

Phase III bus services guidelines

Beginning on June 30, 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 should also comply with Centers for Disease Control and Prevention ([CDC](#)) [guidance](#).

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

Phase III Operations:

- **Physical distancing:** To maintain proper distance, passengers must follow the regulations in [216-RICR-50-15-7 - Safe Activities By Covered Entities During the COVID-19 Emergency](#). 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 66% of the vehicle's passenger capacity. Intercity bus operators must also limit the number of passengers on a bus to no more than 66% of the vehicle's passenger capacity.
- **Quarantine:** Arriving passengers on intercity buses should be informed of any quarantine restrictions in accordance with any relevant executive orders or RIDOH regulations 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 such as door handles, 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 that cashless transactions are encouraged through social media and on the 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 20-41](#). 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.
- **Tour Bus Operations:** Must follow [RIDOH emergency regulations](#) and the [general business guidance](#) and comply with the capacity, physical distancing, cleaning procedures, face coverings, bookings, and customer service guidelines above.