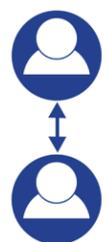


COVID-19 Strategy at a Glance

Effective
Mar. 21, 2021

DART First State implemented service, fare and social distancing measures in response to the various stages of planning and preparation for COVID-19. This table notes key changes and strategies instituted for the health and safety of our employees and customers. *Note: SEPTA Changes are at the sole discretion of SEPTA and noted in italics.*

	Stay at Home (March 24-May 31, 2020)	Initial Reopening (June 1-14, 2020)	Increased Capacity (June 15, 2020 - present)	Continued Monitoring	Long-Term Considerations
Impact on Delaware 	<ul style="list-style-type: none"> Stay at home order issued unless employed at essential business (medical, food, public transportation), or obtaining groceries, picking up prescriptions, or seeking medical care 14-day out-of-state quarantine restriction, short-term rentals ban 	<ul style="list-style-type: none"> Maintain social distancing Gatherings larger than 10 people prohibited Workforce capacity set at 30% of workplace occupancy Leisure/business travel strongly discouraged. Short-term rental ban and 14-day out-of-state quarantine lifted 	<ul style="list-style-type: none"> Maintain social distancing and wear face coverings Hand sanitizer stations installed on fixed route and paratransit vehicles Face coverings provided to paratransit customers; distributed to public at DTC community outreach events Workforce capacity set at 60% of workplace occupancy DTC/DelDOT non-essential managers and supervisors return to worksite Telecommuting policy in effect for majority of DTC employees Work from home remains in effect for all non-essential DTC employees 	<ul style="list-style-type: none"> Social distancing encouraged In-person meetings restricted Face covering requirement remains in effect; DTC maintains this policy on all services. 	<ul style="list-style-type: none"> System redesign being explored to better align with core ridership needs and new trends
Services Provided   	<ul style="list-style-type: none"> Weekday service reduced to Saturday schedule Modified schedules provided with additional services on select routes SEPTA rail service to/from Delaware suspended, lifeline service to Claymont and Wilmington restored on May 10 	<ul style="list-style-type: none"> Fixed route service restored at pre-COVID levels except for Route 62 Beach Bus service postponed SEPTA lifeline service continues to Claymont and Wilmington 	<ul style="list-style-type: none"> SEPTA increases service June 28 on Wilmington/Newark line beyond lifeline and further increases service in advance of I-95 Restore the Corridor Project, including to Churchmans and Newark on Monday, January 25, 2021. Beach Bus service offered from June 29 - September 20, 2020 and scheduled to resume on Monday, May 24 through Sunday, September 12, 2021. Holiday service on Memorial Day, July 4 and Labor Day provided with complimentary ADA-only paratransit service for select operating routes in New Castle County, and Beach Bus Routes in Sussex County. Other fixed route and paratransit services do not operate. October 25, 2020 Service Change provides additional weekend service on routes 2, 4, 5, 6, 13, 15, 33, and 40 in New Castle County Fixed route bus 62 serving Fairplay Station resumes when SEPTA resumes service to Newark; Route 48 incorporated into modified Route 28, other route combinations take place as part of February 14, 2021 service change. 	<ul style="list-style-type: none"> Service changes continue to support expanded and more frequent service on routes with rebounding ridership 	<ul style="list-style-type: none"> DART Connect a new on-demand microtransit pilot in Georgetown and Millsboro will inform new service delivery models to better connect customers to fixed route services and more destinations statewide Incorporate multimodal mobility options [e.g. bikes, bikeshare, carshare, e-scooters] into DTC transit hubs and stations, where applicable Explore use of autonomous shuttles for first and last mile connections Installation of information screens on buses
Social Distancing 	<ul style="list-style-type: none"> Fixed route capacity reduced to 40% of a modified Saturday schedule Front door boarding prohibited with exception of customers with accessibility needs; all other boarding through back of bus Face coverings required for passengers and operators Seats marked to allow for social distancing; seats closest to bus operators restricted from use "Essential Trips Only" on bus display signs One passenger limit on paratransit 	<ul style="list-style-type: none"> Fixed route capacity maintained at 40% of a modified Saturday schedule Two passenger limit on paratransit 	<ul style="list-style-type: none"> Fixed route capacity increased to 60% Three passenger limit on paratransit Installation of operator barriers on fixed route buses and paratransit vehicles begins. FTA grant obtained to install more barriers and study efficacy on public health 	<ul style="list-style-type: none"> Capacity restrictions remain in effect until further notice Ongoing research conducted to measure efficacy of operator barriers on fixed route and paratransit vehicles through support of FTA COVID-19 Research and Demonstration Program Grant 	<ul style="list-style-type: none"> Utilize virtual meetings, workshops, and tools to reduce in-person gatherings and increase meeting participation
Fare Collection 	<ul style="list-style-type: none"> Fares suspended on fixed routes Paratransit fares collected by DART Pass app or billed before April 2, when fares were suspended 	<ul style="list-style-type: none"> Fixed Route fares resume collection; cash fares allowed but DART Pass use encouraged through discount on Day, 7-Day and 30-Day Passes Re-institute front door bus boarding 	<ul style="list-style-type: none"> New fare policy goes into effect on February 14, 2021 which lowered cash fares to previous DART Pass promotional fares. Paratransit fares paid by DART Pass app or billed through August 30, 2020 Paratransit fare cash collection resumes August 31, use of DART Pass encouraged 	<ul style="list-style-type: none"> Installation of new fare validators to expand ease of boarding and reduce touch points Promote use of DART Pass through increased marketing 	<ul style="list-style-type: none"> New tap-n-go fare payment system speeds up boarding and reduces exposure to operator
Cleaning 	<ul style="list-style-type: none"> Cleaning process initiated during "Stay at Home" period will continue as standard procedure for DART First State vehicles Buses thoroughly cleaned and sanitized each night with monthly deep clean that completely sanitizes buses Mid-Day cleanings of commonly touched surfaces during bus layovers 			<ul style="list-style-type: none"> Implementation of UV cleaning technology Bus retrofits for ease of cleaning (remove cloth seats) Facilities reduce touch-point surfaces; No touch equipment installed in restrooms, kitchens 	