Coronavirus Disease (COVID-19)

To our valued riders, Ozark Regional Transit Authority continues to take preventative steps in response to the potential spread of Coronavirus Disease (COVID-19). Like transit agencies across the country, Ozark Regional is closely monitoring this public health issue. We are working closely with the leadership in NW Arkansas and monitoring information from the Center for Disease Control and Prevention (CDC).

Ozark Regional Transit Agency’s Reception Area is Closed

Effective March 19, 2020, Ozark Regional Transit Authority’s reception area will be closed to visitors in response to the COVID-19 outbreak until further notice.

- Lost and found items can be retrieved by appointment only, please call (479)-756-5901 Option #1.
- Customer concerns can be communicated by phone (479)-756-5901 Option #2 or on Ozark Regional Transit's website (www.ozark.org).
- Customers may email their concerns to ortinformation@ozark.org.
- Both the paratransit call center and customer service representatives are available via phone and are operating under normal business hours.

Rear Door Boarding

Ozark Regional Transit Authority is taking precautions to provide the recommended social distancing and to help the community in these uncertain times. When applicable, passengers without disabilities will be directed to use the rear door of the vehicle for getting on and off the bus to minimize contact with transit operators at the front door area. People utilizing mobility devices or who need the ramp will be allowed to board and alight from the front door of the vehicle.

Enhanced Cleaning

Ozark Regional Transit has adopted recommendations from the Federal Transit Administration (FTA), the Center for Disease Control (CDC) and our transit partners throughout the US on enhanced cleaning, sanitizing and disinfecting procedures. Each vehicle receives daily cleanings, which includes disinfecting high touch surfaces such as handholds and hard surfaces, seats, walls/windows and floors.
Tips for Riders

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid close contact with people who are sick
- Cough and sneeze into your elbow, not your hand. Alternatively, cough or sneeze into a tissue, then throw the tissue in the trash and wash your hands
- Clean and disinfect high touch objects and surfaces
- Riders should practice social distancing. Social distancing is deliberately increasing the physical space between people to avoid spreading illness

Guidance to Para-Transit and Demand Response Passengers

Ozark Regional Transit Authority emphasizes that customers must not use para-transit or demand response services to travel to health-care appointments if they are showing signs of illness for the safety of our employees and other passengers. If you believe you are symptomatic, please call your healthcare provider and make transportation arrangements that do not involve public transportation.