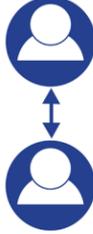


# COVID-19 Strategy at a Glance Effective July 8, 2020

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)	Phase 1 (June 1-14)	Phase 2 (June 15 - present)	Phase 3 (Coming Soon)	Continued Monitoring	Long-Term Considerations
<b>Impact on Delaware</b> 	<ul style="list-style-type: none"> <li>Residents must stay home unless conducting essential activities such as: employment at essential business (medical, food, public transportation), obtaining groceries, picking up prescriptions, or seeking medical care</li> <li>14-day out-of-state quarantine restriction, short-term rentals ban</li> </ul>	<ul style="list-style-type: none"> <li>Maintain social distance</li> <li>Gatherings larger than 10 people prohibited</li> <li>Workforce capacity set at 30% of workplace occupancy</li> <li>Leisure/business travel strongly discouraged.</li> <li>Short-term rental ban and 14-day out-of-state quarantine lifted</li> </ul>	<ul style="list-style-type: none"> <li>Maintain social distance</li> <li>Workforce capacity set at 60% of workplace occupancy</li> <li>Non-essential business travel discouraged</li> <li>DART/DeIDOT non-essential managers and supervisors return to worksite to prepare for return of all non-essential employees</li> </ul>	<ul style="list-style-type: none"> <li>Maintain social distance</li> <li>Phased employee return to workplace</li> </ul>	<ul style="list-style-type: none"> <li>Beyond Phase 3 opening, social distancing is still encouraged</li> <li>Businesses can operate with employees wearing face coverings with six feet of distance from non-household members</li> <li>Exceptions to six feet require face coverings and should be eliminated if possible</li> </ul>	<ul style="list-style-type: none"> <li>System redesign explored in order to connect more riders to fixed route network, optimize routes and improve schedules</li> </ul>
<b>Services Provided</b>   	<ul style="list-style-type: none"> <li>Weekday service reduced to Saturday schedule</li> <li>Modified schedules provided with additional services on select routes</li> <li><i>SEPTA rail service tol from Delaware suspended, lifeline service to Claymont and Wilmington restored on May 10</i></li> </ul>	<ul style="list-style-type: none"> <li>Fixed route service restored at pre-COVID levels except for Route 62</li> <li>Beach Bus service postponed</li> <li><i>SEPTA lifeline service continues to Claymont and Wilmington</i></li> </ul>	<ul style="list-style-type: none"> <li>Fixed route service continues at pre-COVID levels; Route 48 is suspended, Route 62 remains suspended</li> <li><i>SEPTA increases service June 28 on Wilmington/Newark line beyond lifeline</i></li> <li>Expanded Sunday service offered beginning on June 7 in Sussex County before Beach Bus service begins</li> <li>Beach Bus service begins on June 29</li> <li>Holiday service on Friday July 3 with all routes running a Saturday schedule</li> <li>Holiday service on Saturday July 4 with Saturday service on Routes 2, 4, 5, 6, 13, 15, 33, 40, and 47, all Beach Bus routes, and Beach Connection 305; complimentary ADA-only paratransit service operates for these routes. Other fixed route and paratransit services do not operate.</li> </ul>	<ul style="list-style-type: none"> <li>Fixed route bus 62 serving Fairplay Station resumes when SEPTA resumes service to Newark</li> <li>Fixed route bus 48 resumes service when corporate campuses served return to work</li> </ul>	<ul style="list-style-type: none"> <li>Service is fully restored</li> <li>Additional buses available for relief on potentially crowded routes</li> <li>Service changes support additional service to routes where ridership returns sooner</li> <li>Modify bus schedules to better align with scheduled stop times</li> </ul>	<ul style="list-style-type: none"> <li>Explore microtransit options that connect riders to fixed route system</li> <li>Design for multimodal connections at DART facilities</li> <li>Explore use of autonomous shuttles to transport goods and special needs customers</li> <li>Installation of information screens on buses</li> </ul>
<b>Social Distancing</b> 	<ul style="list-style-type: none"> <li>Fixed route capacity reduced to 40% of a modified Saturday schedule</li> <li>Front door boarding prohibited with exception of customers with accessibility needs; all other boarding through back of bus</li> <li>Face coverings required to be worn by passengers and operators</li> <li>Seats marked to allow for social distancing; seats closest to bus operators restricted from use</li> <li>"Essential Trips Only" on bus display signs</li> <li>One passenger limit on paratransit</li> </ul>	<ul style="list-style-type: none"> <li>Fixed route capacity maintained at 40% of a modified Saturday schedule</li> <li>Face coverings required by passengers and operators</li> <li>Seats marked to allow for social distancing; seats closest to bus operators restricted from use</li> <li>"Essential Trips Only" on bus display signs</li> <li>Two passenger limit on paratransit</li> </ul>	<ul style="list-style-type: none"> <li>Fixed route capacity increased to 60%</li> <li>Face coverings required to be worn by passengers and operators</li> <li>Seats marked to allow for social distancing; seats closest to bus operators restricted from use</li> <li>"Essential Trips Only" on bus display signs</li> <li>Three passenger limit on paratransit</li> </ul>	<ul style="list-style-type: none"> <li>Full bus capacity restored</li> <li>Full Paratransit vehicle capacity restored</li> <li>Face coverings required to be worn by passengers and operators</li> <li>Barriers for operators to be tested on fixed route and paratransit buses</li> </ul>	<ul style="list-style-type: none"> <li>Face coverings continue to be worn by passengers and operators</li> <li>PPE available to staff; masks provided to paratransit customers</li> </ul>	<ul style="list-style-type: none"> <li>Bus retrofits for ease of cleaning (remove cloth seats) and barriers for operators</li> <li>Facilities reduce touch-point surfaces</li> <li>Utilize virtual meetings, workshops, and tools to reduce in-person gatherings and increase meeting participation</li> <li>Sale of PPE in vending machines at key transit centers/hubs</li> </ul>
<b>Fare Collection</b> 	<ul style="list-style-type: none"> <li>Fares suspended on fixed routes</li> <li>Paratransit fares collected by DARTPass app or billed before April 2, when fares were suspended</li> </ul>	<ul style="list-style-type: none"> <li>Fixed Route fares resume collection; cash fares allowed but DARTPass use encouraged through discount on Day, 7-Day and 30-Day Passes</li> <li>Paratransit fares will be paid by DARTPass app or will be billed</li> <li>Re-institute front door bus boarding</li> </ul>	<ul style="list-style-type: none"> <li>Fixed Route fares will be collected; cash fares allowed but DARTPass use encouraged through discount on Day, 7-Day and 30-Day Passes</li> <li>Paratransit fares will be paid by DARTPass app or will be billed</li> </ul>	<ul style="list-style-type: none"> <li>Return to standard fares</li> <li>Promotional DARTPass discount ends (TBD)</li> <li>Paratransit fare cash collection resumes</li> <li>Promote use of DARTPass</li> </ul>	<ul style="list-style-type: none"> <li>Monitor ridership and consider fare discounts, other short-term strategies to help restore ridership where needed</li> <li>Promote use of DARTPass</li> </ul>	<ul style="list-style-type: none"> <li>New tap-n-go fare payment system speeds up boarding and reduces exposure to operator</li> </ul>
<b>Cleaning</b> 	<ul style="list-style-type: none"> <li>Cleaning process initiated during "Stay at Home" period will continue as standard procedure for DART First State vehicles</li> <li>Buses thoroughly cleaned and sanitized each night with monthly deep clean that completely sanitizes buses</li> <li>Mid-Day cleanings of commonly touched surfaces during bus layovers</li> </ul>					<ul style="list-style-type: none"> <li>Implementation of UV cleaning technology</li> <li>No touch equipment installed in restrooms, kitchens</li> </ul>