

Mission Statement

Owensboro Transit System 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 anywhere in the City of Owensboro that is within 3/4 of a mile from a OTS bus stop. Services can be utilized for medical appointments, pharmacy, shopping, or any other errand or appointment. An application must be submitted and approved by OTS to be eligible for paratransit services. Applications can be found on the OTS website, mailed out, or picked up at the OTS office.



Paratransit ADA Services

Monday—Friday 6:00am—7:35pm
Saturdays 7:45am—4:15pm

To Schedule, Call 270-686-1651
Monday—Sunday 8:00am—4:30pm

GRITS Office

222 Saint Elizabeth St.

Owensboro, Ky 42301

Phone: 270-686-1651

Fax: 270-684-8714

TTY: 270-686-2281

Website: www.audubon-area.com

OTS Office

430 Allen St.

Owensboro, Ky 42303

Phone: 270-687-8570

Fax: 270-687-8573

Email: transit@owensboro.org

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

Owensboro Transit System

Paratransit ADA Services



City of Owensboro Transit System
430 Allen St.
Owensboro, Ky 42303

Tel: 270-687-8570

How Paratransit ADA Services Work

- Paratransit is a specialized service for people with disabilities who are not able to ride fixed-route public transportation buses.
- There is no charge to apply for paratransit services. Once a completed application is turned into OTS it takes up to 21 days for a decision to be made. You will be notified via a letter in the mail of OTS' decision.
- Once you are approved, you can begin scheduling rides through GRITS by calling 270-686-1651 during the hours of 8:00am to 4:30pm Monday through Sunday. You must give at least 24-hour notice for a trip
- Trips cost \$2.00 each way and you can go anywhere in the City of Owensboro as long as it is within 3/4 of a mile of an OTS bus stop.
- All approved paratransit riders are allowed to be accompanied by one personal care attendant (PCA) and one escort
- All scheduling and canceling of trips is through calling GRITS and speaking to their representatives.

Passenger Guidelines

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

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

Hours of Operation:

6:00am—7:35pm Monday through Friday

7:45am—4:15pm on Saturdays

Other Information

If Denied for Paratransit:

- If your application for Paratransit is denied, you have up to 60 days to submit an appeal.
- Your appeal will be reviewed by the Mayor's Committee for Person's with Disabilities.
- You will receive written notification of the date and time of your hearing.



ACCS/GRITS provides equipment that exceeds ADA requirements. These vehicles have larger lift platforms with greater weight capacities. Ramp-equipped vehicles are also available in lieu of lift equipped buses.