

July 23, 2020, A. Sapienza

Uber COVID Policies

Uber is adopting several safety measures starting May 18 to prevent the spread of COVID-19 among drivers and riders.

Drivers and riders will have to confirm they are wearing a mask or cover before every ride, the company said. The new guidelines are in effect through the end of June.

Additional guidelines include reducing the maximum suggested number of passengers for an UberX ride from 4 to 3.

Delivery people and drivers will be asked to confirm through a new checklist, which requires drivers to verify they are wearing a mask by asking them to take a selfie. Once verified, riders receive a notification through the app.

Riders will also have to confirm they are wearing some type of cover on their face, as well as sanitized their hands. Uber is making riders use a similar checklist to verify they are taking these precautions.

Besides confirming they will abide to the face cover guidelines, riders must also agree to sit in the back seat and open windows for ventilation.

"As countries reopen, Uber is focused on safety and proceeding with caution," said Uber CEO Dara Khosrowshahi [in a statement](#). "Today, we continue to ask riders to stay home if they can, while shipping safety supplies to drivers who are providing essential trips."

Riders and drivers are now allowed to cancel trips without penalty if they don't feel safe, including if the passenger or driver isn't wearing a face cover. Users can also report the issue to Uber via the app. This goes hand-in-hand with Uber's new feedback options, which now includes having no face cover or mask. Drivers and riders who repeatedly violate mask policies risk losing access to Uber.

Other ride sharing companies have taken similar measures amid the pandemic. [Lyft also announced that users must submit a "Personal Health Certification,"](#) which requires every rider, and driver, to self-certify that they will wear a face mask, or covering, and they will not ride or drive with Lyft if they have COVID-19, think they have it or have related symptoms.

Uber is still operating in the United States, Canada, India, most of Europe and Latin America. The company said it will reassess the policy at the end of June based on local public health needs.

<https://www.usatoday.com/story/tech/2020/05/13/ubers-new-policy-riders-and-drivers-required-wear-face-masks/5184775002/>

Lyft COVID Policies

Update: As of June 10, we now require 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. To help everyone prepare to ride during COVID-19, we've created safety education for [riders](#) and [drivers](#), available now.

As local governments ease stay-at-home orders, Lyft is ramping up efforts to protect riders and drivers — including establishing new health and safety requirements for ridesharing. Today we're announcing a Health Safety Program with new policies, commitments, and products designed to address the needs of our community during this important time for public health.

Lyft's Health Safety Program will include:

1. Personal health certification for drivers and riders
2. Required face masks for drivers and riders
3. Health safety education for drivers and riders
4. Distribution of cleaning supplies and masks for drivers

Personal Health Certification

Before using Lyft, every rider and driver will be required to self-certify that they will wear face masks throughout the ride, are symptom-free, and will follow CDC and local guidelines related to COVID-19.

Specifically, riders and drivers will confirm that:

- They will wear a face mask or covering
- They will not ride or drive with Lyft if they have COVID-19, think they have it, or have related symptoms
- They will keep vehicles clean and sanitize their hands frequently
- They will leave windows open when possible and avoid recirculated air when possible
- Passengers will not ride in the front seat

Anyone who does not agree to the personal health certification will be unable to request a ride or drive with Lyft.

We are also rolling out new Health Safety Education for riders and drivers. The educational content will be based on the [Centers for Disease Control and Prevention's \(CDC\) rideshare guidance](#) and adhere to Canadian health official requirements, and will provide our community with information to best protect themselves and others during rides. Drivers can access the information today in their Lyft app. Corresponding educational content will be rolling out for riders soon.

“With guidance from the CDC, Public Health Agency of Canada, WHO, and local officials, Lyft is taking action to build products and implement policies that help keep riders and drivers safe, as well as empower our community to protect themselves and those around them,” said Angie Westbrook, VP of Global Operations and Head of Lyft’s COVID-19 Response Task Force. “We want these new initiatives to have a meaningful impact and set a new requirement for rideshare health safety.”

This follows similar efforts by [Uber, which announced this week](#) that riders and drivers will need to wear face masks or some kind of covering in order to ride.

<https://www.usatoday.com/story/tech/2020/05/08/lyft-covid-19-guidelines-drivers-riders-face-masks/3097734001/>