Delaware Department of Transportation
Phased Re-Opening
Expanded Customer Service
May 19, 2020
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 24th Testing Site at DelDOT 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
## DelDOT PHASE I: General

| Overall Guidance                      | • Telecommuting continues where possible  
|                                       | • Maintain social distancing  
|                                       | • Avoid gatherings of 10 or more people  
|                                       | • DelDOT facilities limited to authorized and DelDOT personnel only  
| Cleaning and Supplies                 | • All facilities and equipment thoroughly cleaned  
|                                       | • High traffic areas cleaned throughout the day  
|                                       | • Personal protective equipment and hand sanitizer provided  
|                                       | • Face coverings to be worn when working with public or can’t social distance  
| Meetings/Events/Public Workshops      | • Virtual preferred  
|                                       | • If in-person, less than 10 people with social distancing and facial coverings  
| DelDOT Operations                     | • Crews maintain social distancing and wear facial coverings  
|                                       | • Electronic submission, reviews and approvals continues  
|                                       | • Electronic bid acceptance and openings continue  

<table>
<thead>
<tr>
<th>Tolls</th>
<th>• Cash tolls resume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities</td>
<td>• Appointment only – with expanded services</td>
</tr>
<tr>
<td></td>
<td>• All customers and employees screened with temperature checks</td>
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<tr>
<td></td>
<td>• Customers and employees to wear facial coverings</td>
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<tr>
<td></td>
<td>• Plexiglass to be installed at counters</td>
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<tr>
<td></td>
<td>• Wednesday operations 8:00am – 4:30pm</td>
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<tr>
<td></td>
<td>• No cash transactions</td>
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<tr>
<td>Services</td>
<td>• All emission tests continue to be suspended</td>
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<tr>
<td></td>
<td>• Class D road tests continue to be suspended</td>
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<tr>
<td></td>
<td>• Motorcycle safety courses suspended</td>
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<tr>
<td></td>
<td>• All hearings suspended</td>
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<tr>
<td></td>
<td>• CDL testing continues; no downgrades due to medical cert expired</td>
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<tr>
<td></td>
<td>• Extend temporary driver license expiration dates</td>
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<tr>
<td></td>
<td>• Continue to waive late fees for renewals</td>
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</tbody>
</table>
## DelDOT PHASE I: DTC

| **Fixed Route** | • Restore front boarding; passenger limits  
                  • Fare collection resumes (encourage use of DART Pass for discount)  
                  • Customers and operators to wear facial coverings  
                  • Plexiglass to be installed on buses  
                  • Full service resumes with exception of Beach Bus  
                  • Mid-County Facility re-opens |
| **Paratransit** | • Customers pay by DART Pass or are billed for fares  
                  • Customers and operators to wear facial coverings  
                  • Plexiglass to be installed on buses  
                  • No more than 2 customers per bus  
                  • No in-person eligibility interviews, moving eligible customers to simplified re-certification  
                  • Limit operators going inside facilities/agencies |
| **SEPTA** | • Restore modified service to Claymont and Wilmington on May 10 |
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
## DelDOT PHASE II: General

### Overall Guidance
- Telecommuting continues where possible
- Maintain social distancing
- Avoid gatherings of 50 or more people
- DelDOT facilities limited to personnel, consultants and contractors

### Cleaning and Supplies
- All facilities and equipment thoroughly cleaned
- High traffic areas cleaned throughout the day
- Personal protective equipment and hand sanitizer provided
- Facial coverings to be worn when working with public or can’t social distance

### Meetings/Events/Public Workshops
- Virtual preferred
- If in-person, less than 50 people with social distancing and facial coverings

### DelDOT Operations
- Crews maintain social distancing and wear facial coverings
- Electronic submission, reviews and approvals continues
- Electronic bid acceptance and openings continue
# DelDOT PHASE II: DMV

<table>
<thead>
<tr>
<th>Tolls</th>
<th>• Cash tolls resume</th>
</tr>
</thead>
</table>
| Facilities     | • Appointment only – with expanded services  
|                | • All customers and employees screened with temperature checks  
|                | • Employees and customers to wear facial coverings  
|                | • Wednesday operations 8:00am – 4:30pm  
|                | • Resume accepting cash transactions |
| Services       | • All emission tests continue to be suspended  
|                | • Class D road tests continue to be suspended  
|                | • Motorcycle safety courses resume  
|                | • All hearings resume  
|                | • CDL testing continues; no downgrades due to medical cert expired*  
|                | • Extend temporary driver license expiration dates  
|                | • Continue to waive late fees for renewals |
# DelDOT PHASE II: DTC

<table>
<thead>
<tr>
<th>Fixed Route</th>
<th>Paratransit</th>
<th>SEPTA</th>
</tr>
</thead>
</table>
| • Front boarding; passenger limits continue  
• Fare collection (encourage use of DART Pass for discount)  
• Customers and operators to wear facial coverings  
• Plexiglass to be installed on buses  
• Beach Bus Service resumes | • Customers pay by DART Pass or are billed for trip  
• Customers and operators wear face coverings  
• Allow up to 3 customers per bus if needed  
• Resume in-person eligibility interviews  
• Limit operators going inside facilities/agencies | • Continue to restore services as demand and resources allow |
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
### DelDOT PHASE III

<table>
<thead>
<tr>
<th>DelDOT</th>
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<tbody>
<tr>
<td>• Return to previous operations</td>
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<tr>
<td>• Accommodations for vulnerable population</td>
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<tr>
<td>• Maintain social distancing</td>
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<tr>
<td>• Facial coverings to be worn</td>
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<tr>
<td>• Facilities and equipment continue to be cleaned</td>
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</tbody>
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<table>
<thead>
<tr>
<th>DMV</th>
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<tbody>
<tr>
<td>• Customer and employees to wear face coverings</td>
<td></td>
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<tr>
<td>• Facilities and equipment continue to be cleaned</td>
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<tr>
<td>• All services resume</td>
<td></td>
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<tr>
<td>• Wednesday evening hours resume</td>
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</tbody>
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<table>
<thead>
<tr>
<th>DTC</th>
<th></th>
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<tbody>
<tr>
<td>• Public Carrier to resume services</td>
<td></td>
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<tr>
<td>• Customer and employees to wear face coverings</td>
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<tr>
<td>• Facilities and vehicles continue to be cleaned</td>
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<tr>
<td>• Lift capacity restrictions on fixed route</td>
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<tr>
<td>• Allow cash and tickets on paratransit</td>
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<tr>
<td>• Eliminate discounts on App for fixed route</td>
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QUESTIONS/COMMENTS