

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

During Phase Two, the public and businesses must adopt behaviors and rigorous safeguards to reduce risk for all. **Non-essential ridesharing can operate during Phase Two.** If providing services in Phase Two, **the following measures must 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, must 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 Must Practice Everyday Prevention Measures

- **Stay at home if you are sick** or were recently exposed to someone with COVID-19.
- Customers must not use a for-hire, taxi, or rideshare vehicle if ill, unless it is absolutely necessary, and not use carpool options.
- **Practice social distancing.** Stay at least 6 feet from other people when possible.
- Drivers and customers **must wear a cloth face covering or facemask** at all times.
 - Masks protect the wearer and protect other people.
- Customers must 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 must carry tissues in their vehicle. Customers and drivers must 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 must 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

- Shared transit employers must 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.
- Shared transit employers must provide employees with appropriate personal protective equipment (e.g., masks) and cloth face coverings.
- Implement leave policies that are flexible and non-punitive, and that allow sick employees to stay home. Leave policies are recommended to account for the following:
 - Employees who report COVID-19 symptoms,
 - Employees who were tested for COVID-19 and test results are pending,
 - Employees who tested positive for COVID-19,
 - Employees who are a close contact of someone who tested positive for COVID-19, and
 - Employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- Keep abreast of current law, which has amended both the DC Family and Medical Leave Act and the DC Sick and Safe Leave Law and created whole new categories of leave, like Declared Emergency Leave.
- Learn about and inform your employees about COVID-related leave provided through new federal law, the Families First Coronavirus Response Act (FFCRA) and all applicable District law relating to sick leave.
- Shared transit employers must stagger shifts, start times, and break times as much as possible.
- Shared transit employers must 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.
- Shared transit employers must 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

Vehicle Ventilation

- Increase circulation of outdoor air as much as possible, for example by opening windows, car vents, and/or sunroof
 - Do not open windows and doors if doing so poses a safety or health risk (e.g. triggering asthma symptoms).
- Avoid using the recirculated air option for the car's ventilation during customer transport.

Screening and Monitoring for Symptoms

- Shared transit employers must perform screening (e.g., symptom questionnaires) of employees daily, prior to beginning shift or entering the workplace, over the phone or in person.
 - For **Screening Tool Guidance**, visit coronavirus.dc.gov/healthguidance

- Shared transit employers must place signage at the business entrance to inform staff and visitors of screening procedures.
- If an employee or driver develops any symptoms of COVID-19 during the workday, there must be a plan in place for that individual to immediately isolate, notify their supervisor/rideshare company and cease transporting customers or leave the workplace.
- Shared transit employers must maintain a record of individuals in the business and customers for at least 30 days to facilitate contact tracing.

Avoid Close Contact and Reduce Touchpoints

- Prohibit customers from sitting in the front passenger seat by the driver.
- Drivers must 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.
 - 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.
- 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 must 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 must 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 cleaning and disinfection and disinfectants that are effective against the virus that causes COVID-19 see the CDC website:
[cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html](https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.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 must 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
- Information on options for COVID-19 testing in the District of Columbia, available at coronavirus.dc.gov/testing
- Refer to the guidance “*First Steps for Non-Healthcare Employers when Employees Test Positive for COVID-19*” at coronavirus.dc.gov/healthguidance.
 - A close contact is someone who was within 6 feet of a person who tested positive for COVID-19 for at least 15 minutes over a 24-hour period, during that person’s infectious period.
 - The infectious period starts two days before symptom onset and typically ends 10 days after symptom onset (or test date for people who do not have symptoms).
- Establishments/rideshare services must notify DC Health when:
 - An employee/driver who interacts frequently with customers notifies the business they tested positive for COVID-19 (not before results come back)
 - OR**
 - If a customer who used shared transit **during their infectious period** notifies the business they tested positive for COVID-19.
- Notify DC Health by submitting an online form on the DC Health COVID-19 Reporting Requirements website dchealth.dc.gov/page/covid-19-reporting-requirements:
 - Submit a **Non-Healthcare Facility COVID-19 Consult Form**.
- An investigator from DC Health will follow up within 48 hours to all appropriately submitted inquiries. Please note this time may increase as cases of COVID-19 increase in the District.

The guidelines above will continue to be updated as the outbreak evolves. Please visit coronavirus.dc.gov regularly for the most current information.