



## **FREQUENTLY ASKED QUESTIONS:**

**1) Is Harris County - RIDES operating at Full Service?**

**Answer:** Yes. Taxi service is available 24 hours a day 7 days a week and shared ride services are available from 6:00 AM to 7:00 PM Monday thru Friday.

**2) What type of additional sanitation due to COVID-19 are being done on the vehicles used by Harris County - RIDES transportation providers?**

**Answer:** Vehicles are cleaned and disinfected daily before providing service. Drivers follow CDC guidelines to disinfect surfaces between passengers.

**3) What are additional requirements for drivers due to COVID-19?**

**Answer:** Drivers wear mask, gloves, carry hand sanitizer, disinfectant wipes and extra blue surgical masks (for passengers if they do not have a mask).

**4) Are multiple passengers transported in the same vehicle?**

**Answer:** No. Only one client per vehicle is allowed unless the client requires an escort to travel with them; this includes vehicles used by shared ride providers as well as taxis.

**5) What additional steps are providers taking due to COVID-19?**

**Answer:** All staff and drivers have their temperature checked daily, all wear mask while on company property and social distancing is practiced.

**6) What other steps will be taken due to COVID-19?**

**Answer:** Currently our taxi provider is having polycarbonate shields installed in each vehicle to act as sneeze/cough guard between driver and passengers. Also, the center seat in some minivans are being removed to allow the passenger to sit as far from the driver as possible.