



VIA HOME ([HTTPS://WEB.ARCHIVE.ORG/WEB/20210724034844/HTTPS://WWW.VIAINFO.NET/](https://web.archive.org/web/20210724034844/https://www.viainfo.net/)) > COVID-19



COVID-19

We're Making Your Safety Our Priority

The health and safety of our customers and staff is our top priority. Stay informed about VIA's response to COVID-19 and how we're working to maintain service in a safe environment.

[Latest Information \(/web/20210724034844/https://www.viainfo.net/covid-19/#latest\)](/web/20210724034844/https://www.viainfo.net/covid-19/#latest)

[Frequently Asked Questions \(/web/20210724034844/https://www.viainfo.net/covid-19/#faqs\)](/web/20210724034844/https://www.viainfo.net/covid-19/#faqs)

[Notices \(/web/20210724034844/https://www.viainfo.net/covid-19/#notices\)](/web/20210724034844/https://www.viainfo.net/covid-19/#notices)

6/14/2021 - VIA RESUMES IN-PERSON MEETINGS BEGINNING JUNE 15



Masks will be required per federal order

VIA Metropolitan Transit will resume in-person meetings, beginning with its June Board Work Session, set for 3 p.m., Tuesday, June 15. The regular June Board Meeting takes place at 5 p.m., Tuesday, June 22. Both will continue to be held in the **VIA Metro Center (VMC) Board Room at**

1021 San Pedro Ave

(<https://web.archive.org/web/20210724034844/https://www.google.com/maps/place/VIA+Metro+Co/98.4997932>). The return to in-person VIA Board meetings comes as Texas and San Antonio enter the next stages of recovery.

The return to in-person meetings follows other governmental entities' return to in-person open meetings and is in accordance with the Texas governor's order for governing bodies to suspended open meetings until July 5.

VIA's enhanced safety protocols are based on the latest direction from the Centers for Disease Control and Prevention (CDC) and federal, state, and local guidelines and policies. Sanitation stations are available throughout the meeting room for use by attendees.

ATD and VIA Board meetings are held on the 4th Tuesday of the month, unless otherwise noted.

Meeting dates are subject to change. Visit **[VIAinfo.net/meetings](https://web.archive.org/web/20210724034844/https://www.viainfo.net/meetings)**

(<https://web.archive.org/web/20210724034844/https://www.viainfo.net/meetings/#board>) for

more information. VIA will continue to post the recorded meetings on **[VIAinfo.net/meetings](https://web.archive.org/web/20210724034844/https://www.viainfo.net/meetings/#board)**

(<https://web.archive.org/web/20210724034844/https://www.viainfo.net/meetings/#board>) and

on VIA's YouTube channel.

5/27/2021 - VIA OPENING BUSES, VIATRANS AND VIA LINK TO FULL CAPACITY JUNE 1



4/6/2021 - VIA CONTINUES FARE-FREE TRIPS TO COVID-19 VACCINATION SITES



CURRENT AS OF MAY 26, 2021

Download FAQs (https://web.archive.org/web/20210724034844/https://www.viainfo.net/wp-content/uploads/2021/05/2021_0526_VIA-COVID-19-FAQ.pdf)

- ☐ We're posting regular updates to our website at **VIAinfo.net/covid-19 (/web/20210724034844/https://www.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? ☐

ARE VIA RIDERS REQUIRED TO WEAR MASKS? ☐

HOW DOES THE TEXAS GOVERNOR'S REPEAL OF A STATEWIDE MASK MANDATE (EFFECTIVE MARCH 10, 2021) AFFECT VIA'S MASK REQUIREMENT? ☐

DO FACE SHIELDS MEET THE FACE COVERING/MASK REQUIREMENT? ☐

WHAT IF I HAVE A MENTAL HEALTH OR PHYSICAL HEALTH ISSUE THAT PREVENTS ME FROM WEARING A FACE COVERING/MASK? ☐

WHY AREN'T PASSENGERS BOARDING THROUGH THE BACK DOOR? ☐

IS VIA STOPPING OR REDUCING SERVICE? ☐

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

WHAT IS VIA DOING TO HELP PROTECT ITS EMPLOYEES? ☐

DO VIA OPERATORS HAVE MASKS? ARE THEY REQUIRED TO WEAR THEM? ☐

DOES VIA HAVE PROTECTIVE SHIELDS ON VEHICLES FOR OPERATORS? ☐

IS VIA CHECKING TEMPERATURES FOR EMPLOYEES? ☐

IS VIA CHECKING TEMPERATURES FOR PASSENGERS? ☐

HAVE ANY VIA EMPLOYEES TESTED POSITIVE FOR COVID-19? ☐

WHAT IS VIA DOING TO HELP PROTECT ITS CUSTOMERS? ☐

WHEN WILL THE VIVA ROUTES RETURN TO SERVICE? ☐

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

HOW OFTEN ARE BUSES / FACILITIES CLEANED? ☐

WHAT DOES VIA USE TO CLEAN BUSES AND FACILITIES? ☐

WILL VIA CONTINUE MAKING FOOD BANK DELIVERIES? ☐

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

WHEN WILL VIA BEGIN HIRING AGAIN? ☐

7/22/2021: THREE VIA EMPLOYEES TEST POSITIVE FOR COVID-19



We are reporting today that three VIA employees tested positive for COVID-19. There are currently 14 active cases, with 14 employees recovering at home. To date, 228 VIA operators, 109 maintenance staff members, and 88 administrative employees have reported testing positive, of which 406 employees have recovered and returned to work.

An **Administrative Employee** who reported testing positive was last on duty July 16 and is recovering at home.

A **Maintenance Employee** who reported testing positive was last on duty July 15 and is recovering at home.

A **Bus Operator** who reported testing positive was last on duty July 18 and is recovering at home.
Route information is listed below.

DAY/DATE	ROUTE #
Monday, July 19 - Thursday, July 22, 2021	OFF
Sunday, July 18, 2021	Ellis Alley
	17 IH35 Express
	Ellis Alley
	103 Primo Zarzamora
	Ellis Alley
	617 Kel-Lac - Rainbow Hills
Saturday, July 17, 2021	20 New Braunfels Frequent
	26 Martin Luther King Frequent
	14 Perrin Beitel Skip
	44 Pleasanton Frequent
Friday, July 16, 2021	552 Loop 410 W. W. White Skip
Thursday, July 15, 2021	OFF
Wednesday, July 14, 2021	97 West Avenue
	Reserve
	2 Blanco
	34 S. St. Mary's

DAY/DATE	ROUTE #
Tuesday, July 13, 2021	36 South Presa
	90 Woodlawn
	5 McCullough
	30 Rigsby
Monday, July 12, 2021	82 Culebra Frequent
	95 Fredericksburg Road
	Reserve
Sunday, July 11, 2021	OFF
Saturday, July 10, 2021	14 Perrin Beitel Skip
	44 Pleasanton Frequent
	3 San Pedro Skip
	76 West Commerce Skip

Vehicles, work areas, and areas the employees may have visited prior to their last day have been cleaned and disinfected as part of our enhanced daily cleaning protocols. We are in the process of notifying persons who may have come into close contact with the employee, including co-workers and others.

All employees and contracted workers are required to wear face coverings and practice social distancing while on a VIA bus or at a VIA facility. We'll continue with all recommended precautions to keep customers and employees safe.

See additional information about VIA's coronavirus response and prevention efforts on this page and FAQs below.

7/20/2021: TWO VIA EMPLOYEES TEST POSITIVE FOR COVID-19	☐
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7/15/2021: TWO VIA EMPLOYEES TEST POSITIVE FOR COVID-19	☐
7/12/2021: VIA EMPLOYEE TESTS POSITIVE FOR COVID-19	☐
06/05/2020: VIA LINK SAFE CAPACITY LIMIT GOES INTO EFFECT JUNE 8	☐
06/01/2020: VIA OFFERS WORKFORCE ASSISTANCE PASS FOR UNEMPLOYED RIDERS	☐
05/17/2020: VIA LETTER TO THE COMMUNITY FROM PRESIDENT AND CEO JEFF ARNDT	☐
05/15/2020: VIA WILL RESUME FARE COLLECTION JUNE 1	☐
04/17/2020: VIA CUSTOMERS REQUIRED TO WEAR FACE COVERING BEGINNING WEDNESDAY, APRIL 22	☐
04/07/2020: VIA SETS 'SAFE CAPACITY' LIMITS ON BUSES STARTING WEDNESDAY	☐
04/04/2020: VIA SERVICE CHANGES START MONDAY, APRIL 6 - HERE'S WHAT RIDERS CAN EXPECT	☐
03/31/2020: VIA MOVING TO 'SATURDAY' SCHEDULES, EXTENDING FARE RELIEF PERIOD BEGINNING APRIL 6	☐
03/24/2020: VIA CONTINUES TO RUN ESSENTIAL SERVICE IN A SAFE ENVIRONMENT	☐
03/23/2020: COVID-19: PREVENTION TIPS / CONSEJOS DE PREVENCIÓN	☐
03/20/2020: VIA FARE RELIEF PERIOD BEGINS SATURDAY, MARCH 21	☐
03/20/2020: VIA'S MARCH BOARD MEETING CANCELED	☐

03/18/2020: VIA TAKING STEPS TO KEEP BUSES, VANS, FACILITIES CLEAN ☐

03/12/2020: CDC INFORMATION - STOPPING THE SPREAD OF GERMS ☐

03/08/2020: MESSAGE FROM PRESIDENT AND CEO JEFF ARNDT ☐

03/08/2020: VIA STEPPING UP ITS CLEANING SCHEDULE FOR BUSES AND FACILITIES ☐

Below are some helpful links to guide you.

CDC (<https://web.archive.org/web/20210724034844/https://www.cdc.gov/coronavirus/2019-ncov/index.html>)

City of San Antonio
(<https://web.archive.org/web/20210724034844/https://www.sanantonio.gov/Health/News/Alerts/CoronaVirus>)

Bexar County (<https://web.archive.org/web/20210724034844/https://www.bexar.org/3234/COVID-19>)

Business

EMPLOYMENT

([HTTPS://WEB.ARCHIVE.ORG/WEB/20210724034844/HTTPS://WWW.VIAINFO.NET/EMPLOYMENT/](https://web.archive.org/web/20210724034844/https://www.viainfo.net/en/employment/))

BUSINESS WITH VIA

([HTTPS://WEB.ARCHIVE.ORG/WEB/20210724034844/HTTPS://WWW.VIAINFO.NET/PROCUREMENT-2/](https://web.archive.org/web/20210724034844/https://www.viainfo.net/procurement-2/))

VIA: LOOKING AHEAD

([HTTPS://WEB.ARCHIVE.ORG/WEB/20210724034844/HTTP://WWW.KEEPSAMOVING.COM/](https://web.archive.org/web/20210724034844/http://www.keepsamoving.com/))

Sign up and stay
informed.

COMMUNITY

(<https://web.archive.org/web/20210724034844/https://www.viainfo.net/community-2/>)

VIA Metropolitan Transit

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