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: COVID-19 Strategy at a Glance

<table>
<thead>
<tr>
<th>Impact on Delaware</th>
<th>Services Provided</th>
<th>Social Distancing</th>
<th>Fare Collection</th>
<th>Cleaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stay at Home (March 24-May 31)</strong></td>
<td><strong>Phase 1 (June 1-14)</strong></td>
<td><strong>Phase 2 (June 15-present)</strong></td>
<td><strong>Phase 3 (Coming Soon)</strong></td>
<td><strong>Continued Monitoring</strong></td>
</tr>
<tr>
<td>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</td>
<td>Maintain social distance gatherings larger than 10 people prohibited</td>
<td>Maintain social distance</td>
<td>Maintain social distance Phased employee return to workplace</td>
<td>Beyond Phase 3 opening, social distancing is still encouraged</td>
</tr>
<tr>
<td>14-day out-of-state quarantine restrictions, short-term rental ban</td>
<td>Workforce capacity set at 60% of workplace occupancy</td>
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<td>Non-essential business travel discouraged</td>
<td>Businesses can operate with employees wearing face coverings with six feet of distance from non-household members</td>
</tr>
<tr>
<td><strong>Weekday service reduced to Saturday schedule</strong></td>
<td>Leisure/business travel strongly discouraged</td>
<td>Leisure/business travel strongly discouraged</td>
<td>Non-essential managers and supervisors return to work to prepare for return of all non-essential employees</td>
<td>Exceptions to six feet require face coverings and should be eliminated if possible</td>
</tr>
<tr>
<td><strong>Modified schedules provided with additional services on select routes</strong></td>
<td>Short-term rental ban and 14-day out-of-state quarantine ban</td>
<td>Seats closest to bus operators restricted from use</td>
<td><strong>Face coverings required to be worn by passengers and operators</strong></td>
<td><strong>System redesign explored in order to connect more riders to fixed route network, optimize routes and improve schedules</strong></td>
</tr>
<tr>
<td><strong>SEPTA rail service to/from Delaware suspended, shuttle service to Clamont and Wilmington restored on May 10</strong></td>
<td>Mid-Day cleanings of commonly touched surfaces during bus layovers</td>
<td>Face coverings continue to be worn by passengers and operators</td>
<td><strong>Face coverings required</strong>&lt;br&gt;<strong>Restrooms, kitchens</strong>&lt;br&gt;No touch equipment installed in technology</td>
<td><strong>Explore microtransit options that connect riders to fixed route system</strong></td>
</tr>
<tr>
<td><strong>Fixed route service suspended</strong></td>
<td>Fixed route service continues at pre-COVID levels; Route 48 is suspended, Route 62 remains suspended</td>
<td>Full bus capacity restored</td>
<td><strong>Face coverings continue to be worn by passengers and operators</strong>&lt;br&gt;<strong>PPE available to staff, masks provided to paratransit customers</strong></td>
<td><strong>Design for multimodal connections at DART facilities</strong></td>
</tr>
<tr>
<td><strong>Paratransit fare cash suspended</strong></td>
<td>SEPTA increases service June 28 on Wilmington/Newark line beyond May 14</td>
<td>Full Paratransit vehicle restored</td>
<td><strong>Face coverings required</strong>&lt;br&gt;<strong>Paratransit service restricted to passengers with special needs customers</strong></td>
<td><strong>Explore use of autonomous shuttles to transport goods and special needs customers</strong></td>
</tr>
<tr>
<td><strong>Return to standard fares</strong></td>
<td>Expanded Sunday service offered beginning on June 7 in Sussex County before Beach Bus service begins</td>
<td>Full Paratransit vehicle continues serving when corporate campuses served return to work</td>
<td><strong>Bars/financial assistance for paratransit operators</strong></td>
<td><strong>Installation of information screens on buses</strong></td>
</tr>
</tbody>
</table>

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### Phase 1

- Fixed route service restored at pre-COVID levels except for Route 62.
- Beach Bus service suspended.
- SEPTA other service continues to Clamont and Wilmington.
- Full service on all DART routes.

### Phase 2

- Fixed route service capacity maintained at 40%.
- Face coverings required by passengers and operators.
- Beach Bus service begins on June 29.
- Holiday service on Friday July 3 with all routes running a Saturday schedule.

### Phase 3 (Coming Soon)

- Fixed route bus 62 serving Fairplay Station resumes service to Newark.
- Fixed route bus 48 resumes service when corporate campuses served return to work.

### Continued Monitoring

- Service is fully restored.
- Additional buses available for relief on potentially crowded routes.
- Service changes support additional service to routes where ridership returns sooner.
- Modify bus schedules to better align with scheduled stop times.

### Long-Term Considerations

- DARTPass collection resumes.
- Paratransit fare cash suspended.
- Fare discounts, other short-term strategies to help restore rider demand.
- Monitor ridership and consider fare discounts, other short-term strategies to help restore ridership where needed.
- Promote use of DARTPass.
- Service is fully restored.

### Additional Services

- Beach Bus service begins on June 29.
- Expanded Sunday service offered beginning on June 7 in Sussex County before Beach Bus service begins.
- Holiday service on Friday July 3 with all routes running a Saturday schedule.
- Full bus capacity restored.
- Full Paratransit service continues serving the public.

### Fare Collection

- Fixed Route fares resume collection.
- Cash fares suspended.
- 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.

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