Face Mask Policy

Due to the ongoing COVID-19 pandemic and to reduce the spread of the virus, on January 21, 2021 President Biden issued an Executive Order entitled “Promoting COVID-19 Safety in Domestic and International Travel”. This requires masks to be worn in airports, on commercial aircraft, and in various modes of surface transportation. The U.S. Department of Homeland Security Transportation Security Administration issued a Security Directive (SD) 1582/84-21-01: Security Measures – Face Mask Requirements effective February 1, 2021. This SD also supports and enforces the Centers for Disease Control and Prevention (CDC) Order under section 361 of the Public Health Service Act (42 U.S.C. 264) and 42 Code of Federal Regulations 70.2, 71.31(b), 71.32(b) mandating persons to wear masks while on conveyances and at transportation hubs effective February 1, 2021 and will remain in effect unless modified or rescinded. Effective date for individuals seeking an exemption will be in active status beginning April 1, 2021 and may be removed following documented deadlines of the Federal mandate.

Policy Actions:

A. PART shall notify passengers of the Face Mask Security Directive Policy including:
   - Federal laws requirement to wear a mask while on the conveyance and that failure to comply may result in denial of boarding or removal.
   - Refusing to wear a mask is a violation of federal law; passengers may be subject to penalties under federal law.

B. PART must require that individuals wear a mask as follows except as otherwise described herein.
   - Any persons utilizing a PART bus, shuttle or van.
   - Any person in public areas of transportation hubs and facilities. This includes waiting areas, platforms, ticket purchasing areas and administration facilities.
C. PART must ensure that direct employees and contractor employees wear a mask when in conveyances or in/around transportation facilities.

D. The requirement to wear a mask does not apply under the following circumstances:
   - When necessary to temporarily remove the mask for identity verification purposes.
   - While eating, drinking, or taking oral medications for brief periods. Prolonged periods of mask removal are not permitted for eating or drinking; the mask must be worn between bites and sips.
   - While communicating with a person who is deaf or hard of hearing, when the ability to see the mouth is essential for communication.
   - If unconscious (for reasons other than sleeping), incapacitated, unable to be awakened, or otherwise unable to remove the mask without assistance.

E. The following conveyances are exempted from wearing masks:
   - Persons in private conveyances operated solely for personal, non-commercial use.
   - A driver, when operating a commercial motor vehicle as this term is defined in 49 CFR 390.5, if the driver is the sole occupant of the vehicle.

F. The Security Directive exempts the following categories of persons from wearing masks:
   - Children under the age of 2.
   - People with disabilities who cannot wear a mask, or cannot safely wear a mask, because of the disability as defined by the Americans with Disabilities Act. To qualify for this exemption, persons must first submit a Mask Exemption Request Form by contacting PART at 336-883-7278 or visiting the PART website at www.PARTnc.org. Upon approval for the exemption a Mask Exemption Card will be issued to the passenger which they are to show to the driver to board PART vehicles without wearing a mask. Until such card is issued the passenger must wear a mask to utilize PART vehicles and use PART facilities.
   - People for whom wearing a mask would create a risk to workplace health, safety, or job duty as determined by the relevant workplace safety guidelines or federal regulations.

G. PART must establish procedures for managing persons that refuse to wear a mask. This includes:
   - Deny boarding.
   - Make best efforts to disembark the individual as soon as practical.
   - Make best efforts to remove the individual from the transportation hub/facility.
   - Notify local police for assistance for removal when necessary.

H. If an individual’s refusal to comply with the mask requirements constitutes a significant security concern, PART must report the incident to the Transportation Security Operations Center (TSOC) at 866-615-5150 or 703-563-3240 in accordance with 49 CFR 1570.203.