

# 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 at all times within the bus.
- Hand sanitizer will be available on the bus for passenger use.
- Staff will be on site during each trip to 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 and in 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 UTHHealth RGV [COVID-19 guidance](#).

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### Will the bus be full of people?

We expect our buses to reach max capacity.

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

We are dedicated to transporting 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 Spring?

All of the routes offered during the Fall semester will also be available during the Spring.

### The lines to wait for the bus are always long. Will it be the same for the Spring semester?

Ridership has somewhat returned back to pre-pandemic times. Expect lines, and as always, please try to arrive 15 minutes before the departure time. We will board buses as quickly as possible.

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

Yes, because we are federally funded, you must properly wear a mask on the bus at all times.

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**Will VOLT continue to operate throughout the Spring semester?**

VOLT will continue to operate throughout the semester.

**Will VOLT enforce social distancing on the carts?**

There will be no social distancing enforced on any UTRGV bus route.