

Vaquero Express/VOLT

FAQs

What types of precautions is your department taking to ensure the bus is sanitized?

We follow the guidance of the Federal Transit Administration, the CDC, and the University on proper sanitizing and safety protocols. The following will be enforced:

- All passengers must wear masks while waiting for and within the bus.
- Hand sanitizer will be available on the bus for passenger use.
- Bus capacity has been reduced up to 70% and social distancing is enforced. Bus capacities will be indicated at the entrance of the bus. Seats will be either be roped off or marked with an 'X' to prevent passengers from seating in that space.
- Staff will be on site during each trip boarding to ensure social distancing is in place and will assist in sanitizing the high-touch surface areas such as the handrails, seats where passengers are seated, and stanchions.
- Plexiglass will be placed around the driver to protect and prevent interaction with passengers. If you have questions, please contact a staff member outside of the bus or call (956)665-2036.
- Buses will be sanitized thoroughly in the early morning, noon, and the evening.

How will you know if there is a passenger on board that has tested positive for COVID-19?

This is a community effort. In order to help mitigate the spread of COVID-19, we all need to do our part. We ask our passengers to only use this service for essential trips. If you are exhibiting COVID-19 symptoms, we kindly ask for you to seek out your healthcare professional and not board the bus. If you seek guidance on this, please visit UTRGV [COVID-19 guidance](#).

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Will the bus be full of people?

As of now, we are not anticipating the same ridership levels compared to previous semesters. With the health and well-being of our riders as the top priority, social distancing will be enforced and bus capacity will be reduced by up to 70%. We will post the maximum capacity of each bus near the bus entrance.

What if the bus is full and there's no room on the bus?

We are dedicated to transport every student who needs service. If the maximum occupancy is reached on a bus, we will send additional buses **as available** to pick up those passengers who arrived at the designated stop before the scheduled departure time.

What routes will you offer during the Fall? Will it stay the same?

Due to the limited capacity on our buses and resources, we will offer a very limited schedule and focus solely on our historically ridership heavy route such as the Campus Connector. We will post the finalized route times at least a week before the semester begins.

The lines to wait for the bus are always packed. Will it be the same for the Fall semester?

Passengers waiting for boarding must maintain social distancing of at least 6 feet and wear a mask. Transportation staff will be on hand during peak trip times to manage the lines.

Will we be required to wear a mask on the bus?

Yes, you will be required to wear a mask on the bus at all times.

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Will VOLT continue to operate throughout the Fall semester?

VOLT will continue to run with reduced frequencies. The route alignment will be adjusted to accommodate the UTRGV community that parks in remote lots.

Will VOLT have a max number of passengers it can board?

Yes, it will follow the same guidelines as our Vaquero Express services—seats will be marked off and capacity is reduced by 50%.