

Phase Two Guidance
Coronavirus 2019 (COVID-19): Guidance for Shared Transit (For-Hire Vehicle, Taxi, and Rideshare Vehicles)

During Phase Two, non-essential ridesharing can resume. The public and businesses will be required to adopt new behaviors and rigorous safeguards to reduce risk for all. If providing services in Phase Two, **the following measures should be implemented to help reduce the risk of COVID-19 transmission amongst drivers, employees, customers, and the community.** For additional information, visit coronavirus.dc.gov/phasetwo.

Please note that any individual experiencing symptoms of COVID-19, or who was recently exposed to someone diagnosed with COVID-19, should not operate a for-hire, taxi, or rideshare vehicle due to the risk of exposing others. Symptoms of COVID-19 may include: fever (subjective or 100.4 degrees Fahrenheit), chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea, or otherwise feeling unwell.

Drivers and Customers Should Practice Everyday Prevention Measures

- **Stay at home if you are sick** or were recently exposed to someone with COVID-19.
- Customers should not use a for-hire, taxi, or rideshare vehicle if ill, unless it is absolutely necessary, and not use carpool options.
- Stay at least 6 feet from other people when possible.
- Drivers and customers should wear a cloth face covering at all times.
- Customers should handle their own baggage and use contactless payment options when possible.
- Perform frequent hand hygiene (with soap and water or alcohol-based hand rub).
 - Key times to perform hand hygiene include:
 - Before eating food,
 - After using the toilet,
 - Before and after putting on, touching, or removing cloth face coverings,
 - Before and after work shifts and work breaks,
 - Between rides and after handling/exchanging money,
 - Before and after pumping gas
 - After handling customers' personal belongings, if unavoidable, and
 - After blowing your nose, coughing, or sneezing.
- Drivers should carry tissues in their vehicle. Customers and drivers should cover their mouth and nose if they cough or sneeze in the vehicle, perform hand hygiene, and dispose of the tissues in the trash.
- Gloves should be worn only as indicated per routine job responsibilities.
- If customers refuse to comply with safety measures, you may report this concern to management, your app rideshare company, and/or the authorities, as appropriate.
- If you feel uncomfortable with providing transport to a visibly sick customer for safety reasons, you can choose to refuse transport. However, discrimination against customers on the basis of race, national origin, or other reasons as described in your company's policies, local, state, and federal law, is not allowed.

Employer/Driver Considerations to Encourage Driver and Customer Safety

- Provide supplies for drivers and other employees to allow for frequent hand hygiene (e.g., soap and water or alcohol-based hand sanitizers with at least 60% alcohol) in each vehicle and in-office at workstations and in common areas.
- Provide employees with appropriate personal protective equipment (e.g., masks) and cloth face coverings.
- Implement leave policies that are flexible and non-punitive, and allow sick employees to stay home.
 - Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- Stagger shifts, start times, and break times as much as possible.
- Develop policies and technology options that allow and prioritize contactless transactions that limit or eliminate close contact and the sharing of items such as pens and electronic signature pads between drivers and customers.
- Educate employees about COVID-19. See coronavirus.dc.gov for more information.
- For additional information specific to Shared Transit, see the Centers for Disease Control and Prevention (CDC) website: cdc.gov/coronavirus/2019-ncov/community/organizations/rideshare-drivers-for-hire.html

Screening and Monitoring for Symptoms

- Shared transit employers should perform screening (e.g., symptom questionnaires) of employees daily, prior to beginning shift or entering the workplace, over the phone or in person.
- Place a sign at the business entrance to inform staff and visitors of screening procedures.
- If a worker develops any symptoms of COVID-19 during the workday, there should be a plan in place for that individual to immediately isolate, notify their supervisor/rideshare company and cease transporting customers or leave the workplace.
- Maintain a record of individuals in the business and customers for at least 30 days.

Avoid Close Contact and Reduce Touchpoints

- Prohibit customers from sitting in the front passenger seat by the driver.
- Limit number of passengers to 1 person, or people from the same household (exceptions may include an essential companion, such as a personal care assistant).
- Consider use of a partition between the driver and passenger seats.
- Avoid close contact with customers, when possible.
 - Keep a distance of at least 6 feet from customers when outside the vehicle.
 - Consider asking customers to handle their own personal bags and belongings during pick-up and drop-off. Perform hand hygiene if this is not possible.
- Avoid using the recirculated air option for the car's ventilation during customer transport; use the car's vents to bring in fresh outside air and/or lower the windows.
- Do not offer items such as water bottles or magazines.
- Avoid contact with surfaces frequently touched by customers or other drivers, such as door frames/handles, windows, seatbelt buckles, steering wheel, gearshift, signaling levers, and other vehicle parts before cleaning and disinfection.

Clean and Disinfect

- Drivers should have a comprehensive plan for cleaning and disinfecting vehicles routinely throughout the day, and in between customer use.
- Carry disinfectant spray or disposable wipes and disposal trash bags in the vehicle. Follow the directions on the disinfectant product's label.
- If surfaces are visibly dirty, they should be cleaned with detergent or soap and water prior to disinfection.
- At a minimum, clean and disinfect frequently touched surfaces in the vehicle at the beginning and end of each shift, and between transporting customers who are sick.
- Allow for adequate time to clean and disinfect between customers.
- For more information about disinfectants that are effective against the virus that causes COVID-19 see the CDC website: [cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html](https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html)
- For more information about cleaning and disinfecting the office space for the business see [cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html](https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html)

Establish a Plan for COVID-19 Exposure

- Establish a plan in the event that an employee/driver or customer is diagnosed with COVID-19.
- Identify a point of contact at the establishment/rideshare service that an employee/driver can notify if they test positive for COVID-19 and choose to disclose this information.
- If an employee/driver chooses to report to the establishment/rideshare service that they are positive for COVID-19, the establishment/rideshare service should have a notification process to share the following with workers:
 - Education about COVID-19, including the signs and symptoms of COVID-19,
 - Referral to the Guidance for Contacts of a Person Confirmed to have COVID-19, available at [coronavirus.dc.gov](https://www.coronavirus.dc.gov)
 - Information on options for COVID-19 testing in the District of Columbia, available at [coronavirus.dc.gov/testing](https://www.coronavirus.dc.gov/testing)
- If an employee/driver notifies the establishment/rideshare service they tested positive for COVID-19 **AND** the employee/driver had extensive contact with customers **OR** if a customer notifies the establishment/rideshare service they tested positive for COVID-19, then the establishment/rideshare service should notify DC Health by emailing coronavirus@dc.gov with the following information:
 - "COVID-19 Consult" in the email subject line
 - Name and direct phone number of the best point of contact at the establishment for DC Health to return the call
 - Estimated number of customers potentially exposed
 - Short summary of incident/situation
- An investigator from DC Health will follow-up within 48 hours to all appropriately submitted email notifications.

The guidelines above will continue to be updated as the outbreak evolves. Please visit [coronavirus.dc.gov](https://www.coronavirus.dc.gov) regularly for the most current information.