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RIPTA's Response to Coronavirus (COVID-19) - UPDATED: June 7, 2021

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The Rhode Island Public Transit Authority (RIPTA) has been working hard through the COVID-19 health crisis to keep our state moving in the safest manner possible. We have maintained regular service and are devoting about 20% of our fleet to the cleaning and sanitation of our fleet. Our passengers also help by wearing face masks and observing social distancing as much as possible. To learn more about our efforts please [click here](#).

The health and safety of our passengers and our workforce is the top priority for the Rhode Island Public Transit Authority (RIPTA). We will continue to work to keep our state moving every day. This information on this page will be updated as the situation evolves.



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To prevent the spread of the COVID-19, transit should be used for essential travel only.

FREE Transportation to Vaccination Appointments

Is RIPTA offering free transportation to and from vaccination sites? Yes, we are offering free transportation to and from vaccination appointments for our fixed-route and Ride passengers. [Click here](#) for more information.

Is bus service and Ride paratransit service still running?

Yes. RIPTA is requiring that passengers wear cloth face masks on board.

Do I have to wear a face mask?

Yes. The Transportation Security Administration requires proper wearing of face masks, per federal law. Face masks are to be worn at all times. Failure to comply will result in denial of boarding or removal, and

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disability or medical condition, you MUST call 784-9500 x2012 to [**request an exemption**](#) prior to traveling on board any RIPTA vehicle.

[**Click here**](#) for details.

What is closed?

Kennedy Plaza Intermodal Transportation Center

Newport Transportation Center

Pawtucket Transit Center

Photo ID Office at Kennedy Plaza

Photo ID Office at RIPTA Headquarters, 705 Elmwood Avenue, Providence

Is the Lost & Found Office at RIPTA Headquarters, 705 Elmwood Avenue, Providence open?

The Lost & Found Office is open by reservation only from 8:30am to 3:30pm on Monday through Friday.

To make a reservation, call 784-9500 ext. 2003.

Passengers must wear a mask. Restrooms are not available.

Where can I buy fare products?

Consider switching to Wave – RIPTA's new contactless smart fare system. [**Click here**](#) for details.

RIPTA Headquarters, 705 Elmwood Avenue, Providence

Stop & Shop

Shaw's

My Reduced Fare or No Fare Bus Pass expires soon. How can I renew my bus pass if the Photo ID Office is closed? Can I still ride the bus?

We are now accepting renewal applications through the mail and online. Please [**click here**](#) for details. If you need an application mailed to you, please call 401-784-9500 ext. 2012.

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To request a replacement card, print and fill out the [**Replacement Card Request Form**](#). The Replacement Card Request Form and the damaged card must be mailed, along with the Replacement Card Fee, to the Photo ID Office at 705 Elmwood Avenue, Providence, RI, 02907. If you need a [**Replacement Card Request Form**](#) mailed to you, please call 401-784-9500 ext. 2012.

I live in a low or fixed-income household. What resources are available for me and my family?

Find out if you or a member of your household qualify for a discount on internet, free computers, and resources to stay connected at home.

Click here for [**Internet Assistance for Low Income Families**](#).

What are you doing to keep RIPTA's fixed-route, Flex and Ride paratransit vehicles and facilities clean?

RIPTA has increased the frequency and intensity of all cleaning routines by utilizing EPA-approved, anti-viral cleaning agents in order to maintain the highest levels of sanitation. If you would like general news updates from RIPTA on this issue and service alerts in general, please visit [**https://www.ripta.com/service-alerts**](https://www.ripta.com/service-alerts) and fill out the blue "stay informed" box.

RIPTA will continue to consult with the Rhode Island Department of Health and the Centers for Disease Control and Prevention (CDC) to ensure appropriate preventative measures are being utilized.

What should I do?

We remind our passengers and employees to please follow health and safety protocols established by the CDC. These include recommendations to:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that includes at least 60-percent alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you do not have a tissue, cough or sneeze into your elbow instead of your hands.

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- Individuals who are experiencing symptoms and may have traveled to areas of concern or have been in contact with someone who has traveled to these areas should call ahead to their healthcare provider before presenting for treatment.

Should you have questions or concerns about the coronavirus, please consult the CDC's website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> or the Rhode Island Department of Health website at <https://health.ri.gov/diseases/respiratory/?parm=163>.

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