



## **DelDOT's Response to COVID-19 (as of 4-7-2020)**

### **Cleaning/Sanitizing**

#### DMV/Tolls

- All DMV and Toll buildings were deep cleaned between February and March.
- All DMV and Toll locations have Clorox wipes, hand sanitizer, tissues, and gloves available to staff. We have ordered a spray disinfectant (Peroxide Multisource Cleaner and Disinfectant) that works on Coronavirus to have in case the Clorox wipes run out and we are unable to order more.
- Additional cleaning has been added to all high traffic areas at all locations.
- Daily porters will be spending extra time wiping down all public seating, as well as door handles, kiosks, and counters. Additional day porters were added to assist with cleaning. They will also be disinfecting DMV touch screens on kiosks every 30 minutes. Finally, additional disinfecting efforts have been added in the evenings to clean touchpoints to include light switches, doorknobs, etc.
- Staff will be wiping down counters, eye machines (now no longer necessary as eye tests have been suspended as of March 16, 2020), and credit card keypads after each customer.
- DMV is looking into options for building-wide air disinfectants to deploy in the event state offices are closed.

#### DTC

- The entire fleet of buses is being sprayed with vital oxide for a third time and will continue to be sprayed while supplies last.
- Disinfecting high contact areas on nightly basis.
- All facilities are being disinfected on a nightly basis and high touch areas are being disinfected on during work hours.

#### Other DelDOT Facilities

- Increased cleaning efforts and providing hand sanitizer, spray disinfectant and tissues to employees.
- Disinfecting high traffic areas and touch points throughout the building.

### **Department wide**

- Mandatory Telecommuting where possible
- All employees must abide by the directions from the CDC and Delaware Division of Public Health
- If employees are in the office they must exercise social distancing
- All meetings are to be done telephonically
- Field crew vehicles are limited to 2 occupants (no more than 2 people in a vehicle)

## Division of Motor Vehicles

Effective March 13, 2020, DMV began waiving late fees for vehicle registration and driver license renewals until further notice.

Effective March 17, 2020, the following operational changes were made at DMV:

- There will be no in-person Uninsured Motorist or Driver Improvement transactions that will take place. Auto dealers will still be dropping off folders for processing and leaving the building.
- Except in emergency cases, all Class D and Commercial Driver License (CDL) road tests have been suspended. This was put in place so that staff wouldn't be required to ride in the customer's vehicle in close quarters with the customer.
- All motorcycle safety courses conducted at DMV have been suspended to limit the number of customers coming into the building.
- All emissions testing has been suspended so that staff doesn't need to be inside the customer's vehicle to engage the On-Board Diagnostics (OBD) unit. Safety and brake inspections will still be completed in the inspection lanes. Staff will be given other options to handling customer paperwork. Customers will be directed to the drive-thru or on-line to complete their transactions.
- All Auto Theft Unit transactions have been cancelled to limit the number of customers coming into the building.
- All Administrative License Revocation (ALR) hearings, fraud hearings, and medical hearings are postponed to limit the number of customers coming into the building and to avoid close interaction between staff and hearing participants.
- Automobile dealer staff is now required to drop off paperwork in the DMV lobby instead of at a front-line station to limit the number of customers moving throughout the building.
- DMV will accept credit cards, debit cards, checks, and money orders for DMV transactions. If the **ONLY** form of payment that the customer has available to them is cash, we will accept the cash. This was implemented to limit staff from having to handle cash.

Effective March 18, 2020, business hours for Wednesdays at DMV changed to 8:00am to 4:30pm, with no evening hours.

Effective March 23, 2020, all four Delaware Division of Motor Vehicles (DMV) locations will go to kiosk, drive-through and emergency appointment only.

- Dealer paperwork can be dropped off for processing and picked up when notified.
- Inspection lanes will remain open as no personal interaction is required, and the drive through windows at each location will have additional staff working to process DMV-related transactions.
- At no time will there be more than 10 people permitted in DMV lobbies.
- Customers will be able to call specific phone numbers identified for each lane to schedule an appointment. Call takers will be triaging the calls. If they determine that the customer's business can wait until after the COVID-19 pandemic passes, he/she will be instructed to wait. Other callers will be scheduled for 30-minute appointments. Vehicle Services and Driver Services will each have four employees to assist customers that arrive for their appointments.
- Restarted CDL testing
- Stopping all CDL downgrades of individuals with a medical certification expired.
- Extend temporary driver license expiration dates for online renewals from 15 to 60 days.
- Allow CDL holders to renew online, regardless if their medical certification is expired.
- Allow CDL holders to renew at the kiosks, regardless if their medical certification is expired.

## **Tolls**

Effective March 17, 2020, all tolls in the state have gone cashless. All traffic is directed to the highway speed E-ZPass lanes. Those that do not have E-ZPass will be billed separately. Toll collectors have been dispersed to other areas in the Department to work.

## **Delaware Transit Corporation**

Ridership is down over 70% on both fixed and paratransit services. Septa is down over 95%

Effective March 18, 2020, the following operational changes were made at DTC:

- Running modified Saturday service on for fixed route. Includes adding extra trips on Routes 18, 206, 301 and 303.
- No longer taking cash or tickets on paratransit. Will be invoicing customers.
- Blocking first couple of seats on fixed route and paratransit buses to keep distance between drivers and customers.
- Providing free rides for students between 10 AM and 2 PM to help them access lunches from schools.
- Providing conditional eligibility for new and recertifications on paratransit so we don't have to bring clients in for in-person interviews.
- Modified call center hours based on a reduction of staffing due to staff being off to care for family members.
- Consolidating mid-county operations to Wilmington.

Effective March 29, 2020, SEPTA is operating an essential service schedule to Wilmington. Trains are no longer serving Newark and Fairplay Stations.

Effective April 2, 2020, the following operational changes were made at DTC:

- No longer collecting fares on both fixed route and paratransit services.
- Passengers boarding will be through the rear bus door.
- Limit the number of passengers on a bus at any given time.

## **Biden Welcome Center**

Effective March 25, 2020 at 6:00am, the Biden Welcome Center on I-95 in Newark reopened to the public in a limited capacity. The center had closed operations on Tuesday, March 17, in response to the Coronavirus outbreak. The facility operator, HMSHost, has offered to reopen the welcome center to help the trucking community that is delivering much needed supplies and materials in the fight against the Coronavirus.

The services that will be available are:

- Burger King from 6:00 a.m. to 6:00 p.m. (Take out only)
- Z-Mart will be open 24 hours (Take out only)
- Starbucks from 6:00 a.m. to 6:00 p.m.
- Public Restrooms (inside Welcome Center open 24 hours)
- Fuel purchases available 24 hours