



Safety is our number one concern at CARTS. This includes the safety of our passengers and the safety of our staff. In response to COVID-19, CARTS will temporarily operate under the following protocols based on CDC (Centers for Disease Control) recommendations:

- The office will be closed to walk in traffic. During this time, you can access all of our services, including ride reservations and purchase of punch cards/punch credits, over the phone or through our website ridecartsak.org.

Customer service representatives are available by phone Monday through Friday 8 am to 5 pm at 907-262-8900. The cancellation line is open 5 am to 8 am and 5pm to 8 pm Monday through Friday at 907-262-3838.

- At this time, ride delivery will continue without interruption. If you are sick, please cancel your trip.
- CARTS has implemented enhanced sanitizing procedures for vehicles and the transit office. We will be disinfecting frequently used surfaces on vehicles and in the CARTS office daily. These enhanced procedures will remain in place for as long as required.

CARTS staff will continue to monitor the situation and take additional steps if needed. We appreciate your understanding.