

Phase I passenger railroad service guidelines

Beginning on May 11, 2020, passenger railroad operators 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. Passenger railroad operators should comply with RIDOH regulations and active [executive orders](#). Passenger railroad operators must also comply with Centers for Disease Control and Prevention ([CDC](#)) [guidelines](#).

The guidelines below summarize **additional** steps Rhode Island is asking passenger railroad operators to take. If you have any questions about this guidance, please contact Julie Oakley at Julie.oakley@dot.ri.gov.

Phase I Operations:

- **Social distancing:** Passengers not from the same household must maintain proper social distancing of six (6) feet on trains and in train stations. To comply, passengers should sit one per seat and every other row as needed. Floor demarcations should be placed at platforms, check-in counters, and concessions.
- **Quarantine:** Arriving passengers on passenger rail 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.
- **Food and Beverage Sales:** All food and beverage sales shall follow the most recent Executive Orders, regulations, and/or guidance related to restaurants.
- **Bookings:** All ticket sales should be done online whenever possible to eliminate the need for paper tickets and encourage cashless transactions ([MBTA](#) and [Amtrak](#)). Service providers should inform customers of encouraging cashless transactions through social media and on company website.
- **Face Coverings:** Passengers are required to wear face coverings on public transit and 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.
- **Cleaning procedures:** Railroad service providers should conduct daily routine cleanings of passenger cars and maintain twice daily cleanings of the train stations including bathrooms.
- **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

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positions that require direct contact with customers should wear gloves only if normally required to do so, along with their face coverings.

