4,283 (0.61%)</td>
</tr>
<tr>
<td>Japanese</td>
<td>417 (0.06%)</td>
<td>92 (0.01%)</td>
</tr>
<tr>
<td>Korean</td>
<td>1,654 (0.24%)</td>
<td>2,218 (0.32%)</td>
</tr>
<tr>
<td>Mon-Khmer, Cambodian</td>
<td>280 (0.04%)</td>
<td>52 (0.01%)</td>
</tr>
<tr>
<td>Hmong</td>
<td>6 (0.00%)</td>
<td>0 (0.00%)</td>
</tr>
<tr>
<td>Thai</td>
<td>56 (0.01%)</td>
<td>47 (0.01%)</td>
</tr>
<tr>
<td>Laotian</td>
<td>6 (0.00%)</td>
<td>52 (0.01%)</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>1,211 (0.17%)</td>
<td>2,712 (0.39%)</td>
</tr>
<tr>
<td>Other Asian languages</td>
<td>2,286 (0.33%)</td>
<td>663 (0.09%)</td>
</tr>
<tr>
<td>Tagalog</td>
<td>2,883 (0.41%)</td>
<td>942 (0.13%)</td>
</tr>
<tr>
<td>Other Pacific Island</td>
<td>239 (0.03%)</td>
<td>112 (0.02%)</td>
</tr>
<tr>
<td>Navajo</td>
<td>0 (0.00%)</td>
<td>0 (0.00%)</td>
</tr>
<tr>
<td>Other Native North</td>
<td>54 (0.01%)</td>
<td>2 (0.00%)</td>
</tr>
<tr>
<td>Hungarian</td>
<td>104 (0.01%)</td>
<td>17 (0.00%)</td>
</tr>
<tr>
<td>Arabic</td>
<td>882 (0.13%)</td>
<td>694 (0.10%)</td>
</tr>
<tr>
<td>Hebrew</td>
<td>991 (0.14%)</td>
<td>270 (0.04%)</td>
</tr>
<tr>
<td>African languages</td>
<td>947 (0.13%)</td>
<td>252 (0.04%)</td>
</tr>
<tr>
<td>French Creole</td>
<td>614 (0.09%)</td>
<td>224 (0.03%)</td>
</tr>
<tr>
<td>Polish</td>
<td>970 (0.14%)</td>
<td>566 (0.08%)</td>
</tr>
<tr>
<td>Other and unspecified</td>
<td>33 (0.00%)</td>
<td>0 (0.00%)</td>
</tr>
</tbody>
</table>
English is the dominant language spoken in PATCO’s operational area, making up 83.42% of all riders (see ‘Service Area’ charts on Pages 57 & 58). An additional 116,456 or 16.58% of PATCO patrons speak another language of which 46,656 or 6.64% speak English less than “very well.” Of these 46,656 individuals, only 25,029 or 53.6% are fluent in Spanish. Therefore, Spanish-speaking individuals are the LEP Group likely to be encountered by PATCO. This LEP group of patrons represents 3.56% of all PATCO riders.

2. **The frequency with which LEP persons come into contact with PATCO services and programs:**

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 indicate that a small percentage (3.56%) of the general population in PATCO’s area of operations are Spanish-speaking LEP persons. As a public transportation provider, it is necessary to recognize this percentage of Spanish-speaking LEP persons, and other segments of the general population who speak English “less than well” or “not at all”.

**PATCO Employee Survey**

In July of 2015, to help determine the frequency with which LEP persons come in contact with PATCO services and programs, PATCO surveyed 155 PATCO employees from the following job categories.

**PATCO Job Titles Surveyed Included:**

- PATCO Customer Service Agents
- PATCO Custodians
- PATCO Transit Supervisors
- PATCO Station Supervisors
**PATCO Revenue Collectors**
**PATCO Dispatchers**
**PATCO Train Operators**
**PATCO Public Safety Officers**
**PATCO Summer Interns**
**PATCO Administration Staff**

Below please find the survey questions and a summary of the survey replies from the PATCO employees who responded.

PATCO achieved a 71% response rate to the survey, with responses from 110 of 155 employees surveyed.

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

93% of the PATCO employees who responded said they do not speak a language other than English. 7% of the PATCO employees who responded said they spoke Spanish. One (1) PATCO employee is proficient in American Sign Language.

**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?**

Seven out of the eight respondents said they would be a resource if needed. DRPA has created a list of bi-lingual employees and contact numbers to call in the event assistance is requested. All staff who have contact with the public are provided with this list of names if needed.

**Q2. In what way (s) do you interact with PATCO customers currently? Please check all that apply.**

In response to a survey question about what ways PATCO employees currently interact with PATCO customers, 75% replied via face-to-face contact, 24% responded via telephone contact, 3% responded contact was via email, 2% responded contact was via social media and 2% responded contact was by facsimile. Respondents could check all 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.”**
16% of PATCO employees who responded said they came in contact with individuals who speak English “less than well” or “not at all” on a daily basis. 29% of PATCO employees who responded said they frequently came in contact with individuals who speak English “less than well” or “not at all.” 18% of PATCO employees said they sometimes came in contact with individuals who speak English “less than well” or “not at all.” 29% of PATCO employees said they rarely came in contact with individuals who speak English “less than well” or “not at all.” 9% of PATCO employees said they never came in contact with individuals who speak English “less than well” or “not at all.”

Q4. Using the same scale as the above question, how often you interact with PATCO customers speaking the following languages? English, Spanish, Chinese, Korean, Vietnamese, Russian, or Other language(s) (please identify the other language and frequency of interaction).

The results from the PATCO employees who responded to this question is as follows:

<table>
<thead>
<tr>
<th>Language</th>
<th>Daily</th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>English:</td>
<td>73%</td>
<td>13%</td>
<td>3%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>Spanish:</td>
<td>14%</td>
<td>22%</td>
<td>29%</td>
<td>14%</td>
<td>12%</td>
</tr>
<tr>
<td>Chinese:</td>
<td>0%</td>
<td>0%</td>
<td>13%</td>
<td>35%</td>
<td>50%</td>
</tr>
<tr>
<td>Korean:</td>
<td>0%</td>
<td>0%</td>
<td>5%</td>
<td>39%</td>
<td>49%</td>
</tr>
<tr>
<td>Vietnamese:</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
<td>38%</td>
<td>53%</td>
</tr>
<tr>
<td>Russian:</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>32%</td>
<td>60%</td>
</tr>
</tbody>
</table>

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.

36% of the responding PATCO employees were asked questions by customers with limited English proficiency, “what time is the next train?” 50% of PATCO employees were asked, “how do I buy a ticket,” and “I need directions.” 21% of PATCO employees were asked, “where are the restrooms?” 4% and 3%, respectively, were asked, “where is the escalator/elevator” or “where do I file a complaint?”

The survey will help the DRPA and PATCO determine whether the Authority is addressing our customer’s needs and ensuring meaningful access to our facilities and services.

3. The nature and importance of PATCO’s services and programs in people’s lives;
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 LEP/LAP Program offers these individuals the mobility to conduct day-to-day activities.

4. The resources available to PATCO for LEP outreach, as well as the costs associated with that outreach.

PATCO assessed their available resources that could be used to provide language assistance. Costs are predominately associated with professional translation services and material production. This included identifying bilingual staff, reviewing an existing contract for professional translation services, determining which documents should be translated and deciding what level of staff training is needed. Most of the cost associated with these efforts fit with PATCO’s limited marketing budget. Due to PATCO’s small size and limited operating area, only $58K dollars are budgeted for all marketing efforts, however PATCO has sufficient monies to meet these demands.

In 2015, in the Board-approved budget of the Chief Administrative Officer (CAO), $10,500 was budgeted for Title VI compliance requirements, if needed, in the event of a major service change or toll/fee increase. This amount also included funding for the implementation of the Public Participation Plan, translators and public meeting transcription, if needed.

In November 2015, as part of the 2016 budget request process, both the CAO ($5000) and the PATCO General Manager ($5000) submitted budget requests to the Board related to Title VI compliance, including for Language Line Solutions, the 24/7 translation service, implementation of the Public Participation Plan costs and document translation and meeting transcription services, if needed. The 2016 Operating Budget passed December 9, 2015. Following the expiration of the NJ Governor’s 10-day veto period, these funds would be available for these purposes if needed.

Language Assistance Plan (LAP) Outline

As indicated above, census data indicates that a small percentage (3.56%) of the general population in PATCO’s area of operations are Spanish-speaking LEP persons. In order to assist this population, PATCO already implements the following:

Language Assistance Measures:

1. 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;
2. Google Translate, an on-line language translation service that instantly translates text and webpages in a large number of languages, including Spanish, is on our PATCO (and DRPA) website, www.ridepatco.org, which assists LEP individuals when using the website (these forms are also available in Chinese, Korean, Vietnamese and Russian);

3. Station ticket vending machines that have Spanish language columns;

4. Reduced fare brochures and applications for seniors, disabled and Medicare holders are also published in Spanish; and

5. Vital written documents such as our notice of Title VI rights, the Title VI complaint form, and the Title VI complaint procedure are printed in Spanish. Following the “Four Factor Analysis,” PATCO concluded that, while there is currently extensive outreach and materials for the Spanish speaking LEP population in the PATCO service area, additional services could assist other LEP populations regardless of the total population in the region (see below).

Due to the Safe Harbor requirements and the U.S. Census Bureau American Community Survey, 2006-2010 in our service area, PATCO understands the following languages also must be included in our Language Assistance Plan: Chinese, Vietnamese, Korean and Russian. The census data provides the following data on the below four LEP populations:

Chinese: 4,283 or 0.61% in the PATCO service area speak English less than “very well”;

Vietnamese: 2,712 or 0.39% in the PATCO service area speak English less than “very well”;

Korean: 2,218 or 0.32% in the PATCO service area speak English less than “very well”;

and

Russian: 1,275 or 0.18% in the PATCO service area speak English less than “very well”;

In order to assist the four (4) LEP populations listed above, Chinese, Vietnamese, Korean and Russian, PATCO also implements the following language assistance measures:

1. On PATCO’s website, www.ridepatco.org, and available at the Authority’s administrative offices, the Notice of Title VI Rights, Title VI Complaint forms, and Title VI Complaint Procedures are available in Chinese, Korean, Vietnamese and Russian; and

2. Google Translate, the online instant language translation service that translates text and websites in Chinese, Korean, Vietnamese and Russian, and many other languages, is available on PATCO and DRPA’s websites.
Additionally, in order to assist these LEP populations, in the 2015 proposed PATCO budget, there was funding for converting the current wording on the ticket vending machines in all PATCO stations to the following languages: Chinese, Korean, Vietnamese and Russian. The language enhancement project was approved by the DRPA Board of Commissioners/PATCO Directors on April 15, 2015 and is currently in design. PATCO expects the ticket vending machines to incorporate the new software with enhanced language capabilities by late 2016.

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:

1. 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.

2. 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;

3. Have bilingual staff available at Open Houses and public meetings in order to greet attendees, and to assess and inform them of translation services available;

4. 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. PATCO proposes using a tiered approach to printing vital written documents in Chinese, Korean, Vietnamese and Russian. For example, to start, for the second most prevalent language in PATCO’s service area, Chinese, print 2 vital written documents, and print 1 vital written document in Korean, Vietnamese and Russian.

5. Using the U.S. Census Bureau’s “I SPEAK” cards at the public meetings and other public events in order to identify the languages spoken by the population and determine if language assistance would be needed at future events (see Page 144);

6. Regularly monitor, evaluate and update PATCO’s Language Assistance Plan through the use of questionnaires, surveys and other methods gathering information to identify LEP populations;

7. Based on the LEP population to be served, which according to the results of the current Four Factor Analysis is primarily Spanish speaking, 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. 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 Spanish, or whatever language is needed as determined by future Four Factor Analysis.

The
enhanced ticket vending machine software which includes Chinese, Korean, Vietnamese and Russian will be in place in late 2016 on the ticket vending machines in all PATCO stations.

8. Continue to identify and use channels of communication on which the LEP community relies, including minority newspapers and radio stations.

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

How PATCO may identify an LEP person who need language assistance:

- Examine records of request for language assistance from past meetings and events to determine the possible need for assistance at future events;

- At PATCO public meetings or Open Houses, set up a sign-in table, and have the U.S. Census Bureau’s “I SPEAK” Language Identification Cards available. Attendees can self-identify as needing translation assistance when the language is other than Spanish (which will be automatically provided). Although staff may not be able to assist at that meeting, they will be able to provide translated materials after the event, and the cards will be a tool to identify language needs for future meetings.

- Periodically survey Authority staff who have contact with the public regarding their experience of having any direct or indirect contact with LEP individuals. To that end, as part of the Staff Training for customers who may need language assistance (See Authority Staff Training presentation in the Referenced Documents section on Page 155), there is a form to be filled out by any staff member who provides language assistance throughout the year. The Director of Human Resource Services prepares an annual report based on these language assistance forms to help PATCO assess if it is continuing to provide meaningful language assistance services to LEP customers.

Authority Staff Training

LEP training is provided to all Authority employees who could potentially have contact with LEP populations, and is included as part of the new hire orientation for all employees who could have contact with the LEP population. The staff members who receive training include:

- Authority Police Officers
- PATCO Station Supervisors and Transit Supervisors
- PATCO Transit Ambassadors
- PATCO Customer Service Agents
- PATCO Train Operators
- PATCO Revenue Collectors
- PATCO Custodians
- FREEDOM Card Center Staff
- Customer Service Department
- Human Resource Services staff and
- Temporary Workers/Summer Interns with public contact

The training is to provide staff with the tools to help individuals who may need language assistance with information about Authority services, projects and programs. The training is provided by the DRPA Human Resource Services Department to relevant staff. The staff training information includes the following topics:

- Understanding the Title VI policy and LEP responsibilities;
- Four (4) Tools for Staff Use for Language Assistance:
  - “I SPEAK” Language Identification Cards;
  - “Google Translate” services on smart phone;
  - The “Language Line” translation service;
  - Listing of bi-lingual Authority staff members for language assistance help;
- Documenting Language Assistance Requests; and
- Handling a Title VI Complaint

A copy of the staff training presentation entitled, “DRPA/PATCO Staff Training: Title VI Requirements to Help our Customers with Language Assistance Needs,” is available in the Referenced Documents section on Page 155.

**Outreach Techniques**

The Authority will use the following outreach techniques in the event of a major service change or fare increase:
1. When staff will be hosting a meeting or workshop or will be presenting a pertinent topic, all meeting notices, flyers and agendas will be available in Spanish, and other alternative languages if it is determined that such languages are necessary and resources are available.

2. When running a general public meeting notice, staff will state that a translator will be available in Spanish, or in another language as determined to be necessary. The included clause will be similar to, “A (insert alternative language) translator will be available. For example, “Un traductor del idiomas espanol strata disponible”, or “A Spanish translator will be available”.

**Monitoring and Updating the Language Assistance 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.

Each update of the LAP Plan will examine plan components including:

- How many LEP persons were encountered annually?
- Were the needs of these LEP persons met?
- What is the current LEP population in PATCO’s service area?
- Is a change needed in the types of language assistance provided?
- Have PATCO’s available resources, such as technology, staff, and financial costs changed?
- Has PATCO fulfilled the goals of the Language Assistance Plan? and
- Were any complaints received?

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

The LAP is distributed to all Authority 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 will also have copies of the LAP and will distribute same to administrative staff. Additionally, copies of the Language Assistance Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies of the plan upon request.

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

**Kelly Forbes**, Director Human Resource Services
Delaware River Port Authority
One Port Center, 2 Riverside Drive, P.O Box 1949
Camden, NJ 08101-1949
(w) 856-968-2223
Email: klforbes@drpa.org
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 Program 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 upgrade the LAP when appropriate.
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 24 members from Pennsylvania and New Jersey who use PATCO and our bridges.

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-appraisal process.

A full explanation of the CAC, including its current members, is found on www.ridepatco.org (see next page for screen shot) and drpa.org. A copy of the CAC Membership Application is on the Page 71.

The racial breakdown of CAC Membership as of December, 2015, is as follows

- African American Female ................................................................. 0
- African American Male ................................................................... 2
- Caucasian Female ........................................................................... 2
- Caucasian Male ............................................................................... 13
- Asian Male ...................................................................................... 0

Total Members (currently) ................................................................. 17
Citizen Advisory Committee

The Delaware River Port Authority (DRPA) seeks Citizen Advisory Committee members. Are you interested in matters involving the deep water, 90 million tonnage commerce, or costly mass bridges? Are you interested in improving PATCO? Do you commute across DRPA bridges, ride PATCO or live near a DRPA Bridge or the PATCO line? If you answered yes then the DRPA wants you to become a member of the newly created DRPA Citizen Advisory Committee.

DRPA CEO, John J. McHeeser, says, "This committee was established to hear from those who have a stake in our day to day operations. Recommendations made by the committee will be considered by our Commissioners when decisions are made concerning our four bridges and PATCO."

The committee will be comprised of 25 members, 10 each from Pennsylvania and New Jersey. The committee is designed to have a balanced representation of DRPA bridge users and PATCO transit users.

The Citizen Advisory Committee will work in cooperation with DRPA but will be independent of the Authority and will be advisory in nature.

Those interested in becoming a committee member must fill out an application. Applications are available for downloading at either www.drapa.org or www.ridepatco.org. Applications are also available at all four bridges and at all PATCO stations. Applicants may not be related to any Commissioner, Officer or Authority employee. No vendors or employees of companies doing business with DRPA or PATCO are eligible. The deadline to apply is December 1, 2010.

The Delaware River Port Authority is a regional transportation agency, DRPA owns and operates the Benjamin Franklin, Walt Whitman, Commodore Barry and E-Zway, Rose Bridges. PATCO and the Philadelphia Cruise Terminal. The DRPA also owns the KIELER WERFT.

Download Citizen Advisory Committee Application

http://www.ridepatco.org/about/citizen_adv_committee.html 5/16/2013
Citizens Advisory Committee Membership Application

PLEASE COMPLETE ALL INFORMATION

Name: _____________________________  Address: _____________________________
City: ______________________  Zip: ________
Email: _____________________________  Work Email: _____________________________

If you are employed:  Employer: _____________________________
Occupation: _______________________

The purpose of the Citizens Advisory Committee is to advise the Authority on matters of community interest. All members are expected to attend meetings on a regular basis. In addition, members are expected to represent the best interest of the community at all times.

We are looking for members who have a strong commitment to our mission and who can contribute their time and expertise to the benefit of the community. We value diversity and seek members from all walks of life.

Applicant's Qualifications for Membership:

Please explain your qualifications and experience and why you feel you would be a good fit for this position.

Describe how you became aware of the Citizens Advisory Committee.

Statement of Objectives and Principles for DAC membership:

What are your objectives for DAC membership? What principles guide your participation in DAC?

Applications are considered on a rolling basis. If you have any questions, please call 1-800-555-5555 or email info@citizensadcom.org.

Applicants who meet the above criteria will be contacted to schedule an interview.

Signature: _____________________________  Date: __________

Applicant's Name: _____________________________  Date of Birth: __________
City: ______________________  Zip: ________
Address: _____________________________  Email: _____________________________
Occupation: _______________________
Employer: _____________________________}

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PROVIDING ASSISTANCE TO SUB-RECIPIENTS
AND MONITORING COMPLIANCE

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

CONDUCT EQUITY ANALYSIS TO 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.
As previously mentioned, PATCO operates one fixed-rail line, which is 14.25 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, the results of the latest performance monitoring relative to PATCO’s quantitative standards and a summary of the collection and report on demographic data based on a Delaware Valley Regional Planning Commission (DVRPC) – designed PATCO Customer Survey performed in October of 2015 with data analysis by DVRPC. Information on the subject of disparate impact and service and fare changes is also included on Page 112.
PATCO 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 of which 96 are married pairs. PATCO is currently operating two styles of married pairs, Legacy and Series 1000. The Legacy fleet is capable of seating 80 passengers with 48 standing passengers for a load ratio of 8:5. 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:

<table>
<thead>
<tr>
<th>Weekday Consists</th>
<th>Owl (12:00AM - 4:49AM)</th>
<th>Morning Peak (5:00AM - 9:23AM)</th>
<th>Day Base (9:24AM - 2:12PM)</th>
<th>Evening Peak (2:13PM - 7:29PM)</th>
<th>Evening Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-car trains</td>
<td>45 minutes</td>
<td>12 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4-car trains</td>
<td></td>
<td></td>
<td>20 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6-car trains</td>
<td>5 to 15 minutes</td>
<td>4 to 12 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Saturday Consist | Owl (12:00AM - 4:49AM) | Early Morning Service (5:00AM - 7:14AM) | Remainder of Day (7:15AM - 11:59PM) |
| 2-car trains | 45 minutes | | |
| 4-car trains | | 30 minutes | 15 minutes |

| Sunday Consist | Owl (12:00AM - 4:49AM) | Day Service (5:00AM - 5:29PM) | Evening Service (5:29PM - 11:59PM) |
| 2-car trains | 45 minutes | | 20 minutes |
| 4-car trains | | 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). The on-time performance for the 57,720 scheduled trips for the year ending 2015 was 97.03%, which is
0.97% below the goal set by PATCO of 98%. 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.

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 Legacy fleet is capable of seating 80 passengers and the Series 1000 fleet is capable of seating 78 passengers. As previously mentioned, PATCO has undertaken an extensive car overhaul program. Of the 120 cars, 58 cars have entered the overhaul process in Hornell, NY, and 38 have returned to PATCO. This leaves PATCO with 62 Legacy cars and 38 Series 1000 cars. For PATCO to maintain the current schedule, 78 cars are required for service. The 22 remaining cars are either utilized as spares or are undergoing normal routine maintenance. The Legacy and the Series 1000 cars are all utilized to meet the 78-car requirement.

Transit amenities: PATCO strives to ensure that every patron utilizing the system has an enjoyable traveling experience. Much effort goes into maintaining and improving the current infrastructure. PATCO consistently evaluates ways to improve the amenities offered to all patrons and PATCO attempts to treat each of the thirteen stations equally. 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 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 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. In 2015, bike racks were added at several subway stations as part of a continuing expansion of the amenity. Ventilation fans have been installed at platform level in all subway stations for added passenger comfort.
All non-subway stations and one subway station are climate controlled. 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 2017.

PATCO’s Transit Ambassador program, administered by the Director of Fare Collection and Passenger Services, is available 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.
COLLECT & REPORT DEMOGRAPHIC DATA – DVRPC Work Program Summary

The Delaware Valley Regional Planning Commission (DVRPC) is the federally designated Metropolitan Planning Organization (MPO) for the Greater Philadelphia Region, which includes Bucks, Chester, Delaware, Montgomery, and Philadelphia counties in Pennsylvania, and Burlington, Camden, Gloucester, and Mercer counties in New Jersey. DVRPC provides technical assistance to member agencies and municipalities through its annual Work Program.

In order to be compliant with federal funding regulations, specifically our Title VI Program, PATCO is required to collect demographic and ridership data on PATCO customers. The Authority reached out to DVRPC for their assistance based on their expertise with regional mass transit customer surveys. The focus of the FY 2016 DVRPC Work Program was a PATCO Customer Survey and the summary analysis of the results to be included in the 2016 Title VI Program.

PATCO applied for FY 2016 Work Program assistance in September 2014, which was approved by the DVRPC Board of Directors on January 22, 2015. The FY 2016 DVRPC Work Program period of performance is July 1, 2015 to June 30, 2016.

The DVRPC Work Program award to PATCO provided technical assistance to complete the Title VI Demographic Data Requirements needed for this 2016 Title VI Program Submission.

In accordance with the award, DVRPC completed the following tasks:

- Determined Title VI compliance data needs;
- Designed survey instrument and sampling plan*;
- Assisted PATCO in surveying riders;
- Processed and cleaned the survey data;
- Wrote a summary of the methodology and conduct of the survey;
- Conveyed the survey data and results to PATCO;
- Provided a demographic analysis of the PATCO service area.

*The DVRPC advised DRPA that the FTA preferred moving away from paper surveys to using a tablet device. This PATCO customer survey initiative was trend setting and used table devices for the survey.

The Authority wishes to thank the DVRPC Board, Executive Director Barry Seymour and the following DVRPC staff for the expertise and assistance provided on the PATCO Customer Survey for the 2016 Title VI Program submission:
The PATCO Customer Survey was undertaken between 6:00 a.m. and 6:00 p.m. at PATCO stations on designated days between October 6 – 27, 2015. A communication plan was implemented in advance of the surveying to notify the public of the opportunity to participate. The communication plan’s slogan was, “It Takes Two” (an estimated two minutes to take the survey and the survey happens between a survey agent and a customer). A sample PATCO train seat drop and station poster can be found in the Referenced Documents section on Page 147. The corresponding press release in advance of the customer survey is in the Referenced Documents section on Page 148. Two (2) press articles on the survey can be found in the Referenced Documents section on Page 150.

Below please find the PATCO Customer Survey information provided to the Authority from Joshua Rocks, Transportation Planner, Office of Modeling and Analysis, DVRPC. The information includes a memorandum from Mr. Rocks on the “PATCO Survey Dataset.” It also contains information DVRPC provided the Authority on survey responses to survey questions 1-26. Questions 3 and 8 were interactive questions where a customer pointed to a location on the hand-held tablet and as such, they do not have a tabulated answer. Two maps are included for Questions 3 and 8 with customer replies plotted on maps.

The DVRPC also provided an extensive data set of the individual survey responses. This document is too voluminous to include herein but can be made available if desired. The data set includes the survey time period, data weighting information, the hours the survey occurred, the station at which the survey occurred, the date of the survey, and the number of survey replies.
DATE: 12/1/15

TO: Ann DuVall

FROM: Joshua Rocks

SUBJECT: PATCO Survey Dataset

During the weeks of October 6th through October 27th, PATCO staff, under the supervision of DVRPC staff, conducted an interview survey of riders to fulfill PATCO’s Title VI requirements for FTA. Interviews were conducted between the hours of 6 a.m. and 6 p.m. to capture riders during the morning peak, midday, and evening peak respectively. Interviews were conducted using handheld tablets with software custom designed by DVRPC. The survey agent, a PATCO staff member, would approach a rider either by the station gates or on the platform, and if the rider agreed, would proceed through the 26 question survey. The survey was ordered so the most important questions, the questions that pertain to Title VI, are at the beginning. Every question had a “skip/refuse” option that the rider could choose if they felt uncomfortable answering. If the rider could not complete the survey before boarding the train the survey agent could exit the survey marking that it was incomplete. For the purpose of this survey a completed survey is any survey with a response for every question and with no questions “skipped/refused” through question 14. The Origin and Destination questions, questions 3 and 8 respectively, were not used for the completeness consideration as many people were not comfortable answering the question. During the survey period 4,007 surveys were initiated, and 3,340 were considered completed.
When planning the survey DVRPC determined sample sizes based on ridership during the 6 a.m. and 6 p.m. time period. DVRPC calculated both the 5% and 10% error at the 95% confidence interval. The 10% error was the minimum sample size needed for a station to be successfully surveyed. Table 1 shows the sample sizes for the 5% and 10% error and the actual margin of error.

Table 1: Sample Size and Margin of Error

<table>
<thead>
<tr>
<th>Station Name</th>
<th>Station Code</th>
<th>Boards (6am-6pm)</th>
<th>Complete To 14</th>
<th>5% Error</th>
<th>10% Error</th>
<th>Actual Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lindenwold</td>
<td>0</td>
<td>3,971</td>
<td>363</td>
<td>347</td>
<td>350</td>
<td>94</td>
</tr>
<tr>
<td>Ashland</td>
<td>1</td>
<td>1,764</td>
<td>252</td>
<td>236</td>
<td>316</td>
<td>91</td>
</tr>
<tr>
<td>Woodcrest</td>
<td>2</td>
<td>2,663</td>
<td>335</td>
<td>317</td>
<td>336</td>
<td>93</td>
</tr>
<tr>
<td>Haddonfield</td>
<td>3</td>
<td>1,630</td>
<td>243</td>
<td>230</td>
<td>311</td>
<td>91</td>
</tr>
<tr>
<td>Westmont</td>
<td>4</td>
<td>1,672</td>
<td>207</td>
<td>197</td>
<td>313</td>
<td>91</td>
</tr>
<tr>
<td>Collingswood</td>
<td>5</td>
<td>1,754</td>
<td>228</td>
<td>215</td>
<td>315</td>
<td>91</td>
</tr>
<tr>
<td>Ferry Ave</td>
<td>6</td>
<td>2,211</td>
<td>331</td>
<td>320</td>
<td>327</td>
<td>92</td>
</tr>
<tr>
<td>Broadway</td>
<td>7</td>
<td>2,154</td>
<td>348</td>
<td>334</td>
<td>326</td>
<td>92</td>
</tr>
<tr>
<td>City Hall</td>
<td>8</td>
<td>661</td>
<td>164</td>
<td>150</td>
<td>243</td>
<td>84</td>
</tr>
<tr>
<td>8th &amp; Market</td>
<td>9</td>
<td>5,039</td>
<td>343</td>
<td>323</td>
<td>357</td>
<td>94</td>
</tr>
<tr>
<td>9-10th ST</td>
<td>10</td>
<td>1,444</td>
<td>240</td>
<td>225</td>
<td>304</td>
<td>90</td>
</tr>
<tr>
<td>12-13th St</td>
<td>11</td>
<td>1,270</td>
<td>201</td>
<td>184</td>
<td>295</td>
<td>89</td>
</tr>
<tr>
<td>15-16th St</td>
<td>12</td>
<td>6,378</td>
<td>269</td>
<td>262</td>
<td>362</td>
<td>95</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>32,611</strong></td>
<td><strong>3,524</strong></td>
<td><strong>3,340</strong></td>
<td><strong>4,155</strong></td>
<td><strong>1,187</strong></td>
</tr>
</tbody>
</table>

After the survey database was cleaned and the final number of completed surveys was determined the data was then weighted. Weighting the data adjusts for differences between the sample size and the actual ridership, permitting comparison with, and abstraction to, the data universe—in this case that universe is PATCO ridership. The surveys were weighted by station by time of day; morning peak, midday, and evening peak. A separate weight for the survey time period (6 a.m. to 6 p.m.) was also developed for each station. The weights are calculated by dividing the total boards for a given time period by the number of completed surveys for a given time period. Actual boards from the dates that each survey was conducted were used for weighting the data. Tables 2 through 5 show the weights for each station and time period.
Table 2: Station Weights

<table>
<thead>
<tr>
<th>Station Name</th>
<th>Station Code</th>
<th>AM Peak</th>
<th>Midday</th>
<th>PM Peak</th>
<th>All Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lindenwold</td>
<td>0</td>
<td>18.10</td>
<td>6.16</td>
<td>10.68</td>
<td>12.22</td>
</tr>
<tr>
<td>Ashland</td>
<td>1</td>
<td>9.89</td>
<td>5.53</td>
<td>3.97</td>
<td>7.92</td>
</tr>
<tr>
<td>Woodcrest</td>
<td>2</td>
<td>11.34</td>
<td>5.40</td>
<td>4.72</td>
<td>8.49</td>
</tr>
<tr>
<td>Haddonfield</td>
<td>3</td>
<td>11.29</td>
<td>5.65</td>
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<td>4.85</td>
<td>8.76</td>
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<td>5.56</td>
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</tr>
<tr>
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<td>8.89</td>
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<td>5.32</td>
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<td>6.36</td>
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<td>33.45</td>
<td>13.96</td>
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Table 3: A.M. Peak Weight

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<th>Weight</th>
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<td>1,384</td>
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<td>11.34</td>
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<td>91</td>
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<td>111</td>
<td>26</td>
<td>4.27</td>
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<td>Station Name</td>
<td>Station Code</td>
<td>Midday Peak Boards</td>
<td>Midday Peak Surveys</td>
<td>Weight</td>
</tr>
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<td>--------------</td>
<td>--------------------</td>
<td>---------------------</td>
<td>--------</td>
</tr>
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<td>66</td>
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<td>393</td>
<td>79</td>
<td>4.97</td>
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<td>110</td>
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<td>73</td>
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<td>8th &amp; Market</td>
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<td>146</td>
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<tr>
<td>9-10th ST</td>
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<td>346</td>
<td>87</td>
<td>3.98</td>
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<tr>
<td>12-13th St</td>
<td>11</td>
<td>283</td>
<td>78</td>
<td>3.63</td>
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<tr>
<td>15-16th St</td>
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Table 5: P.M. Peak Weight
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<th>PM Peak Boards</th>
<th>PM Peak Surveys</th>
<th>Weight</th>
</tr>
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<td>119</td>
<td>30</td>
<td>3.97</td>
</tr>
<tr>
<td>Woodcrest</td>
<td>2</td>
<td>255</td>
<td>54</td>
<td>4.72</td>
</tr>
<tr>
<td>Haddonfield</td>
<td>3</td>
<td>254</td>
<td>44</td>
<td>5.77</td>
</tr>
<tr>
<td>Westmont</td>
<td>4</td>
<td>115</td>
<td>21</td>
<td>5.48</td>
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<tr>
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<td>194</td>
<td>40</td>
<td>4.85</td>
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<tr>
<td>Ferry Ave</td>
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<td>228</td>
<td>41</td>
<td>5.56</td>
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<tr>
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<td>7</td>
<td>795</td>
<td>89</td>
<td>8.93</td>
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<tr>
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<td>455</td>
<td>51</td>
<td>8.92</td>
</tr>
<tr>
<td>8th &amp; Market</td>
<td>9</td>
<td>3,111</td>
<td>93</td>
<td>33.45</td>
</tr>
<tr>
<td>9-10th ST</td>
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<td>1,044</td>
<td>105</td>
<td>9.94</td>
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<tr>
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<td>847</td>
<td>83</td>
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<tr>
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<td>4,617</td>
<td>116</td>
<td>39.80</td>
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The following pages include information from the DVRPC from the PATCO Customer Survey of October 6 – 27, 2015 on Questions 1 – 26, respectively.

### Q1 Where Are You Coming From?

<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>17,571</td>
<td>54%</td>
<td>18,841</td>
<td>58%</td>
<td>2,029</td>
<td>61%</td>
</tr>
<tr>
<td>Work</td>
<td>11,518</td>
<td>35%</td>
<td>9,368</td>
<td>29%</td>
<td>853</td>
<td>26%</td>
</tr>
<tr>
<td>School (K-12)</td>
<td>103</td>
<td>0.3%</td>
<td>103</td>
<td>0.3%</td>
<td>11</td>
<td>0.3%</td>
</tr>
<tr>
<td>School (Tech/College)</td>
<td>1,386</td>
<td>4%</td>
<td>1,580</td>
<td>5%</td>
<td>181</td>
<td>5%</td>
</tr>
<tr>
<td>Shopping</td>
<td>141</td>
<td>0.4%</td>
<td>214</td>
<td>1%</td>
<td>17</td>
<td>1%</td>
</tr>
<tr>
<td>Medical/Dental</td>
<td>524</td>
<td>2%</td>
<td>684</td>
<td>2%</td>
<td>74</td>
<td>2%</td>
</tr>
<tr>
<td>Personal Business</td>
<td>552</td>
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<td>765</td>
<td>2%</td>
<td>87</td>
<td>3%</td>
</tr>
<tr>
<td>Social</td>
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<td>548</td>
<td>2%</td>
<td>48</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>350</td>
<td>1%</td>
<td>488</td>
<td>1%</td>
<td>40</td>
<td>1%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>32,570</td>
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<td>32,570</td>
<td></td>
<td>3,340</td>
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### Q2: At What Station Do you Normally Board

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<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lindenwold</td>
<td>5,467</td>
<td>17%</td>
<td>5,458</td>
<td>17%</td>
<td>490</td>
<td>15%</td>
</tr>
<tr>
<td>Ashland</td>
<td>2,782</td>
<td>7%</td>
<td>2,331</td>
<td>7%</td>
<td>279</td>
<td>8%</td>
</tr>
<tr>
<td>Woodcrest</td>
<td>2,972</td>
<td>9%</td>
<td>3,081</td>
<td>9%</td>
<td>350</td>
<td>10%</td>
</tr>
<tr>
<td>Haddonfield</td>
<td>1,952</td>
<td>6%</td>
<td>2,095</td>
<td>6%</td>
<td>250</td>
<td>7%</td>
</tr>
<tr>
<td>Westmont</td>
<td>1,706</td>
<td>5%</td>
<td>1,764</td>
<td>5%</td>
<td>207</td>
<td>6%</td>
</tr>
<tr>
<td>Collingswood</td>
<td>2,249</td>
<td>7%</td>
<td>2,279</td>
<td>7%</td>
<td>252</td>
<td>8%</td>
</tr>
<tr>
<td>Ferry Ave</td>
<td>2,746</td>
<td>8%</td>
<td>2,671</td>
<td>8%</td>
<td>339</td>
<td>10%</td>
</tr>
<tr>
<td>Broadway</td>
<td>1,756</td>
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<td>1,819</td>
<td>6%</td>
<td>255</td>
<td>8%</td>
</tr>
<tr>
<td>City Hall</td>
<td>722</td>
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<td>790</td>
<td>2%</td>
<td>114</td>
<td>3%</td>
</tr>
<tr>
<td>8th &amp; Market</td>
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<td>10%</td>
<td>3,589</td>
<td>11%</td>
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<td>8%</td>
</tr>
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<td>1,226</td>
<td>4%</td>
<td>173</td>
<td>5%</td>
</tr>
<tr>
<td>12-13th</td>
<td>927</td>
<td>3%</td>
<td>865</td>
<td>3%</td>
<td>120</td>
<td>4%</td>
</tr>
<tr>
<td>15-16th</td>
<td>5,141</td>
<td>16%</td>
<td>4,602</td>
<td>14%</td>
<td>235</td>
<td>7%</td>
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<tr>
<td><strong>Grand Total</strong></td>
<td><strong>32,570</strong></td>
<td></td>
<td><strong>32,570</strong></td>
<td></td>
<td><strong>3,340</strong></td>
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</table>
Q3: Where are you coming from?
Q4 How Did You Get To PATCO Today?

<table>
<thead>
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<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk</td>
<td>14,346</td>
<td>44%</td>
<td>14,139</td>
<td>43%</td>
<td>1,336</td>
<td>40%</td>
</tr>
<tr>
<td>Bicycle</td>
<td>489</td>
<td>2%</td>
<td>567</td>
<td>2%</td>
<td>61</td>
<td>2%</td>
</tr>
<tr>
<td>Carpool</td>
<td>268</td>
<td>1%</td>
<td>253</td>
<td>1%</td>
<td>27</td>
<td>1%</td>
</tr>
<tr>
<td>Car - Drive and Park</td>
<td>11,795</td>
<td>36%</td>
<td>10,959</td>
<td>34%</td>
<td>1,246</td>
<td>37%</td>
</tr>
<tr>
<td>Car - Dropped Off</td>
<td>1,743</td>
<td>5%</td>
<td>1,832</td>
<td>6%</td>
<td>199</td>
<td>6%</td>
</tr>
<tr>
<td>Taxi</td>
<td>136</td>
<td>0%</td>
<td>178</td>
<td>1%</td>
<td>18</td>
<td>1%</td>
</tr>
<tr>
<td>Train</td>
<td>2,088</td>
<td>6%</td>
<td>2,560</td>
<td>8%</td>
<td>234</td>
<td>7%</td>
</tr>
<tr>
<td>Bus</td>
<td>1,578</td>
<td>5%</td>
<td>1,964</td>
<td>6%</td>
<td>207</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>116</td>
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<td>120</td>
<td>0%</td>
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<td>0%</td>
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<tr>
<td><strong>Grand Total</strong></td>
<td><strong>32,570</strong></td>
<td><strong>32,570</strong></td>
<td><strong>3,340</strong></td>
<td><strong>3,340</strong></td>
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<td><strong>12</strong></td>
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</table>
Q5 Did You Pay to Park at PATCO?

<table>
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<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
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<tr>
<td>NO</td>
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<td>82%</td>
<td>27,560</td>
<td>85%</td>
<td>2,802</td>
<td>84%</td>
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<tr>
<td>Yes</td>
<td>5,868</td>
<td>18%</td>
<td>5,010</td>
<td>15%</td>
<td>538</td>
<td>16%</td>
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<tr>
<td>Grand Total</td>
<td>32,570</td>
<td></td>
<td>32,570</td>
<td></td>
<td>3,340</td>
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</table>

![Graph showing weighted response by peak/off peak, weighted response all day, and unweighted for responses NO and Yes.]
### Q6 Where are You Going?

<table>
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<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
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</thead>
<tbody>
<tr>
<td>Home</td>
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<td>42%</td>
<td>11,624</td>
<td>30%</td>
<td>1,086</td>
<td>33%</td>
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<tr>
<td>Work</td>
<td>14,695</td>
<td>45%</td>
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<td>40%</td>
<td>1,995</td>
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<td>School (K-12)</td>
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<td>0%</td>
<td>11</td>
<td>0%</td>
</tr>
<tr>
<td>School (Tech/College)</td>
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<td>6%</td>
<td>229</td>
<td>7%</td>
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<tr>
<td>Shopping</td>
<td>151</td>
<td>0%</td>
<td>234</td>
<td>1%</td>
<td>27</td>
<td>1%</td>
</tr>
<tr>
<td>Medical/Dental</td>
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<td>652</td>
<td>2%</td>
<td>73</td>
<td>2%</td>
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<tr>
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<td>854</td>
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<td>133</td>
<td>4%</td>
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<tr>
<td>Social</td>
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<td>1,145</td>
<td>4%</td>
<td>125</td>
<td>4%</td>
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<tr>
<td>Other</td>
<td>429</td>
<td>1%</td>
<td>565</td>
<td>2%</td>
<td>64</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>32,570</strong></td>
<td></td>
<td><strong>32,570</strong></td>
<td></td>
<td><strong>3,340</strong></td>
<td></td>
</tr>
</tbody>
</table>
### Q7 At What Station Will You Exit?

<table>
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<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lindenwold</td>
<td>4,260</td>
<td>18%</td>
<td>4,018</td>
<td>12%</td>
<td>402</td>
<td>12%</td>
</tr>
<tr>
<td>Ashland</td>
<td>1,732</td>
<td>5%</td>
<td>1,411</td>
<td>4%</td>
<td>124</td>
<td>4%</td>
</tr>
<tr>
<td>Woodcrest</td>
<td>2,219</td>
<td>7%</td>
<td>2,222</td>
<td>7%</td>
<td>180</td>
<td>5%</td>
</tr>
<tr>
<td>Haddonfield</td>
<td>1,448</td>
<td>4%</td>
<td>1,490</td>
<td>5%</td>
<td>131</td>
<td>4%</td>
</tr>
<tr>
<td>Westmont</td>
<td>1,111</td>
<td>3%</td>
<td>1,139</td>
<td>3%</td>
<td>97</td>
<td>3%</td>
</tr>
<tr>
<td>Collingswood</td>
<td>1,596</td>
<td>5%</td>
<td>1,722</td>
<td>5%</td>
<td>159</td>
<td>5%</td>
</tr>
<tr>
<td>Ferry Ave</td>
<td>2,158</td>
<td>7%</td>
<td>1,822</td>
<td>6%</td>
<td>170</td>
<td>5%</td>
</tr>
<tr>
<td>Broadway</td>
<td>1,940</td>
<td>6%</td>
<td>2,547</td>
<td>8%</td>
<td>225</td>
<td>7%</td>
</tr>
<tr>
<td>City Hall</td>
<td>1,127</td>
<td>3%</td>
<td>1,770</td>
<td>5%</td>
<td>167</td>
<td>5%</td>
</tr>
<tr>
<td>8th &amp; Market</td>
<td>6,003</td>
<td>18%</td>
<td>5,741</td>
<td>18%</td>
<td>665</td>
<td>20%</td>
</tr>
<tr>
<td>9th-10th</td>
<td>1,709</td>
<td>5%</td>
<td>1,742</td>
<td>5%</td>
<td>206</td>
<td>6%</td>
</tr>
<tr>
<td>12-13th</td>
<td>1,200</td>
<td>4%</td>
<td>1,289</td>
<td>4%</td>
<td>154</td>
<td>5%</td>
</tr>
<tr>
<td>15-16th</td>
<td>6,067</td>
<td>19%</td>
<td>5,656</td>
<td>17%</td>
<td>660</td>
<td>20%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>32,570</td>
<td></td>
<td>32,570</td>
<td></td>
<td>3340</td>
<td></td>
</tr>
</tbody>
</table>
Q8: Where are you going?
**Q9 How Often Do You Make This Trip?**

<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 or more days a week</td>
<td>21,344</td>
<td>66%</td>
<td>19,086</td>
<td>59%</td>
<td>1,552</td>
<td>58%</td>
</tr>
<tr>
<td>4 days a week</td>
<td>3,458</td>
<td>11%</td>
<td>3,634</td>
<td>11%</td>
<td>391</td>
<td>12%</td>
</tr>
<tr>
<td>1-3 days a week</td>
<td>4,575</td>
<td>14%</td>
<td>5,294</td>
<td>16%</td>
<td>546</td>
<td>16%</td>
</tr>
<tr>
<td>1-3 days a month</td>
<td>2,621</td>
<td>8%</td>
<td>3,669</td>
<td>11%</td>
<td>363</td>
<td>11%</td>
</tr>
<tr>
<td>First Time</td>
<td>573</td>
<td>2%</td>
<td>586</td>
<td>3%</td>
<td>88</td>
<td>3%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>82,570</strong></td>
<td><strong>68%</strong></td>
<td><strong>82,570</strong></td>
<td><strong>58%</strong></td>
<td><strong>3,340</strong></td>
<td><strong>58%</strong></td>
</tr>
</tbody>
</table>

![Chart showing frequency of trips](chart.png)
<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>15,252</td>
<td>47%</td>
<td>16,005</td>
<td>49%</td>
<td>1,615</td>
<td>48%</td>
</tr>
<tr>
<td>Female</td>
<td>17,307</td>
<td>53%</td>
<td>16,546</td>
<td>51%</td>
<td>1,723</td>
<td>52%</td>
</tr>
<tr>
<td>Other</td>
<td>11</td>
<td>0.03%</td>
<td>19</td>
<td>0.06%</td>
<td>2</td>
<td>0.06%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>32,570</td>
<td></td>
<td>32,570</td>
<td></td>
<td>3,340</td>
<td></td>
</tr>
</tbody>
</table>
Q11 How Old Are You?

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

![Bar chart showing age distribution]
### Q12 What Is Your Race?

<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>21,859</td>
<td>87%</td>
<td>21,287</td>
<td>85%</td>
<td>2,170</td>
<td>65%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>6,188</td>
<td>19%</td>
<td>6,556</td>
<td>20%</td>
<td>663</td>
<td>20%</td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>104</td>
<td>0.3%</td>
<td>104</td>
<td>0.3%</td>
<td>9</td>
<td>0.3%</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>1,908</td>
<td>6%</td>
<td>200</td>
<td>6%</td>
<td>199</td>
<td>6%</td>
</tr>
<tr>
<td>Multi-Racial</td>
<td>956</td>
<td>3%</td>
<td>956</td>
<td>3%</td>
<td>99</td>
<td>3%</td>
</tr>
<tr>
<td>Other/Refused</td>
<td>1,758</td>
<td>5%</td>
<td>1,758</td>
<td>5%</td>
<td>199</td>
<td>6%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>32,570</td>
<td>32,570</td>
<td>3,340</td>
<td>3,340</td>
<td>3,340</td>
<td>3,340</td>
</tr>
</tbody>
</table>
Q13 Are You Of Hispanic Origin?

<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>2,604</td>
<td>8%</td>
<td>2,806</td>
<td>9%</td>
<td>307</td>
<td>9%</td>
</tr>
<tr>
<td>No</td>
<td>29,966</td>
<td>92%</td>
<td>29,764</td>
<td>91%</td>
<td>3,033</td>
<td>91%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>32,570</td>
<td></td>
<td>32,570</td>
<td></td>
<td>3,340</td>
<td></td>
</tr>
</tbody>
</table>
### Q14 What Is Your Primary Language Spoken At Home?

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

![Bar chart showing language responses](chart.png)
Q15 Do You Speak And Write In English?

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

![Bar chart showing responses to Q15]
Q16 Describe Your Living Accommodations

<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owned</td>
<td>19,583</td>
<td>66%</td>
<td>17,618</td>
<td>54%</td>
<td>1,790</td>
<td>54%</td>
</tr>
<tr>
<td>Rented or Leased</td>
<td>9,742</td>
<td>34%</td>
<td>11,431</td>
<td>35%</td>
<td>1,174</td>
<td>35%</td>
</tr>
<tr>
<td>Occupied W/O Payment Of Rent</td>
<td>1,645</td>
<td>5%</td>
<td>1,781</td>
<td>5%</td>
<td>195</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>1,284</td>
<td>4%</td>
<td>1,394</td>
<td>4%</td>
<td>146</td>
<td>4%</td>
</tr>
<tr>
<td>Refused</td>
<td>817</td>
<td>1%</td>
<td>346</td>
<td>1%</td>
<td>35</td>
<td>1%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>32,570</td>
<td></td>
<td>32,570</td>
<td></td>
<td>3,340</td>
<td></td>
</tr>
</tbody>
</table>

- **Weighted Response by Peak/Off Peak**
- **Weighted Response All Day**
- **Unweighted**

![Graph showing the distribution of living accommodations](graph.png)
<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than high school degree</td>
<td>221</td>
<td>1%</td>
<td>283</td>
<td>1%</td>
<td>33</td>
<td>1%</td>
</tr>
<tr>
<td>High school degree or equivalent</td>
<td>5,412</td>
<td>17%</td>
<td>5,613</td>
<td>17%</td>
<td>580</td>
<td>17%</td>
</tr>
<tr>
<td>Some College</td>
<td>5,538</td>
<td>17%</td>
<td>5,695</td>
<td>17%</td>
<td>596</td>
<td>18%</td>
</tr>
<tr>
<td>Associates Degree</td>
<td>2,788</td>
<td>9%</td>
<td>2,981</td>
<td>9%</td>
<td>301</td>
<td>9%</td>
</tr>
<tr>
<td>Bachelors Degree</td>
<td>10,508</td>
<td>32%</td>
<td>9,909</td>
<td>31%</td>
<td>1,012</td>
<td>30%</td>
</tr>
<tr>
<td>Graduate Degree</td>
<td>7,620</td>
<td>23%</td>
<td>7,545</td>
<td>23%</td>
<td>763</td>
<td>23%</td>
</tr>
<tr>
<td>Other</td>
<td>309</td>
<td>1%</td>
<td>382</td>
<td>1%</td>
<td>37</td>
<td>1%</td>
</tr>
<tr>
<td>Refused</td>
<td>174</td>
<td>1%</td>
<td>182</td>
<td>1%</td>
<td>18</td>
<td>1%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>32,570</td>
<td></td>
<td>32,570</td>
<td></td>
<td>3,340</td>
<td></td>
</tr>
<tr>
<td>Response</td>
<td>Weighted Response by Peak/Off Peak</td>
<td>Percent</td>
<td>Weighted Response All Day</td>
<td>Percent</td>
<td>Unweighted</td>
<td>Percent</td>
</tr>
<tr>
<td>---------------------------</td>
<td>------------------------------------</td>
<td>---------</td>
<td>---------------------------</td>
<td>---------</td>
<td>------------</td>
<td>---------</td>
</tr>
<tr>
<td>Clerical/Secretarial</td>
<td>3,007</td>
<td>9%</td>
<td>2,425</td>
<td>7%</td>
<td>234</td>
<td>7%</td>
</tr>
<tr>
<td>Homemaker</td>
<td>229</td>
<td>1%</td>
<td>307</td>
<td>1%</td>
<td>32</td>
<td>1%</td>
</tr>
<tr>
<td>Management</td>
<td>5,202</td>
<td>16%</td>
<td>4,579</td>
<td>14%</td>
<td>450</td>
<td>13%</td>
</tr>
<tr>
<td>Military</td>
<td>97</td>
<td>0.3%</td>
<td>135</td>
<td>0.4%</td>
<td>13</td>
<td>0.4%</td>
</tr>
<tr>
<td>Non-office worker</td>
<td>356</td>
<td>1%</td>
<td>470</td>
<td>1%</td>
<td>51</td>
<td>2%</td>
</tr>
<tr>
<td>Not currently employed</td>
<td>406</td>
<td>1%</td>
<td>577</td>
<td>2%</td>
<td>64</td>
<td>2%</td>
</tr>
<tr>
<td>Retired</td>
<td>1,139</td>
<td>3%</td>
<td>1,548</td>
<td>5%</td>
<td>161</td>
<td>5%</td>
</tr>
<tr>
<td>Sales/Retail</td>
<td>1,248</td>
<td>4%</td>
<td>1,597</td>
<td>5%</td>
<td>163</td>
<td>5%</td>
</tr>
<tr>
<td>Student</td>
<td>2,870</td>
<td>9%</td>
<td>3,383</td>
<td>10%</td>
<td>373</td>
<td>11%</td>
</tr>
<tr>
<td>Technical/Skilled</td>
<td>7,582</td>
<td>23%</td>
<td>7,229</td>
<td>22%</td>
<td>723</td>
<td>22%</td>
</tr>
<tr>
<td>Other</td>
<td>10,154</td>
<td>31%</td>
<td>10,056</td>
<td>31%</td>
<td>1,047</td>
<td>31%</td>
</tr>
<tr>
<td>Refused</td>
<td>281</td>
<td>1%</td>
<td>264</td>
<td>1%</td>
<td>29</td>
<td>1%</td>
</tr>
</tbody>
</table>

Grand Total: 32,570

![Bar chart showing weighted response by peak/off peak, weighted response all day, and unweighted for different responses.](chart.png)
Q19 What is Your Total Household Income?

<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 - $24,999</td>
<td>2,233</td>
<td>7%</td>
<td>2,905</td>
<td>9%</td>
<td>292</td>
<td>9%</td>
</tr>
<tr>
<td>$25,000 - $49,999</td>
<td>3,564</td>
<td>11%</td>
<td>4,223</td>
<td>13%</td>
<td>449</td>
<td>13%</td>
</tr>
<tr>
<td>$50,000 - $74,999</td>
<td>5,063</td>
<td>15%</td>
<td>5,098</td>
<td>16%</td>
<td>518</td>
<td>16%</td>
</tr>
<tr>
<td>$75,000 - $96,999</td>
<td>4,337</td>
<td>13%</td>
<td>3,815</td>
<td>12%</td>
<td>374</td>
<td>11%</td>
</tr>
<tr>
<td>$100,000 - $124,999</td>
<td>3,186</td>
<td>10%</td>
<td>2,879</td>
<td>9%</td>
<td>282</td>
<td>8%</td>
</tr>
<tr>
<td>$125,000 - $149,999</td>
<td>2,066</td>
<td>6%</td>
<td>1,888</td>
<td>6%</td>
<td>188</td>
<td>6%</td>
</tr>
<tr>
<td>$150,000 or greater</td>
<td>3,108</td>
<td>10%</td>
<td>2,817</td>
<td>9%</td>
<td>283</td>
<td>8%</td>
</tr>
<tr>
<td>Refused</td>
<td>9,073</td>
<td>28%</td>
<td>8,944</td>
<td>27%</td>
<td>954</td>
<td>29%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>32,570</td>
<td></td>
<td>32,570</td>
<td></td>
<td>3,340</td>
<td></td>
</tr>
</tbody>
</table>
Q20: How Many People are Employed in Your Household?

<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>1,362</td>
<td>4%</td>
<td>1,791</td>
<td>6%</td>
<td>190</td>
<td>6%</td>
</tr>
<tr>
<td>One</td>
<td>9,422</td>
<td>29%</td>
<td>9,569</td>
<td>29%</td>
<td>964</td>
<td>29%</td>
</tr>
<tr>
<td>Two</td>
<td>14,510</td>
<td>45%</td>
<td>14,039</td>
<td>43%</td>
<td>1,440</td>
<td>43%</td>
</tr>
<tr>
<td>Three</td>
<td>4,253</td>
<td>13%</td>
<td>4,185</td>
<td>13%</td>
<td>429</td>
<td>13%</td>
</tr>
<tr>
<td>Four</td>
<td>1,726</td>
<td>5%</td>
<td>1,689</td>
<td>5%</td>
<td>177</td>
<td>5%</td>
</tr>
<tr>
<td>Five or more</td>
<td>833</td>
<td>3%</td>
<td>899</td>
<td>2%</td>
<td>86</td>
<td>3%</td>
</tr>
<tr>
<td>Other/Refused</td>
<td>465</td>
<td>1%</td>
<td>488</td>
<td>1%</td>
<td>54</td>
<td>2%</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>32,570</td>
<td></td>
<td>32,570</td>
<td></td>
<td>3,340</td>
<td></td>
</tr>
</tbody>
</table>
Q21 How Many People Live In Your Household?

<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>4,403</td>
<td>14%</td>
<td>5,071</td>
<td>16%</td>
<td>508</td>
<td>15%</td>
</tr>
<tr>
<td>Two</td>
<td>9,905</td>
<td>30%</td>
<td>10,235</td>
<td>31%</td>
<td>1,039</td>
<td>31%</td>
</tr>
<tr>
<td>Three</td>
<td>7,745</td>
<td>24%</td>
<td>7,164</td>
<td>22%</td>
<td>732</td>
<td>22%</td>
</tr>
<tr>
<td>Four</td>
<td>6,294</td>
<td>15%</td>
<td>6,024</td>
<td>18%</td>
<td>630</td>
<td>19%</td>
</tr>
<tr>
<td>Five or more</td>
<td>3,806</td>
<td>12%</td>
<td>3,621</td>
<td>11%</td>
<td>384</td>
<td>11%</td>
</tr>
<tr>
<td>Refused</td>
<td>417</td>
<td>1%</td>
<td>455</td>
<td>1%</td>
<td>47</td>
<td>1%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>32,570</td>
<td>100%</td>
<td>32,570</td>
<td>100%</td>
<td>3,340</td>
<td>100%</td>
</tr>
</tbody>
</table>
Q22 How Many Vehicles Are Available in Your Household?

<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>3,007</td>
<td>9%</td>
<td>3,996</td>
<td>12%</td>
<td>413</td>
<td>12%</td>
</tr>
<tr>
<td>One</td>
<td>8,044</td>
<td>25%</td>
<td>8,800</td>
<td>27%</td>
<td>886</td>
<td>27%</td>
</tr>
<tr>
<td>Two</td>
<td>13,552</td>
<td>42%</td>
<td>12,612</td>
<td>39%</td>
<td>1,297</td>
<td>39%</td>
</tr>
<tr>
<td>Three</td>
<td>5,096</td>
<td>16%</td>
<td>4,492</td>
<td>14%</td>
<td>475</td>
<td>14%</td>
</tr>
<tr>
<td>Four</td>
<td>2,025</td>
<td>6%</td>
<td>1,837</td>
<td>6%</td>
<td>181</td>
<td>5%</td>
</tr>
<tr>
<td>Five or more</td>
<td>598</td>
<td>2%</td>
<td>610</td>
<td>2%</td>
<td>60</td>
<td>2%</td>
</tr>
<tr>
<td>Skipped</td>
<td>247</td>
<td>1%</td>
<td>223</td>
<td>1%</td>
<td>28</td>
<td>1%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>32,570</td>
<td></td>
<td>32,570</td>
<td></td>
<td>3,340</td>
<td></td>
</tr>
</tbody>
</table>
### Q3 What is Your Marital Status?

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

![Data Representation](image)
Q24 What Type Of Ticket Did You Use?

<table>
<thead>
<tr>
<th>Response</th>
<th>Weighted Response by Peak/Off Peak</th>
<th>Percent</th>
<th>Weighted Response All Day</th>
<th>Percent</th>
<th>Unweighted</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freedom Card</td>
<td>25,117</td>
<td>77%</td>
<td>22,978</td>
<td>71%</td>
<td>2,346</td>
<td>70%</td>
</tr>
<tr>
<td>Paper Ticket</td>
<td>7,422</td>
<td>23%</td>
<td>9,554</td>
<td>29%</td>
<td>990</td>
<td>30%</td>
</tr>
<tr>
<td>Refused</td>
<td>31</td>
<td>0.1%</td>
<td>38</td>
<td>0.1%</td>
<td>4</td>
<td>0.1%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>32,570</td>
<td></td>
<td>32,570</td>
<td></td>
<td>3,340</td>
<td></td>
</tr>
</tbody>
</table>
Q25 Did You Use The Reduced Fare Program?

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

![Bar chart showing the distribution of responses to the question.](chart.png)
### Q26 Where Do You Get Your Schedule Information?

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

Assess and compare performance

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

Observed Service exceeds or fails to meet standards

The on-time performance for the 57,720 scheduled trips for the year ending 2015 was 97.03%, which is 0.97% below the goal set by PATCO of 98%. 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.

Asses the transit amenities policy

PATCO strives to ensure that every patron utilizing the system has an enjoyable traveling experience. Much effort goes into maintaining and improving the current infrastructure. PATCO consistently evaluates ways to improve the amenities offered to all patrons and PATCO attempts to treat each of its thirteen stations equally. There are limiting factors that affect the decision-making process, such as available real estate.

All stations are equipped with security camera, emergency call boxes, ticket vending machines (capable of providing instructions in English, Spanish, Chinese, Vietnamese, Korean and Russian), benches, route maps with connecting transit information, appropriate level of signage, public address systems, adequate lighting, Call-For-Aid phones for information/ticket problems and escalators.

Policy or Procedure used to determine whether disparate impacts exists

Although PATCO operates in a very diverse community, PATCO has only one rail line and therefore has no real ability to disenfranchise any particular group of individuals regardless of social, economic, racial or ethnic background. 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 there are no plans to close any stations. If PATCO were to
scale back the frequency of service provided, the same population would still be served and all riders, regardless of status, would be equally affected.

Disparate Impact 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 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.

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 population (i.e., when a minority population bears adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-minority 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 population.

EVALUATE SERVICE & FARE CHANGES

PATCO has not made any service reductions or extensions since our last submission in 2013. There are no plans for service reductions or extensions at this time.
<table>
<thead>
<tr>
<th>REFERENCED DOCUMENTS</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section G. FTA Requirements – Contractors</td>
<td>114</td>
</tr>
<tr>
<td>“I SPEAK” Language Identification Cards</td>
<td>144</td>
</tr>
<tr>
<td>“It Takes Two”: Communications Plan for PATCO Customer Survey (posters, seat drop, press release, media coverage)…</td>
<td>147</td>
</tr>
<tr>
<td>DRPA/PATCO Staff Training: Title VI Requirements to Help our Customers with Language Assistance Needs</td>
<td>155</td>
</tr>
<tr>
<td>Minutes of PATCO Operations &amp; Maintenance Committee of February 2, 2016 and Minutes of February 17, 2016 PATCO Board Meeting</td>
<td>181</td>
</tr>
</tbody>
</table>
Section G.  FTA REQUIREMENTS - CONTRACTORS

The Work under this Contract will be subject to a financial assistance Contract between the Delaware River Port Authority and the Federal Transit Administration (FTA) of the United States Department of Transportation (USDOT). As a result, such work will be performed pursuant to all applicable Federal laws, regulations, policies and administrative practices which are currently in effect and which may be established during the performance of the work under this Contract. By submitting a bid, the Contractor certifies that he has read, understood and agrees to comply with the Federal requirements which follow.

The following provisions include, in part, certain Standard Terms and Conditions required by USDOT, whether or not expressly set forth in the following contract provisions. All contractual provisions required by USDOT, as set forth in FTA Circular 4220.1D, dated April 15, 1996, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any Delaware River Port Authority requests which would cause the Delaware River Port Authority to be in violation of the FTA terms and conditions.

The Contractor shall at all times comply with all applicable FTA regulations, policies, procedures, and directives, as they may be amended or promulgated from time to time during the term of the contract; Contractor’s failure to so comply shall constitute a material breach of this contract.

The following provisions supplement and amend other sections of the Contract documents. In case of conflicting requirements, the following requirements shall govern:

G.1.  Buy America Requirements. The Contractor agrees to comply with 49 U.S.C. 5323(j) and 49 CFR Part 661, which provide that Federal funds may not be obligated unless steel, iron, and manufactured products used in FTA-funded projects are produced in the United States, unless a waiver has been granted by FTA or the product is subject to a general waiver. The bidder must submit to the Delaware River Port Authority the appropriate Buy America certification (located in section B) with all bids on FTA-funded contracts valued at more than $100,000, except those subject to a general waiver. Bids that are not accompanied by a completed Buy America certification will
be rejected as non-responsive. The Contractor is responsible for ensuring that subcontractors are in compliance with the Buy America requirements.

G.2. Restrictions on Lobbying. For contracts whose value exceeds $100,000, the Contractor must agree to comply with the provisions of the Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by Section 10 of the Lobbying Disclosure Act of 1995, P.L. 104-65 and DOT implementing regulation “New Restrictions on Lobbying” at 49 CFR 20.110(d), which mandate certification that the Contractor and all subcontractors will not and have not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant, or any other such award. Contractors and subcontractors must also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on their behalf with non-Federal funds. The certification is located in section B.

* G.3. Disadvantaged Business Enterprise (DBE) Program. The Delaware River Port Authority (DRPA) opposes unlawful discrimination of any kind. The DRPA is an Equal Employment Opportunity Employer/Contractor, and is firmly committed to providing equal employment and business opportunities for all persons.

The DRPA has received Federal financial assistance from the Department of Transportation, Federal Transit Administration (FTA), and as a condition of receiving this assistance, the Delaware River Port Authority has signed an assurance that it will comply with 49 CFR Part 26. Accordingly, the Delaware River Port Authority has established a Disadvantaged Business Enterprise program in accordance with regulations of the U.S. Department of Transportation (DoT), 49 CFR Part 26. Our program is narrowly tailored in accordance with applicable law.

The DRPA establishes its DBE goal by carefully reviewing projects individually. On a project-by-project basis, we consider the project scope, the overall dollar value, and the subcontractor and supplier opportunities the project may likely yield. The DBE goal for this project is 10%.
At bid time, bidders shall submit information pertaining to the firms (DBE and non-DBE firms alike) from whom quotes were solicited to participate as either subcontractors or suppliers. This information is to be recorded on DRPA Form A-209 - “Subcontractor & Supplier Solicitation Sheet.” A Contractor’s failure to submit the required information on Form A-209 may result in the rejection of the bid as non-responsive. Form A-209 is included in the bid documents at Section B. The completed form will be deemed part of the Contractor’s bid, and, if the Contractor is successful, the form will become part of the agreement with the DRPA.

At bid time, bidders shall submit documentary evidence of the DBE firms who have been contacted by the bidder, and who will be used by the bidder as subcontractors and/or suppliers on this project should the bidder be deemed the lowest responsive and responsible bidder. The Contractor’s DBE commitments are to be recorded on DRPA Form A-210 - “DBE Subcontractor & Supplier Commitment Sheet.” A Contractor’s failure to submit the required information on Form A-210 may result in the rejection of the bid as non-responsive. Form A-210 is included in the bid documents at Section B. The completed form will be deemed part of the Contractor’s bid, and, if the Contractor is successful, the form will become part of the agreement with the DRPA.

At bid time, the Contractor must certify intended compliance with the DRPA’s DBE Program by completing the “DBE Compliance Certificate” which is located in Section B of the bid documents. A Contractor’s failure to submit the required DBE Compliance Certificate may result in the rejection of the bid as non-responsive.

The Contractor shall maintain records and documents for a reasonable time following performance of this Contract to indicate compliance with the DBE Program. These records and documents shall be made available at reasonable times and places for inspection by any authorized representative of the DRPA and will be submitted to the DRPA upon request.

The Bidder has the sole responsibility of obtaining certified DBE firms for use as subcontractors/suppliers on this project. The DBELO will however provide affirmative assistance as may be reasonable and necessary to assist the Bidder in locating certified
DBEs for participation in the project. Only DBE firms having current DBE Certificates of Certification by the pre-construction meeting will be given credit on FTA-funded projects. The DRPA does not certify firms as DBEs. However, the DRPA accepts DBE certifications from all U.S. DOT-approved agencies and some state and local agencies.

DRPA’s Chief Administrative Officer has been delegated to serve as the Disadvantaged Business Enterprise Liaison Officer (DBELO) for the Delaware River Port Authority. In that capacity, our DBELO is responsible for implementing all aspects of the Delaware River Port Authority’s DBE program. Implementation of the DBE program is accorded the same priority as compliance with all other legal obligations incurred by the DRPA in its financial assistance agreements with the Department of Transportation.

G.4  “Contract Assurance” Clause

This project is funded with substantial assistance from the federal Department of Transportation (DoT), Federal Transit Administration (FTA). As a condition of receiving this assistance, the DRPA has signed an assurance not to discriminate on the basis of race, color, national origin or sex in the award and performance of any DoT-assisted contract or in the administration of its DBE Program. To that end, the DRPA will require that the following clause is placed verbatim in every DoT-assisted contract and subcontract:

*The contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR part 26 in the award and administration of DoT assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the Recipient (the Delaware River Port Authority) deems appropriate.*

G.5  Ineligible Contractors. For contracts whose value exceeds $25,000, the Contractor must certify that neither it nor its principals, as defined at 49 CFR 29.105(p), is presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal or state
department or agency. The Contractor shall not engage in any conduct, including but not limited to the commission of a fraud or any criminal offense as an incident to obtaining, seeking to obtain, or performing government business or a public contract, which conduct shall result in a suspension, debarment, or voluntary exclusion by the USDOT pursuant to its regulations. The Contractor must submit as part of the bid package the certification entitled “Eligibility Affidavit” located in section B.

For subcontracts whose value exceeds $25,000, the Contractor shall, in addition, require each of its subcontractors to sign and submit certifications stating that neither the firm nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal or state department or agency.

Certification Regarding Debarment, Suspension, and Other Responsibility Matters—Lower Tier Covered Transactions. Instructions for this Certification are stated below:

By signing and submitting this bid, the prospective contractor/subcontractor is providing the signed certification set out below.

Pursuant to Executive Order 12549 as implemented by 49 CFR Part 29. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective contractor or subcontractor knowingly rendered an erroneous certification, in addition to other remedies available to the Federal government, the Delaware River Port Authority may pursue available remedies, including suspension and/or debarment.

The prospective contractor/subcontractor shall provide immediate written notice to the Delaware River Port Authority if at any time, the prospective contractor/subcontractor learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “participant,” “persons,” “principal,” “proposal,” and “voluntarily excluded,” as used
in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549, or 49 CFR Part 29.

The prospective contractor/subcontractor agrees by submitting this bid that, should the proposed covered transaction be entered into, it shall not knowingly enter into any covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized in writing by the Delaware River Port Authority.

The prospective contractor/subcontractor further agrees by submitting this bid that it will include the clause titled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction”, without modification, in all covered transactions and in all solicitations for covered transactions.

A participant in a covered transaction may rely upon a certification of a prospective participant in a covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Non-procurement List issued by the U. S. General Services Administration.

Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

Except for transactions authorized under Paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to all remedies available to the Federal government, the Delaware River Port Authority may pursue available remedies including suspension and/or debarment.
“Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction”

1. The prospective lower tier participant certifies, by submission of this bid, that neither it nor its “principals” as defined at 49 CFR§29.105(p) is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

2. When the prospective lower tier participant is unable to certify to the statements in this certification, such prospective participant shall attach an explanation to this bid.

G.6. No Obligation by the Federal Government. The Contractor acknowledges and agrees that, notwithstanding any concurrence by the Federal government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal government, the Federal government is not a party to this contract and shall not be subject to any obligations or liabilities to the Contractor or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

G.7. Program Fraud and False or Fraudulent Statements and Related Acts. The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 USC§3801 et seq. and USDOT regulations, “Program Fraud Civil Remedies,” 49 CFR Part 31, apply to its actions pertaining to this project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to
be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent that the Federal government deems appropriate.

The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 USCS§5307, the Government reserves the right to impose the penalties of 18 USCS§1001 and 49 USCS§5307(n)(1) on the Contractor, to the extent that the Federal government deems appropriate.

The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

G.8. Access to Records, Reports and Sites. The Contractor agrees to provide the Delaware River Port Authority, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to the Contractor’s records and construction sites pertaining to a major capital project, defined at 49 USC 5302(a)1. The Contractor further agrees to provide the Delaware River Port Authority, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any books, documents, papers and records of the Contractor which are directly pertinent to this contract for purposes of making audits, examinations, excerpts, and transcriptions. By definition, a major capital project exceeds the simple acquisition threshold currently set at $100,000.

Where the Delaware River Port Authority enters into a contract for a capital project or improvement (defined at 49 USC 5302(a)1) through other than competitive bidding, the Contractor shall make available records related to the contract to the Delaware River Port Authority, the Secretary of Transportation and the Comptroller General or any authorized officer or employee of any of those offices for the purpose of conducting an audit and inspection.
The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

The Contractor agrees to maintain all books, records, accounts and reports required under this contract for a period of not less than three years after the date of termination or expiration of this contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case the Contractor agrees to maintain same until the Delaware River Port Authority, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference is made to 49 CFR 18.39(i)(11).

G.9. Cargo Preference. The Contractor agrees to utilize privately owned United States-flag commercial vessels to ship at least 50 percent of the gross tonnage (computed separately for dry bulk carriers, dry cargo liners, and tankers) involved, whenever shipping any equipment, materials, or commodities pursuant to this section, to the extent that such vessels are available at fair and reasonable rates for United States-flag commercial vessels.

The Contractor agrees to furnish within 20 working days following the date of loading for shipments originating within the United States or within 30 working days following the date of loading for shipments originating outside the United States, a legible copy of a rated “on board” commercial ocean bill-of-lading in English for each shipment of cargo described in the preceding paragraph to the Division of National Cargo, Office of Market Development, Maritime Administration, Washington, DC 20590 and to the Delaware River Port Authority, marked with appropriate identification of the project.

The Contractor further agrees to include these requirements in all subcontracts issued pursuant to this contract when the subcontract may involve the transport of equipment, material, or commodities by ocean vessel.

G.10. Fly America. The Contractor agrees to utilize U. S. -flag air carriers for international transportation of any persons involved in or property acquired for this project, as required by the International Air Transportation Fair Competitive Practices Act of 1974, as amended, 49 USC § 40118, in accordance with U.S. GAO regulations, “Uniform Standards and Procedures for Transportation Transactions,” 4 CFR Part 52,

G.11. **Seismic Safety.** The Contractor agrees that any new building or addition to an existing building will be designed and constructed in accordance with the standards for Seismic Safety required in USDOT Seismic Safety Regulations 49 CFR Part 41 and will certify to compliance to the extent required by the regulation. The Contractor also agrees to ensure that all work performed under this contract including work performed by any subcontractor is in compliance with the standards required by the Seismic Safety Regulations and the certification of compliance issued on the project.

G.12. **Civil Rights.** The following requirements apply to this contract:

- **Non discrimination.** In accordance with Title VI of the Civil Rights Act, as amended, 42 USC §2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 USC §6102, section 202 of the Americans with Disabilities Act of 1990, 42 USC §12132, and Federal transit law at 49 USC §5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing regulations which FTA may issue.

- **Equal Employment Opportunity.** Race, Color, Creed, National Origin, Sex. In accordance with Title VII of the Civil Rights Act, as amended, 42 USC §2000e, and Federal transit laws at 49 USC §5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor regulations, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor,” 41 CFR Parts 60 et seq. (which implement Executive Order 11246, “Equal Employment Opportunity” as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” 42 USC §2000e), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are
treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements that FTA may issue.

**Age.** In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 USC §§ 623 and Federal transit law at 49 USC § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reasons of age. In addition, the Contractor agrees to comply with any implementing requirements that FTA may issue.

**Disabilities.** In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 USC § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, “Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act,” 29 CFR Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements that FTA may issue.

The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

G.13. **Davis-Bacon Act.**

1. **Minimum wages.**

   i. All laborers and mechanics employed or working upon the site of the work (or under the United States Housing Act of 1937 or under the Housing Act of 1949 in the construction or development of the project), will be paid unconditionally and not less often than once a week, and without subsequent deduction or rebate on any account (except such payroll deduction as are permitted by regulations issued by the Secretary of Labor under the Copeland Act (29 CFR part 3), the full amount of wages and bona fide fringe benefits (or cash
equivalents thereof) due at the time of payment computed at rates not less than those contained in the wage determination of the Secretary of Labor which is attached hereto and made a part hereof, regardless of any contractual relationship which may be alleged to exist between the contractor and such laborers and mechanics.

Contributions made or costs reasonably anticipated for bona fide benefits under section 1 (b)(2) of the Davis-Bacon Act on behalf of laborers or mechanics are considered wages paid to such laborers or mechanics, subject to the provisions of paragraph (1) (iv) of this section; also, regular contributions made or costs incurred for more than a weekly period (but not less often than quarterly) under plans, funds or programs which cover the particular weekly period, are deemed to be constructively made or incurred during such weekly period. Such laborers and mechanics shall be paid the appropriate wage rate and fringe benefits on the wage determination for the classification of work actually performed, without regard to skill, except as provided in 29 CFR part 5.5 (a)(4). Laborers or mechanics performing work in more than one classification may be compensated at the rate specified for each classification for the time actually worked therein: Provided, That the employer’s payroll records accurately set forth the time spent in each classification in which work is performed. The wage determination and the Davis-Bacon poster (WH-1321) shall be posted at all times by the Contractor and its subcontractors at the site of the work in a prominent and accessible place where it can be easily seen by the workers.

ii. Whenever the minimum wage rate prescribed in the contract for a class of laborers or mechanics includes a fringe benefit which is not expressed as an hourly rate, the Contractor shall either pay the benefit as stated in the wage determination or shall pay another bona fide fringe benefit or an hourly cash equivalent thereof.

iii If the Contractor does not make payments to a trustee or other third person, the Contractor may consider as part of the wages of any laborer or mechanic the amount of any costs reasonably anticipated in providing bona fide fringe benefits under a plan or program, Provided That the Secretary of Labor has
found, upon the written request of the Contractor, that the applicable standards of the Davis-Bacon Act have been met. The Secretary of Labor may require the Contractor to set aside in a separate account assets for the meeting of obligations under the plan or program.

iv. A. The contracting officer shall require that any class of laborers or mechanics which is not listed in the wage determination and which is to be employed under the contract shall be classified in conformance with the wage determination. The contracting officer shall approve an additional classification and wage rate and fringe benefits therefore only when the following criteria have been met:

1. The work to be performed by the classification requested is not performed by a classification in the wage determination; and

2. The classification is utilized in the area by the construction industry; and

3. The proposed wage rate, including any bona fide fringe benefits, bears a reasonable relationship to the wage rates contained in the wage determination.

B. If the Contractor and the laborers and mechanics to be employed in the classification (if known) or their representatives, and the contracting officer agree on the classification and wage rate (including the amount designated for fringe benefits where appropriate), a report of the action taken shall be sent by the contracting officer to the Administrator of the Wage and Hour Division, Employment Standards Administration, Washington, DC 20210. The Administrator, or an authorized representative, will approve, modify, or disapprove every additional classification action within 30 days of receipt and so advise the contracting officer or will notify the contracting officer within the 30 day period that additional time is necessary.
C. In the event that the Contractor, the laborers or mechanics to be employed in the classification or their representatives, and the contracting officer do not agree on the proposed classification and wage rate (including the amount designated for fringe benefits, where appropriate), the contracting officer shall refer the questions, including the views of all interested parties and the recommendation of the contracting officer, to the Administrator for determination. The Administrator, or authorized representative, will issue a determination within 30 days of receipt and so advise the contracting officer, or will notify the contracting officer within the 30 day period that additional time is necessary.
D. The wage rate (including fringe benefits where appropriate) determined pursuant to paragraphs (1) (iv) (B) or (C) of this section, shall be paid to all workers performing work in the classification under this contract from the first day on which work is performed in the classification.

2. **Withholding.** The Delaware River Port Authority shall upon its own action or upon written request of an authorized representative of the U.S. Department of Labor withhold or cause to be withheld from the Contractor under this contract or any other Federal contract with the same prime Contractor, or any other federally-assisted contract subject to Davis-Bacon prevailing wage requirements, which is held by the same prime Contractor, so much of the accrued payments or advances as may be considered necessary to pay laborers and mechanics, including apprentices, trainees, and helpers, employed by the Contractor or any subcontractor the full amount of wages required by the contract. In the event of failure to pay any laborer or mechanic, including any apprentice, trainee, or helper, employed or working on the site of the work (or under the United States Housing Act of 1937 or under the Housing Act of 1949 in the construction or development of the project), all or part of the wages required by the contract, the Delaware River Port Authority may, after written notice to the Contractor, sponsor, applicant, or owner, take such action as may be necessary to cause the suspension of any further payment, advance, or guarantee of funds until such violations have ceased.

3. **Payrolls and basic records.**

i. Payrolls and basic records relating thereto shall be maintained by the Contractor during the course of the work and preserved for a period of three years thereafter for all laborers and mechanics working at the site of the work (or under the United States Housing Act of 1937, or under the Housing Act of 1949, in the construction or development of the project). Such records shall contain the name, address, and social security number of each such worker, his or her correct classification, hourly rates of wages paid (including rates of contributions or costs anticipated for bona fide fringe benefits or cash equivalents thereof of the types described in section 1(b)(2)(B) of the Davis-Bacon Act), daily and weekly number of hours worked, deduction made and
actual wages paid. Whenever the Secretary of Labor has found under 29 CFR 5.5 (a)(1)(iv) that the wages of any laborer or mechanic include the amount of any costs reasonably anticipated in providing benefits under a plan or program described in section 1(b)(2)(B) of the Davis-Bacon Act, the Contractor shall maintain records which show that the commitment to provide such benefits is enforceable, that the plan or program is financially responsible, and that the plan or program has been communicated in writing to the laborers or mechanics affected, and records which show the costs anticipated or the actual cost incurred in providing such benefits. Contractors employing apprentices or trainees under approved programs shall maintain written evidence of the registration of apprenticeship programs and certification of trainee programs, the registration of the apprentices and trainees, and the ratios and wage rates prescribed in the applicable programs.

ii.  

A. The Contractor shall submit weekly for each week in which any contract work is performed a copy of all payrolls to the Delaware River Port Authority for transmission to the FTA. The payrolls submitted shall set out accurately and completely all of the information required to be maintained under 29 CFR part 5. This information may be submitted in any form desired. Optional Form WH-347 is available for this purpose and may be purchased from the Superintendent of Documents (Federal Stock Number 029-005-00014-1), U.S. Government Printing Office, Washington, DC 20402. The prime contractor is responsible for the submission of copies of payrolls by all subcontractors.

B. Each payroll submitted shall be accompanied by a “Statement of Compliance,” signed by the Contractor or subcontractor or his or her agent who pays or supervises the payment of the persons employed under the contract and shall certify the following:

1. That the payroll for the payroll period contains the information required to be maintained under 29 CFR part 5 and that such information is correct and complete;
2. That each laborer or mechanic (including each helper, apprentice, and trainee) employed on the contract during the payroll period has been paid the full weekly wages earned, without rebate, either directly or indirectly, and that no deductions have been made either directly or indirectly from the full wages earned, other than permissible deductions as set forth in Regulations 29 CFR part 3:

3. That each laborer or mechanic has been paid not less than the applicable wage rates and fringe benefits or cash equivalents for the classification of work performed, as specified in the applicable wage determination incorporated into the contract.

C. The weekly submission of a properly executed certification set forth on the reverse side of Optional Form WH-347 shall satisfy the requirement for submission of the “Statement of Compliance” required in paragraph (3)(ii)(B) of this section.

D. The falsification of any of the above certifications may subject the Contractor or subcontractor to civil or criminal prosecution under section 1001 of title 18 and section 231 of title 31 of the United States Code.

iii. The Contractor or subcontractor shall make the records required under paragraph (3)(i) of this section available for inspection, copying, or transcription by authorized representatives of FTA or the U.S. Department of Labor, and shall permit such representatives to interview employees during working hours on the job. If the Contractor or subcontractor fails to submit the required records or to make them available, the Federal agency may, after written notice to the Contractor, sponsor, applicant, or owner, take such action as may be necessary to cause the suspension of any further payment, advance, or guarantee of funds. Furthermore, failure to submit the required records upon request or to make such records available may be grounds for debarment action pursuant to 29 CFR 5.12.

4. Apprentices and trainees.
i. Apprentices. Apprentices will be permitted to work at less than the predetermined rate for the work they perform when they are employed pursuant to and individually registered in a bona fide apprenticeship program registered with the U. S. Department of Labor, Employment and Training Administration, Bureau of Apprenticeship and Training, or with a State Apprenticeship Agency recognized by the Bureau, or if a person is employed in his or her first 90 days of probationary employment as an apprentice in such an apprenticeship program, who is not individually registered in the program, but who has been certified by the Bureau of Apprenticeship and Training or a State Apprenticeship Agency (where appropriate) to be eligible for probationary employment as an apprentice. The allowable ratio of apprentices to journeymen on the job site in any craft classification shall not be greater than the ratio permitted to the Contractor as to the entire work force under the registered program. Any worker listed on a payroll at an apprentice wage rate, who is not registered or otherwise employed as stated above, shall be paid not less than the applicable wage rate on the wage determination for the classification of work actually performed. In addition, any apprentice performing work on the job site in excess of the ratio permitted under the registered program shall be paid not less than the applicable wage rate on the wage determination for the work actually performed. Where a Contractor is performing construction on a project in a locality other than that in which its program is registered, the ratios and wage rates (expressed in percentages of the journeyman’s hourly rate) specified in the Contractor’s or subcontractor’s registered program shall be observed. Every apprentice must be paid at not less than the rate specified in the registered program for the apprentice’s level of progress, expressed as a percentage of the journeymen hourly rate specified in the applicable wage determination. Apprentices shall be paid fringe benefits in accordance with the provisions of the apprenticeship program. If the apprenticeship program does not specify fringe benefits, apprentices must be paid the full amount of fringe benefits listed on the wage determination for the applicable classification. If the Administrator of the Wage and Hour Division of the U. S. Department of Labor determines that a different practice prevails for the applicable apprentice classification, fringes shall be paid in accordance with that determination. In the event that the
Bureau of Apprenticeship and Training, or a State Apprenticeship Agency recognized by the Bureau, withdraws approval of an apprenticeship program, the Contractor will no longer be permitted to utilize apprentices at less than the applicable predetermined rate for the work performed until an acceptable program is approved.

ii. Trainees. Except as provided in 29 CFR 5.16, trainees will not be permitted to work at less than the predetermined rate for the work performed unless they are employed pursuant to and individually registered in a program which has received prior approval, evidenced by formal certification by the U.S. Department of Labor, Employment and Training Administration. The ratio of trainees to journeymen on the job site shall not be greater than permitted under the plan approved by the Employment and Training Administration. Every trainee must be paid at not less than the rate specified in the approved program for the trainee’s level of progress, expressed as a percentage of the journeyman hourly rate specified in the applicable wage determination. Trainees shall be paid fringe benefits in accordance with the provisions of the trainee program. If the trainee program does not mention fringe benefits, trainees shall be paid the full amount of fringe benefits listed on the wage determination unless the Administrator of the Wage and Hour Division determines that there is a training program associated with the corresponding journeymen wage rate on the wage determination which provides for less than full fringe benefits for trainees. Any employee listed on the payroll at a trainee rate who is not registered and participating in a training program approved by the Employment and Training Administration shall be paid not less than the applicable wage rate on the wage determination for the classification of work actually performed. In addition, any trainee performing work on the job site in excess of the ratio performed under the registered program shall be paid not less than the applicable wage rate on the wage determination for the work actually performed. In the event that the Employment and Training Administration withdraws approval of a training program, the Contractor will no longer be permitted to utilize trainees at less than the applicable predetermined rate for the work performed until an acceptable program is approved.
iii  Equal Employment Opportunity. The utilization of apprentices, trainees and journeymen under this part shall be in conformity with the equal employment opportunity requirements of Executive Order 11246, as amended, and 29 CFR part 30.

5  Compliance with Copeland Act requirements. The Contractor shall comply with the requirements of 29 CFR part 3, which are incorporated by reference in this contract.

6.  Subcontracts. The Contractor or subcontractor shall insert in any subcontracts the clauses contained in 29 CFR 5.5(a)(1) through (10) and such other clauses as the FTA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all the contract clauses in 29 CFR 5.5.

7.  Contract termination: debarment. A breach of the contract clauses in 29 CFR 5.5 may be grounds for termination of the contract, and for debarment as a contractor and a subcontractor as provided in 29 CFR 5.12.

8.  Compliance with Davis-Bacon and Related Act requirements. All rulings and interpretations of the Davis-Bacon and Related Acts contained in 29 CFR parts 1, 3, and 5 are herein incorporated by reference in this contract.

9.  Disputes concerning labor standards. Disputes arising out of the labor standards provisions of this contract shall not be subject to the general disputes clause of this contract. Such disputes shall be resolved in accordance with the procedures of the Department of Labor set forth in 29 CFR parts 5, 6, and 7. Disputes within the meaning of this clause include disputes between the Contractor (or any of its subcontractors) and the contracting agency, the U. S. Department of Labor, or the employees or their representatives.

10.  Certification of eligibility.
i. By entering into this contract, the Contractor certifies that neither it (nor he or she) nor any person or firm who has an interest in the Contractor’s firm is a person or firm ineligible to be awarded Government contracts by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).

ii. No part of this contract shall be subcontracted to any person or firm ineligible for award of a Government contract by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).

iii. The penalty for making false statements is prescribed in the U.S. Criminal Code, 18 USC 1001.


1. Section 107 OSHA

i. The Contractor agrees to comply with section 107 of the Contract Work Hours and Safety Standards Act, 40 USC section 333, and applicable Department of Labor regulations, “Safety and Health Regulations for Construction” 29 CFR Part 1926. Among other things, the Contractor agrees that it will not require any laborer or mechanic to work in unsanitary, hazardous, or dangerous surroundings or working conditions.

ii. Subcontracts. The Contractor also agrees to include the requirements of this section in each subcontract. The term “subcontract” under this section is considered to refer to a person who agrees to perform any part of the labor or material requirements of a contract for construction, alteration or repair. A person who undertakes to perform a portion of a contract involving the furnishing of supplies or materials will be considered a “subcontractor” under this section if the work in question involves the performance of construction work and is to be performed: (1) directly at or near the construction site, or (2) by the employer for the specific project on a customized basis. Thus the supplier of materials which will become an integral part of the construction is a “subcontractor” if the supplier fabricates or assembles the goods or
materials in question specifically for the construction project and the work involved may be said to be construction activity. If the goods or materials in question are ordinarily sold to other customers from regular inventory, the supplier is not a “subcontractor”. The requirements of this section do not apply to contracts or subcontracts for the purchase of supplies or materials or articles normally available on the open market.

2. **Pursuant to Section 102**

   i. **Overtime requirements.** No Contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

   ii. **Violation; liability for unpaid wages; liquidated damages.** In the event of any violation of the clause set forth in paragraph 2(i), the Contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such Contractor and subcontractor shall be liable to the United States for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph 2(i) of this section, in the sum of $10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph 2(i) of this section.

   iii. **Withholding for unpaid wages and liquidated damages.** The Delaware River Port Authority shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the Contractor or subcontractor under any such contract or any other Federal contract with the same prime Contractor, or any other federally-assisted
contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such Contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph 2(ii) of this section.

iv. Subcontracts. The Contractor or subcontractor shall insert in any subcontracts the clauses set forth in this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in this section.

G.15. **Clean Air Act.** The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 USC §§ 7401 et seq. The Contractor agrees to report each violation to the Delaware River Port Authority and understands and agrees that the Delaware River Port Authority will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

The Contractor also agrees to include these requirements in each subcontract exceeding $100,000 financed whole or in part with Federal assistance provided by FTA.

G.16. **Clean Water Act.** For any contract that exceeds $100,000, the Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 USC 1251 et seq. The Contractor agrees to report each violation to the Delaware River Port Authority and understands and agrees that the Delaware River Port Authority will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

The Contractor also agrees to include these requirements in each subcontract exceeding $100,000 financed whole or in part with Federal assistance provided by FTA.
G.17. **Energy Conservation.** The Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the State Energy Conservation Plan issued in compliance with the Energy Policy and Conservation Act (42 USC 6321 et seq.).

G.18. **Privacy Act.** The Contractor agrees to comply with, and assures the compliance of its employees with, the information restrictions and other applicable requirements of the Privacy Act of 1974, 5 USC § 552a. Among other things, the Contractor agrees to obtain the express consent of the Federal government before the Contractor or its employees operate a system of records on behalf of the Federal government. The Contractor understands that the requirements of the Privacy Act, including the civil and criminal penalties for violation of that Act, apply to those individuals involved, and that failure to comply with the terms of the Privacy Act may result in termination of the underlying contract.

The Contractor also agrees to include these requirements in each subcontract to administer any system of records on behalf of the Federal government financed in whole or in part with Federal assistance provided by FTA.

G.19. **Recycled Products.** The Contractor agrees to comply with all requirements of Section 6002 of the Resource Conservation and Recovery Act, as amended (42 USC 6962), including but not limited to the regulatory provisions of 40 CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR Part 247.

G.20. **Prohibited Interest.** “No member, officer or employee of the Public Body or of a local public body during his tenure or one year thereafter shall have any interest, direct or indirect, in this contract or the proceeds thereof.”

G.21. **Project Signs.** The Contractor shall furnish, erect and maintain two (2) signs identifying the project and indicating Federal participation. Upon completion of the project, the signs shall be removed.

The Contractor shall erect and maintain project signs in good condition until the completion of the project. The signs shall be cut from standard 4' by 8' waterproof plywood sheets or other approved material and shall meet the design standards.
shown in these specifications. No information shall be included on the project signs except that stipulated on the diagram shown on the contract drawings.

The signs shall be installed within twenty (20) days after the Notice to Proceed is given to the Contractor, unless directed otherwise in writing by the Chief Engineer. The cost of project signs as described herein will not be paid for under any specific item but the cost thereof shall be included in the prices bid for the various items included in the bid documents.

G.22. **Access Requirements for Individuals with Disabilities.** The Contractor shall comply with all applicable requirements of the Americans with Disabilities Act of 1990, 42 USC §§ 12101 et seq.; section 504 of the Rehabilitation Act of 1973, as amended, 29 USC § 794; 49 USC § 5301(d); and any and all regulations and amendments applicable to the performance of this contract.


G.24. **Mitigation of Adverse Environmental Effects.** The Contractor agrees that if the project should cause adverse environmental effects, the Contractor will take all reasonable steps to minimize those effects in accordance with 49 USC § 5324(b), and all other applicable Federal laws and regulations, specifically, the procedures of 23 CFR Part 771 and 49 CFR Part 622. The Contractor agrees to undertake all environmental mitigation measures that may be identified as commitments in applicable environmental documents and with any conditions the Federal Government has imposed in its finding of no significant impact or a record of decision.
G.25. **Prompt Payment Clause:** Section 26.29 requires all recipients to include a provision in their contracts requiring prime contractors to make prompt payments to all of their subcontractors (DBEs and non-DBEs alike). The following language has been reviewed and approved by our General Counsel, and should be included in every DOT-assisted contract and subcontract:

The prime contractor agrees to pay each subcontractorsupplier (DBE and non-DBE alike) under this prime contract for satisfactory performance of its contract no later than ten (10) calendar days from the receipt of each payment related to the said subcontractor the prime contractor receives from Delaware River Port Authority. The prime contractor agrees further to return retainage payments to each subcontractor/supplier within thirty (30) calendar days of the date the Delaware River Port Authority approves the subcontractorsupplier’s work as satisfactorily completed, even if the prime contract has not yet been completed. Any delay or postponement of payment from the above-referenced time frame may occur only for good cause following written approval of the Delaware River Port Authority. The Delaware River Port Authority may withhold payments to prime contractors for work performed by prime contractors unless and until the prime contractor ensures that the subcontractors are promptly paid for work they have performed. The DRPA may also employ other mechanisms consistent with 49 CFR Part 26 and applicable state and local law, to ensure that DBEs and other contractors are fully and promptly paid.

G.26. **DRUG AND ALCOHOL REQUIREMENTS**

1. **DRPA/PATCO Contractor Compliance Guidelines:** All contractors or subcontractors who perform safety-sensitive functions, as defined by Federal Transit Administration (FTA) rules, for DRPA/PATCO must maintain a drug- and alcohol-free workplace, and must comply with the FTA’s drug and alcohol testing regulations (49 CFR Part 655) and the U.S. Department of Transportation (DOT) Procedures for Transportation Workplace Drug and Alcohol Testing Programs (49 CFR Part 40). **Contractor or subcontractor non-compliance shall result in suspension or termination of the contract and/or non-payment of outstanding invoices, at the discretion of DRPA/PATCO, until such time as the contractor achieves and certifies compliance.** Individual non-compliance, i.e. testing
positive for drug or alcohol use, will result in immediate removal from the project.

2. **Definitions/Terms:** For purposes of this compliance program, safety sensitive employees are defined as follows:

   *Those employees whose job functions are, or whose job descriptions include the performance of functions related to the safe operation of mass transportation service.*

The following are categories of safety-sensitive functions:

- Operating a revenue service vehicle, including when not in revenue service;
- Operating a non-revenue service vehicle when required to be operated by a holder of a Commercial Driver’s License (CDL);
- Controlling dispatch or movement of a revenue service vehicle or equipment used in revenue service;
- Maintaining (including repairs, overhaul, and rebuilding) revenue service vehicles or equipment used in revenue service; and
- Carrying a firearm for security purposes.

Any supervisor who performs or whose job description includes the performances of any function listed above is also considered a safety-sensitive employee. Any construction inspector who performs, or oversees others in the performance of, any function listed above is also considered a safety-sensitive employee.

3. **Implementation Guidelines & Certification:** PATCO/DRPA Engineering, Contract Administration, and/or Purchasing departments, as the case may be, shall ensure that all Requests for Bids, Requests for Proposals (RFPs), or Purchase Orders for services that include the performance of safety-sensitive functions as defined above shall include a provision requiring the successful bidder’s/proposer’s compliance with mandated DOT/FTA drug and alcohol testing regulations. DRPA/PATCO reserves the right to audit the bidder’s/proposer’s drug and alcohol testing program prior to awarding the contract.
Prior to acceptance of the bid, proposal, or request, the successful bidder/proposer must submit to DRPA/PATCO its plan for compliance with 49 CFR Parts 655 and 40, and must certify that it is in compliance with the DOT/FTA regulations. (Compliance can be achieved through an in-house program or through a consortium.) The certification shall remain in effect for the term of the contract. The Contractor shall execute the attached Drug and Alcohol Certification.

4. **Reporting:** Using the format prescribed by the FTA for the annual report, each covered contractor shall send a quarterly drug and alcohol testing report to the DRPA Project Manager, with a copy to the appropriate safety staff in PATCO’s Safety Department. The quarterly report must be submitted no later than the 15th of the month following the close of each calendar quarter. Continued payment of contractor invoices by DRPA/PATCO is contingent upon contractor submission of the required reports on a timely basis and continued compliance with FTA-mandated rules.

On an annual basis, and no later than February 15 of each year, each covered contractor shall submit to the DRPA Project Manager and the PATCO Safety Department documentation of its annual drug and alcohol testing using the appropriate FTA prescribed forms. The report shall cover testing conducted during the previous calendar year.

5. **On-going Monitoring:** The PATCO Safety Department and DRPA Manager of Contract Administration shall be responsible for filing the contractor’s annual reports with the FTA, along with PATCO’s own testing data. The reports shall be submitted to the FTA no later than March 15 of each year.

The DRPA/PATCO Project Manager for each covered contract shall be responsible for the on-going monitoring of contractor compliance with DOT/FTA regulations, including ensuring that the quarterly and annual reports as described above are submitted on time. The Contractor shall at all times cooperate with the
DRPA/PATCO Project Manager in his/her efforts to monitor contractor compliance with the drug and alcohol program.

On an annual basis, designated staff from the PATCO Safety Department or DRPA shall audit contractor compliance, which may include site visits, and report their findings to the PATCO General Manager, the DRPA Project Manager responsible for the contract, and his/her Department Head.

6. **Subcontracts:** The Contractor or any of its subcontractors shall insert in any subcontract provisions that require the subcontractors to comply with FTA’s drug and alcohol testing regulations (49 CFR Part 655) and the U.S. Department of Transportation (“DOT”) Procedures for Transportation Workplace Drug and Alcohol Testing Programs (49 CFR Part 40). The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with the requirements of this section G.26.

7. **Non-Compliance & DRPA/PATCO Remedies:** The DRPA/PATCO Project Manager is responsible for coordinating contractor responses to the audit findings and ensuring that corrective actions are taken on a timely basis. For any period during which the contractor is non-compliant, DRPA/PATCO, at its/ their discretion, will suspend or terminate the contract and/or suspend payment of outstanding
invoices, until such time as the contractor again achieves and certifies compliance.
<table>
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</tbody>
</table>

**I SPEAK** Language Identification Cards
Cocher ici si vous lisez ou parlez le français.

13. French

Krenzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprachen.

14. German

Σημειώστε αυτό το κάστορα αν διαβάζετε ή μιλάτε Ελληνικά.

15. Greek

Mak a kreyò se a ki ou li oswa ou pale ki ayisyen.

16. Haitian Creole

अगर आप हिंदी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएं।

17. Hindi

Kna lub voj no yog koj parb twm thlab hals lub Hmoob.

18. Hmong

Jelölje meg ez a kockát, ha megébres vagy beszédli a magyar nyelvet.

19. Hungarian

Markaam daynoy esa kahna no makabase woxne makosaaka hi Locano.

20. Ilocano

Marchi questu casella se legge o parla italiano.

21. Italian

日本語を読んで、話す場合はここに印を付けてください。

22. Japanese

한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.

23. Korean

taskId=任务id

24. Laotian

Podejmy o značeniu tego kwadratu, jeżeli podaję się Pan/Parli językiem polskim.

25. Polish
Assinale este quadrado se você é de fala portuguesa.

26. Portuguese

 desi ne ne ar habla español.

27. Spanish

28. Russian

29. Serbian

30. Slovak

31. Tagalog

32. Thai

33. Tongan

34. Ukrainian

35. Urdu

36. Vietnamese

37. Yiddish

38. U.S. Department of Commerce
"It Takes Two" PATCO Customer Survey
seat drop and poster

It Takes Two

Give us 2 minutes of your time
During the month of October, 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!
PATCO ANNOUNCES CUSTOMER SURVEY

Transit Ambassadors will survey passengers from October 6 – 29th

Camden, N.J. (October 1, 2015): PATCO officials today announced that they would undertake a customer service survey on station platforms along the PATCO line during morning, afternoon and evening commutes. The survey will be conducted by Transit Ambassadors on selected weekdays between October 6th and October 29th.

Customers will be randomly approached on platforms by PATCO survey agents while they wait for a train. PATCO survey agents will be easily recognizable in yellow vests with orange and silver piping. They will make every effort to minimize any inconvenience to the traveling public during the survey period. The survey is expected to take two minutes and customer responses will be entered into a hand-held tablet by the survey agent. Questions range from where the customer boarded and will disembark the train, their destination and the type of ticket used – to customer demographic information such as race/ethnicity, primary language spoken at home, and occupation.

“This survey will ensure PATCO’s compliance with FTA Title VI regulations as analysis of the results will be a part of the Authority’s Title VI Program to be submitted to the FTA in early 2016,” said PATCO General Manager John Rink. “We appreciate our riders taking the time to respond and thank them in advance for helping us to complete this important requirement.”

PATCO is required to collect demographic and ridership-related data from its customer base every three years as a condition of ongoing federal transportation funding. This data will be provided to the Federal Transit Administration (FTA) as part of PATCO’s Title VI Program. Individual responses will be kept confidential and the combined data will be summarized for presentation to the FTA.
In support of the survey, PATCO has partnered with the Delaware Valley Regional Planning Commission (DVRPC) in areas of survey design, data collection, and data analysis.

**About the DVRPC**

DVRPC is dedicated to uniting the region’s elected officials, planning professionals and the public with the common vision of making a great region even greater. Shaping the way we live, work and play, DVRPC builds consensus on improving transportation, promoting smart growth, protecting the environment, and enhancing the economy. DVRPC serves a diverse region of nine counties: Bucks, Chester, Delaware, Montgomery and Philadelphia in Pennsylvania; and Burlington, Camden, Gloucester and Mercer in New Jersey. DVRPC is the official metropolitan planning organization for the Greater Philadelphia Region - leading the way to a better future. DVRPC fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information, visit [www.dvrpc.org](http://www.dvrpc.org).

# # # # #
PATCO riders take the train from Lindenwold to Philadelphia during the recent papal visit. WiFi is now available for all PATCO riders. (Photo: Carol Comegno/Staff Photographer)

CAMDEN Rapid-transit riders will be surveyed beginning Tuesday on the PATCO Hi-Speedline between Lindenwold and Philadelphia.

Transit “ambassador” employees will be at stations during morning, afternoon and evening commutes through Oct. 29, PATCO General Manager John Rink said.
He said customers will be approached at random for a two-minute survey while they wait for a train. Agents will wear vests with orange and silver piping during surveys, which are periodically required by the federal government.

The survey comes just as PATCO has introduced free Wi-Fi access to the Internet at all its stations, a service riders clamored for in recent years.

Customers also had praise for PATCO's convenient service and clean stations last month during a recent passenger rush to and from Philadelphia events during the weekend visit of Pope Francis. PATCO had changed its normal weekend schedule to accommodate more riders and provide express service.

However, PATCO has returned to revised schedules of less-than-normal service through December for completion of its $103 million track rehabilitation project across the Ben Franklin Bridge from Camden to Center City Philadelphia. Though service delays have been fewer in recent months, PATCO has lost a few thousand riders during the two-year project, which has been a source of frustration because of service disruptions.

For the survey, Rink said, customers will be asked their station of boarding and disembarkation, destination, type of ticket utilized and demographic information such as race, primary language and occupation.

The surveyor will enter responses into a tablet.

PATCO is required to collect demographic and ridership-related data from its customer base every three years as a condition of ongoing federal transportation funding.

Rink said the data will be provided to the Federal Transit Administration.

"Individual responses will be kept confidential, and the combined data will be summarized for presentation to the FTA," Rink said.

Rink said the partnership between PATCO and Comcast to provide Xfinity Wi-Fi is a tremendous new service for thousands of daily riders traveling on PATCO.

Free Xfinity Wi-Fi service is now available to both Comcast and non-Comcast customers on the Hi-Speedline, though it has been available at stations during testing since late July and already had been accessed by riders.

"One of the biggest areas of improvement suggested by our riders has been creating better access to Wi-Fi hotspots in our stations, especially our subway facilities," Rink said.
He added Comcast has been "an enthusiastic and supportive partner" during the last several months of equipment upgrades and infrastructure enhancements in all 13 stations.

Rink said reviews of the service so far have been "exceptional," including during the recent papal visit which drew hundreds of thousands of people to the greater Philadelphia region.

“Consumers want to be able to connect to the Internet wherever they are and continuing to expand our Xfinity Wi-Fi network, the largest network in the country, is part of our strategy to help them do that,” said Cole Reinwand, vice president of Xfinity Wi-Fi for Comcast Cable.

Carol Comegno: (856) 486-2473; ccomegno@gannettnj.com
CAMDEN — As part of Federal Transportation Administration (FTA) guidelines, PATCO will be collecting rider information throughout the month of October, including some more personal tidbits. Therefore, don't panic when you someone wearing an orange vest comes your way.

According to PATCO, which is overseen by the Delaware River Port Authority (DRPA), the steps are to ensure the rail line that connections Camden County to Philadelphia is in compliance with the Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and related statues.

"Questions range from where the customer boarded and will disembark the train, their destination and the type of ticket used — to customer demographic information such as race/ethnicity, primary language spoken at home, and occupation," according to PATCO officials, who add that the information will be kept confidential.

RELATED: PATCO expands w-fi service at all stations
The surveys, which began Tuesday and will run through Oct. 29, will be conducted by agents at the various train platforms while passengers await the arrival of their trains. Those agents will be dressed in yellow vests with orange and silver piping while asking riders the survey questions, which is expected to take about two minutes.

A request for comment left with a PATCO spokesperson was not returned Wednesday.

"This survey will ensure PATCO’s compliance with FTA Title VI regulations as analysis of the results will be a part of the authority’s Title VI Program to be submitted to the FTA in early 2016," said PATCO General Manager John Rink.

According to PATCO, the service is required to collect demographic and ridership-related data every three years as a condition of receiving federal transportation funding. The collected data will then be sent to the FTA for a summarized presentation.

"We appreciate our riders taking the time to respond and thank them in advance for helping us to complete this important requirement," Rink said.

Greg Adomaitis may be reached at gadomaitis@njadvancemedia.com. Follow him on Twitter @GregAdomaitis. Find the South Jersey Times on Facebook.
Draft DRPA/PATCO Staff Training: Title VI Requirements to Help Our Customers with Language Assistance Needs

Provided by DRPA’s Human Resources Services Department as part of the Authority’s Title VI Program

March 2016
AGENDA
This training includes information on:

- Our Responsibilities under Title VI;
- Four (4) Tools or Your Use:
  - “I SPEAK” Language Identification Cards;
  - “Google Translate” services on smart phone;
  - The “Language Line” translation service;
  - Listing of bi-lingual Authority staff members who may be contacted to provide language assistance services;
- Documenting Language Assistance Requests; and
- Handling a Title VI Complaint
Why Are We Doing This Training?
Why Are We Doing this Training?
Our Agency’s Obligations Under
The Title VI of the Civil Rights Act of 1964

- Because PATCO receives federal funds, the Authority must comply with federal regulations under Title VI of the Civil Rights Act of 1964. PATCO must submit a Title VI Program every three (3) years to the Federal Transit Administration (FTA). Part of our required Title VI Program is a Language Assistance Plan (LAP).

- Title VI says, “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”
Defining “Meaningful Access”? 

- Title VI requires the Authority to take “reasonable” steps to provide language assistance for individuals who do not speak English as their primary language, and who seek “meaningful access” to PATCO services.

- Customers of the PATCO system must have “meaningful access” to the following:
  - Benefits, including any discounts
  - Services
  - Information
  - Important portions of our programs
  - Activities

- Examples of translation services might include:
  - Posting signs
  - Translation statements in appropriate languages for vital documents, e.g., PATCO schedules
Understanding Title VI Policy and our Agency’s Language Assistance Responsibilities to the Public
Our Commitment

- As “World-Class Stewards” of public assets, we provide for the safe and efficient operation of our transportation services and facilities in a manner that creates value for the public we serve.

- In the context of the FTA’s Title VI, this responsibility includes assisting customers who do not speak English as their primary language in accessing PATCO trains and stations to get to work, appointments, educational or leisure activities in our service area.
What is the Purpose of this Staff Training?

- To train Authority employees who may potentially interact with PATCO riders who speak English “less than well” or “not at all” (i.e., people who don’t speak English as their primary language).

- To provide staff with the tools to help individuals who may need language assistance with information about Authority services, projects and programs.
Who will receive this Training?

- Authority Police Officers
- PATCO Station Supervisors and Transit Supervisors
- PATCO Transit Ambassadors
- PATCO Customer Service Agents
- PATCO Revenue Collectors
- PATCO Train Operators
- PATCO Custodians
- FREEDOM Center Staff
- Customer Service Department
- Human Resources Services Staff
- New Hires in positions with public contact
- Temporary Workers/Summer Interns with public contact
Four (4) Tools to Provide Language Assistance Services to our Customers
Tool #1:
Use of “I SPEAK”
Language Identification
Cards
Tool #1: PATCO Staff Use of the Census 2010 “I SPEAK” Language Identification Card

- Authority Employees in contact with the public will be provided with a laminated “I SPEAK” Language Assistance Card to have on their person during working hours (see image on left of front of card).

- An individual needing language assistance can point to the appropriate language “line” on the “I SPEAK” card to identify the language in which they need assistance.
Tool #2: Accessing ‘Google Translate’
Tool #2: ‘Google Translate’

- If more assistance is needed, the PATCO employee can show the passenger on their smartphone a ‘Google Translate’ app that can be downloaded in the language needed (from the “I SPEAK” card).

- Go to ‘Google.com’ and select ‘Translate’ and the passenger can download the app, select the microphone icon and speak their question into the phone in their selected language.

- If they then select a translation to English, the English version of their question will appear for PATCO employee assistance.

- PATCO employees with assigned work phones will be asked to download the ‘Google Translate’ app on their phone. They will be instructed in how to use it to provide language assistance services for customers who do not have smartphones.
‘Powered by Google Translate’ is also available on www.drpa.org and www.ridepatco.org

- Individuals needing language assistance may go to our websites listed above on a smartphone or via a computer with an internet connection.

- At the bottom of each website page, they should refer to the box saying, ‘Powered by Google Translate.’

- The individual needing language assistance would type in the language they need. Any website text would be automatically translated through this feature with the exception of anything on the website that is a pdf (e.g., PATCO schedules).
Tool #3: Using the 888 #
“Language Line Solutions”
24/7 Interpretation and Translation Services
Another Tool: “Language Line Solutions” 24/7
translation services

- PATCO employees with access to a work phone with a “speaker” capability (all NJ PATCO Stations except City Hall) can assist individuals needing language assistance through an “888” number that provides per minute pay-as-you-go interpreting services (by the minute costs covered by PATCO).

- Have the individual needing help in another language present at the work phone with the staff member. Place the phone on “speaker” mode so three parties can hear each other. The Authority staff member would dial 1-888-808-9008 and enter PATCO’s 8-digit pin.

- Authority staff member will answer a few questions, including the language desired for translation, and the Authority staff, customer and translator will then all be on the line together for answers.
Tool #4: Bi-lingual Staff Members at the DRPA/PATCO who Can Provide Language Assistance Services
Tool #4: Bi-lingual DRPA/PATCO Staff for Customer Language Assistance

- A number of DRPA/PATCO employees have been identified through an employee survey from July of 2015 who speak another language as well as English.

- They have volunteered to be available during regular working hours, Monday–Friday, to assist with language assistance services for our customers in need.

- If a customer needs language help, please contact the phone numbers on the attached Bi-Lingual Staff List or PATCO General Manager John Rink’s administrative staff, Karen Dougherty (856-772-6968) or Heather Still (856-772-6905) to be linked with a DRPA/PATCO employee who speaks another language who may be able to assist.
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<td>Station Supervisor</td>
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<td>Train Operator</td>
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<td>Station Supervisor</td>
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<td></td>
<td>PATCO Equipment/Custodian</td>
<td>American Sign Language</td>
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Documenting All Language Assistance Requests
An Important Tracking Tool: Documenting Language Assistance Requests to DRPA/PATCO Staff on an annual basis

- To track how often DRPA/PATCO staff have a customer make a request for language assistance, the next slide shows the "Language Assistance Tracking Form" that DRPA/PATCO staff are now asked to fill out and submit to Ann DuVall each time they handle a request for language assistance. The form is available by request in hard copy from Ann DuVall (amduvall@drpa.org), Office of the CAO, OPC, 9th Floor, or via a link on the HRS e.net homepage.

- This Language Assistance Tracking Form will assist our agency in continuing to provide effective language assistance to customers. The data from the forms will be part of any needed updates to our Title VI Program Language Assistance Plan every three years.

- The form should be sent via interoffice mail to Ann DuVall, Office of the CAO, One Port Center, 9th Floor, within five (5) business days after the assistance was provided or via email to Ann DuVall at amduvall@drpa.org.

- HRS will compile a report annually using this data.

- If you have questions on this form, please contact Ann DuVall, Office of CAO at amduvall@drpa.org or x2445.
Title VI Program: Language Assistance Tracking Form

The purpose of this form is to track the frequency of language assistance provided to non-English speaking RTOCO customers for our Title VI Program. Please complete the below:

Employee Name, Position Title and Work Phone #:_________________________ 

Date the language assistance was provided (m/d/y):________________________ 

Nature of the language assistance provided:______________________________ 

Where was the assistance provided? (e.g. which station):____________________ 

List the language spoken by the customer (Spanish, Chinese, Russian, Vietnamese, Korean or list any other)______________________________ 

Were you able to help the customer? Yes _____ No _____ 

If yes, please describe the tool you used: __________ "I SPEAK" Language Assistance Card or __________ Language Line Solutions 24/7 translation services conference call 

If no, please describe the situation: _____________________________________ 

Do you have suggestions to improve this process? __________________________

Within 5 business days after assistance was provided, please send via interoffice mail or email to Ann DuVall, Office of CAO, One Port Center, sanduval1@epa.gov 

Thank you.
Handling a Title VI and/or Limited English Proficient (LEP) Complaint
The below Public Notice of Title VI Rights and the Title VI Complaint Form are available in five (5) languages (Spanish, Chinese, Russian, Vietnamese and Korean) at www.drpa.org and www.ridepatco.org, in hard copy at the One Port Center Executive Office and the PATCO General Manager’s Office, and on all PATCO trains.

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, sex, age, or disability 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 believes they have been aggrieved by an unlawful discretionary 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 of the below individuals:

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

Office of Chief Administrative Officer
DRPA
One Port Center
2 Riverside Drive
Camden, NJ 08101
(856) 968-2270
For further information on this DRPA/PATCO Staff Training Material to provide language assistance services, please do not hesitate to contact the following Authority staff members:

**Ann DuVall**, Project Analyst, Office of CAO, DRPA  
[amduvall@drpa.org](mailto:amduvall@drpa.org); 856-968-2445

**Kelly Forbes**, Director, Human Resources Services, DRPA  
[klforbes@drpa.org](mailto:klforbes@drpa.org); 856-968-2223
Minutes of the February 2, 2016
PATCO Operations and Maintenance Committee Meeting
Approved at the February 17, 2016 Board Meeting

(Title VI Program Summary Statement & Resolution, PATCO-16-001, Approved)
PORT AUTHORITY TRANSIT CORPORATION
BOARD MEETING
Wednesday, February 17, 2016 at 9:30 a.m.
One Fort Center, 11th Floor, Board Room

ORDER OF BUSINESS

1. Roll Call
3. Approval of January 20, 2016 PATCO Board Meeting Minutes
6. Approval of Balance Sheet and Equity Statement dated December 31, 2015
7. Approval of Operations & Maintenance Committee Meeting Minutes of February 2, 2016
8. Adopt Resolutions Approved by Operations & Maintenance Committee of February 3, 2016
   - PATCO-16-001 Approval of Title VI Submission to Federal Transit Administration
   - PATCO-16-002 Weed Control and Vegetation Management for 4 Bridge Facilities and PATCO
   - PATCO-16-003 Temporary Transit Ambassadors
9. Unfinished Business
10. New Business
   - PATCO-16-004 Consideration of Pending PATCO Contracts
       (Between $25,000 and $100,000)
11. Adjournment
Refer to Operations and Maintenance Minutes in the DRPA Board Packet
SUMMARY STATEMENT

ITEM NO.: PATCO-16-001
SUBJECT: Approval of
Title VI Program Submission to
Federal Transit Administration

COMMITTEE: Operations & Maintenance

COMMITTEE MEETING DATE: February 2, 2016

BOARD ACTION DATE: February 17, 2016

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, 2016, 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. 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 so 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 the 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 distribution affords users access to these assets.

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.

In September, 2014, with the support of John T. Hanson, DRPA CEO and PATCO President, and CAO Toni P. Brown, the Authority established a Cross-Functional Title VI Team to prepare the Title VI Program submission. The Cross-Functional team was led by Ann DeVall, Project Analyst in the Office of the CAO. Staff members from the following departments served on the team: PATCO, the Office of the Chief Administrative Officer, Human Resources Services, the Office of the General Counsel, the Chief Engineer’s Office, the Grants Department, Contracts Administration, and Corporate Communications. Staff from the Print Shop also assisted the team. Regular team and team sub-committee meetings occurred over the past year and one half resulting in the submission.

SUMMARY:

- Amount: N/A
- Source of Funds: N/A
- Capital Project #: N/A
- Master Plan Status: N/A
- Other Fund Sources: N/A
- Duration of Contract: N/A
- Other Parties Involved: Federal Transit Administration
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: The Chair, Vice Chair and 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 Chair is absent or unavailable, 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.

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DELAWARE RIVER PORT AUTHORITY

Operations and Maintenance Committee Meeting

One Port Center
2 Riverside Drive
Camden, New Jersey

Tuesday, February 2, 2016

Committee Members:
Albright Frattali, O&M Chairman
Rohan Hopkins, O&M Vice Chairman
Richard Sweney
E. Frank Mahon
Carl Singley, Req. (via telephone)
Timothy Reese, Pennsylvania State Treasurer
(via telephone)

Others Present:
Amy Herbold, Senior Counsel,
New Jersey Governor's Authorities Unit
Chesna Gwozdz, Director of Special Projects,
Pennsylvania Governor's Office of the Budget
David Dick, Assistant to Chairman Mooney

DEPA/FATCO Staff:
John Hansen, Chief Executive Officer/President
Maris J. Wing, Deputy Chief Executive Officer
Raymond Santorelli, General Counsel and Corporate
Secretary
Stephen Holten, Deputy General Counsel
Kathleen Vandy, Assistant General Counsel
Richard J. Kosbeck, Jr., Assistant General Counsel
Gerald Faber, Acting General Counsel
Dan Riletto, Acting Chief Operations Officer
Toni Brown, Chief Administrative Officer
Michael Ventto, Chief Engineer
John Viniski, Manager, Engineering - Planning & Design
ORGA/PATCO Staff: (Continued)

Ashok Patel, Manager, Engineering - Construction & Maintenance
Edward Montgomery, Principal Engineer, Engineering
William Shanahan, Director, Government Relations
Mark Lopez, Manager, Government Relations
Barbara Holcomb, Manager of Capital Grants, Government Relations
Steve Seay, Director, Fleet Management
Kyle Anderson, Director of Corporate Communications
Ann DuVall, Project Analyst, Office of the CAO
Amy Ash, Contract Administrator, Contract Administration
John Rink, General Manager, PATCO
Kathleen Imperato, Director of Fare Collection, PATCO
Sheila Milner, Administrative Coordinator
Elizabeth McGee, Acting Records Manager
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percent funded by grant money. It is in the sum of $629,000. It’s coming from FY2015 Transit Grant Security Program money provided by DHS.

CHAIRMAN FRATTALI: Any questions? Seeing none, I need a motion to move the ORA resolution to the next Board meeting for approval.

COMMISSIONER DIANTONIC: Do moved.

CHAIRMAN FRATTALI: Second?

COMMISSIONER HEPKINS: Second.

CHAIRMAN FRATTALI: All in favor?

ALL: Aye.

CHAIRMAN FRATTALI: Any opposed? The ayes have it.

The next item is Approval of Title VI Submission to Federal Transit Administration.

MS. BROWN: Good morning, Commissioners. As noted, Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in any programs and activities for which we seek federal financial assistance. ORPA does receive financial assistance from the IFA for PATCO, and as such, Title VI compliance is required for...
continued funding.

As a condition of receiving the federal funding, PATCO is required to submit a Title VI program every three years. The last time we submitted this program was in 2013. It was approved. Our next submission is due on or before April 1, 2016.

What we are proposing to submit to the FTA builds on an already successful program. It is in front of you this morning for your review and consideration. The only thing we want to point out for you at this time is that this program that we propose to submit does include three enhancements.

The first enhancement is a comprehensive public participation plan. This plan outlines the steps our Agency proposes to take in the event that we were to propose a fare or toll increase. It also outlines the communication plan that we would put into place if we were to have a route change.

Finally, at pages 63 through 68 of the plan, we have outlined for you a number of initiatives that we put into place to help those who are considered 'limited English proficient' in accessing PATCO's
services.

The second enhancement is our language assistance plan. It has been enhanced to include a number of resource tools that will also assist limited English proficient individuals in accessing our PATCO services.

Finally, the FTA requires that we survey all of our riders in order to collect and report on certain demographic and ridership information. We partnered with the Delaware Valley Regional Planning Commission, the DVRPC, to survey a random number of PATCO customers in October 2015.

The FTA directed all grant recipients to move away from using paper surveys, so DVRPC provided tablets for this survey. We were able to get 3,340 completed surveys from customers of PATCO. The data from the survey has been detailed for you. It was analyzed by DVRPC and detailed for you starting at page 85 of the submission.

The booklet is quite voluminous. It provides 20 specific sections which would make us compliant with the FTA. The next steps at this point, assuming
this Committee approves this submission, would be for
it to be presented to the full Board for its
consideration. After the veto period expires, we
would upload this program electronically into FTA’s
tram system.

At this point, I would like to recognize the
members of the 19-member, cross-functional Title VI
team. Although I served as the project’s sponsor, the
project lead was Ann Dunwall, a project analyst in the
Office of the Chief Administrative Officer. There are
also nine other members of this cross-functional team,
and I would ask that they please stand at this time so
that they might be recognized by the Committee as
well.

(Applause)

MS. BRONN: Thank you very much.

CHAIRMAN PRATT: Are there any questions?

Seeing none, I need a motion to move the Title VI
submission to the Board for approval.

COMMISSIONER HEPKINSS: So moved.

CHAIRMAN PRATT: Second?

COMMISSIONER DIANTONIO: Second.
CHAIRMAN FRACTALI: All in favor?

ALL: Aye.

CHAIRMAN FRACTALI: Any opposed? The ayes have it.

The next item is Weed Control and Vegetation Management for the four Bridge Facilities. Dan?
DRPA’s
Proposed 2016 Title VI Program
for Board Approval

PRESENTATION TO COMMISSIONERS

BY
TONI P. BROWN, CHIEF ADMINISTRATIVE OFFICER
ANN DUVALL, PROJECT ANALYST, OFFICE OF THE CAO

FEBRUARY 2, 2016
OPERATIONS & MAINTENANCE COMMITTEE
Title VI: The Guiding Premise

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.
Title VI: Compliance is Essential

- DRPA receives federal funding for PATCO.

- Title VI Compliance is required for continued funding.

- If a recipient of federal assistance is found to have discriminated and voluntary compliance cannot be achieved, the federal agency providing the assistance is required to:
  - initiate fund termination proceedings or
  - refer the matter to the Department of Justice for appropriate legal action.
Title VI Program Requirements

- As a condition of receiving federal funding, PATCO is required to submit a Title VI Program document to the FTA every three (3) years.

- Title VI Programs must include a comprehensive Public Participation Plan and a Language Assistance Plan.

- Our next Title VI Program must be submitted to the FTA on or before April 1, 2016, and requires prior Board Approval.
  - O&M Committee – February 2, 2016
  - Board – February 17, 2016
DRPA’s 2016 Title VI Program: Highlights

- The DRPA’s 2016 Title VI Program builds on the already approved 2013 Title VI Program and features the following:
  - Public Participation Plan
  - Language Assistance Plan (LAP)
  - Survey Results on PATCO Customer Demographics
DRPA’s 2016 Title VI Program: Public Participation Plan (PPP) Enhancements

- In July 2013, at the recommendation of the FTA, DRPA enhanced its PPP. On August 8, 2013, the FTA concurred with the improved PPP. This Title VI Program contains that enhanced PPP.

- Our PPP contains steps our agency proposes to follow in advance of a future toll or fare increase.

- The PPP focuses on ensuring access to PATCO services for Limited English Proficient (LEP) individuals.
Who Are Limited English Proficient (LEP) Individuals?

- LEP individuals responded to the 2010 U.S. Census.

- They indicated they speak English “less than well” or “not at all”.
DRPA’s 2016 Title VI Program: Language Assistance Plan (LAP)

We enhanced our LAP as follows:

- We surveyed PATCO employees who deal with the public to determine the frequency with which LEP persons come into contact with PATCO services;
- In March, 2016, we will roll out a new training program to staff who interact with the public to give them tools to assist customers with “Language Assistance Needs.”
- Four (4) new “tools” to provide language assistance to our customers include:
  - Newly designed “I SPEAK” Language Identification Card;
  - Use of “Google Translate” on a smart phone;
  - Access to “Language Line Solutions”, a 24/7 interpretation and translation service; and
  - Access to bi-lingual staff members at DRPA/PATCO
DRPA’s 2016 Title VI Program: Survey Requirement

- DRPA is required every three (3) years to survey our customers and report the results to FTA.
- The Delaware Valley Regional Planning Commission, (DVRPC), which is the federally designated Metropolitan Planning Organization for the Greater Philadelphia Region, helped staff develop a survey that would ensure we collected the Customer Demographic Data required by the FTA.

- The communication plan for the survey included:
  - DRPA & PATCO websites
  - Seat drops
  - Station posters
  - Tweets & Facebook
  - Press releases
DRPA’s 2016 Title VI Program: Survey Requirement

- DVRPC advised DRPA that the FTA preferred moving away from paper surveys.
- We used hand-held tablets provided by DVRPC.
- The campaign, titled, “It Takes Two”, was very successful.
- PATCO staff and Transit Ambassadors surveyed a random number of PATCO customers.
- 3,340 completed surveys.
- Survey results were tabulated by DVRPC and are contained in the Title VI Program (see pp. 85-110) to be submitted to FTA on or before April 1, 2016.
Proposed 2016 Title VI Program: Next Steps

- Operations & Maintenance Committee approval of the Summary Statement & Resolution that relates to the 2016 Title VI Program, PATCO-16-xx, Approval of the Title VI Program Submission to Federal Transit Administration.

- Board approval of above SS&Res on February 17, 2016, which would include this Power Point presentation.

- Following the NJ Governor’s Veto Period, submit our program electronically to the FTA in “TrAMS on or before April 1, 2016.
2016 Title VI Program
Cross-Functional Title VI Team

Toni P. Brown, CAO, Project Lead
Ann DuVall, Project Analyst, CAO Office, Project Coordinator
Kelly Forbes, Director HRS
John D. Rink, PATCO GM
Bennett Cornelius, PATCO Assistant General Manager
Kathleen Imperatore, PATCO Director, Fare Collections
Phil Spinelli, PATCO Project Manager
Karen Dougherty, PATCO Administrative Coordinator
Heather Still, PATCO Administrative Coordinator
Johanne Corker, HRS Specialist
Barbara Holcomb, Manager, Capital Grants
Kathleen Vandy, Assistant General Counsel
Howard Korsen, Manager, Contract Administration
Amy Ash, Contract Administrator
Michael Venuto, Chief Engineer
Suryakant T. Patel, Associate Engineer
Ashok Patel, Manager, Construction & Maintenance
Kyle Anderson, Director, Corporate Communications
Mike Williams, Graphic Design Administrator
Minutes of the February 17, 2016 PATCO Board Meeting Approved Following the Required 10-day New Jersey Governor's Veto Period Ending on March 9, 2016.

(Title VI Program Summary Statement & Resolution, PATCO-16-001, Approved)
PRESENT

Pennsylvania Commissioners
Ryan Boyer, Chairman of DRPA/PATCO Boards
John Dougherty for Pennsylvania Auditor General
DePasquale)
Casgie Inasogia for Pennsylvania State Treasurer
Rasse) (via telephone)
Carl Singley, Esq.
Marian Moskowitz
Elinor Haider

New Jersey Commissioners
Jeffrey Nash, Esq., Vice Chairman
E. Frank DiAntonio
Charles Fentress
Richard Sweeney
Tamara Jones
Ricardo Taylor (via telephone)

DRPA/PATCO Staff
John Hanson, Chief Executive Officer of DRPA/President

PATCO
Kristen Mayock, Deputy General Counsel
Stephen Holden, Deputy General Counsel
Kathleen P. Vandy, Assistant General Counsel
Richard Mosback, Assistant General Counsel
James White, Chief Financial Officer
Dan Auletto, Acting Chief Operating Officer
Toni Brown, Chief Administrative Officer
Michael Venuto, Chief Engineer
Steve Raines, Director, Fleet Management
Edward Montgomery, Principal Engineer, Engineering
William Shanahan, Director, Government Relations
Mark Lopez, Manager, Government Relations
Barbara Holcomb, Manager, Capital Grants
Jack Stief, Chief of Police, Public Safety
DRBA/PATCO Staff (continued)

Mike Williams, Graphic Design Administrator, Corporate Communications
John Rink, General Manager, PATCO
Susan Squillace, Manager, Procurement and Stores, DRBA/PATCO
David Cantile, Inspector General
Amy Ash, Contract Administrator, Contract Administration
Kevin LaMarca, Director, Information Services
Sheila Milner, Administrative Coordinator
Elizabeth Baylor, Acting Records Manager
Nancy Farthing, Executive Assistant to the CEO
Dawn Whiton, Administrative Coordinator to the Deputy CEO

Others Present

Amy Harbold, Esq., Senior Counsel, New Jersey Governor’s Authorizing Unit
Chelsea Guzowski, Director of Special Projects, Pennsylvania Governor’s Office of the Budget
David Dix, Assistant to Chairman Boyer
Victoria Madden, Chief Counsel, Pennsylvania Auditor General’s Office (via telephone)
Christopher Gibson, Esq., Archer & Greiner, (New Jersey Counsel)
Alan Kessler, Esq., Duane Morris LLP (Pennsylvania Counsel)
Stephanie Koita, Esq., Duane Morris LLP (Pennsylvania Counsel)
Olivia C. Glenn, Regional Manager, New Jersey Conservation Foundation
Marcia Ferris (Assistant to Kyle Anderson)
Paul Fierce, Esq., Weber Gallagher
Joseph Borucki, Esq., Weber Gallagher
Craig Heinzlech, Wells Fargo
Tara Chopka (Assistant to John Dougherty)
Joe Quigley
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PROCEEDINGS

(9:49 a.m.)

CHAIRMAN BOYER: I would ask the Acting
Corporate Secretary to call the roll for the PATCO
Board meeting.

MS. MAYOCK: Chairman Boyer?

CHAIRMAN BOYER: Present.

MS. MAYOCK: Vice Chairman Nash?

VICE CHAIRMAN NASH: Here.

MS. MAYOCK: Commissioner Singley?

COMMISSIONER SINGLEY: Here.

MS. MAYOCK: Commissioner DiAntonio?

COMMISSIONER DIANTONIO: Present.

MS. MAYOCK: Commissioner Moskowitz?

COMMISSIONER MOSKOWITZ: Present.

MS. MAYOCK: Commissioner Sweeney?

COMMISSIONER SWEEENEY: Here.

MS. MAYOCK: Commissioner Dougherty?

MR. DOUGHERTY: Present.

MS. MAYOCK: Commissioner Haider?

COMMISSIONER HAIDER: Here.

MS. MAYOCK: Commissioner Osagie Imasogie?
COMMISSIONER IMASOGIE: Present.

MS. MAYOCK: Thank you. Commissioner Fentress?

COMMISSIONER FENTRESS: Present.

MS. MAYOCK: Commissioner Jones?

COMMISSIONER JONES: Here.

MS. MAYOCK: You have a quorum.

CHAIRMAN BOTER: Thank you. Now we're going
to have a report of that all-star General Manager,
John Rink.

MR. RINK: Thank you, Mr. Chairman. Good
morning, Commissioners. My report stands as
submitted. Just a couple of highlights.

We had mentioned the snowstorm earlier.

Without the assistance of employees like Mr. Delgado
-- and I saw him out there that day and that weekend.

He was out with his crew making sure the platforms
were clear and the sidewalks in front of the station.

The fourth largest snowstorm, and we had a lot of snow
to move. With 20-plus inches of snow and a tight
space in the parking lot, we had to do a lot of
hauling of snow. And those mountains of snow, I
Adoption of Resolutions approved by the Operations and Maintenance Committee on February 2, 2016. There are three items from the Operations and Maintenance Committee for consideration. They are as follows:

PATCO-16-001, Approval of Title VI Submission to Federal Transit Administration.

PATCO-16-002, Weed Control and Vegetation Management for our Bridge Facilities and PATCO.

PATCO-16-003, Temporary Transit Ambassadors.

COMMISSIONER HAIDER: So moved.

COMMISSIONER DIANTONIC: Second.

CHAIRMAN BOYER: All in favor?

ALL: Aye.

CHAIRMAN BOYER: All opposed?

Is there any Unfinished Business for the PATCO Board? No.

New Business. There is currently one item in New Business for consideration for approval, and it is as follows:

PATCO-16-004, Consideration of Funding DRPA Contracts between $25,000 and $100,000.
CHAIRMAN BOYER: All in favor?

ALL: Aye.

CHAIRMAN BOYER: All opposed? Ayes have it.

(Whereupon, the meeting ended with a Motion to adjourn the PATCO Board meeting on Wednesday, February 17, 2016 at 10:27 a.m.)

Respectfully Submitted,

Raymond J. Santarelli
General Counsel and Corporate Secretary
CERTIFICATE

This is to certify that the attached proceedings before the Port Authority Transit Corporation on February 17, 2016, were held as herein appears, and that this is the original transcript thereof for the file of the Authority.

Tom Bowman
FREE STATE REPORTING, INC.
Good Afternoon. The Governor of New Jersey's Veto period for Resolutions passed at the February 17, 2016 DRPA Board of Commissioners Meeting, expires on March 9, 2016.

Thank you.