

COVID-19 GUIDANCE FOR LICENSED DRIVERS AND OPERATORS – 22 June 2020

Government guidance in relation to private and public transport has remained largely unchanged since March, however restrictions on businesses and social activity have eased. This document is therefore intended to consolidate the key advice and guidance relevant to you as drivers and private hire operators in the East Riding in order to ensure you continue to **remain alert and stay safe.**

Licensed Drivers

- Wash hands for 20 seconds with soap and water as often as possible
- Keep a supply of hand sanitiser / wipes to disinfect after each journey in your vehicle
- Clean surface areas, especially high-contact areas i.e. door handles, seat belts / clips
- Keep your vehicle well ventilated; open windows where possible and avoid re-circulation of air
- Maximise social distancing with passengers i.e. front seat out of use if possible
- Promote contactless or card payments
- Communicate with passengers regarding any changes, requirements, restrictions or limitations to the vehicles use.
- Consider additional needs of disabled or vulnerable passengers
- You should carry a supply of **disposable** face coverings for passenger use if needed, each face covering should only be used once and the customer should take it with them as they leave the vehicle.
- Consider how passengers may be identified for future track and trace purposes if required (Hackney Carriage drivers should record a name and contact for all fares if possible)
- Continue increased vigilance regarding vehicle safety given the extension applied to compliance test expiry dates i.e. daily safety checks to be completed
- Optional: install a protective screen (subject to approval and fully meeting safety standards)

Operators

- Encourage drivers not to come into the office base if at all possible
- If it is essential that they do, then enable drivers to access hand-washing facilities regularly, either via the PHO base or their home address i.e. allow frequent / longer breaks
- Provide hand sanitiser and wipes for driver and passenger use, if required
- Communicate all safety measures to customers, drivers and staff



- Consider who is to have access to the PHO base and when - limit numbers to ensure social distancing and limit number of different households in one place.
- Promote online / telephone or APP bookings rather than face-to-face
- Display social distancing signage / markings in public waiting areas
- Ensure your public office (if applicable) is 'COVID -19 Secure'
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>
- Implement clear and thorough cleaning procedures for the PHO base
- Consider the reduced capacity of vehicles when making bookings; this may require system updates and / or further staff training
- Ensure record of bookings are accurate and includes correct contact details for passengers in the event that they need to be informed that they are required to isolate as a result of the Government's 'track and trace' system.

Some of the measures mentioned above are also underpinned by law; all drivers and private hire operators should therefore remain mindful of their obligations under health and safety, employment, and equality legislation during this time also.

Face Coverings

From 15 June 2020 it has become mandatory for face coverings to be worn on public transport. Taxis and private hire vehicles were not included in the mandatory list; the Department for Transport (DfT) advice is that face coverings **should** be worn in licensed vehicles and the Licensing Authority will be following this same guidance to promote public safety.

Therefore we will be advising the public that **drivers and passengers should be wearing face covering when using licensed vehicles** and that a taxi driver or private hire vehicle operator may choose to refuse to accept a passenger or booking if a face covering is not worn and this is their policy.

Face coverings should be worn in accordance with the following recommendations:

- Continue to wash your hands regularly or use sanitiser if hand washing is not available.
- Do NOT touch your face or face covering
- If the face covering becomes damp or has been touched, swap it for a clean one
- Wash your face covering above 60 degrees each day if it is a reusable face covering
- If your face covering is not washable it must be disposed of in a safe and responsible manner

Refusing a fare or booking

- The Department for Transport (DfT) advise taxi and PHV drivers to make an assessment of risk as outlined in the transport operator guidance published on 12 May 2020.
- The acceptance of a booking request by a private hire operator is a decision made based on the operator's own assessment of risk. Any requirements for face coverings for all passengers **should** be made clear to the passenger **before** the operator accepts the booking and confirmed by text or email where possible.
- Taxi drivers can use this assessment of risk to determine whether or not it is reasonable to admit a passenger who is not wearing a face covering, considering other mitigations they put in place from their risk assessment. Please make such decisions with public safety in mind, and consider what could happen to the passenger if not transported etc. Drivers and operators must not leave passengers at risk of harm from public safety or safeguarding at any time.

Passengers may **not** have to wear or **be able** to wear a face covering because:

- They are a young child (under 11 years of age)
- They are not able to put on, wear or remove a face covering because of a physical or mental illness or impairment or disability
- Putting on, wearing or removing a face mask will cause severe distress to the individual
- If they are travelling with someone who they provide assistance to, and they are required to be able to lip read to communicate
- If someone is in an emergency situation, and needs to escape injury or a risk of harm and does not have a face covering on them.

Transport Services Contracts

The wearing of a face covering by for drivers undertaking a transport services contract on behalf of the Council should be done so in accordance with the instructions of the Transport Services team; the need for this may vary due to the complicated needs of some passengers transported.

Please do not ask passengers to wear face coverings unless the Transport Services Team have approved you to do so.

Please direct any queries regarding face coverings being worn on Council contracts to:

Transport.requests@eastriding.gov.uk