



COVID-19 Challenges Webinar

July 14, 2020



Commissioner Diane Gutierrez-Scaccetti, NJDOT

Welcome and Introductions



- I. Welcome and Introduction
- II. FHWA Remarks
- III. COVID Related Challenges – Part I Discussion (40 minutes)
 - a. Effective Communication
 - b. Teleworking, Technology and Personnel Management
 - c. Public Involvement
 - d. Group Discussion
- IV. COVID Related Challenges – Part II Discussion (40 minutes)
 - a. Revenue Impact on State Transportation Fund
 - b. Construction
 - c. Operations and Maintenance
 - d. Transit
 - e. Aviation
 - f. Group Discussion
- V. Closing Remarks



Executive Director Thomas D. Everett, US FHWA

Welcoming Remarks

COVID Related Challenges Part-I

Effective Communication
Teleworking, Technology and Personnel Management
Public Involvement



Effective Communication

Commissioner Diane Gutierrez-Scaccetti, NJDOT

NASTO 2020 – COVID-19 CHALLENGES

- **3 LEVELS OF COMMUNICATION**
 - **NJDOT LEADERSHIP**
 - DAILY, WEEKLY, BIWEEKLY STATUS CALLS
 - **GOVERNOR'S OFFICE**
 - WEEKLY SITUATIONAL REPORTING
 - **EMPLOYEES**
 - PERIODIC EMAILS FROM COMMISSIONER'S OFFICE

NASTO 2020 – COVID-19 CHALLENGES

- **PROVIDING INFORMATION FOR SITUATIONAL AWARENESS**
 - EMERGENCY SUPPORT FUNCTION I (ESF I) REPORTING
 - COVID-19 REPORTED CASE ASSESSMENTS
 - COVID-19 FACILITY RESPONSE

NASTO 2020 – COVID-19 CHALLENGES

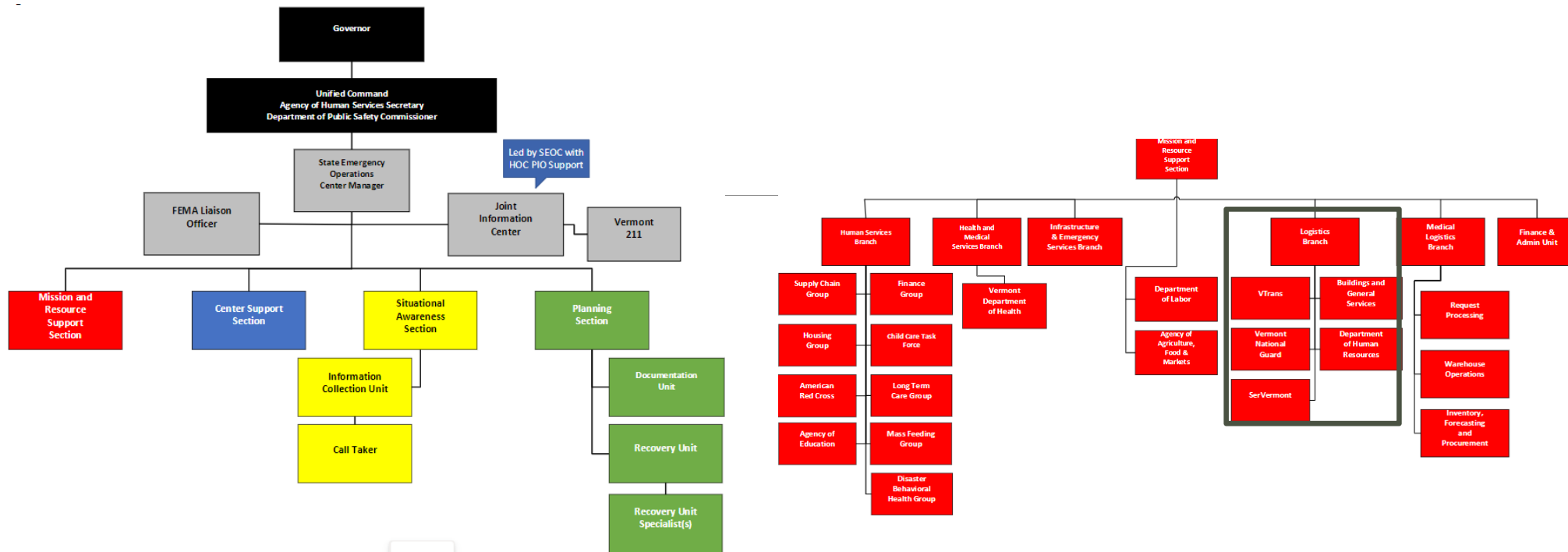
- **LESSONS LEARNED**

- REVIEW THE DEFINITION OF ESSENTIAL EMPLOYEE
- STRENGTHEN TECHNOLOGY
- FORMALIZING AN EMERGENCY WORK FROM HOME POLICY



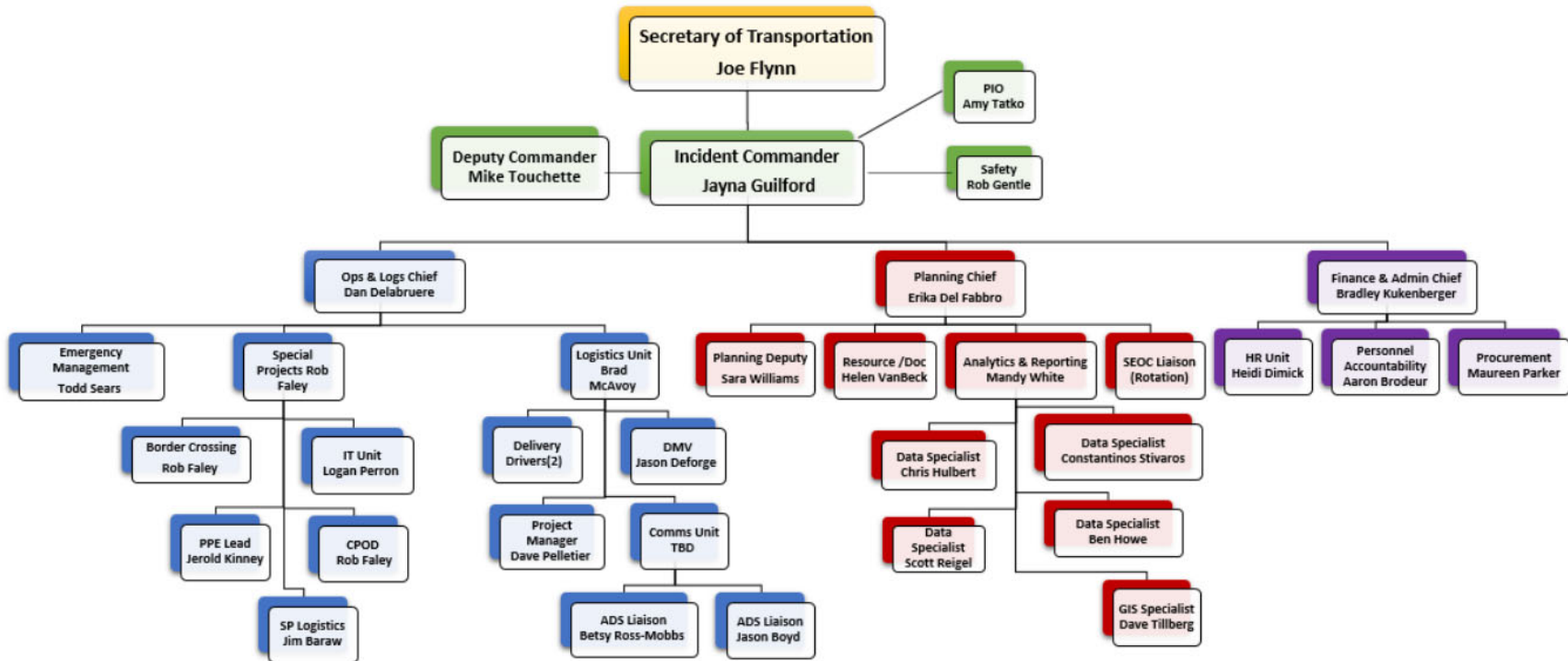
Effective Communication

Michele Boomhower, VT DOT



Statewide Emergency Operations Center (SEOC)

COVID TICC Organization



Agency Transportation Incident Command Center (TICC)

Mission:

Maintain wide-spectrum domain awareness of the COVID-19 pandemic and AOT operations to provide superior decision-making support to the Secretary and Executive Staff.

Serve as single nexus for all Agency COVID-19 Action

Support operations through:

- a common operating picture
- coordination of specialized and scarce resources
- procurement support

Communicate and facilitate executive direction

Coordinate and direct resources and information

Support State and local jurisdictions via State EOC

Pandemic Objectives

Mitigate

- Mitigate Employee Absence
 - Develop agency comms plan
 - Enhance facility disinfecting
 - Direct remote work options
 - Direct shift work options
 - Limit travel
 - Limit meetings
 - Direct telecons
 - Direct fleet/equipment sanitization

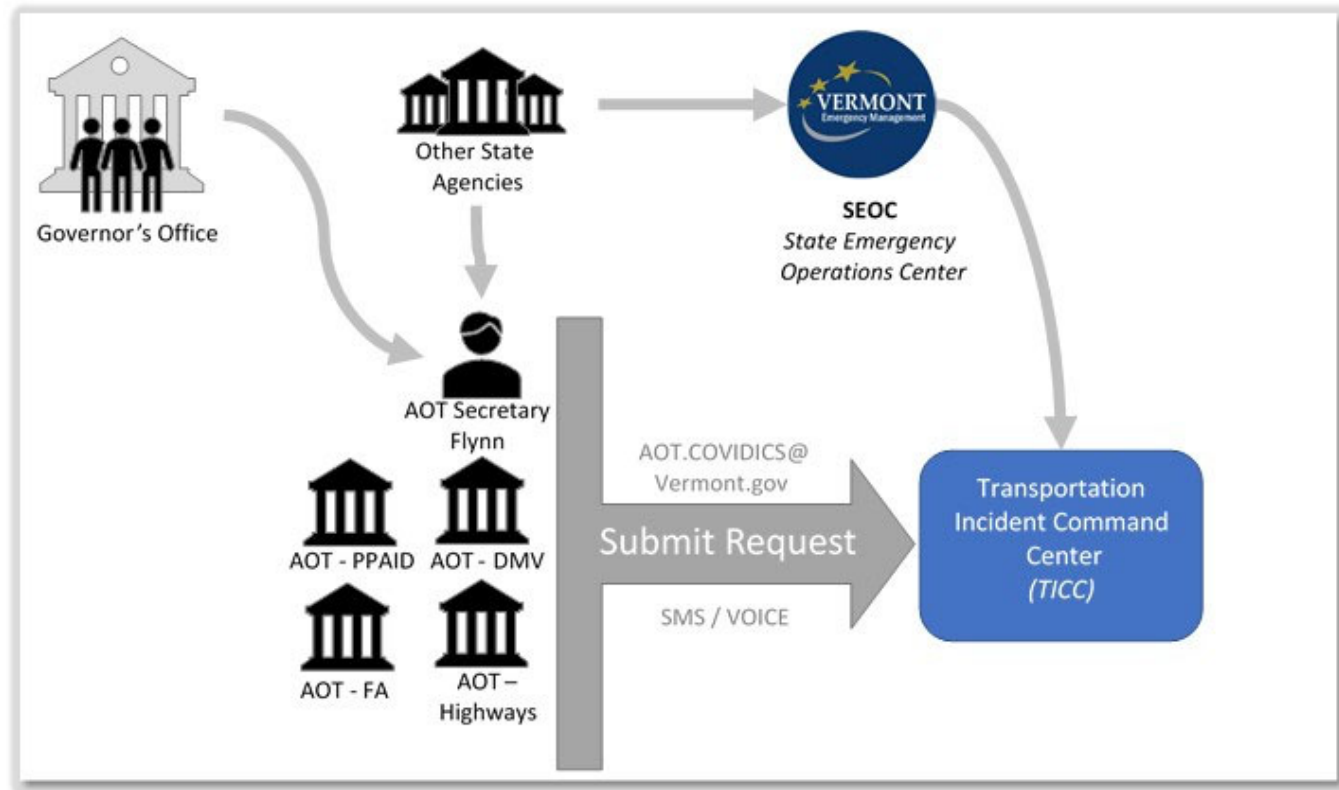
Sustain

- Sustain Mission Essential Functions
 - Disseminate & review MEFs
 - Provide planning assumptions
 - Assess against:
 - Identify Primary/Secondary leads

Assist

- Assist with State-level Containment and Mitigation
 - Augment National Guard in cordon & quarantine
 - DMV Law Enforcement assist locals & State Police
 - VMS messaging
 - Direct ops changes to public transit, air & maritime
 - Assess public facing protocols

COVID-19 Response & Recovery: Basic Schematic



The Incident Action Plan

Developed by the Planning Section,
approved by the Incident Commander

The centerpiece document for operational
coordination

Generally consists of:

- Objectives
- Tactical assignments
- Resource support requirements
- Safety issues and mitigations
- Communications information
- Organizational diagram

Situation

AOT Transportation Incident Command Center (TICC) is fully activated Monday - Friday in a virtual mode and partially activated weekends in virtual mode in support of State and Agency requirements related to the COVID-19 Pandemic.

Thursday, 5/14 TICC Meeting Schedule and Important Deadlines:

- 0800 – TICC Command Sync Meeting

Friday, 5/15 TICC Meeting Schedule and Important Deadlines:

- 0800 – TICC Command Sync Meeting
- 1500 – TICC Planning Meeting (TICC Command & General Staff)
- 1545 – TICC General and Command Staff Meeting (with TICC Incident Commander)
- 1630 – TICC Incident Action Plan (IAP) Published

Objectives & Strategies

Objective 1: Mitigate Employee Absence					
Agency Staffing Data (As of 3 PM on 5/13– Source: Manager Reported Data, 100% reported)					
	<table border="1"> <tr> <td>Total Employee Count</td> <td>1234</td> </tr> <tr> <td>Employees Absent, Ill or reporting to COVID paid leave</td> <td>176</td> </tr> </table>	Total Employee Count	1234	Employees Absent, Ill or reporting to COVID paid leave	176
Total Employee Count	1234				
Employees Absent, Ill or reporting to COVID paid leave	176				
Our current absentee data can be found here: dashboard .					
Strategy 1-1	Development of replacement of the current Absenteeism tracking tool (5/20 go live) <ul style="list-style-type: none"> • ADS meeting scheduled on 5/14/20 at 0830 for approval to build Power App to support needs of the enterprise based on AOT's design and other Agency/Department requirements. • Pending ADS approval, engage resources to complete analysis, design, build phases. • Update TICC with scope for tool if enterprise version is approved. 				
Objective 2: Sustain Mission Essential Functions					
Strategy 2-1	PPE for in-house use <ul style="list-style-type: none"> • Requested cloth masks from SNS, awaiting response. • Continue distribution of masks and care packages to personnel currently or returning to working on site – utilizing lists provided from Managers. Track care package distribution with PPE Distribution tool. • Pending Reconstitution Plan guidance on timeframe and personnel, develop plan for mask/care package deployment to additional employees as they return to work. 				
Strategy 2-2	Expenditure Tracking <ul style="list-style-type: none"> • QA/QC all COVID-19 DWRs through current pay period (On-going) 				

Key Missions

COMMUNITY POINTS OF DISTRIBUTION

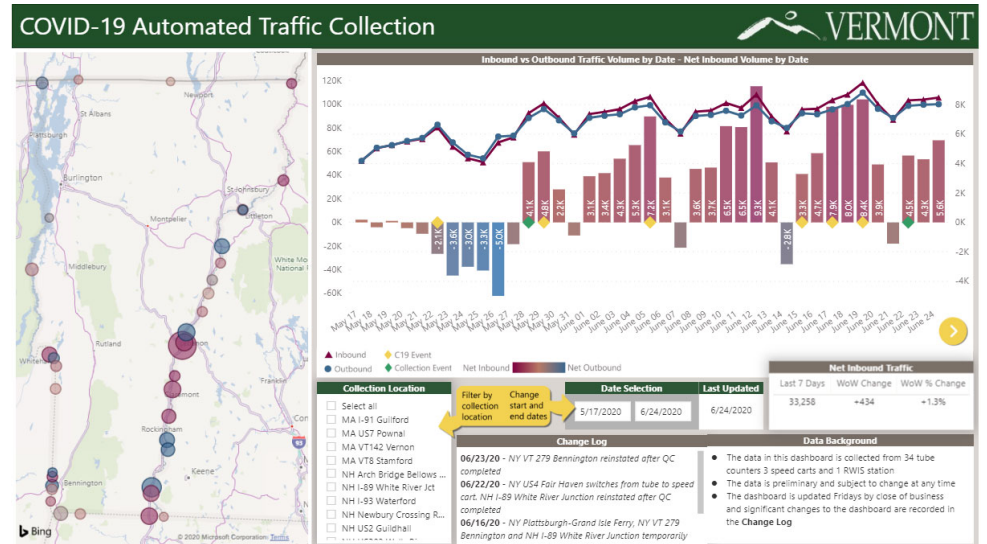


The Times Argus
May 15

Massive turnout today for a distribution of food at the EF Knapp Airport in Berlin. Photo by Jeb Wallace-Brodeur



TRAFFIC MONITORING



Teleworking, Technology & Personnel Management

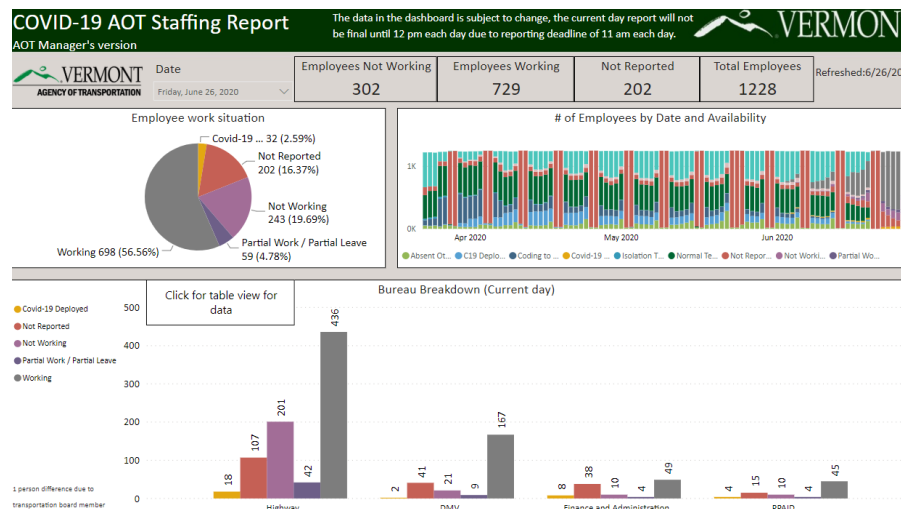
Michele Boomhower, VTDOT



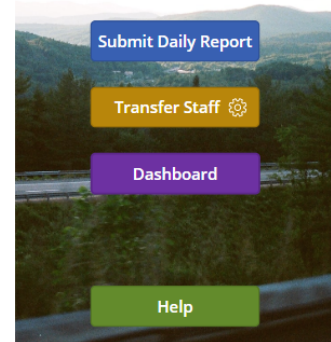
Personnel Management:

Mitigating Employee Absence
Managing Resource Requests

- Transitioned ~500 employees to telework within 72 hours
- Facilitated distribution of over 500 mobile devices to increase employee productivity
- Developed tools using Power BI and Power Automate to understand employee circumstances and leverage their skills

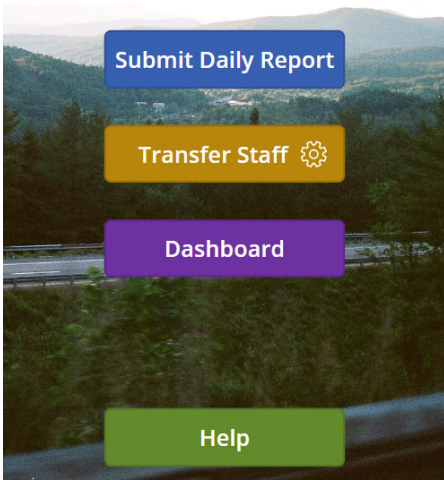


Staff Availability App





Staff Availability App



← Hi Jayna.Guilford ↻

Showing Status For: 6/26/2020

Generate Today's Report ?

2/3 complete.
Ensure the records below reflect today's status.

alex.geller
Status: Working
Mission: Other COVID19 Special Work
Location: Remote/Home >
Last Update By: Jayna.Guilford@vermont.gov

jayna.guilford
Status: Working
Mission: TICC
Location: Remote/Home >
Last Update By: Jayna.Guilford@vermont.gov

Orange reports have an incomplete screening check.

× Daily Staff Report

Employee Email
jayna.guilford@vermont.gov

Status (choose the highest applicable level of availability)
Working

Primary Location
BCP - 219 North Main Street

C19 Mission
TICC

>1 hr. available to support other missions?
No

Screening Tool

× Screening Tool -

Please review all conditions and mark appropriately. Answering "Yes" to any condition precludes visitation to a state office. This data will not be saved.

Fever (>100.4F / 38C) or Felt Feverish No

Chills No

Cough No

Shortness of Breath or Difficulty Breathing No

Sore Throat No

Muscle Pain No

Leveraging Technology to Support Decision Making

Mitigating Employee Absence

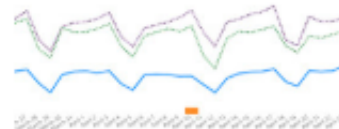
Managing Resource Requests

COVID-19 Response

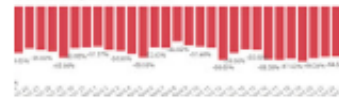
Traffic Volume

Monthly traffic volume at the Colchester Suburb (RMP) and is compared to show year 2019-2020, as well as generated trends in traffic volume for 2019-2020. A change of any time, the dashboard is updated weekly on Monday.

Site and Year: 2019-2020



Vehicle Crashes (by Last Year: 2019-2020)

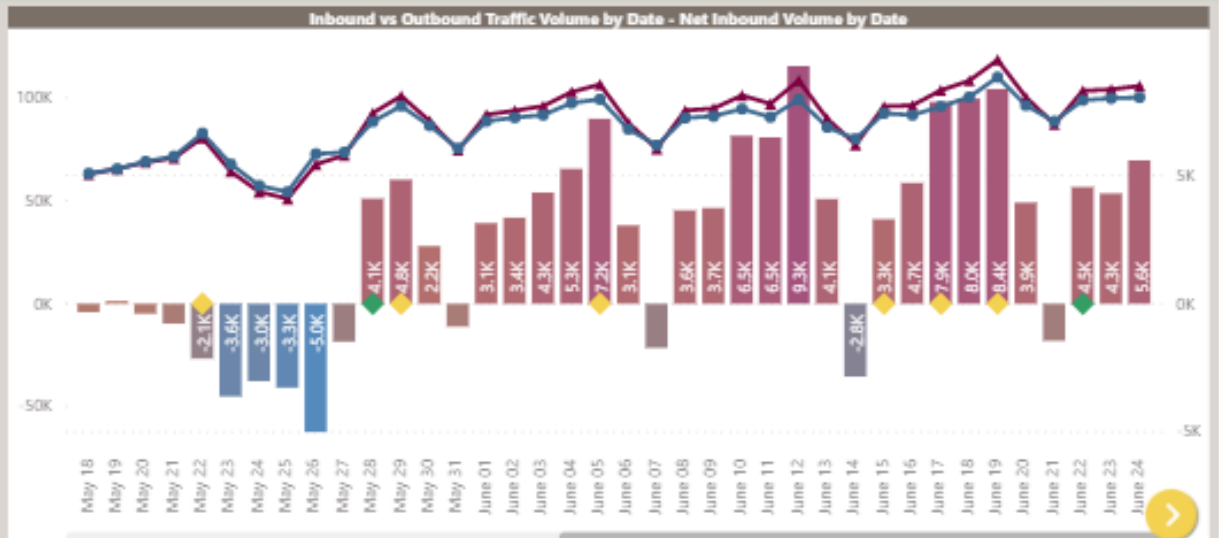
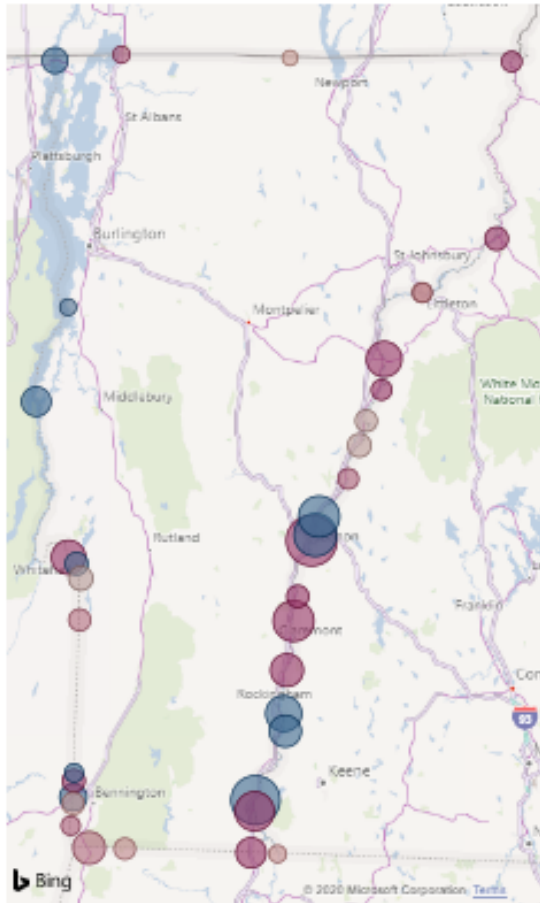


Location	2019	2020
188 Colchester	18.2%	18.2%
188 Woodbury	2.0%	2.0%
188 Waterbury	12.2%	12.2%
187 St Albans	1.8%	1.8%
187 Waterbury	4.5%	4.5%
187 Colchester	10.2%	10.2%

Track and compare changes in border crossings, traffic volumes, and vehicle crashes in Vermont as related to COVID-19 response.

Explore

COVID-19 Automated Traffic Collection



▲ Inbound ● Outbound ◆ C19 Event ◆ Collection Event Net Inbound Net Outbound

Collection Location	Date Selection	Last Updated
<input type="checkbox"/> Select all	4/17/2020	6/24/2020
<input type="checkbox"/> MA I-91 Gullford	6/24/2020	6/24/2020
<input type="checkbox"/> MA US7 Pownal		
<input type="checkbox"/> MA VT142 Vernon		
<input type="checkbox"/> MA VT8 Stamford		
<input type="checkbox"/> NH Arch Bridge Bellows ...		
<input type="checkbox"/> NH I-89 White River Jct		
<input type="checkbox"/> NH I-93 Waterford		
<input type="checkbox"/> NH Newbury Crossing R...		
<input type="checkbox"/> NH US2 Guildhall		

Net Inbound Traffic		
Last 7 Days	WoW Change	WoW % Change
33,258	+434	+1.3%

Change Log

- 06/23/20 - NY VT 279 Bennington reinstated after QC completed
- 06/22/20 - NY US4 Fair Haven switches from tube to speed cart. NH I-89 White River Junction reinstated after QC completed
- 06/16/20 - NY Plattsburgh - Grand Isle Ferry, NY VT 279 Bennington and NH I-89 White River Junction temporarily

Data Background

- The data in this dashboard is collected from 34 tube counters 3 speed carts and 1 RWIS station
- The data is preliminary and subject to change at any time
- The dashboard is updated Fridays by close of business and significant changes to the dashboard are recorded in the Change Log

<https://vtrans.vermont.gov/content/covid-19-transportation-dashboards>

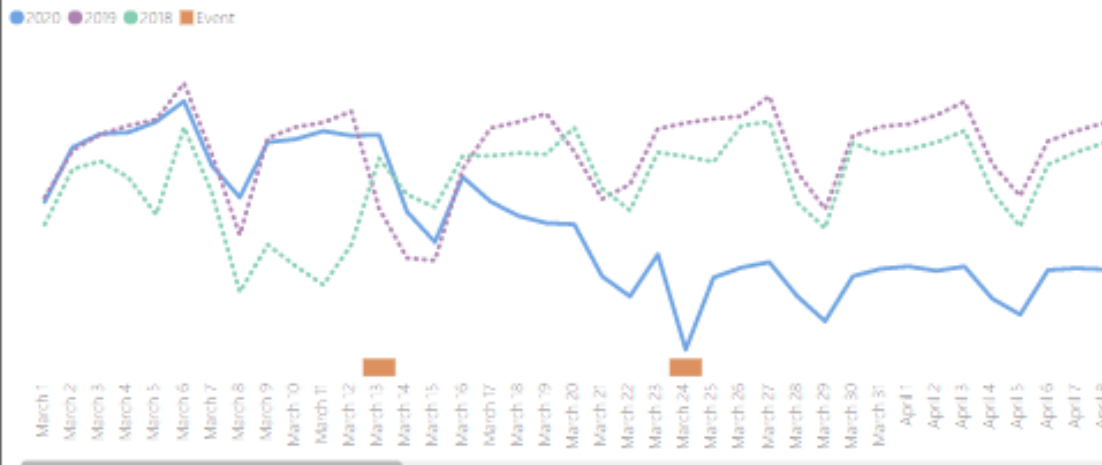
COVID-19 Statewide Traffic Volume

This data is from Vermont's [Road Weather Information Systems \(RWIS\)](#). It is compiled to show percent change in volume between 2019-2020, and general trends in traffic volume for 2018-2020. The data is preliminary and subject to change at any time. Updated Mondays by close of business.

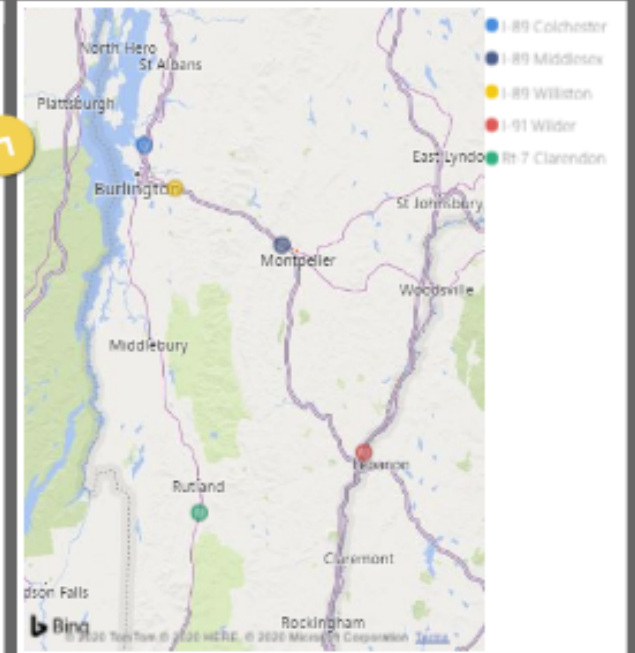
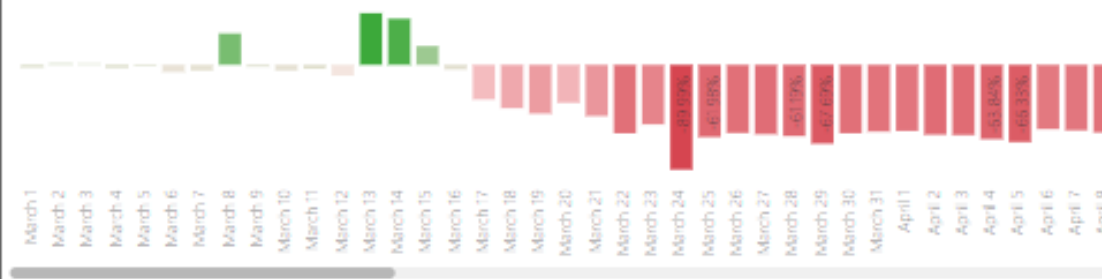
Change Log

06/17/20 - Year-to-Date view added
 06/15/20 - Four hours of missing data from all locations due to vendor maintenance on Sat 6/13.
 Gap temporarily filled with data from Fri 6/12.

Measured Traffic Volume by Date and Year: 2018-2020



Percent Change in Traffic Volume from Same Day Last Year: 2019-2020



Collection Location	% Change 2019-2020
I-89 Colchester	-38.47%
I-89 Middlesex	-46.87%
I-89 Williston	-45.51%
I-91 Wilder	-38.43%

3/1/2020 6/21/2020
 Updated: Monday, June 22, 2020

Date	Event	URL
06/19	Hospitality Restart IV	🔗
06/17	Long-Term Care Restart I	🔗
06/15	SCE Extended	🔗
06/05	Hospitality Restart III	🔗
05/29	Hospitality Restart II	🔗
05/22	Hospitality Restart I	🔗
05/15	Be Smart, Stay Safe	🔗
05/06	Phased Restart V	🔗
05/04	Phased Restart IV	🔗
05/01	Phased Restart III	🔗
04/14	Phased Restart II	🔗



Teleworking, Technology & Personnel Management

Secretary Jennifer Cohan, DelDOT
Deputy Secretary Nicole Majeski, DelDOT



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.



Delaware's COVID-19 Timeline

March 12, 2020
State of Emergency
Issued

March 17, 2020
DelDOT Employees
Telecommuting

March 24, 2020
Stay at Home
Order Issued

March 27, 2020
Operational
Changes
Implemented



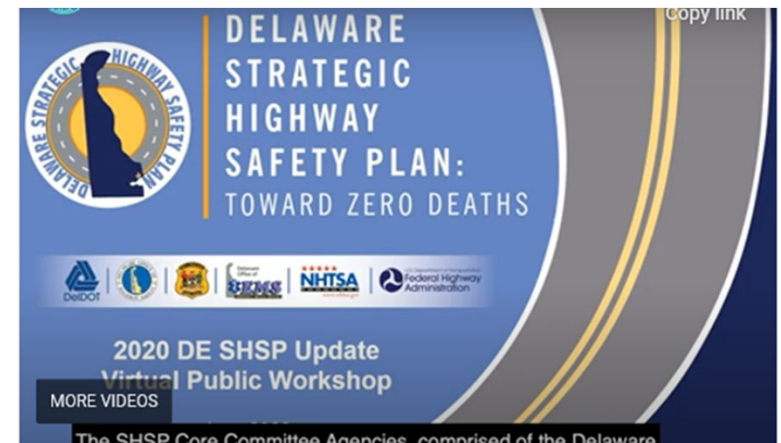
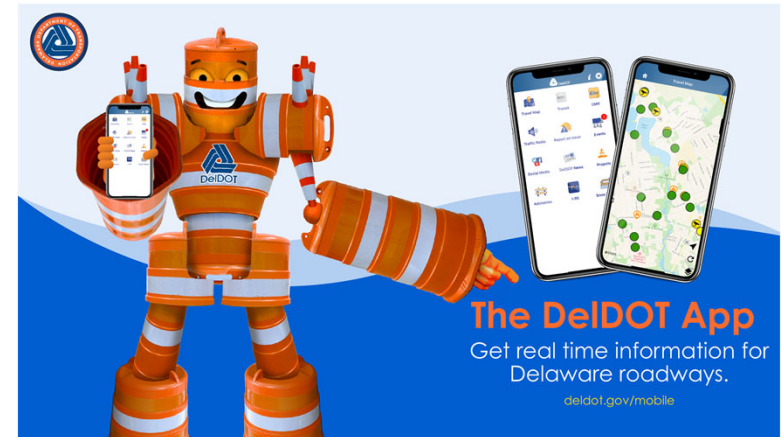
Transitioning to Telecommuting

- 1,000+ employees transitioned to telecommuting within a week
 - Network access established
 - 500 devices were distributed via curbside pickup
- Connectivity issues were addressed by providing Hotspots and Wi-Fi Cards
- 500+ Webex licenses were acquired
- Web cameras and microphones were purchased
- Tracked network connection/activity of employees to ensure productivity
- Conducted a telecommuting survey
 - 95% stated telecommuting is a success
- Held virtual employee town halls



Continuing Operations with Technology

- Electronic Development Plan Submissions, Reviews and Approvals
- Online Permit Submissions and Approvals
- Electronic Signature Policy
- Electronic Bid Submissions
- Virtual Bid Openings
- Virtual Workshops
- Human Resource Trainings Online
- All Electronic Tolling
- Mobile ID
- Increased Usage of the DelDOT App



DMV Services

March – June

Online Transactions
80,911

myDMV Activations
35,606

Type of Service	Total
Booked Online Appointments	9984
Cancelled Online Appointments	876
Driver License/ID Renewals	31118
Driving records	2276
e-notification changes	2635
Hearing requests	600
HP new applications	68
HP renewals	1240
Registration address change	6450
Registration renewal	22556
Specialty Tags	156
UM payments	2952
Grand Total	80911

Transit Services

Fare collection suspended
April 2 and resumed June 1

Mobile Tickets Since June 1
18,651

New DART Pass Activations:
2,766

PASS	AMOUNT	PASS_COUNT
7-Day Pass (1 Zone)	\$16,992.00	1062
Daily Pass (1 Zone)	\$16,744.00	4186
One-Way Ride (1 Zone)	\$14,318.00	7159
\$4 Paratransit	\$13,064.00	3266
30-Day Pass (1 Zone)	\$7,620.00	127
\$6 Non-ADA (Demand Response)	\$5,910.00	985
7-Day Pass (2 Zone)	\$4,300.00	215
One-Way Ride (2 Zone)	\$1,676.00	419
Daily Pass (2 Zone)	\$1,368.00	171
30-Day Pass (2 Zone)	\$800.00	10
Anywhere Daily Pass	\$672.00	56
Reduced Fare One-Way Ride (1 Zone)	\$647.20	809
One-Way Ride (3 Zone)	\$564.00	94
7-Day Pass (3 Zone)	\$390.00	13
30-Day Pass (3 Zone)	\$360.00	3
Reduced Fare One-Way Ride (3 Zone)	\$67.20	28
Reduced Fare One-Way Ride (2 Zone)	\$60.80	38
DTC/DeIDOT Employee Pass	\$0.00	10
Grand Total	\$85,553.20	18651



Public Involvement

Deputy Secretary Larry Shifflet, PennDOT

A solid orange horizontal bar spans the width of the slide at the bottom.



Public Involvement

Commissioner Diane Gutierrez-Scaccetti, NJDOT



NASTO 2020 – COVID-19 CHALLENGES

- **PUBLIC INVOLVEMENT**

- **STAKEHOLDER COMMUNICATION**

- CONTRACTOR/CONSULTANT ASSOCIATIONS

- MUNICIPAL/COUNTY GOVERNMENTS

- LOCAL ELECTED OFFICIALS/STATE LEGISLATORS/CONGRESSIONAL DELEGATION

NASTO 2020 – COVID-19 CHALLENGES

- METHODS OF PUBLIC OUTREACH
 - SOCIAL MEDIA
 - STAKEHOLDER NEWSLETTER
 - ASSOCIATIONS



Group Discussion

Effective Communication
Teleworking, Technology and Personnel Management
Public Involvement

COVID Related Challenges Part-II

Revenue Impact on State Transportation Fund
Construction
Operations and Maintenance
Transit
Aviation





Revenue Impact on State Transportation Fund

Deputy Commissioner Mark Rolfe , CTDOT

A solid orange horizontal bar spans the width of the slide at the bottom.

State of Connecticut

COVID-19 Projected Impact on Transportation Revenue

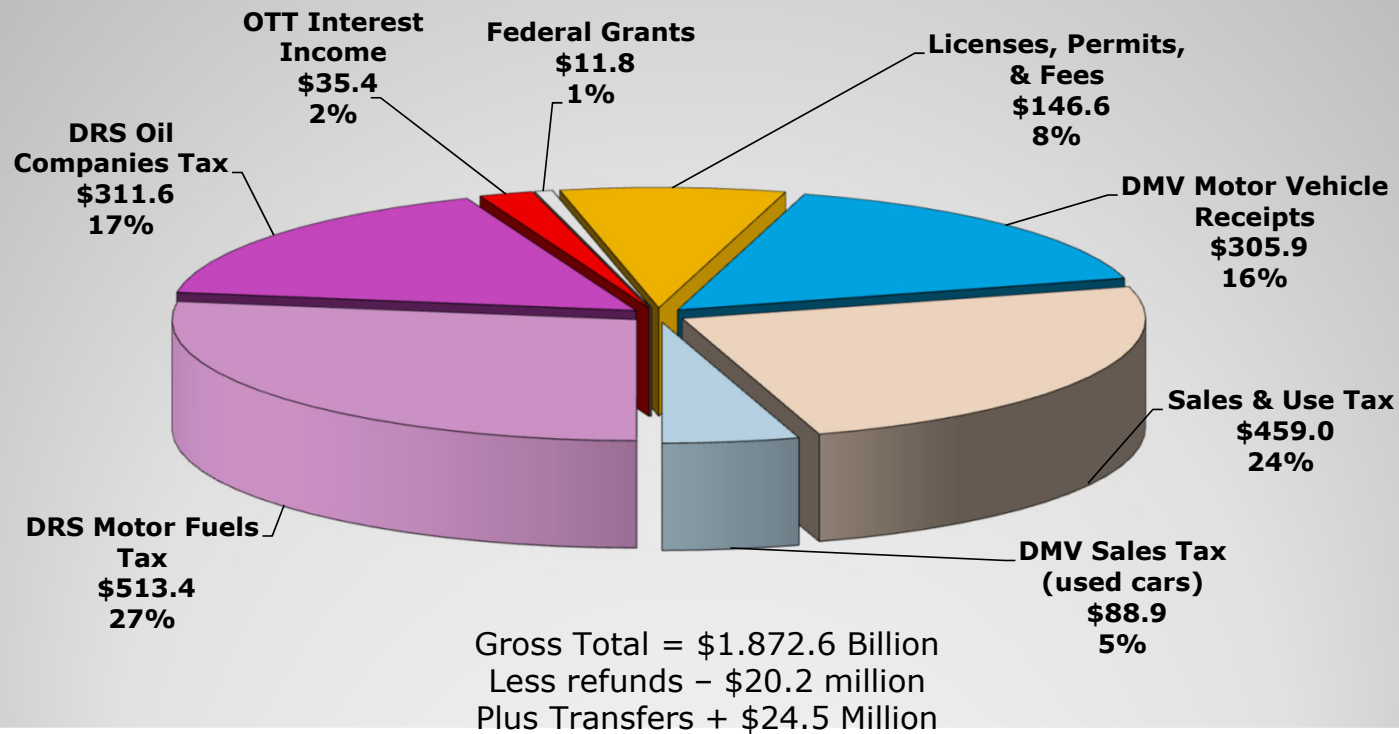
**State Fiscal Years
2021 - 2024**

**NASTO Presentation
July 14, 2020**

PRE-COVID

January Consensus Revenue Projection

STF Revenue Sources (\$ millions)

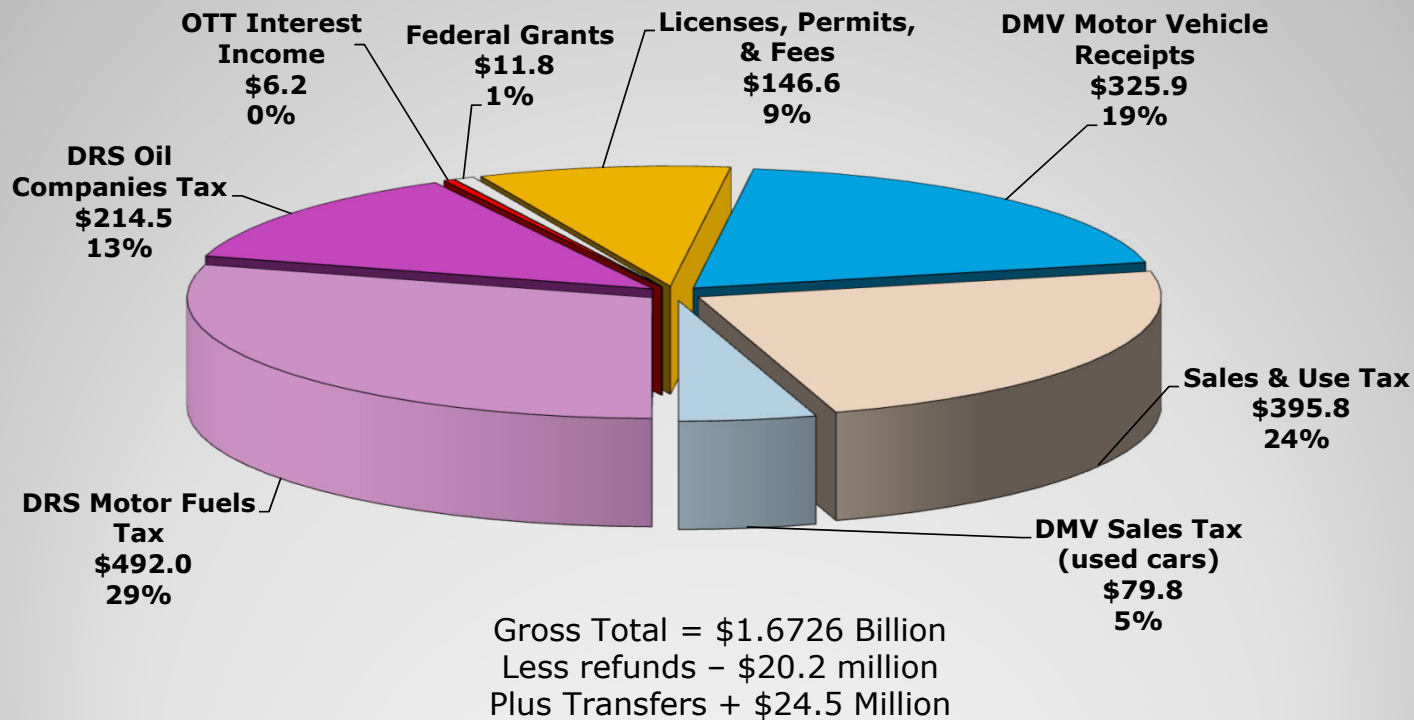


FY 2021 Estimated Revenues - \$1.877 Billion

POST-COVID – SFY21

April Consensus Revenue Projection

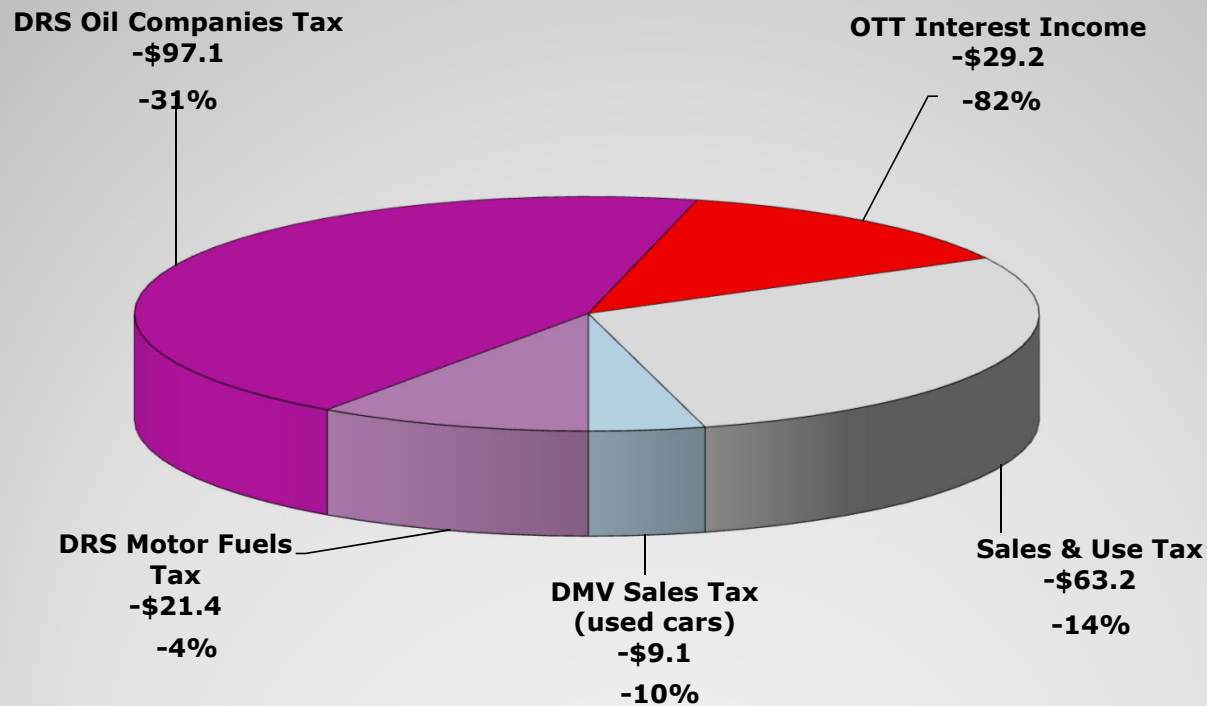
STF Revenue Sources (\$ millions)



FY 2021 Estimated Revenues - \$1.677 Billion
Projected Down \$200M or 11%



SFY21 - Percentage of Lost Revenue by Category (\$ millions)



Projected Losses Future Years:

SFY22 = (\$184.8M) // SFY23 = (\$138.9M) // SFY24 = (\$115.6M)

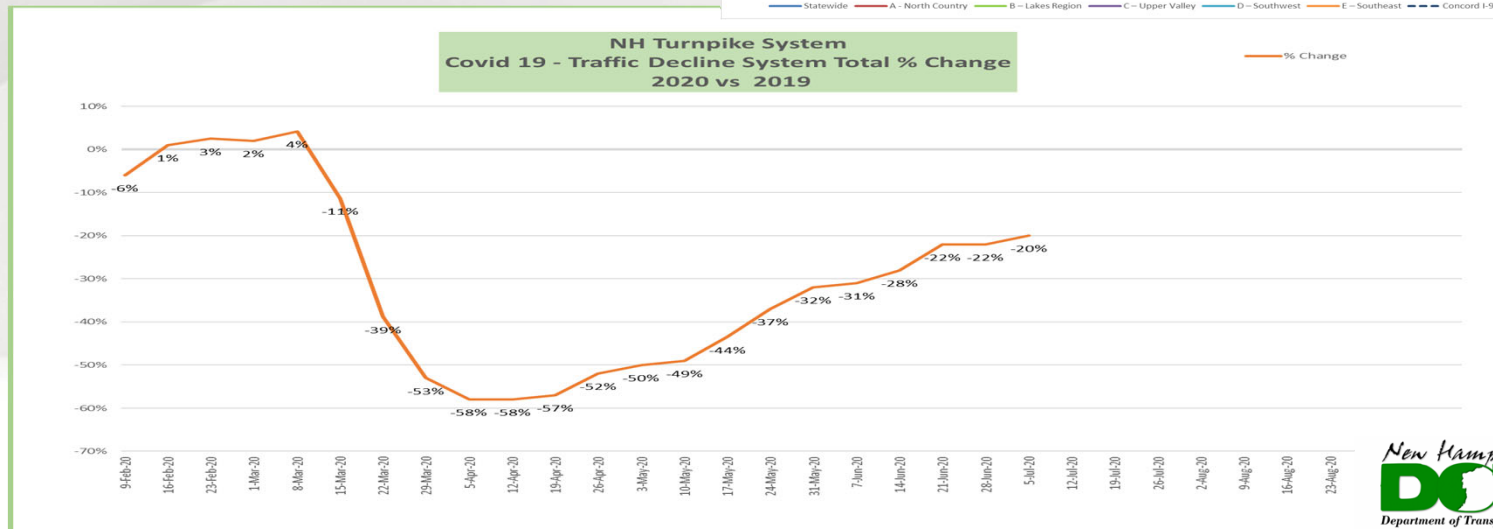
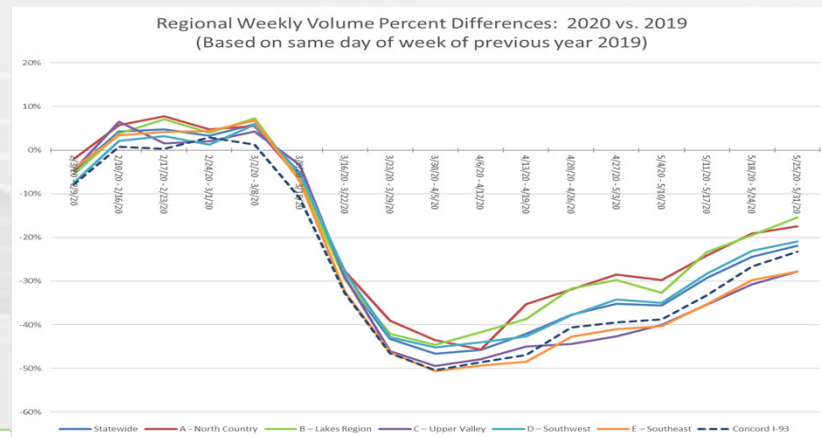


Revenue Impact on State Transportation Fund

Commissioner Victoria Sheehan, NHDOT
Deputy Commissioner Christopher Wasczuk, NHDOT

COVID Traffic & Revenue Impact on State Transportation Fund

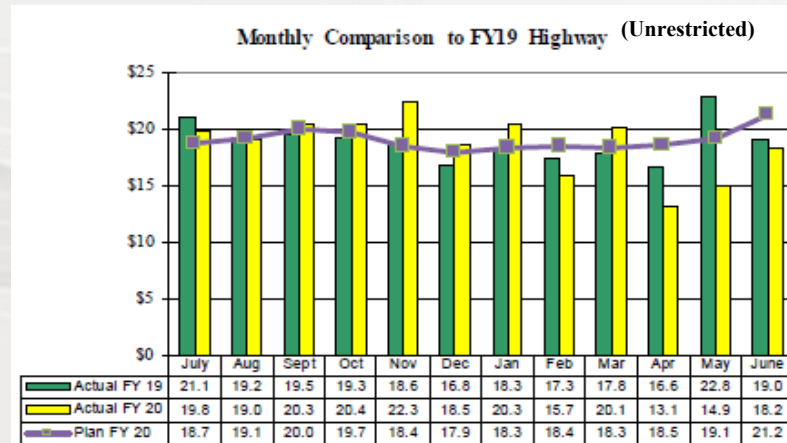
- Emergency Order 2020-04
 - State of Emergency 3/15/20
- Traffic Impact
 - Regional Effects
 - Turnpike System



COVID Traffic & Revenue Impact on State Highway Fund

State Highway Fund

- Road Toll (Gas Tax)
 - Unrestricted
 - Restricted (Betterment & SB367)
- Motor Vehicle Fees
 - Registration, Title, License, Inspection, etc.



COMPARISON TO PLAN (Unrestricted)				
Revenue Category	year-to-date			FY19 Actuals
	FY20 Actuals	FY20 Plan	Actual vs. Plan	
Gasoline Road Toll	\$118.9	\$127.0	(\$8.1)	\$127.2
Miscellaneous	0.2	0.2	-	0.6
Motor Vehicle Fees				
MV Registrations	73.2	66.6	6.6	72.7
MV Operators	8.2	8.7	(0.5)	8.1
Inspection Station Fees	4.0	2.9	1.1	3.4
MV Miscellaneous Fees	12.2	16.0	(3.8)	8.0
Certificate of Title	5.9	6.2	(0.3)	6.3
Total Fees	103.5	100.4	3.1	98.5
Total	\$222.6	\$227.6	(\$5.0)	\$226.3

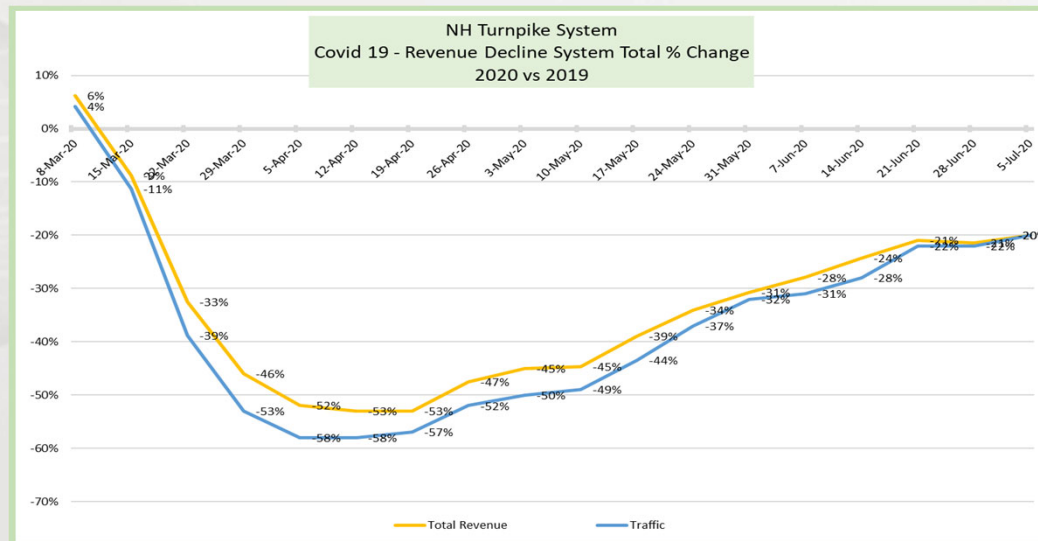
Cash Basis (Accrual Not Complete)

- Pre-COVID FY20 \$7.6M above plan (4.5% ↑)
- April-June – Reduction \$9.3M (29% ↓ from previous year) unrestricted gas tax
- FY20 - \$5.0M below plan (2.2% ↓)
- FY21 Projection – 10% decline

COVID Traffic & Revenue Impact on NH Turnpike Fund

Turnpike Fund

- Toll revenue
 - Cash
 - E-ZPass
- FY19 - \$132.9M



Toll Revenue - Cash Basis

- FY20 Pre-COVID – trending to budget
- April-June – Reduction of \$12.9M (38% ↓) from budgeted toll revenue
- FY20 - \$14.5M below plan (10.8% ↓)
- FY21 Projection – 12% decline (\$16.7 M)

COVID Traffic & Revenue Impact on FY20 & FY21 Budget

- State Funded Budget
 - Hiring Freeze
 - Essential Spending Only
 - Increased Lapse Targets
 - Freeze on State Funded Capital projects
- Turnpike Funded Budget
 - Hiring Freeze, waivers required
 - Essential Spending Only
 - Increased Lapse Targets (i.e. satisfy bond covenants)



Construction

Commissioner Victoria Sheehan, NHDOT
Deputy Commissioner Christopher Waszczuk, NHDOT

NH Construction Program – COVID Impacts

- Federal Funded Projects
 - Construction Program & Projects continue without delay
 - Fully leverage toll credit match
- State Funded Projects
 - Betterment – new construction projects halted (on-going construction continues)
 - SB367 – construction continues (new & on-going projects)
 - State Capital Budget – new construction projects halted
- Turnpike Funded Projects
 - R&R – construction continues (new & on-going projects)
 - Major Capital Expansion – design continues, potential delays in project advertisements (first project presently tentatively scheduled to advertise in March 2021)

NH Construction Program – COVID Communication / Mitigation Measures

- COVID Communication – Contractors/Engineers
 - AGC/ACEC Zoom calls
- COVID Recommended Guidelines & Procedures
 - Memo Issued for all workers on DOT Construction Projects
 - Employee Health Protection Recommendations
 - On-the-Job Recommendations to Prevent Exposure & Limit Virus Transmission
 - Work Site Risk Prevention Practices

NH Construction Program – COVID Impact: Challenges & Opportunities

- CHALLENGES

- Contractor and Sub-Contractor Staffing & Resource Issues
- Material Delivery Impeded by differing State Emergency Orders
- Additional Expenses for COVID Mitigation Items
- Field Interactions with public (i.e. land and business owners)
- Five on-going construction projects delayed due to COVID-19

- OPPORTUNITIES / POSITIVES

- Reduction in Traffic Volumes – advanced some construction activities & reduced traffic control needs/costs (i.e. eliminated some night work, increased daytime paving, increased volume of paving resulting in fewer joints, better finished surface)
- Increased cooperative spirit – working together, common goal
- Use of Zoom – online office work, telework, reduced travel



Construction

Deputy Secretary Melissa Batula, PennDOT





Commissioner Marie Therese Dominguez, Esq., NYSDOT



Challenges: Continuity of Operations

- ➔ Continued to deliver capital construction projects
- ➔ Continued with normal operations and maintenance activities
 - ❑ Snow and ice
 - ❑ Routine highway and bridge maintenance
 - ❑ Fleet maintenance and repairs
 - ❑ Bus, commercial vehicle and rail inspections
 - ❑ Traffic signal repairs
 - ❑ OS/OW, Special hauling and highway work permits
 - ❑ Transportation Management Centers and 511



Challenges: Staffing Levels

- ➔ Continued other time-sensitive Mission Essential Functions (24 x 7)
 - ❑ Incident Command System (ICS) structure for COVID-19 response
 - ❑ NYSDOT is lead State Agency for Emergency Support Function (ESF) # 1 – Transportation
- ➔ Field staff:
 - ❑ Fleet mechanics, bus/truck/rail inspectors & signal crews: 8 hours x 5 days
 - ❑ Alternating shifts for maintenance crews
 - 1/3 report to normal work location
 - 2/3 standby at home
 - ❑ Construction crews: 8 hours x 5 days
- ➔ Office employees: telecommuting from home

Challenges: Support Overall State Response

- ➔ While maintaining our core businesses, NYSDOT also supported the following overall State COVID-19 response activities:
 - Transported 50,000+ critical specimens to State labs
 - Delivered millions of pieces of PPE and over 5 million bottles of hand sanitizer
 - Handled 20,000+ DOH Call Center calls
 - Assisted with 300,000+ DOL Call Center calls
 - Vetted 80,000+ healthcare professionals
 - Delivered over 1 million testing kits and associated PPE to 1,156 nursing homes and adult care facilities
 - Assisted in setting-up and operating drive thru testing sites across the state
 - Managed the construction of 3 temporary COVID-19 hospitals



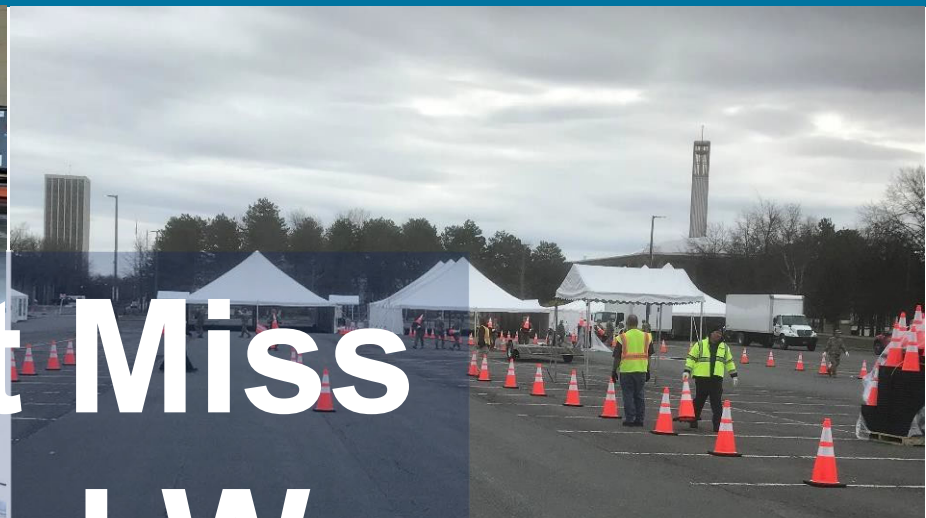
Other Challenges

- ➔ Implementing NY Pause
 - ❑ Provided PPE and cleaning supplies to essential workers
 - ❑ Distributed thousands of laptops, tablets & RSA tokens for telecommuting
 - ❑ Established DOT own COVID-19 hotline

- ➔ Phased re-opening
 - ❑ Implemented phased Reopening Plan
 - ❑ Developed the Employee Health Screening App



We Didn't Miss
a Beat and We
Delivered!





Transit

Secretary Jennifer Cohan, DeIDOT
Deputy Secretary Nicole Majeski, DeIDOT

Delaware Transit Services

Fixed Route

7.16 million trips annually

Paratransit

945,628 trips annually

Rail

1.2 million trips annually





Delaware's COVID-19 Timeline

March 12, 2020
State of Emergency
Issued

March 24th –
May 31st
Stay at Home
Order









June 1st – June 15th
Phase I

June 15th - Present
Phase II



COVID-19 Strategy at a Glance

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.

	Stay at Home (March 24-May 31)	Phase 1 (June 1-14)	Phase 2 (June 15 - present)	Phase 3 (TBD)	Continued Monitoring	Long-Term Considerations
Impact on Delaware 	<ul style="list-style-type: none"> 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 14-day out-of-state quarantine restriction; short-term rentals ban 	<ul style="list-style-type: none"> Maintain social distance Gatherings larger than 10 people prohibited Workforce capacity set at 30% of work-place occupancy Leisure/business travel strongly discouraged Short-term rental ban and 14-day out-of-state quarantine lifted 	<ul style="list-style-type: none"> Maintain social distance Workforce capacity set at 60% of workplace occupancy Non-essential business travel discouraged DART/DeIDOT managers and supervisors return to workplace to prepare for return of all non-essential employees 	<ul style="list-style-type: none"> Maintain social distance Phased employee return to workplace 	<ul style="list-style-type: none"> Beyond Phase 3 opening, social distancing is still encouraged Businesses can operate with employees wearing face coverings with six feet of distance from non-household members Exceptions to six feet require face coverings and should be eliminated if possible 	<ul style="list-style-type: none"> System redesign explored in order to connect more riders to fixed route network, optimize routes and improve schedules
Services Provided   	<ul style="list-style-type: none"> Weekday service reduced to Saturday schedule Modified schedules provided with additional services on select routes SEPTA rail service to/from Delaware suspended, lifeline service to Claymont and Wilmington restored on May 10 	<ul style="list-style-type: none"> Fixed route service restored at pre-COVID levels except for Route 62 Beach Bus service postponed SEPTA lifeline service continues to Claymont and Wilmington 	<ul style="list-style-type: none"> Fixed route service continues at pre-COVID levels SEPTA increases service June 28 on Wilmington/Newark line beyond lifeline Expanded Sunday service offered beginning June 7 in Sussex County before Beach Bus service begins Beach Bus service begins June 29 Holiday service on Friday July 3 with all routes running a Saturday schedule Holiday service on Saturday July 4 with Saturday service on Routes 2, 4, 5, 6, 13, 15, 33, 40 and 47, all Beach Bus routes, and Beach Connection 305; complimentary ADA-only paratransit service operates for these routes. Other fixed route and paratransit services do not operate. 	<ul style="list-style-type: none"> Fixed route bus 62 serving Fairplay Station resumes with resumption of SEPTA service to Newark 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Explore microtransit options that connect riders to fixed route system Design for multimodal connections at DART facilities Explore use of autonomous shuttles to transport goods and special needs customers Installation of information screens on buses
Social Distancing  	<ul style="list-style-type: none"> Fixed route capacity reduced to 40% of a modified Saturday schedule Front door boarding prohibited with exception of customers with accessibility needs; all other boarding through back of bus Face coverings required to be worn by passengers and operators Seats marked to allow for social distancing; seats closest to bus operators restricted from use "Essential Trips Only" on bus display signs One passenger limit on paratransit 	<ul style="list-style-type: none"> Fixed route capacity maintained at 40% of a modified Saturday schedule Face coverings required by passengers and operators Seats marked to allow for social distancing; seats closest to bus operators restricted from use "Essential Trips Only" on bus display signs Two passenger limit on paratransit 	<ul style="list-style-type: none"> Fixed route capacity increased to 60% Face coverings required to be worn by passengers and operators Seats marked to allow for social distancing; seats closest to bus operators restricted from use "Essential Trips Only" on bus display signs Three passenger limit on paratransit 	<ul style="list-style-type: none"> Full bus capacity restored Full Paratransit vehicle capacity restored Face coverings required to be worn by passengers and operators Barriers for operators to be tested on fixed route and paratransit buses 	<ul style="list-style-type: none"> Face coverings continue to be worn by passengers and operators PPE available to staff; masks provided to paratransit customers 	<ul style="list-style-type: none"> Bus retrofits for ease of cleaning (remove cloth seats) Facilities explore new measures to reduce touch-point surfaces Utilize virtual meetings, workshops, and tools to reduce in-person gatherings and increase meeting participation Sale of PPE in vending machines at key transit centers/hubs
Fare Collection 	<ul style="list-style-type: none"> Fares suspended on fixed routes Paratransit fares paid with DARTPass app or billed before April 2, when fares were suspended; no cash 	<ul style="list-style-type: none"> Fixed route fare collection resumes; cash fares allowed but DARTPass use encouraged through discount on Day, 7-Day and 30-Day Passes Paratransit fares paid with DARTPass app or billed; no cash Re-institute front door bus boarding 	<ul style="list-style-type: none"> Fixed route fares collected; cash fares allowed but DARTPass use promoted via discount on Day, 7-Day and 30-Day Passes Paratransit fares paid with DARTPass app or billed 	<ul style="list-style-type: none"> Return to standard fares Promotional DARTPass discount ends (TBD) Paratransit fare cash collection resumes Promote use of DARTPass 	<ul style="list-style-type: none"> Monitor ridership and consider fare discounts, other short-term strategies to help restore ridership where needed Promote use of DARTPass 	<ul style="list-style-type: none"> Redesign DARTPass to include tap-n-go fare payment; improve Transit App rider notifications and trip planning
Cleaning 	<ul style="list-style-type: none"> Cleaning process initiated during "Stay at Home" period will continue as standard procedure for DART First State vehicles 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 					<ul style="list-style-type: none"> Implementation of UV cleaning technology No touch equipment installed in restrooms, kitchens

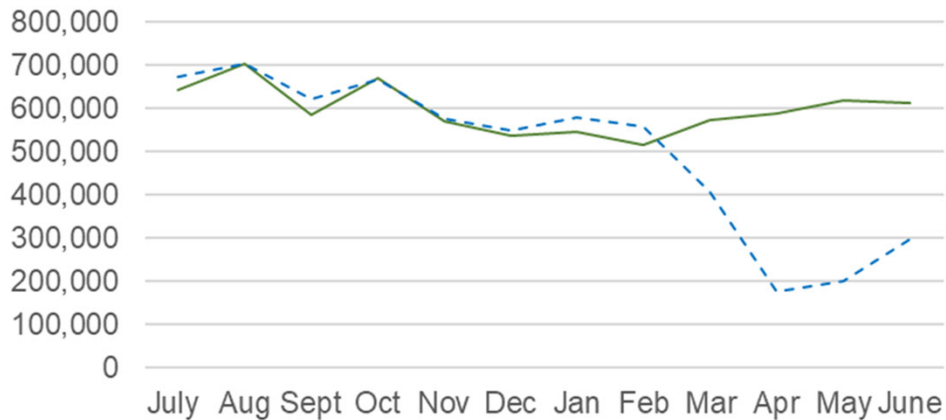
For the latest visit dartfirststate.com, follow us on Twitter @Dartfirststate, Facebook at facebook.com/dartfirststate, Instagram at instagram.com/dartfirststateofficial, or download the DART Transit app.



Transit Ridership

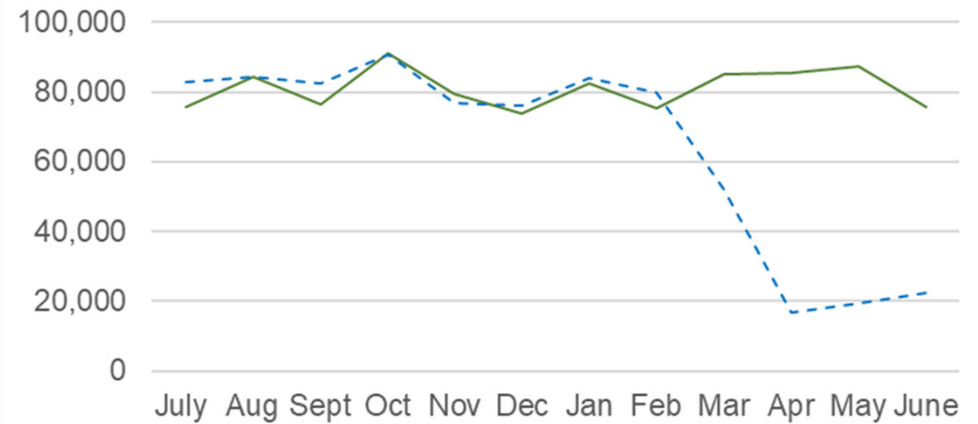
Fixed Route Total Ridership

— FY19 - - - FY20



Paratransit Total Ridership

— FY19 - - - FY20



Contactless Fare Payment

Day Pass

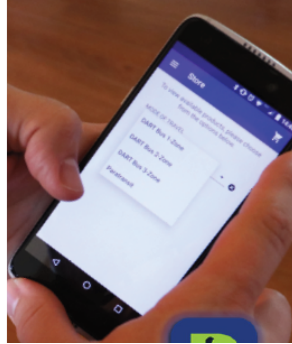
- 1-Zone - \$4.00
- 2-Zone - \$8.00
- 3-Zone - \$12.00

7-Day Pass

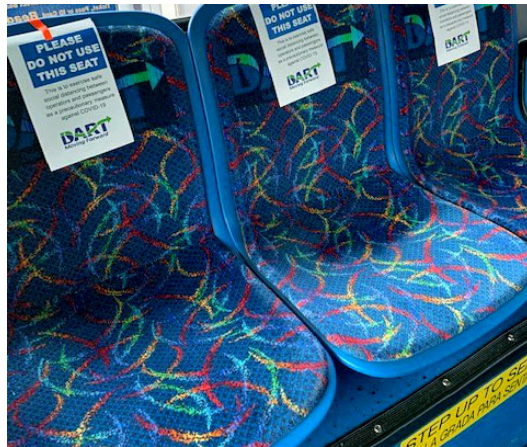
- 1-Zone - \$16.00
- 2-Zone - \$20.00
- 3-Zone - \$30.00

30-Day Pass

- 1-Zone - \$60.00
- 2-Zone - \$80.00
- 3-Zone - \$120.00



Re-Thinking Transit





Transit

Secretary Gregory Slater, MDDOT



DEPARTMENT KEY FOCUS AREAS

- Protecting our Employees and Customers
 - Providing Personal Protective Equipment
 - Face Coverings, Hand Sanitizer, Disinfectant wipes, and Gloves where needed
 - Thoroughly Cleaning/Disinfecting Facilities and Services
 - Retrofitting facilities and customer services for better protection
- Deliver essential services to facilitate economic activity
 - At the same time, we need to regulate their delivery to ensure we are mitigating exposure

TRANSIT

- **Goal:** Drawdown service early on to mitigate potential exposure of the virus, but still serve essential industries
- Worked with 30 major employers (Under Armor, Amazon, FedEx, UPS, and Hospitals) around the Baltimore area to ensure service reductions did not severely impact their workforces
 - Operated an employee Shuttle to specifically support several hospitals



TRANSIT

FACE COVERING REQUIRED



Effective 4/18/20 at 7:00 am:
To reduce the spread of COVID-19,
all riders using public transit are
REQUIRED to wear face coverings.

mta.maryland.gov/coronavirus

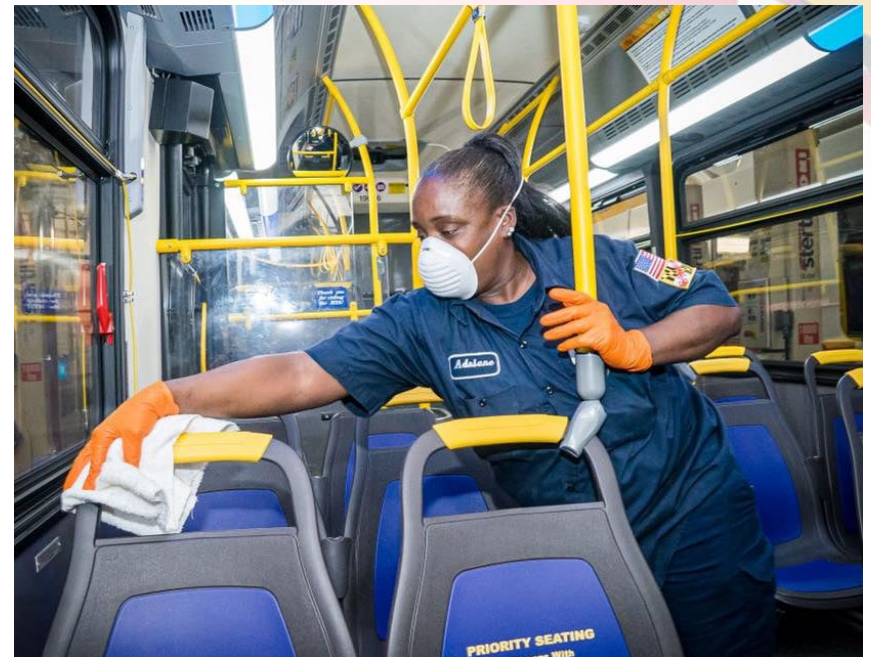
MOT MARYLAND DEPARTMENT OF TRANSPORTATION
MARYLAND TRANSIT ADMINISTRATION

MOT MARYLAND DEPARTMENT OF TRANSPORTATION

- Provided face coverings, hand sanitizer, and gloves to operators early on, and are preparing to distribute 89,000 face coverings from FEMA/FTA to riders
- Governor Hogan required the use of face coverings by transit operators and passengers starting April 18th
- Instituted a very robust cleaning and disinfecting program for services
 - Bus facilities and services are cleaned/disinfected 2x daily
 - Fogging disinfecting technology is also used on buses, Metro, and Light Rail Vehicles

TRANSIT

- Retrofitting our buses with:
 - Plastic seats, for those that currently have cloth, to make cleaning easier
 - Air ionizers to better clean the cabin air
 - Passenger partitions in between rows of seats
 - Extended operator barriers to better insulate and protect the drivers
- With declining cases and to facilitate better social distancing of passengers, as of this past Sunday (July 12th), we have returned services to their normal Summer schedules, with a few minor exceptions
- We continue to educate riders on our efforts to restore their confidence in travelling, as well as on what steps they can take to travel safely and help slow the spread





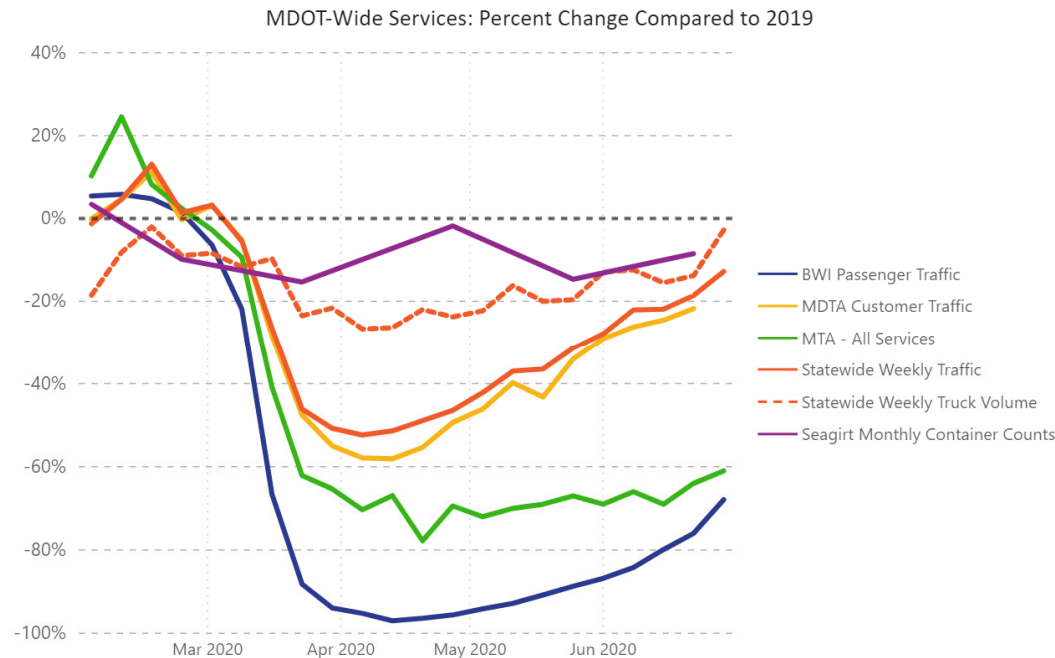
Aviation

Secretary Gregory Slater, MDDOT



AVIATION

- Ridership at BWI fell off very quickly, and is recovering gradually
 - Fortunately, there are expectations that leisure travel will return quicker, and since BWI saw about 60/40 leisure vs business travel before the pandemic, we are hopeful for a quicker rebound
- We continue to work with the airlines, parking management/ rental car companies, and other retail/restaurant tenants that have been negatively impacted as a result of declining travel volumes
- We are also working with companies, such as Amazon, to ensure that business can continue to operate as seamlessly as possible



The trends outlined in the chart are based on raw data that is meant to provide an indicator of the system as a whole. The raw data is preliminary and subject to change. Weekly averages were used for comparison in the absence of daily data.

AVIATION

- In order to protect employees and restore passenger confidence:
 - On March 19th, Governor Hogan restricted access to the terminal to only ticketed passengers and employees
 - Providing employees with all necessary Personal Protective Equipment
 - Distributing 1.3 million face coverings from FEMA to passengers and tenant employees
 - Most airlines operating at BWI require the use of face coverings by passengers
 - Employees and patrons of retail establishments in the terminal are required to wear face coverings
 - Instituted a nightly deep cleaning of the terminal that includes use of a fogging machine
 - Cleaning/Disinfecting high-touch point areas 2x daily
 - Installed plexiglass barriers at customer service areas, and floor decals throughout the terminal to facilitate social distancing
 - Continue outreach efforts to educate the public on our efforts to restore their confidence in travelling, as well as on what steps they can take to travel safely and help slow the spread



Group Discussion

Revenue Impact on State Transportation Fund
Construction
Operations and Maintenance
Transit
Aviation





COVID-19 Challenges Webinar
Thank you for joining!