

**Policy Title:** CDC Transit Mask Mandate

**Effective Date:** February 1, 2021

**Purpose:** To define the expectations regarding the use of face coverings to comply with the Federal Mask Mandate.

**Summary of CDC Order:**

All Transit operators transporting persons into and within the United States must require all persons onboard or at transportation hubs where passengers are picked up or discharged to wear masks over the mouth and nose when traveling or waiting. Operators must use best efforts to ensure that any person on the bus wears a mask when boarding, disembarking, and for the duration of travel, which include: Boarding only those persons who wear masks; instructing persons that Federal law requires wearing a mask on the bus and failure to comply constitutes a violation of Federal law; Monitoring persons onboard the bus for anyone who is not wearing a mask and seek compliance from such persons.

**Policy:**

It is the policy of TRUE Transit to require the use of face coverings by all passengers ages two and older during the COVID-19 pandemic; any passenger age two and older who refuses to wear a face covering will be refused service.

**Procedure:**

In the event that a passenger age two or older boards a TRUE Transit vehicle without a face covering, TRUE Transit staff will ask the passenger to utilize a face covering, if they do not have one, TRUE Transit staff will provide one to them. If the passenger continues to refuse to utilize a face covering, TRUE Transit staff will ask the passenger to exit the vehicle due to safety concerns for everyone on the bus.

In the event that the passenger refuses to leave the vehicle, the TRUE Transit driver will perform the trip, and then immediately notify to Operations Manager. The respective Operations Manager will then contact the passenger (if contact information is available) and warn them that they need to utilize a face covering to utilize the services TRUE Transit provides. If the passenger indicates they will not follow the expectation, an immediate suspension will be put in place for the passenger and no subsequent trips will be scheduled.

The following individuals are exempt from the Order:

- (1) A child under the age of 2.
- (2) A person with a disability who cannot wear a mask or cannot safely wear a mask because of a disability as defined by the ADA.

\*Operators are not allowed to ask a passenger what their disability is, or to question their disability in any way.

- (3) A person for whom wearing a mask would create a risk to the workplace health, safety, or job duty as determined by the relevant workplace safety guideline or Federal regulations.

\* No employee shall refuse a ride on the basis of race, color, creed, religion, disability, national origin, marital status, sexual orientation, sex, or status with regard to public assistance.

TRUE Transit will provide notice of said policy using signage on the bus as well as posted on the TRUE Transit web site.