

# Delaware Department of Transportation Phased Re-Opening Expanded Customer Service May 19, 2020





## **Excellence in Transportation.** *Excellence in Transportation.*

### **Every Trip.**

We strive to make every trip taken in Delaware safe, reliable and convenient for people and commerce.

### **Every Mode.**

We provide safe choices for travelers in Delaware to access roads, rails, buses, airways, waterways, bike trails, and walking paths.

### **Every Dollar.**

We seek the best value for every dollar spent for the benefit of all.

### **Everyone.**

We engage our customers and employees with respect and courtesy as we deliver our services.



# PHASE I: What Needs to Happen

Target Date: June 1, 2020

## WHAT NEEDS TO HAPPEN FIRST:

- 14-day decline in percent of positive cases
- Ability to treat COVID-19 patients in hospitals without crisis care
- Extensive testing programs for health care workers

## TO GET THERE, WE NEED:

- Widespread testing: *May 24<sup>th</sup> Testing Site at DeIDOT Admin Building, Dover*
  - Increased and enhanced contact tracing, especially in vulnerable populations
  - Adequate supply of personal protective equipment
  - Protecting health and safety of workforce
  - Public guidance on social distancing and face coverings
  - Constant monitoring of situation to mitigate new outbreaks
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# DeDOT PHASE I: General

Overall Guidance	<ul style="list-style-type: none"><li>• Telecommuting continues where possible</li><li>• Maintain social distancing</li><li>• Avoid gatherings of 10 or more people</li><li>• DeDOT facilities limited to authorized and DeDOT personnel only</li></ul>
Cleaning and Supplies	<ul style="list-style-type: none"><li>• All facilities and equipment thoroughly cleaned</li><li>• High traffic areas cleaned throughout the day</li><li>• Personal protective equipment and hand sanitizer provided</li><li>• Face coverings to be worn when working with public or can't social distance</li></ul>
Meetings/Events/ Public Workshops	<ul style="list-style-type: none"><li>• Virtual preferred</li><li>• If in-person, less than 10 people with social distancing and facial coverings</li></ul>
DeDOT Operations	<ul style="list-style-type: none"><li>• Crews maintain social distancing and wear facial coverings</li><li>• Electronic submission, reviews and approvals continues</li><li>• Electronic bid acceptance and openings continue</li></ul>



# DeIDOT PHASE I: DMV

Tolls	<ul style="list-style-type: none"><li>• Cash tolls resume</li></ul>
Facilities	<ul style="list-style-type: none"><li>• Appointment only – with expanded services</li><li>• All customers and employees screened with temperature checks</li><li>• Customers and employees to wear facial coverings</li><li>• Plexiglass to be installed at counters</li><li>• Wednesday operations 8:00am – 4:30pm</li><li>• No cash transactions</li></ul>
Services	<ul style="list-style-type: none"><li>• All emission tests continue to be suspended</li><li>• Class D road tests continue to be suspended</li><li>• Motorcycle safety courses suspended</li><li>• All hearings suspended</li><li>• CDL testing continues; no downgrades due to medical cert expired</li><li>• Extend temporary driver license expiration dates</li><li>• Continue to waive late fees for renewals</li></ul>



# DeIDOT PHASE I: DTC

Fixed Route	<ul style="list-style-type: none"><li>• Restore front boarding; passenger limits</li><li>• Fare collection resumes (encourage use of DART Pass for discount)</li><li>• Customers and operators to wear facial coverings</li><li>• Plexiglass to be installed on buses</li><li>• Full service resumes with exception of Beach Bus</li><li>• Mid-County Facility re-opens</li></ul>
Paratransit	<ul style="list-style-type: none"><li>• Customers pay by DART Pass or are billed for fares</li><li>• Customers and operators to wear facial coverings</li><li>• Plexiglass to be installed on buses</li><li>• No more than 2 customers per bus</li><li>• No in-person eligibility interviews, moving eligible customers to simplified re-certification</li><li>• Limit operators going inside facilities/agencies</li></ul>
SEPTA	<ul style="list-style-type: none"><li>• Restore modified service to Claymont and Wilmington on May 10</li></ul>



# PHASE II: What Needs to Happen

## **WHAT NEEDS TO HAPPEN FIRST:**

- Additional 14-day decline in percent of positive cases
- Ability to treat COVID-19 patients in hospitals without crisis care
- Extensive testing programs for health care workers

## **TO GET THERE, WE NEED:**

- Widespread testing for anyone
  - Increased and enhanced contact tracing, especially in vulnerable populations
  - Adequate supply of personal protective equipment
  - Protecting health and safety of workforce
  - Public guidance on social distancing and face coverings
  - Constant monitoring of situation to mitigate new outbreaks
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# DeIDOT PHASE II: General

Overall Guidance	<ul style="list-style-type: none"><li>• Telecommuting continues where possible</li><li>• Maintain social distancing</li><li>• Avoid gatherings of 50 or more people</li><li>• DeIDOT facilities limited to personnel, consultants and contractors</li></ul>
Cleaning and Supplies	<ul style="list-style-type: none"><li>• All facilities and equipment thoroughly cleaned</li><li>• High traffic areas cleaned throughout the day</li><li>• Personal protective equipment and hand sanitizer provided</li><li>• Facial coverings to be worn when working with public or can't social distance</li></ul>
Meetings/Events/ Public Workshops	<ul style="list-style-type: none"><li>• Virtual preferred</li><li>• If in-person, less than 50 people with social distancing and facial coverings</li></ul>
DeIDOT Operations	<ul style="list-style-type: none"><li>• Crews maintain social distancing and wear facial coverings</li><li>• Electronic submission, reviews and approvals continues</li><li>• Electronic bid acceptance and openings continue</li></ul>



# DeIDOT PHASE II: DMV

Tolls	<ul style="list-style-type: none"><li>• Cash tolls resume</li></ul>
Facilities	<ul style="list-style-type: none"><li>• Appointment only – with expanded services</li><li>• All customers and employees screened with temperature checks</li><li>• Employees and customers to wear facial coverings</li><li>• Wednesday operations 8:00am – 4:30pm</li><li>• Resume accepting cash transactions</li></ul>
Services	<ul style="list-style-type: none"><li>• All emission tests continue to be suspended</li><li>• Class D road tests continue to be suspended</li><li>• Motorcycle safety courses resume</li><li>• All hearings resume</li><li>• CDL testing continues; no downgrades due to medical cert expired*</li><li>• Extend temporary driver license expiration dates</li><li>• Continue to waive late fees for renewals</li></ul>



# DeIDOT PHASE II: DTC

Fixed Route	<ul style="list-style-type: none"><li>• Front boarding; passenger limits continue</li><li>• Fare collection (encourage use of DART Pass for discount)</li><li>• Customers and operators to wear facial coverings</li><li>• Plexiglass to be installed on buses</li><li>• Beach Bus Service resumes</li></ul>
Paratransit	<ul style="list-style-type: none"><li>• Customers pay by DART Pass or are billed for trip</li><li>• Customers and operators wear face coverings</li><li>• Allow up to 3 customers per bus if needed</li><li>• Resume in-person eligibility interviews</li><li>• Limit operators going inside facilities/agencies</li></ul>
SEPTA	<ul style="list-style-type: none"><li>• Continue to restore services as demand and resources allow</li></ul>



# PHASE III: What Needs to Happen

## **WHAT NEEDS TO HAPPEN FIRST:**

- Additional 14-day decline in percent of positive cases
- Ability to treat COVID-19 patients in hospitals without crisis care
- Extensive testing programs for health care workers

## **TO GET THERE, WE NEED:**

- Widespread testing for anyone
  - Increased and enhanced contact tracing, especially in vulnerable populations
  - Adequate supply of personal protective equipment
  - Protecting health and safety of workforce
  - Public guidance on social distancing and face coverings
  - Constant monitoring of situation to mitigate new outbreaks
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# DeIDOT PHASE III

DeIDOT	<ul style="list-style-type: none"><li>• Return to previous operations</li><li>• Accommodations for vulnerable population</li><li>• Maintain social distancing</li><li>• Facial coverings to be worn</li><li>• Facilities and equipment continue to be cleaned</li></ul>
DMV	<ul style="list-style-type: none"><li>• Customer and employees to wear face coverings</li><li>• Facilities and equipment continue to be cleaned</li><li>• All services resume</li><li>• Wednesday evening hours resume</li></ul>
DTC	<ul style="list-style-type: none"><li>• Public Carrier to resume services</li><li>• Customer and employees to wear face coverings</li><li>• Facilities and vehicles continue to be cleaned</li><li>• Lift capacity restrictions on fixed route</li><li>• Allow cash and tickets on paratransit</li><li>• Eliminate discounts on App for fixed route</li></ul>



# QUESTIONS/ COMMENTS