



City of Warrensburg request for funding 2020-2021

Brief History of OATS Transit

OATS, Inc. (dba OATS Transit) is a 501c3, private not-for-profit corporation, organized under the laws of the State of Missouri in 1973 to provide transportation service to the elderly, persons with disabilities and the rural general public who reside in 87 of Missouri's 114 counties. The company originated as a cooperative in 1971 to provide transportation disadvantaged individuals an accessible means of service so they could maintain their independent living environments. It has evolved from its original operation in eight counties into the largest such enterprise in the United States. OATS Transit's 87 county operation is broken down into eight service regions. The service specified in this proposal would be provided by the Midwest Region.

OATS Transit has operated for a number of years under contracts with the Department of Mental Health, Missouri Department of Transportation, Division of Family Services, MO HealthNet (Logisticare & MTM) and localized Area Agencies on Aging, to provide services on a subscription or advanced reservation basis. OATS Transit also partners with the City of Sedalia and the City of Warrensburg to offer deviated fixed route service from residential areas to high traffic business, medical and commercial areas with door to door service available to complement the deviated fixed route services.

Office hours are 6:00 a.m. to 6:00 p.m. and service is provided Monday through Friday with the exception of these holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Day After Thanksgiving, and Christmas Day.

Staffing

OATS Transit has an office in Sedalia staffed with a Regional Director, two Area Managers, an Operations Manager and eight staff members for dispatching, answering phones and data entry. An extensive background check is completed on all employees immediately following an offer of employment. In the case of drivers, results must be received and vetted before they are allowed to drive passengers. Those checks include criminal background, the Sex Offender Registry, the Office of Inspector General's Exclusion List, the Specially Designated Nationals list maintained by the US Dept. of Treasury, and e-Verify.

All employees are registered in the Family Care Safety Registry, which is checked annually. All drivers have their license checked twice each year to monitor their driving record.

Safety

Training is provided to dispatchers and other office personnel as appropriate to their job functions. All drivers undergo orientation and training prior to transporting passengers.



Throughout a driver's employment, they must be up-to-date in training. Updated training occurs three times per year. Training is handled by experienced staff, primarily by the Regional Director, Area Managers, Operations Manager, or designated RTAP trainer who perform one-on-one training.

OATS Transit Drivers are instructed to observe all posted speed limits and to modify driving habits according to road conditions. OATS Transit also has a Substance Abuse Policy that prohibits the use of illegal drugs at all times and alcohol while on duty. Further, this policy requires drivers to report any over-the-counter or prescription medication that may impair driving.

Service cancellation occurs when passenger safety is threatened by road conditions. Riders are urged to watch local television stations and listen to local radio stations, as OATS Transit's policy is to cancel local service when local schools are closed, due to inclement weather.

All OATS Transit drivers are issued a tablet to use for communication between themselves and the office. They are able to summon assistance when needed by sending a message on their tablet. Each vehicle is equipped with a seat belt for each passenger seat and all wheelchair positions are equipped with a 6-point tie-down system.

Past Performance

Over the past 12 month period, the Old Drum bus provided 3040 one-way trips within the City of Warrensburg encompassing 29,037 service miles and 2,243 hours of service for a total cost of approximately \$70,650. Paratransit provided 2197 trips during this same time. 766.4 hours and 5810 miles \$24,140. This past performance includes service since Mid-March when stay at home and social distancing orders went into effect. OATS Transit drivers have continued their service to the public by maintaining services for essential needs such as dialysis, medical, grocery shopping and pharmacy visits during this stressful time. These figures only take into account those riders using the Old Drum or OATS complementary paratransit services, they do not include the thousands of trips performed under contracts with Care Connection for Senior Services, Logisticare, or the many other contracts that serve residents of Warrensburg.

Service Funding

OATS Transit proposes to continue one deviated fixed route, providing curb to curb service to the highest traffic parts of the city and multiple demand response vehicles to provide door to door services, Monday through Friday. Fares will remain \$1.50 per ride on the deviated fixed route and \$2.50 for door to door services. We request that the City of Warrensburg continue to pay OATS Transit a sum of \$15,000 per year in two installments on January 1st and July 1st to provide services to the citizens of Warrensburg. Of this payment, \$2,500 per year will be put into a separate bus match account for future bus replacement needs and \$12,500 will be used each year to offset operational costs. This request remains unchanged from previous years, as we understand that revenues are down and we anticipate absorbing a



greater percentage of the cost of service in order to maintain the same levels that the community has come to expect.

Contact Information

OATS Transit- Midwest Region Office
Tracy Walkup, Regional Director
107 W. Pacific, Sedalia, MO 65301-3010
Phone: 660-827-2611
www.oatstransit.org