### COVID-19 Strategy at a Glance

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**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.**

<table>
<thead>
<tr>
<th>Impact on Delaware</th>
<th>Services Provided</th>
<th>Social Distancing</th>
<th>Fare Collection</th>
<th>Cleaning</th>
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</thead>
<tbody>
<tr>
<td>Stay at Home (March 24-May 31, 2020)</td>
<td>• Stay at home order issued unless employed at essential business (medical, food, public transportation), or obtaining groceries, picking up prescriptions, or seeking medical care.</td>
<td>• Weekday service reduced to Saturday schedule.</td>
<td>• Fares suspended on fixed routes.</td>
<td>• Cleaning process initiated during “Stay at Home” period will continue as standard procedure for DART First State vehicles; 18 additional cleaners hired by DART.</td>
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<td>Initial Reopening (June 1-14, 2020)</td>
<td>• Maintain social distancing.</td>
<td>• Fixed route service restored at pre-COVID levels except for Route 62.</td>
<td>• Fare collection resumed at DART Pass.</td>
<td>• Mid-Day cleanings of commonly touched surfaces during bus layovers at transit hubs.</td>
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<tr>
<td>Increased Capacity (June 15, 2020 - present)</td>
<td>• Maintain social distancing and wear face coverings.</td>
<td>• Beach Bus service postponed.</td>
<td>• Fare collection resumes at DART Connect.</td>
<td>• Weekly disinfection and sanitization application to all bus surfaces and heat, ventilation and air conditioning duct work.</td>
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<td>Continued Monitoring</td>
<td>• Social distancing encouraged.</td>
<td>• SEPTA service suspended due to EZ Travel mobile app issues.</td>
<td>• Implementation of UV cleaning technology.</td>
<td>• Cloth seats to be replaced by plastic seats for ease of cleaning.</td>
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<td>Long-Term Considerations</td>
<td>• Virtual meetings encouraged.</td>
<td>• SEPTA实行lifeline service to Claymont and Wilmington restored on May 10.</td>
<td>• Development of 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.</td>
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- **Stay at Home:** A stay at home order was issued unless employed at essential business (medical, food, public transportation), or obtaining groceries, picking up prescriptions, or seeking medical care.
- **Services Provided:**
  - Weekday service reduced to Saturday schedule.
  - Fixed route service restored at pre-COVID levels except for Route 62.
- **Social Distancing:**
  - Fixed route capacity reduced to 40%.
  - Face coverings required for passengers and operators.
  - Seats marked to allow for social distancing; seats closest to bus operators restricted from use.
- **Fare Collection:**
  - Fares suspended on fixed routes.
  - Fare collection resumes at DART Connect.
- **Cleaning:**
  - Cleaning process initiated during “Stay at Home” period will continue as standard procedure for DART First State vehicles; 18 additional cleaners hired by DART.

**Note:** SEPTA Changes are at the sole discretion of SEPTA and noted in italics.