

# We are *driven* by service!

## Frequently Asked Questions

- Q. What is a paratransit service?  
A. Paratransit is a specialized service for people with disabilities who are not able to ride fixed-route public transportation buses.
- Q. Is there a cost for an application?  
A. There is no charge for an application.
- Q. How long does the application process take?  
A. OTS has 21 days to determine eligibility. After eligibility is determined, you will be notified by mail.
- Q. How much will a trip cost?  
A. Trips cost \$2.00 each way.
- Q. When can I schedule my trip?  
A. Call today prior to 3:30 P.M. for next day service.
- Q. Where can I ride with GRITS?  
A. Anywhere within the city limits of Owensboro.
- Q. Are there restrictions as to the purpose of my trip?  
A. There are NO restrictions.
- Q. Who do I call to cancel my trip request?  
A. Please call GRITS as soon as possible at (270) 686-1651.

AACS/GRITS provides equipment that exceeds ADA requirements. These vehicles have larger lift platforms with greater weight capacities. Also ramp equipped vehicles are available in lieu of lift equipped buses.

## Guidelines

City of Owensboro will not deny anyone transportation services because of their race, color, creed, national origin, sex, age or disability. When using paratransit services all passengers are subject to the following rules and regulations.

- All passengers shall call and schedule rides with a 24 hour notice.
- No smoking, eating or drinking.
- All passengers shall use seat belts.
- No alcoholic beverages or illegal substances are permitted on buses.
- No pets, except for service animals, are permitted on the bus unless they are placed in a kennel or other device suitable for transportation.
- Passengers shall not disturb, distract, harass, alarm or annoy bus driver or other passengers while bus is in motion.
- Passengers shall not engage in conversation with bus driver while bus is in motion.

Any passenger who violates any one or more of these guidelines may be removed from the bus and/or denied paratransit services.

### Hours of Operation:

6:00 A.M. - 7:35 P.M. Monday thru Friday  
7:45 A.M. - 4:15 P.M. Saturday



## FAQ



- Q. What can I do if my application is denied?  
A. You may appeal within 60 days of the decision.
- Q. Who will review my appeal?  
A. Your appeal will be reviewed by the Mayor's Committee for persons with disabilities.
- Q. How will I be notified regarding my appeal?  
A. You will receive written notification of the date and time of your scheduled hearing.
- Q. Is there a charge for an attendant?  
A. Personal care attendant or a companion may ride free, if approved on OTS application.
- Q. Will I be picked up at my door?  
A. Paratransit services provides a curb-to-curb service. The Service does not include door to door.
- Q. Can my service animal accompany me?  
A. Service animals are permitted as needed at no extra charge. Service animals must be capable of providing a specific service.
- Q. How many trips can I schedule in a day?  
A. There are no limits.
- Q. What is a "subscription service"?  
A. Subscription service is when you arrange services for standing appointments such as Dialysis Monday, Wednesday and Friday 8:00 A.M. - 12:00 P.M. every week.
- Q. Are individuals with temporary disabilities eligible for services?  
A. Yes.
- Q. When are services available?  
A. During regular hours of operation.

### Hours of Operation:

6:00 A.M. - 7:35 P.M. Monday thru Friday  
7:45 A.M. - 4:15 P.M. Saturday

## *Mission Statement*

Owensboro Transit System (OTS) is dedicated to providing the timely, safe and courteous service our clients deserve.

OTS provides ADA Paratransit Service through Green River Intra-County Transit Systems (GRITS). Paratransit services are available via a shared ride, curb-to-curb program for clients certified through OTS. This service is reservation-based and is available within the City of Owensboro. Services can be utilized for medical, pharmacy, beautyshop or any other location within the city. An application from OTS is required for paratransit eligibility.

Call OTS at 270-687-8570 for more details.



### ADA Paratransit Services Scheduling

Mon - Friday  
8:00 A.M. - 4:30 P.M.  
Saturday  
8:00 A.M. - 1:00 P.M.

### Service Area

City of Owensboro

### GRITS Office

GRITS Transportation  
222 Saint Elizabeth St.  
Owensboro, KY 42301  
Phone: 270-686-1651  
Fax: 270-684-8714  
TTY: 270-686-2281

Website: [www.audubon-area.com](http://www.audubon-area.com)  
Director Email:  
[dlanham@audubon-area.com](mailto:dlanham@audubon-area.com)

### OTS Office

Owensboro Transit System  
430 Allen Street  
Owensboro, KY 42303  
Phone: 270-687-8570  
Transit Manager Email:  
[canaryps@owensboro.org](mailto:canaryps@owensboro.org)

GRITS is a service of Audubon Area  
Community Services, Inc.

## Owensboro Transit System

*Safe • Reliable • Professional*  
ADA Paratransit Services



### Our Pledge

Assist in meeting the transportation needs of persons with disabilities in the city of Owensboro.

### City of Owensboro

430 Allen Street  
Owensboro, KY 42303  
270-687-8570  
[www.owensboro.org](http://www.owensboro.org)