

October 16, 2026



Dear VIAtrans Customer,

VIA Metropolitan Transit wants to make sure you have clear information about an upcoming election in the City of Converse and understand how the decision may affect VIAtrans service.

On **November 3, 2026**, Converse voters will consider the following ballot question:

**“Shall the VIA San Antonio Metropolitan Transit Authority Service be discontinued in the City of Converse, Texas?”**

This election will determine whether Converse remains part of the VIA service area or begins the process of withdrawing from VIA.

#### **What does this mean for VIAtrans customers?**

VIAtrans is VIA’s paratransit service for eligible customers with disabilities who are unable to use regular fixed-route bus service. VIAtrans operates in conjunction with VIA’s fixed-route service area.

Today, **272 active VIAtrans customers live in Converse**, and VIAtrans provided **14,384 trips in Converse during Fiscal Year 2025**.

These trips help customers reach destinations throughout the VIA service area, including medical appointments, employment, shopping, education, and other activities.

#### **What happens after the election?**

The ballot provides two choices:

**AGAINST — No:** VIA service **continues** in Converse, including VIAtrans service. Converse remains within the VIA service area, and VIAtrans service continues under existing eligibility and service rules.

**FOR — Yes:** VIA service, including VIAtrans service, would be **discontinued** in Converse, and the City would begin the legally required process of withdrawing from the VIA service area.

**There is no immediate change to your VIAtrans service simply because the election is taking place.** Continue scheduling and using VIAtrans as you normally do unless VIA communicates a service change directly to you.

#### **Stay Informed**

VIA’s purpose in providing this information is educational. The decision belongs to Converse voters.

VIA wants customers to understand what is being decided and how the outcome relates to the transportation services they use.

For information about the Converse election and VIA service, visit **[VIAinfo.net/Converse](http://VIAinfo.net/Converse)**.

For questions about your VIAtrans service or how a potential service change could affect a specific trip, please contact VIA Customer Service at **(210) 362-2020**.

For VIAtrans reservations, call **(210) 362-5050**.

Thank you for riding VIA and for taking the time to learn about an issue that may affect your transportation service.

Sincerely,

John Bouloubasis

Director of Operational Oversight & Efficiency

VIA Metropolitan Transit