• ORT ADA / Demand Response service is still operating for passengers during the current pandemic.

• Only essential trips are to be requested and will be scheduled. These include trips to the doctor, dialysis, pharmacy, banks, food banks, places of work, and grocery stores. If you have an appointment, please call before scheduling a trip to make sure your appointment has not been cancelled.

• ORT will not transport passengers that have been diagnosed with COVID-19, have symptoms of COVID-19, or those currently in quarantine for COVID-19.

• When you schedule your trip, the call taker will ask you a series of screening questions regarding COVID-19.

• If you already have a ride scheduled for the following day, a member of our call center will contact you to go over the questions.

• ORT passengers needing an essential trip to a business that has closed its lobby and only offers drive-thru service will be permitted one “wait trip” per day. A trip through the drive-thru will be considered two trips; one there and one returning home. The operator will collect two fares if the trips do not meet zero fare criteria. These type of wait trips are only being permitted during the current health crisis and must be taken during non-peak times.

• ORT drivers will not be entering businesses, medical clinics, and other facilities to look for you. Please be ready outside or at the door when the vehicle arrives.

• For everyone’s safety, schedulers are spreading passenger trips out throughout the day on various vehicles to accommodate social distancing. This may impact availability of Demand Response trips.

• As a reminder, if you need to cancel your ride please call ORT at 479-756-5901 at least two hours prior to your pick-up window.

• Please always cover your coughs and sneezes, keep your hands washed, and make sure your mobility aid is sanitized and free of excess baggage.