



COVID-19 | FAQ

CURRENT AS OF AUGUST 8, 2022

WHERE CAN I FIND INFORMATION ABOUT WHAT VIA IS DOING ABOUT COVID-19?

- Updates will be posted to our website at VIAinfo.net/covid-19.
- Posters and flyers are distributed throughout our transit centers and Park & Ride facilities.
- Signs are posted on buses.
- Information is posted on digital screens and kiosks throughout the system.
- Our customer care team can help with specific questions about fares and service. Please call (210) 362-2020 for help.
- You can also follow us on Facebook and Twitter for alerts.
- Sign up for email updates at VIAinfo.net.

IS VIA LIMITING THE NUMBER OF PASSENGERS ON BUSES AND VANS?

- Per updated CDC guidelines, VIA no longer limits the number of passengers on its vehicles or at its facilities.

ARE VIA RIDERS REQUIRED TO WEAR MASKS?

- Masks are no longer required but are encouraged.

IF I FEEL SICK, CAN I TAKE VIA TO GO TO THE DOCTOR OR HOSPITAL?

- **No.** If you feel sick, do not use public transit, per CDC recommendations.
- Call your doctor or health care provider for instructions.
- Visit the City of San Antonio's website at www.SanAntonio.gov to take a self-screening test.
- You can call the City's COVID hotline at [210-207-5779](tel:210-207-5779), or email questions to covid-19@sanantonio.gov.

WHAT IS VIA DOING TO HELP PROTECT ITS EMPLOYEES?

- Since the onset of the pandemic, VIA implemented a cleaning procedure for all buses, vans and facilities, which include daily cleaning with solution designed to kill germs that can cause illness.



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- All VIA vehicles in use feature an ultraviolet air purification system to reduce the spread of airborne viruses. Learn more about the [Active Air Purification System](#) installed on 562 VIA vehicles.
- Operators and front-line employees have access to hand sanitizer, wipes, gloves and masks.
- VIA continues to encourage all operators and front-line workers to wear masks while working.
- Protective barriers have been installed on all driver cabins for buses and vans.
- Up-to-date information on how to stay healthy and safe is available to operators and employees online, in office areas, aboard buses, and at transit centers and Park & Ride facilities.

IS VIA CHECKING TEMPERATURES FOR PASSENGERS?

- Not at this time. But passengers are reminded that if they feel sick, they are not supposed to take public transit. They should call their doctor or the City's COVID hotline for information.

WHAT IS VIA DOING TO HELP PROTECT ITS CUSTOMERS?

- VIA encourages all non-exempt passengers to wear a face covering over the nose and mouth at all times, while riding a VIA vehicle or at a VIA facility.
- All VIA vehicles in use feature an ultraviolet air purification system to reduce the spread of airborne viruses. Learn more about the [Active Air Purification System](#) installed on 562 VIA vehicles.
- Most VIA bus have hand sanitizer dispensers on board.
- VIA continues its daily cleaning procedures for buses, vans and facilities that include daily cleaning with solution designed to kill germs that cause illness.

WHAT CAN CUSTOMERS DO TO HELP STOP THE SPREAD OF GERMS?

- Stay home if you show symptoms, have been exposed to the virus, or tested positive for COVID-19
- Wear a face covering when in public
- Wash your hands frequently
- Use hand sanitizer between washing
- Cough and sneeze into their arm
- Avoid touching your face
- We have placed hand sanitizing stations at our offices and facilities for customers to use.



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- We have also updated the information available on our website, aboard our buses, and at our transit centers and Park & Ride facilities to ensure customers can stay informed.
- You can find this and other helpful information at WWW.CDC.GOV.

HOW OFTEN ARE BUSES / FACILITIES CLEANED?

- VIA vehicles and facilities are cleaned daily.

HOW DO COVID-19 CHANGES AFFECT CUSTOMERS WHO USE WHEELCHAIRS?

- VIA has put safety measures in place to ensure customers and staff are protected when riding with VIA or at a VIA facility.
- Face coverings are encouraged for all non-exempt riders on bus and VIAtrans trips.
- Operators will still assist riders in wheelchairs or other mobility assisted device, including kneeling the bus when boarding and helping with securing the chair while on board.
- **For questions about VIAtrans service during COVID-19, please call [210-362-5050](tel:210-362-5050).**

WHEN WILL VIA BEGIN HIRING AGAIN?

- VIA has resumed hiring for positions in all departments, including bus operators.
- Please visit VIAinfo.net/employment for a list of available positions and information about how to apply.