COVID-19
Guidance for Taxis and Public Transit

It is important to monitor the public health guidance from the Department of Health and Community Services as the situation can change quickly. Please check www.gov.nl.ca/covid-19, which is updated daily.

The information below provides specific information for the transportation industry.

For general workplace guidelines, please refer to COVID-19 Workplace Information.

- Public transportation, including paratransit, should increase the frequency of cleaning and disinfecting all areas of public contact. Encourage members of the public to practice physical distancing of at least two-metres (or two arm’s lengths) separation.
- The public transit bus only allows a maximum of nine (9) passengers on board a bus at any one time to ensure proper physical distancing.
- Taxi drivers and shuttles should carry passengers in the back seats only. As much as possible, passengers should practice physical distancing within the vehicle. If one does not already exist, employers should consider installing a shield or barrier between the front and back seats, or around the driver.
- Limit contact with passengers. Direct passengers to load their own luggage, preferably in the trunk of the vehicle.
- Clean and disinfect taxi/shuttle vehicles regularly, paying close attention to surfaces frequently touched by passengers, such as door handles, arm rests, seatbelts, and buttons for windows and locks.
- Air flow in the vehicle should not be set to recirculating. However, if a passenger is being transported to/from a health care facility and/or is displaying respiratory symptoms, keep the windows open.
- Place signage with information on proper coughing/sneezing etiquette and hand hygiene where it is clearly visible to passengers.
- Carpooling is not recommended; however necessary, physical distancing should be maintained as much as possible, including having people sit in the backseat.
- In situations where it is impossible to maintain a two-metre distance between workers in a vehicle, the following adaptations should be made:
  - Encourage the same workers to ride in the same company vehicle every shift.
  - Workers should occupy the same seats in a vehicle for the entire shift.
  - Avoid physical contact and sharing materials or equipment.
  - Vehicles should be frequently cleaned and disinfected during the shift, as well as between each shift. This includes commonly touched surfaces, such as the steering wheel, gear shift, dash, radio, door handles (interior and exterior), rearview mirror, armrest and seatbelts.
Frequently Asked Questions

Should I avoid handling cash?
Yes, avoid handling cash, if possible. If you must collect money from customers, immediately clean your hands with an alcohol-based hand sanitizer that contains at least 60 per cent alcohol after handling cash. Digital and contactless payment methods may assist in reducing contact between drivers and passengers.

What information can I post in the vehicle?
Print and post information in your vehicle (e.g., back seat of taxi cab) where the information can be seen by passengers (e.g., in a clear plastic sleeve) such as the COVID-19 Prevention Poster, www.gov.nl.ca/covid-19/.

How frequently should I clean the vehicle?
Have a routine cleaning schedule for your vehicle. Surfaces that have frequent contact with hands should be cleaned and disinfected at the following times:

- at least twice per day;
- when visibly dirty;
- after transporting medical patients (e.g., to and from hospital and other health care settings); and,
- after transporting passengers who display respiratory symptoms (e.g., coughing, sneezing).

Can a passenger use a taxi or public transit bus services if they show symptoms of COVID-19?
Wherever possible, unwell passengers should use a personal mode of transport to minimize exposure to others. If a passenger does need to use a taxi or public transit bus to travel, be sure to follow the preventive measures described earlier.

If you believe a passenger has not taken the preventive measures (e.g., keeping 2 meters apart) and you cannot provide a safe service, then you may choose to refuse or terminate the trip. However, passenger safety must also be considered.

Please note: it is never ok to refuse or cancel a trip based on a passenger’s nationality, disability or cultural background. There are equal opportunity and anti-discrimination laws that apply to fare refusal. You should also be mindful of passenger safety at all times.

Should I wear personal protective equipment (PPE)?
You do not need to wear a mask if you are healthy. If you are unwell, you should not drive.

Can I ask passengers to use hand sanitizer?
While you cannot demand a passenger apply hand sanitizer, you can certainly offer an alcohol-based hand sanitizer that contains at least 60 per cent alcohol to your passengers. You should also clean and disinfect surfaces in your vehicle which you and your passengers touch, as well as wash your own hands thoroughly with soap and water, or an alcohol-based hand sanitizer, regularly.