

## Phase I bus services guidelines

Beginning on May 11, 2020, bus services may continue current services. In accordance with Rhode Island Department of Health (RIDOH) emergency regulations, providers must prepare and implement a [COVID-19 Control Plan](#). The RIDOH emergency regulations can be found [here](#). The State prepared a [guidance document](#) to assist businesses in meeting the requirements outlined in these RIDOH regulations. Bus services must comply with RIDOH regulations and active [executive orders](#). Bus service providers must also comply with Centers for Disease Control and Prevention ([CDC](#)) [guidance](#).

The guidelines below summarize **additional** steps Rhode Island is asking bus service providers to take. If you have any questions about this guidance, please contact Joseph Masino at [Joseph.masino@governor.ri.gov](mailto:Joseph.masino@governor.ri.gov).

### Phase I Operations:

- **Social distancing:** Passengers not from the same household must maintain proper social distancing of six (6) feet apart on buses, at bus stops, and while filing in and out of the buses. Passengers should sit one per seat and sit every other row as needed.
- **Capacity:**RIPTA bus drivers will limit occupancy of the bus to no more than 15 passengers at a time. Intercity bus operators are strongly encouraged to also limit the number of passengers on a bus to no more than 15 at one time.
- **Quarantine:** Arriving passengers on intercity buses should be informed of the 14-day quarantine in accordance Executive Orders 20-31 & 20-32 through visual messaging, including but not limited to, posting of executive orders on display boards and high traffic areas.
- **Screening Signage:** Screening signage should be posted at the entrances and high traffic areas.
- **Cleaning procedures:** All buses must be cleaned at the end of each day. Transit facilities should be cleaned a minimum of every four hours. This includes wiping down high-contact points, picking up trash, and wiping down the ticket vending machines.
- **Bookings:** All ticket sales should be done online whenever possible to eliminate the need for paper tickets and encourage cashless transactions. Service providers should inform customers of encouraging cashless transactions through social media and on company website.
- **Face Coverings:** All persons (drivers and passengers) are required to wear face coverings when providing or when using the services. Passengers must wear face coverings within an enclosed or semi-enclosed transit stop or waiting area in accordance with RIDOH regulations and [Executive Order 20-30](#). Face coverings shall not be required of those who are developmentally unable to comply, including young children who may not be able to effectively wear a mask. Nothing in this guidance shall require a place of business to refuse entry to a customer not wearing a face covering.
- **Customer Service:** Employees must wear face coverings while working in customer-facing roles. Employees are required to wash and sanitize their hands on a routine basis. Employees in positions that require direct contact with customers should wear gloves only if normally required to do so, along with their face coverings.