



News

VIA Customers Required to Wear Face Covering Beginning Wednesday

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April 20, 2020

The City of San Antonio and Bexar County are now requiring everyone age 10 and older to wear masks/face coverings when in public places, particularly when proper social distancing is not possible. This includes public transit vehicles.

While no local coronavirus cases have been linked to public transit use, VIA is requiring customers and employees to take the extra precaution in accordance with the local orders, for their safety and the safety of everyone who continues to make essential trips with VIA.

Anyone not observing the City/County order may not be allowed to board or may be asked to exit the vehicle or facility, beginning Wednesday, April 22.

Operators will remind any customer not wearing a face covering of the new requirement and signs are being placed on all buses, vans and facilities.

Masks must cover the nose and mouth and be worn whenever a person cannot maintain appropriate distance, such as when aboard a bus. These can include face masks that are purchased or one of these acceptable options:

Homemade cloth masks

Handkerchiefs

Bandanas

Scarves

Customers should wear their face coverings while waiting at the bus stop, when inside a transit center or Park & Ride facility, and while aboard a VIA bus or van. The new order does not replace the need to maintain physical distance—at least 6 feet between you and the person next to you—whenever possible.

VIA provides masks, gloves, hand sanitizer and disinfecting wipes to operators and maintenance staff who are supporting VIA's expanded cleaning protocols, including mid-day and overnight cleaning of vehicles and facilities.

For updates and information about VIA's response to COVID-19, visit [VIAinfo.net/covid-19 \(/covid-19\)](https://viainfo.net/covid-19).

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