



*Operating Above the Standard*

## How to Ride Guide

**Types of Service:** OATS Transit is a shared-ride, public transportation company offering service to people of all ages. We serve the rural general public, individuals with disabilities and senior citizens. We transport people to work, medical appointments, shopping and to the pharmacy. We offer intercity express routes to connect people with larger cities. Our buses are all ADA accessible.

**Location of Service:** OATS Transit serves 87 Missouri counties. To determine your service area, please visit [www.oatstransit.org/schedules](http://www.oatstransit.org/schedules). Just click on the county you reside in. From there you can see what service is available in your county. In some areas we have Express Routes that run from smaller towns into larger cities. Depending on the county, we offer either door-to-door service or have pick-up points along the way. We contract with a number of agencies to provide service to their clients.

**Days of Operation:** OATS Transit operates weekdays, Monday-Friday, with some routes operating on weekends and after hours. Hours of service will vary depending on the county.



**Transportation For All Ages**



**Safe, Caring & Reliable**

**When to Schedule:** Most routes require you to schedule at least two days in advance. Schedules on our website will let you know if advance notice is required. This is necessary to ensure planning time to have a bus and driver available.

**Who to Call:** You will need to call your local OATS Transit office for service which you can find listed on our website. You can call the OATS Transit Home Office at 888-875-6287 if you are unsure who to call, and we can connect you to your local office. If you have never ridden the bus before, you will be asked a few questions such as any needs you may have, your pick-up address, contact info, etc. If you have Missouri Medicaid and are calling to schedule transportation to a medical appointment, you will need to call the 800 # on the back of your Medicaid card as this service is not scheduled directly with OATS Transit.

**Fares:** Some routes have set fares, while other routes are donation based as they may be covered by agencies like the Area Agency on Aging. When you call to schedule service be sure to ask about fares. Riders can pay cash each time they board the bus. You will need to pay when you board, not all up front, as it may be a different driver/bus on each leg of the trip. Drivers do not carry change. You may also prepay for trips by adding money to your account by calling 888-875-6287.