

GETTING SMARTER ABOUT TRANSPORTATION FOR SENIORS AND PEOPLE WITH DISABILITIES

As DC moves forward in the reopening process, DC Villages want to help ensure your safety while you are out in the community. Identifying safe alternative modes of transportation can be daunting, and we want to serve as a hub for guidance to meet your needs.

Prior to COVID, when life was much simpler, the biggest concerns with ride-share programs (e.g., Uber and Lyft) were operating the application and ensuring that your driver arrived as scheduled. Now, however, questions arise about the safety of ride-share programs and what you can do as a rider to ensure your safety. Aligned with recommendations from The Centers for Disease Control, Uber and Lyft have installed the following safety measures.



CDC Guidance for Ride-share, Taxi, Limo, and Vehicle-for-hire Passengers

Wear a mask

- Everyone should wear a cloth face cover in public settings and when around people who don't live in your household, especially when other social distancing measures are difficult to maintain. Cloth face coverings are meant to protect other people in case the wearer is unknowingly infected but does not have symptoms.
- Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

Avoid touching surfaces.

- Avoid contact with surfaces frequently touched by passengers or drivers, such as the door frame and handles, windows, and other vehicle parts. In circumstances where such contact is unavoidable, use a hand sanitizer containing at least 60% alcohol as soon as possible afterwards.
- Avoid accepting offers of free water bottles and avoid touching magazines or other items that may be provided for free to passengers.
Use touchless payment when available.

Practice social distancing.

- Limit the number of passengers in the vehicle to only those necessary.
- Avoid pooled rides or rides where multiple passengers are picked up who are not in the same household.
- Sit in the back seat in larger vehicles such as vans and buses so you can remain at least six feet away from the driver.

Improve ventilation.

- Ask the driver to improve the ventilation in the vehicle if possible — for example, by opening the windows or setting the air ventilation/air conditioning on non-recirculation mode.
- Practice hand hygiene.
- After leaving the vehicle, use hand sanitizer containing at least 60% alcohol.
- When you arrive at your destination, wash your hands with soap and water for at least 20 seconds.

***Face Covering/Mask Policy:***

No Mask! No Ride! Uber has instated a new technology named the Go Online Checklist and Mask Verification to ensure that drivers are wearing a mask prior to the start of their shift. Before a driver can go online, they will be asked to confirm, via a new Go Online Checklist, that they have taken certain safety measures and are wearing a mask or face cover. This new technology will verify if the driver is wearing a mask by asking them to take a selfie. Once this has been verified, you the rider will be notified via an in-app message. If a driver shows up without a mask on, the rider can cancel the trip without penalty, too, and report the issue to Uber via the app.

Accountability however goes two ways, before every trip, riders must confirm that they've taken precautions like wearing a face cover and washing or sanitizing their hands. They must also agree to sit in the back seat and open windows for ventilation. Uber is also reducing the maximum suggested number of passengers for an UberX ride to 3 from 4. Drivers are encouraged to cancel trips without penalty if they don't feel safe, including if the rider isn't wearing a face cover.

Sanitizing the Vehicle

Uber is working to provide drivers with disinfectants to help keep the car clean. Cities presenting the greatest need are prioritized for sanitation supply distribution.



Working with the CDC, Lyft developed new policies, products, and education to help protect riders and drivers. As of June 10, Lyft requires that all riders and drivers stay home if they're sick, wear face coverings when using Lyft, frequently sanitize hands and car surfaces, leave the front seat empty, and keep windows open when possible.

Face Covering/Mask Policy:

Lyft requires that riders and drivers wear masks, which are to be put on before entering the car and left on for the duration of the ride. Remember to sanitize your hands after putting on, touching, or taking off your face covering.

Distance & Ventilation:

During the ride, Lyft encourages riders to think about small changes to reduce contact throughout the ride such as handling your own luggage, using your own phone charger, and bringing your own water. When possible, open the windows during your ride, or leave them open if that's the way you find them.