**COVID-19 Customer Guidelines**

**Mask Requirement When Using Transit and at Transportation Hubs**

Persons must wear a mask[[1]](#endnote-1) over the mouth and nose when traveling on public transit and at transportation hubs such as the Wilsonville Transit Center and bus stops.

SMART bus operators are required to wear masks at all times. Operators will use best efforts to ensure that any person on the bus wears a mask when boarding, disembarking, and for the duration of travel.

The following customers are exempt from this requirement:

* A child under the age of 2 years;
* A person with a disability who cannot wear a mask, or cannot safely wear a mask, because of the disability as defined by the Americans with Disabilities Act.
* A person 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.

[You can learn more about the Department of Health and Human Services 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).](https://www.cdc.gov/quarantine/masks/mask-travel-guidance.html%22%20%5Ct%20%22_blank)

**3 feet Social Distancing on Transit**

Because everyone will be wearing face coverings, the Oregon Health Authority will allow riders to stay 3 feet from each other on board transit if 6 feet is unattainable.

SMART buses have capacity restrictions by bus size. For small buses the maximum capacity is 10 and for larger buses the maximum capacity is 24.

Seating will be limited and travel should be for essential travel only. Let’s make sure nurses and doctors, grocery store staff, and other essential workers can get to their jobs.

Our bus operators interact with riders for hours at a time, so we ask you to give them as much space as possible and avoid interacting with them when possible.

**Sanitizer and Disposable Masks on Transit**

Hand sanitizer and disposable masks are available onboard all our vehicles. Please use your own sanitizer and face coverings, if possible.

**The following are attributes of masks needed to fulfill the requirements of the Order. CDC will update this guidance as needed.**

* A properly worn mask completely covers the nose and mouth.
* Cloth masks should be made with two or more layers of a breathable fabric that is tightly woven (i.e., fabrics that do not let light pass through when held up to a light source).
* Mask should be secured to the head with ties, ear loops, or elastic bands that go behind the head. If gaiters are worn, they should have two layers of fabric or be folded to make two layers.
* Mask should fit snugly but comfortably against the side of the face.
* Mask should be a solid piece of material without slits, exhalation valves, or punctures.

**The following attributes are additionally acceptable as long as masks meet the requirements above.**

* Masks can be either manufactured or homemade.
* Masks can be reusable or disposable.
* Masks can have inner filter pockets.
* Clear masks or cloth masks with a clear plastic panel may be used to facilitate communication with people who are hearing impaired or others who need to see a speaker’s mouth to understand speech.
* Medical masks and N-95 respirators fulfill the requirements of the Order.

**The following do not fulfill the requirements of the Order.**

* Masks worn in a way that does not cover both the mouth and nose
* Face shields or goggles (face shields or goggles may be worn to supplement a mask that meets above required attributes)
* Scarves, ski masks, balaclavas, or bandannas
* Shirt or sweater collars (e.g., turtleneck collars) pulled up over the mouth and nose.
* Masks made from loosely woven fabric or that are knitted, i.e., fabrics that let light pass through
* Masks made from materials that are hard to breathe through (such as vinyl, plastic or leather)
* Masks containing slits, exhalation valves, or punctures
* Masks that do not fit properly (large gaps, too loose or too tight)

Additional guidance on the use of masks to slow the spread of COVID-19 is available on [CDC’s website](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).

1. A properly worn mask completely covers the nose and mouth of the wearer. A mask should be secured to the head, including with ties or ear loops. A mask should fit snugly but comfortably against the side of the face. Masks do not include face shields. Masks can be either manufactured or homemade and should be a solid piece of material without slits, exhalation valves, or punctures. Medical masks and N-95 respirators fulfill the requirements of this Order under Section 361. CDC guidance for attributes of acceptable masks in the context of Order under Section 361 is available at <https://www.cdc.gov/quarantine/masks/mask-travel-guidance.html> [↑](#endnote-ref-1)