



# Rider Guide

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*CARTS is for EVERYONE...*

*Ride with us.*

*We're going your way!*



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## Welcome to CARTS!

This guide was developed to help provide riders with the information they need to successfully ride CARTS.

## What is CARTS?

Central Area Rural Transit System, Inc. is the public transportation provider for the Central Kenai Peninsula.

CARTS provides safe, convenient public transportation services within the cities of Soldotna and Kenai, the communities of Funny River, Kasilof, Nikiski and Sterling, and all areas in between. We operate seven days a week from 6:00 a.m. to 11:00 p.m. and we provide rides for work trips seven days a week, 24 hours a day. Call us for a ride today. **We're going your way!**

## Contact Us!

Central Area Rural Transit System, Inc.  
43530 Kalifornsky Beach Road  
P.O. Box 993  
Soldotna, AK 99669  
Email: [carts@alaska.net](mailto:carts@alaska.net)

## Important Phone Numbers

Office .....262-8900  
Cancellation Line .....262-3838  
Fax.....262-6122

## **Door-To-Door Service**

CARTS provides door-to-door service – this means you must meet the driver at the main door, main level or first floor of a building for an escort to the vehicle.

Please be ready to board the vehicle upon arrival. For safety and security reasons, drivers are not to leave sight of their vehicle by entering private homes and buildings, or go to rooms to pick up riders. Facility staff should be ready to assist the individual in and out of the building, if necessary.

Drivers do not carry people, mobility devices or packages. If this level of assistance is required an escort should be provided by the passenger.

If your condition is very fragile and you require specialized care in transit, you must provide a personal care attendant. CARTS drivers are not trained as paramedics.

## **Boarding Wheelchairs and Other Mobility Devices**

CARTS will make every attempt to accommodate your wheelchair.

Wheelchairs larger or that exceed the weight or size limits of our wheelchair lifts may be denied service aboard CARTS accessible vehicles. Please be sure that wheelchairs, or other mobility devices, are clean, safe and in good working condition before traveling.

## Service Area

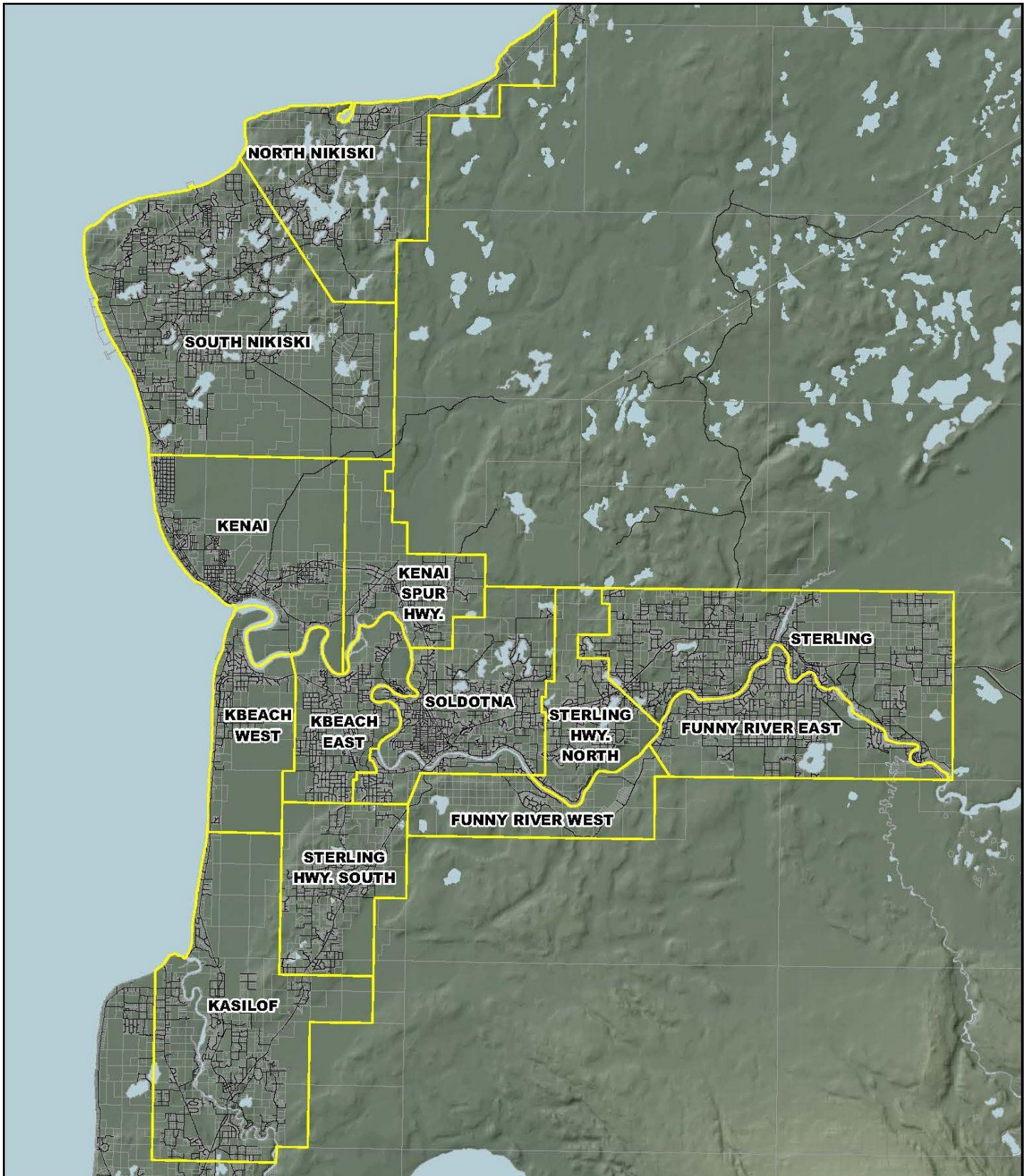
CARTS service area includes Kasilof, Kenai, Soldotna, Sterling, Nikiski and all points between.

### **There are thirteen zones:**

North Nikiski.....Mile 29 to end of road  
South Nikiski.....Mile 15 to Mile 29  
Kenai .....4 Lane to Mile 15  
Kenai Spur Highway .....Churchill Avenue to 4 Lane  
Sterling Highway North ...Whisper Lake to Boundary St.  
Sterling Highway South ...Skyview to Irish Hills  
Sterling .....Bings Landing to Whisper Lake  
Funny River Road West ...Soldotna City Limits to Mile 8  
Funny River Road East ....Mile 8 to end of road  
Soldotna .....Boundary to College Loop  
KBeach East .....College Loop to Bridge Access  
KBeach West .....Bridge Access to Mile 8 KBeach  
Kasilof .....Irish Hills to North End Cohoe Loop

**\*Note:** The information listed above is for descriptive purposes only and may not be exact. For more information contact the CARTS office.





**\*Note:** The information depicted in this map is for a graphical representation only and may not be exact. For more information contact the CARTS office.



## Ride Cost

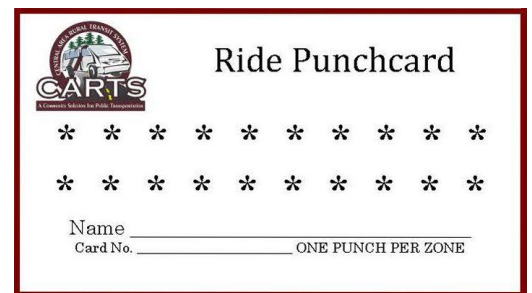
Passengers are charged one punch for each zone traveled through. Quick stopovers (post office, bank etc.) can be made, and will be charged equal to one zone.

## Methods of Payment

All fare payments can be made using the following methods:

***Punchcards*** are available in three denominations:

Five punches .....\$12.50  
Ten punches .....\$25.00  
Twenty punches .....\$50.00



You can stop by the CARTS office on K-Beach to pick up punchcards, or cards can be purchased on our website and through the mail.

**Drivers DO NOT sell punchcards.**

## ***Ticketless Fare Account***

For passenger convenience, CARTS offers “Ticketless Fare Account”. This allows pre-payment of the fare and avoid the need to carry a punchcard or token. Customers can purchase any number of punches in person at the office, through the mail or through our website. Those punches are in your ride bank. When a trip is booked, the appropriate fare will be encumbered. When a trip is performed, the fare will be deducted from the “Ticketless Fare Account”. If the trip is cancelled or not delivered, the fare is returned to your account. When scheduling rides CARTS Customer Service can tell you if you have enough punches in your bank for travel or if you need to reload it.

## **Ride Delivery Hours**

CARTS provides rides between the hours of 6 a.m. and 11 p.m. Monday through Sunday, except for trips back and forth to work, which are delivered 24 hours a day, seven days a week except for observed holidays.

## **Scheduling and Ride Reservation Hours**

CARTS office hours are Monday through Friday, 8 a.m. to 5 p.m. Rides need to be scheduled by close of business the day before. Remember, if you need a ride to work on Saturday or Sunday, or need a ride on Monday, your reservation needs to be made by 5 pm on Friday.

If you are riding for the first time, you will need complete a registration form so you can be entered in to our scheduling system. Registrations can be done over the phone or in person, and punchcards can be purchased through the mail. Once you are in our system, you can schedule your rides.

There is no need to call daily to schedule your rides. In fact, you can schedule a week, a month, even a year in advance. This is very convenient for passengers traveling to school or work. If you do schedule ahead, remember to cancel rides you do not need!

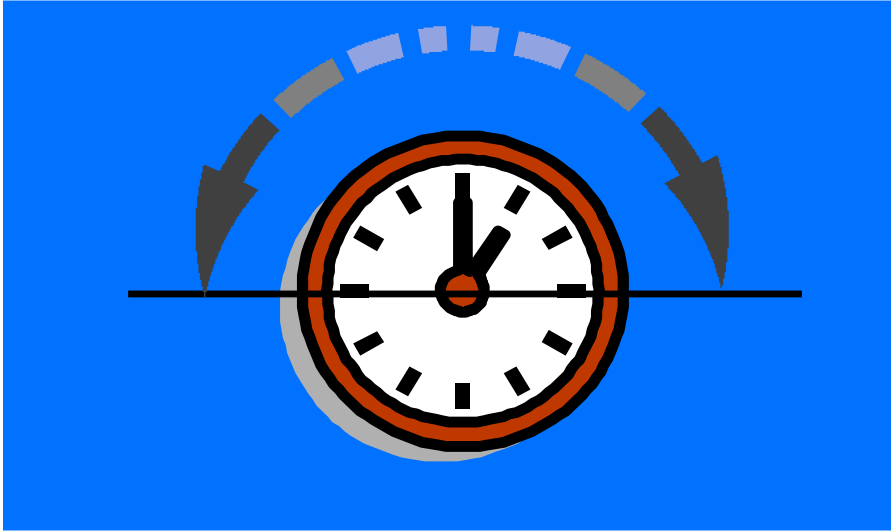
## **CARTS Vehicles**

CARTS operates a variety of vehicles including 13-passenger vans, wheelchair accessible mini vans, and wheelchair accessible narrow body buses.

CARTS vehicles are equipped with the latest technology in wheelchair restraints, ramps and lifts. Our drivers are thoroughly trained in wheelchair restraint and passenger assistance in order to handle any passenger need.

## CARTS Pickup Window

### Flexibility is the Key



#### **15 minutes before 15 minutes after**

Please be ready 15 minutes before your scheduled pick up time as the vehicle has a 15-minute pick up window on either side of your scheduled time. Be prepared to leave when the vehicle arrives. Drivers are required to wait only five minutes upon arrival. If you have not boarded within the five minute arrival time, you will be assessed a no-show.

Remember that other riders will probably ride in the same vehicle with you, or the vehicle may be scheduled to pick up another passenger right after you reach your destination. Be sure to allow enough time when scheduling in the winter to allow for poor road conditions.

If the vehicle will be more than 15 minutes late, a CARTS staff member will try to notify the rider. If the vehicle is late, the rider should call 262-8900. The dispatcher should be able to approximate an arrival time for the vehicle.

Trip length depends on a variety of conditions, i.e. number of passengers on the vehicle, day care stops, road conditions, etc.

## Text Ride Reminder

CARTS offers you the opportunity to receive an automated text message the day before your trip to remind you of your trips scheduled for the next day.

If you wish to opt in for this reminder service please let the customer service staff know that you are happy to receive information via SMS text message and we can amend your registration accordingly.

Please note it is your responsibility to keep CARTS informed of any changes to your personal details and to ensure we have the correct mobile phone contact information.

We will also use this system to notify customers with a scheduled ride about weather closures or delays.

*\*\*The text message will originate from a phone number in the state of Washington.*



## Service Closures

It is CARTS policy that scheduled transportation services may be altered and/or canceled due to a declared emergency, hazardous road or environmental conditions. CARTS may not operate under unsafe or hazardous conditions. If service is canceled or delayed all those with scheduled rides will be notified by phone as soon as practical.

### Definitions

**A. Declared emergency:** A localized, community wide, state wide or nationwide catastrophic or hazardous event in which a local, state or federal governmental agency decrees a state of emergency and/or a decreed disaster area.

**B. Hazardous weather conditions:** Adverse road and/or environmental conditions that make it unsafe to operate the CARTS vehicles as advised by the National Weather Service, Alaska Department of Transportation or Alaska State Troopers.

### Procedures

In a state of emergency, CARTS will cancel all scheduled rides until conditions allow restored transportation services. If the emergency is within a localized area, those rides may be canceled. Priority will be given for life sustaining purposes (such as necessary medical treatment) and service will be restored as resources allow. CARTS will make every effort to contact passengers affected by the emergency. However, the nature of the emergency may not allow phone use. Passengers should be aware that under emergency situations, their ride may be canceled or altered without prior notification.

In an adverse weather closure, CARTS will notify passengers, if possible, and cancel trips that have not begun. Priority will be given for life sustaining (necessary medical treatment) and return trips. Passengers with scheduled rides are advised to listen to local radio stations for notification of transportation delays or cancellations. Passengers should be aware that under adverse road conditions, their ride may be canceled or altered without prior notification.

If the vehicle is not able to get to the curbside, or a mutually agreed pick up point, the trip may be canceled. If the driveway is not accessible by the vehicle, and/or the driver is unable to get to the door, door to door services may not be provided. It is the responsibility of the passenger to ensure that door to door service is accessible to the CARTS vehicle and driver.

## Office Holidays

The following is a list of holidays observed by CARTS:

**New Year's Day.....No services, office is closed.**

MLK, Jr. Day ..... Services operate, office is closed.

Presidents Day ..... Services operate, office is closed.

Seward's Day ..... Services operate, office is closed.

**Memorial Day .....No services, office is closed.**

**Independence Day No services, office is closed.**

**Labor Day .....No services, office is closed.**

Alaska Day..... Services operate, office is closed.

**Thanksgiving .....No services, office is closed**

Day after Thanksgiving Services operate, office is closed

**Christmas Day .....No services, office is closed.**

New Year's Eve    Services offered, office is closed.

## Medical Emergencies

CARTS drivers are certified in passenger assistance, however they are not certified Emergency Medical Technicians (EMT's). In the event of an emergency, drivers will radio the dispatcher to call 911 for assistance and will wait for paramedics to arrive. For minor injuries or illnesses, drivers will take the passengers to the most appropriate location for care or assistance. Current emergency contact name and telephone numbers are required for all CARTS passenger files.

## Lost Items

CARTS is not responsible for lost or stolen items. When exiting the vehicle, please be sure to check around your seat to make sure you have all your belongings. If you do leave something on the vehicle please call the office as soon as possible.

## Parcels

CARTS will make every effort to accommodate passengers that have parcels. If you are expecting to be carrying a large amount of things with you please let the office know when you schedule your ride. If there is any problem, it can be addressed at that time.

## Tipping

CARTS drivers may not accept tips. We appreciate the thought and encourage you to fill out a comment card or make a donation to the program instead.

## Animals

Animals, except for service animals, are not permitted on vehicles unless housed in closed containers. Service animals must be under the control of the passenger at all times.



## Rules of the Road

- Everyone is eligible.
- Rider does not pay driver - charges are paid with pre-purchased punch cards.
- Punch cards are like cash - IN THE EVENT PUNCH CARDS ARE LOST OR STOLEN, CARTS DOES NOT BEAR RESPONSIBILITY IN REPLACING THEM OR REFUNDING MONEY. CARTS WILL, HOWEVER, REPLACE THE CARD OR CARDS AFTER 90 DAYS IF THEY HAVE NOT BEEN USED.
- Punch cards are assigned to specific riders. Rides authorized with this punch card are to be taken only by the individual whose name is on the card.
- All rides are scheduled a day or more in advance.
- Cancel trips no longer needed at least two hours in advance.
- Children under the age seven cannot ride alone, but do ride free with a caretaker.
- A ride may be in a taxi, a volunteer in a private car, a senior or other agency van or a CARTS van.
- Passengers will probably share the vehicle with others.
- Passengers may be asked to reschedule, for group rides.
- Passengers may have to wait for a while, and be ready.
- Stops must be quick, since others are waiting. ALWAYS be considerate of others.
- Smoking is not permitted on any CARTS vehicle.
- Riders may not eat or drink on CARTS vehicles. Food and beverages will be allowed only in unopened containers.

- Firearms and hazardous items such as uncovered glass, gasoline and other flammables and explosives are never allowed on public transportation vehicles or properties. Only law enforcement officers may bring weapons on public transportation vehicles or property.
- All passengers and drivers are required to use a seat belt or approved child safety device. Drivers will not move the vehicle until everyone is safely secured. Young children riding CARTS must follow the State of Alaska seat belt law, which requires an approved child safety device (car seat or toddler booster seat). Specifically,
  1. A child less than one year of age or a child one year of age or older who weighs less than 20 pounds shall be properly secured in a rear-facing child safety seat.
  2. A child one or more years of age but less than five years of age who weighs 20 pounds or more shall be properly secured in a child restraint device.
  3. A child over four years of age but less than eight years of age who is less than 57 inches in height and weighs 20 or more pounds but less than 65 pounds shall be properly secured in a booster seat that is secured by a seat belt system or by another child passenger restraint system.
- The child's accompanying adult must provide a child restraint device for the child. The adult must secure the restraint device to the seat and ensure the child is secured before the vehicle moves. The driver may deny rides to children without appropriate restraint devices.
- Offensive language or behavior that is disruptive or unsafe for other riders or the driver is not allowed.
- Radios, audio devices and musical instruments cannot be operated unless earphones are used and the noise cannot be heard by the driver or by other passengers.

- Driveways and walkways must be plowed and shoveled to allow for safe access and a reasonable turnaround area. If your driveway is not plowed, you will be asked to walk out to meet the vehicle.
- CARTS provides door-to-door service for passengers from the entry doorway to the vehicle. The driver can only go as far as the entry of a building. If a person requires assistance beyond an entry to a building, the passenger needs to provide their own attendant.
- A Personal Care Attendant is someone who is physically and mentally able to assist a passenger when they require assistance beyond door-to-door service or needs to travel with the passenger for safety and health reasons. Both the PCA and the rider must be picked up and dropped off at the same address. Attendants ride free of charge with CARTS.

## Cancellation & No-Show Policy

A “No-Show” occurs when a rider who has a confirmed ride scheduled does not use the transportation within five minutes of the vehicles arrival.

If you reserve a ride and decide not to travel, you must call to cancel your service at least two hours before your requested travel time. Any cancellation received less than two hours before the scheduled pick up time will be considered a “No-Show”. ***If the first scheduled trip is logged as a “No-Show” the return trip is automatically cancelled.***

No-Shows are very costly to CARTS. Before you place a ride reservation, be certain that you really plan to travel. Excessive No-Shows are considered an abuse of the system and will result in penalties and/or suspension of service.

### ***The following is CARTS No-Show Policy:***

*Your transportation is scheduled in the CARTS system to meet your specific needs. You will not be able to make last minute pick-up or return time changes. If you absolutely need to make a change, please call 262-8900 immediately. You will only be allowed Two (2) No Shows. After this point, a review will be done regarding the reasons for missing your rides. CARTS transportation has the right to decline your transportation rides. If your punch cards are purchased through an agency, we will contact your case manager if problems arise such as no shows or last minute cancellations.*

- *One No-Show results in a Serious Warning.*
- *Two No-Shows will result in a one-week Suspension from CARTS.*
- *Three No-Shows will result in a one-month Suspension from CARTS.*



***CARTS has a Cancellation Line that is operational Monday through Friday from 5 am to 8 am and from 5 pm to 8 pm.***

The phone line is also on from 6 am to 3 pm Saturday, Sunday and holidays the office is closed but services are still operating (observed holidays are listed on **page 17**). Just call 262-3838 and a customer service representative will help you. Remember, the cancellation line is only for ride cancellations, any other issues please call 262-8900 during regular business hours.

## Rider Suspension Policy (other than No-Shows)

CARTS has made a commitment to provide quality public transportation services to anyone in the central Kenai Peninsula that needs a ride. CARTS will make every reasonable effort to accommodate riders various conditions. However, there are rare occasions where the service is abused by individual riders. When this occurs on a repeated basis, it may be necessary to deny service to those individuals.

### Criteria for the suspension of service

- **Verbal or physical abuse** towards a CARTS employee or passenger.
- **Behavior** which represents a clear and present danger to an individual's health or safety or of others within the vehicle. Such behavior includes conduct which is violent, seriously disruptive, or illegal.
- **Lateness** not being ready at the scheduled pick-up time. Rules require passengers to be ready 15 minutes before the scheduled pick up time as the vehicle has a 15-minute pick up window on either side of your scheduled time. Be prepared to leave when the vehicle arrives. Drivers are required to wait only five minutes upon arrival. If you have not boarded within the five minute arrival time, you will be assessed a no-show.
- **Cancellation** trips which are repeatedly canceled less than two hours before the scheduled pick up time may result in those trips being considered a no-show.

### Procedure

The following procedure will be followed before denying any transportation for any individual. All communications to the individual will be in an appropriate accessible format.

1. CARTS staff may immediately refuse service to an individual when necessary to protect the health and safety of other passengers or CARTS employees.
2. Incidents will be carefully and completely documented.
3. CARTS staff will provide notice of each infraction. This notice will include an explanation of the policy which the passenger has failed to follow. Notice will be provided of any proposed action, or suspension of service resulting from the infraction.
4. With the exception of an infraction involving behavior which presents a danger to the individual or others using CARTS, passengers will receive three notices of infraction prior to the suspension of service.

The second notice will be a warning of impending suspension of service following the next occurrence of the infraction.

5. If corrective action does not occur, a third notice will be given to officially notify the individual of the suspension of service, and the date and duration of the suspension of service.



# Americans with Disabilities Act (ADA)

## Reasonable Modification Policy

### Background

Effective July 13, 2015, transit providers are required under 49 CFR 37.5(i)(3) to make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services. The process to be used in considering requests for reasonable modifications is described in 49 CFR 37.169.

Basic process requirements that must be met are:

- Information on the reasonable modification process must be readily available to the public, and must be accessible
- Advance notice can be required, but flexibility is also needed to handle requests that are only practicable on the spot
- Individuals requesting modifications are not required to use the term “reasonable modification”

### Procedure

Passengers can request reasonable modifications for all modes (fixed route, general public demand response, and ADA paratransit). Passengers making requests are not required to use the term “reasonable modification.”

Requests should be made at least the day before but flexibility is required for on the spot requests. The transit manager will review all requests and provide the determination. For on-the-spot requests, the driver should contact dispatch. Dispatch will contact the transit manager.

Documentation will be maintained regarding the request and the resulting action taken.

## Public Information

The following statement will be posted on the website and the rider guide.

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at 262-8900 or email us at [jschultz@ridecartsak.org](mailto:jschultz@ridecartsak.org). Please submit requests at least the day before the trip.

## ADA Complaint Procedures

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

### How do you file a complaint?

You can call us, download and use our ADA complaint form at [www.ridecartsak.org](http://www.ridecartsak.org), or request a copy of the form by writing or phoning Central Area Rural Transit System, Inc. (CARTS), PO Box 993, Soldotna, AK 99669. 907-262-8900

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number. (See Question 1 of the complaint form.)
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 6, 7, 8, 9, 10, and 11 of the complaint form.)
- The names of any persons, if known, whom the director could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

Director

Central Area Rural Transit System, Inc. (CARTS)  
P.O. Box 993  
Soldotna, AK 99669

### **Do you need complaint assistance?**

If you are unable to complete a written complaint due to a disability or if information is needed in another language we can assist you. Please contact us at 262-8900, (TTY: Relay Alaska 1-800-770-8255) or [jbeckmann@ridecartsak.org](mailto:jbeckmann@ridecartsak.org).

### **How will your complaint be handled?**

CARTS investigates complaints received no more than 180 days after the alleged incident. CARTS will process complaints that are complete. Once a completed complaint is received, CARTS will review it to determine if CARTS has jurisdiction.

CARTS will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, CARTS may contact you. Unless a longer period is specified by CARTS, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, CARTS may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, CARTS will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with CARTS determination, you may request reconsideration by submitting a request in writing to CARTS director within seven (7) days after the date of CARTS letter, stating with specificity the basis for the reconsideration. The director will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the director will issue a determination letter to the complainant upon completion of the reconsideration review.

## **Do I have other options for filing a complaint?**

We encourage that you file the complaint with us. However, you may file a complaint with Alaska Community Transit or the Federal Transit Administration.

Alaska Department of Transportation and Public Facilities

Alaska Community Transit

PO Box 112500

Juneau, AK 99811

(907) 465-4070

TTY: Relay Alaska 1-800-770-8255

[dot.alaska.transit@alaska.gov](mailto:dot.alaska.transit@alaska.gov)

Federal Transit Administration

Office of Civil Rights

1200 New Jersey Avenue SE

Washington, DC 20590

## Keeping in Touch

In order for CARTS to serve the community better, we work to constantly upgrade and improve our services. The public is always invited to call us to inquire about any of our services. We are here to serve the public, and no question is too big or too small! We welcome all questions and suggestions.

### How do I make my comments known?

The staff at CARTS want to know how you feel about CARTS service. Each compliment is shared with the employees involved. Each suggestion or complaint is investigated and discussed with the appropriate employee(s). Remember, CARTS staff can only address those issues we are made aware of.

**Call the CARTS supervisor at 262-8900 with your comments.**

**Email comments to [cartsinfo@ridesalaska.org](mailto:cartsinfo@ridesalaska.org). Comments can also be submitted through our website at [www.ridecartsak.org](http://www.ridecartsak.org).**

You may also write to CARTS at the address provided below. Please be as specific as possible and include the following information:

- Your name, address, and phone number
- The date and time of the incident
- The CARTS vehicle number and/or driver's name
- Your compliment, suggestion or complaint

If you have an unresolved problem or question contact:

CARTS Executive Director and/or Board President  
PO Box 993  
Soldotna, AK 99669

## Your Rights Under Title VI

Central Area Rural Transit System, Inc. (CARTS) operates its programs and services without regard to race, color or national origin in accordance with Title VI of the 1964 Civil Rights Act. Any person who believes that he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with our agency.

Any such complaint must be in writing and filed with this agency within 180 days following the date of the alleged discriminatory occurrence. For information on our nondiscrimination obligations or how to file a complaint, please contact CARTS by any of the methods listed below.

Central Area Rural Transit System, Inc. (CARTS)  
P.O. Box 993  
Soldotna, AK 99669  
907-262-8900  
907-262-6122 fax  
[cartsinfo@ridecartsak.org](mailto:cartsinfo@ridecartsak.org)

If this information is needed in another language, please contact us. Request a complaint form by calling 907-262-8900.

## Special Thanks

CARTS would like to thank everyone that uses public transportation, and encourage your continued support. Only by keeping transportation in the public eye can we hope to insure the future of public transit in our area.

CARTS would also like to thank the Kenai Peninsula Borough, the City of Soldotna, the City of Kenai, plus all the local agencies and organizations that help us in our endeavor to provide public transportation to the central Kenai Peninsula.

Last, but certainly not least, CARTS would like to thank our dedicated employees, and contract providers. They are the heart of the service!









**Check out our website at <http://ridecarsak.org>**

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*Central Area Rural Transit System, Inc.*

*P.O. Box 993*

*Soldotna, AK 99669*