

ALERT LEVEL 4: Eliminate

COVID-19 Factsheet for Small Passenger Services (Taxis and Ride Sharing services)

This factsheet is applicable for Taxis and Ride Sharing services (such as Uber, Zoomy or Ola).

ALERT LEVEL 4

New Zealand is now at Alert Level 4: Eliminate. New Zealanders must now stay at home.

All travel within New Zealand has changed and severe travel restrictions apply. We are asking everyone to limit their movement around the country to help us contain COVID-19.

If you're unwell and must travel, private transport is required. If that's not possible, call Healthline for guidance first (0800 358 5453).

The following people can use Taxi and Ride Sharing services:

- essential and emergency workers, in the process of carrying out essential services (e.g. getting to and from place of work)
- all other members of the public, when travelling for essential purposes, e.g.
 - to get to the supermarket, pharmacy or vet
 - to access routine medical services (not related to COVID-19)
 - couples with shared custody moving children between homes.

You must also follow the guidance below on preventing the spread of the virus in this factsheet set out below.

Please note: this guidance is subject to change based on advice from the Ministry of Health.

General personal hygiene

Passengers and drivers must follow health guidance and take practical hygiene steps to prevent the spread of COVID-19. You can take some simple steps to help stop the spread of diseases like COVID-19:

- Stay home if unwell.
- Avoid close contact with people with cold or flu-like illnesses.
- Cover coughs and sneezes with disposable tissues or your elbow. Place tissues in a rubbish bin as soon as possible.
- Wash hands for at least 20 seconds with water and soap and dry them thoroughly:
 - before eating or handling food
 - after using the toilet
 - after coughing, sneezing, blowing your nose or wiping children's noses
 - after caring for sick people

Guidance for Users of Taxi and Ride Sharing Services

If you are unwell

If you have any COVID-19 related concerns call Healthline (0800 358 5453) for advice before you undertake any form of travel.

To help limit the spread of any virus, those who are unwell should stay at home. If you're unwell and must travel, private transport is required. If that's not possible, call Healthline for guidance first.

Everyone else can continue to use Taxis and Ride Sharing services for essential purposes

Essential and emergency workers can continue to use Taxis and Ride Sharing services whilst carrying out essential services (e.g. getting to and from place of work).

All other members of the public can **only** use Taxis and Ride Sharing services for essential purposes. This includes getting to the supermarket, pharmacy or vet, and to access routine medical services (not related to COVID-19) or for facilitating shared custody.

Taxi and Ride Sharing specific practices to prevent the spread of the virus

In addition to general hygiene guidance, there are some specific requirements while travelling in a taxi or rideshare. Please also comply with any requests from the driver.

- Personal hygiene:

Where possible, we advise you use hand sanitiser before and after you have entered or exited a vehicle. When you get home you should also wash your hands for at least 20 seconds with water and soap and dry them thoroughly.

- Physical distancing:

Physical distancing between the driver and passengers is important, even in smaller vehicles. Passengers must:

- Sit in the rear passenger seats only – **you must not** sit in the front passenger seat next to the driver.
- Sit as far as possible from the driver. For example, if you are the sole passenger, sit in the rear left-hand side passenger seat, diagonally opposite the driver.

The maximum number of passengers must be limited to the number of passenger seats in the back of the vehicle (in most cars there are typically 3 rear passenger seats).

- Who you can travel with:

Apart from the driver, you must only travel in the same vehicle as people from the same isolation group (household unit or 'bubble').

- Contact tracing:

Please comply with any requests for providing contact tracing information (if not already provided, for example electronically through an app or booking system).

Guidance for Operators and Drivers of Taxi and Ride Sharing services

Additional Guidance for Operators

Operators should provide information to all employees and contract staff, including cleaning staff, on relevant procedures to prevent the spread of COVID-19 provided by the Ministry of Health.

All staff/drivers must follow general hygiene guidance and stay at home if they are, or feel, unwell.

Additional Guidance for Drivers

- Personal hygiene advice:

- Ensure you follow the general personal hygiene guidance on washing your hands.
- We also advise you carry hand sanitiser and use it regularly.
- We advise you minimise interactions with passengers. This includes minimising cash payments. Use hand sanitiser or wash your hands after each interaction, where possible.
- We advise you use hand sanitiser or wash your hands after handling a passenger's luggage.
- There is no requirement to wear a mask or other personal protective equipment.

- Physical distancing requirements:

- No one should sit in the front passenger seat – ensure this is not used.
- You must limit the number of passengers in your vehicle to the number of seats in the rear of the vehicle (in most cars, there are 3 rear passenger seats).
- If there is only one passenger, sit them as far from you as possible (the rear left-hand side).

- Cleaning advice:

- We advise that after every journey you wipe all surfaces that a passenger may have touched with antiseptic wipes or disinfectant. This includes inside/outside door handles, eftpos terminals, and seat belts/buckles.
- We advise, where available, you use rubber gloves when cleaning and that you dispose of them and any cleaning materials safely when you have finished.

Official sources of information

Always get your information from official sources such as the Ministry of Health. For up-to-date guidance and advice, visit www.health.govt.nz or covid19.govt.nz

Please note: this guidance is subject to change based on advice from the Ministry of Health.