



Face coverings required on buses.

Beginning, Monday, June 1, face coverings will be required on board all Heartland Express buses. Thank you in advance for taking this additional step to help protect those around you.

Questions that are not addressed below may be directed to Paul Smith, the Heartland Express Transit Director. Paul Smith can be reached by email at paul@rideyourbus.com or by phone at (763) 689-8130.

Why is Heartland Express requiring face coverings?

To help prevent the spread of COVID-19, the Centers for Disease Control and Prevention and the Minnesota Department of Health recommend that everyone wear cloth face coverings in public settings where other social distancing measures are difficult to maintain. Cloth face coverings prevent the person wearing the mask from spreading respiratory droplets when talking, sneezing, or coughing.

Based on public health guidance, face coverings have become a strong point of emphasis among public health officials and are expected to play an even larger role as restrictions on businesses and other gatherings begin to loosen. The requirement will remain in place until further notice.

What kind of face coverings are recommended?

Cloth face coverings should be made from tightly woven cotton, such as material from a T-shirt or bed sheets. Directions for making and properly wearing a mask are available on the CDC website. Bandanas, scarves or other types of cloth face coverings are also considered acceptable.

How will the requirement be enforced?

The requirement will be advertised online and posted on all Heartland Express buses. Announcements will also be made through local media outlets, including newspapers. These educational efforts, along with public health recommendations, are intended to support voluntary compliance with the requirement.

Can service be denied if an individual is not wearing a face covering?

No, service cannot be denied and customers will not be removed if they are not wearing a face covering.

Are there any exceptions to this requirement?

The Minnesota Department of Health does not recommend face coverings be worn by children under age 2, or by those who have trouble breathing or are unable to remove the face covering without assistance. We also recognize that some customers may not have the ability to obtain a face covering.

Can Heartland Express provide face coverings?

Heartland Express is making face coverings available to on-site essential staff, including drivers. However, Heartland Express currently does not have the resources to provide face coverings to customers who may need them.

Does the requirement apply to our drivers?

Heartland Express drivers will be required to wear face coverings while passengers are on board to help prevent the spread of COVID-19.