








COVID-19 Strategy at a Glance

Effective
Mar. 3, 2022

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 required, made available to paratransit customers and distributed to public at DTC community outreach events. 	<ul style="list-style-type: none"> Social distancing encouraged. Virtual meetings encouraged. Face covering requirement remains in effect; DTC maintains this policy on all services. 	<ul style="list-style-type: none"> Due to 50% decline in system ridership during pandemic, DART will launch "DART Reimagined" to better align transit services with current customers, develop strategies to gain new customers and address upcoming and potential development that would attract additional transit customers.
Services Provided   	<ul style="list-style-type: none"> Weekday service reduced to Saturday schedule Modified schedules provided with additional services on select routes. <i>SEPTA rail service to/from Delaware suspended, lifeline service to Claymont and Wilmington restored on May 10.</i> 	<ul style="list-style-type: none"> Fixed route service restored at pre-COVID levels except for Route 62. Beach Bus service postponed <i>SEPTA lifeline service continues to Claymont and Wilmington.</i> 	<ul style="list-style-type: none"> Full complement of transit services operate; any temporary reductions announced through Rider Alerts at DartFirstState.com, press releases to local media, and with updated schedules and transit app information. <i>SEPTA increases service in advance of I-95 Restore the Corridor Project, including to Churchmans and Newark on Monday, January 25, 2021.</i> Beach Bus service offered from June 29 - September 20, 2020, May 24 - September 12, 2021 and returning from May 23 - September 11, 2022. Holiday service on Memorial Day, July 4 and Labor Day established with complimentary ADA-only paratransit service for select operating routes in New Castle County beginning in 2020. Additional weekend service established on select routes in New Castle County in beginning in October 2020. 	<ul style="list-style-type: none"> DART Connect pilot underway in Georgetown and Millsboro to introduce new service delivery models to better connect customers to fixed route services and more destinations statewide. 	<ul style="list-style-type: none"> Installation of information screens on buses to better communicate messages with customers. Incorporate multimodal mobility options [e.g. bikes, bikeshare, carshare, e-scooters] into DTC transit hubs and stations. Expansion of DART Connect program to locations with unmet transit demand or need for first-last mile connections to DART buses. Explore use of autonomous shuttles for first and last mile connections.
Social Distancing 	<ul style="list-style-type: none"> Fixed route capacity reduced to 40%; routes run 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% initially; full capacity restored. Three passenger limit on paratransit initially; full capacity restored. Installation of operator barriers on fixed route buses and paratransit vehicles begins. FTA grant awarded to install more barriers and study efficacy of barriers on employee and public health. 	<ul style="list-style-type: none"> Ongoing research to measure effectiveness of operator barriers through support of FTA COVID-19 Research Demonstration Program Grant. Service change public hearings and other public meetings conducted virtually. Community Conversation outreach now centered at transit hubs for customer convenience. 	<ul style="list-style-type: none"> Continued messaging about ways customers can stay safe while using transit. Customer surveys and conversations on transit experience during COVID-19 to provide better and safer services for customers.
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 went 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, 2020; use of DART Pass encouraged. 	<ul style="list-style-type: none"> Installation of new fare validators expands ease of boarding and reduces touch points. 	<ul style="list-style-type: none"> New tap-n-go fare payment system to speed up boarding and reduce boarding times. Promote use of DART Pass through increased marketing and promotions.
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; 18 additional cleaners hired by DART. Mid-Day cleanings of commonly touched surfaces during bus layovers at transit hubs. Weekly disinfection and sanitization application to all bus surfaces and heat, ventilation and air conditioning duct work. 			<ul style="list-style-type: none"> Implementation of UV cleaning technology. Cloth seats to be replaced by plastic seats for ease of cleaning. Develop ventilation recommendations to promote fresh air flow on buses as a result of COVID-19 Study. 	