



Onslow United Transit System

Mission

To provide safe, reliable and efficient transportation for the citizens of Onslow County.



To provide quality transportation services to the OOTS service area



To operate in an efficient and effective manner while complying with Local, State, and Federal Laws concerning Public Transportation



To assist in the maintenance, development, improvement, and use of public transportation in rural areas.



Why? Connect more residents to jobs, health care, wellness, education, retail and entertainment in our communities



Corporate Background



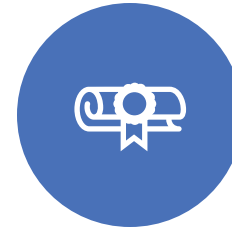
Located in
Jacksonville, NC



Incorporated in
1979 formed by
Onslow County
Government



Nonprofit public
transit system that
assists human service
agencies in providing
public transportation
to the residents of
Onslow County.



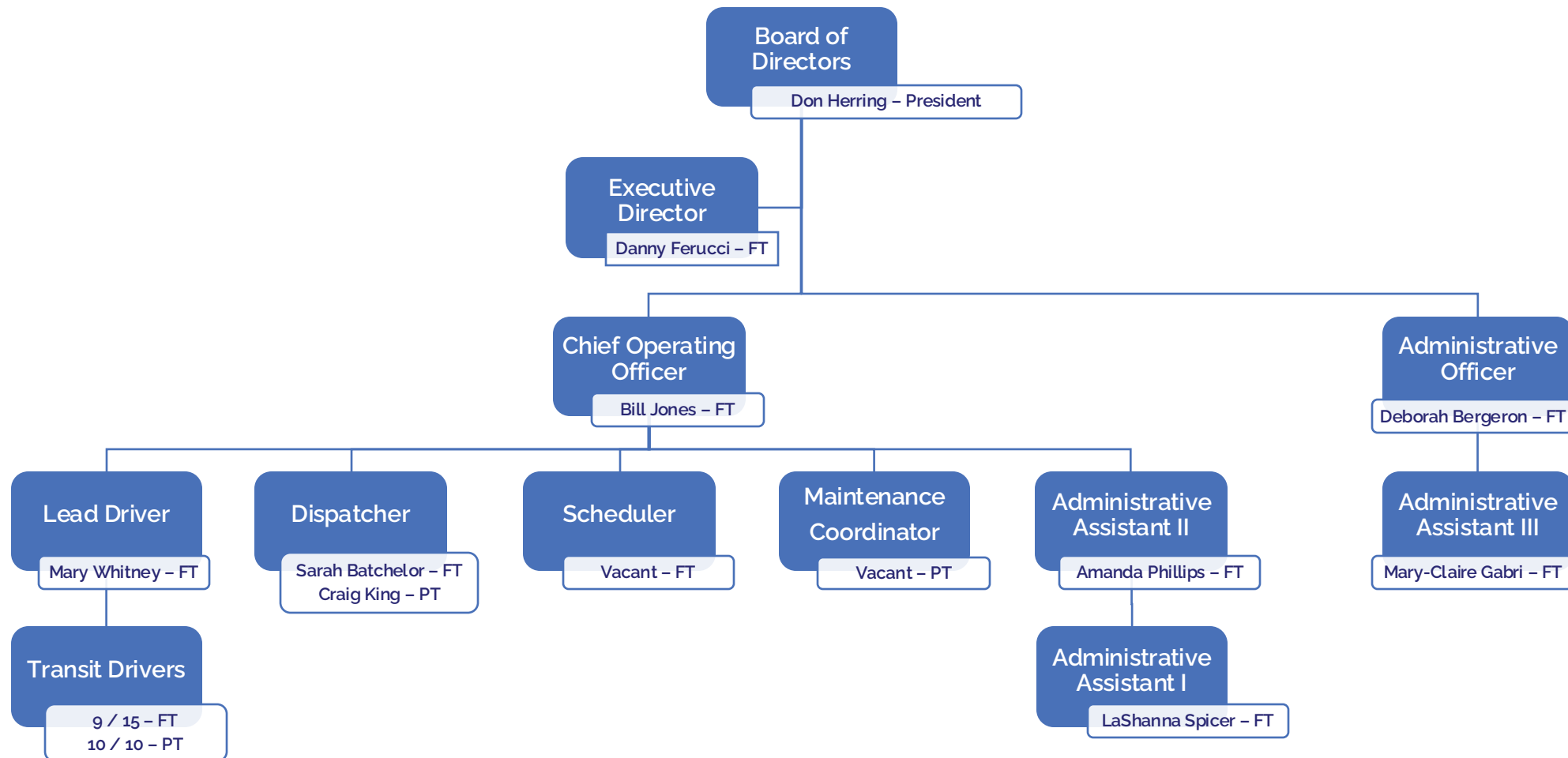
Operates under
G.S. 55A and USC
501c3
(tax exempt)



Governed by
Board of
Directors



Onslow United Transit System Organization Chart – FY25



Description of Service

OUTS operates subscription, demand response, general public transportation and ADA Complementary Paratransit Service throughout all of Onslow County.

Who Can Ride

Service is provided to passengers needing transportation to medical appointments, work, daycare, shopping, social and recreation activities, etc. OUTS also contracts with several agencies in Onslow County and provides transportation for their clients.



Door to Door As Needed

Service is origin-to-destination. Assistance is provided from the vehicle to the first doorway for passengers who need additional assistance to complete the trip.

Non-Emergency Transportation

OUTS provides non-emergency transportation only. If a passenger is unable to sit up, has severe pain, or other debilitating problems, this agency cannot transport them.

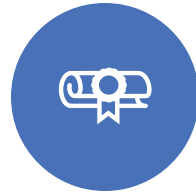


Eligible Transportation Programs



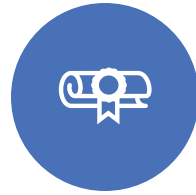
ADA Paratransit

Provides ADA complimentary paratransit services for the City of Jacksonville.



5310 Grant

Provides operating assistance for the transportation of the county's elderly (65 years of age or older) and disabled citizens.



Traveler's Aid Grant

Intended to aid organizations support to citizens dealing with domestic violence, homelessness, and substance abuse.
A one-time one-way Greyhound ticket to a support system.

Rural Operating Assistance Program (ROAP)



EDTAP

Provides operating assistance for the transportation of the county's elderly (60 years of age or older) and disabled citizens.



Rural General Public

Intended to provide transportation services for individuals from the county who do NOT have a human service agency or organization that will pay for the transportation service.



WorkFirst

Intended to help the general-public to travel to work, employment training and/or other employment related destinations.



Daily Service

Monday – Friday

6:00 AM to 5:00 PM

Saturday – Sunday

10:00 AM to 7:30 PM

ADA Paratransit Service: Follows Jacksonville Transit Schedule

Out of County Transportation (Medical Only):

Out of County Destination	1 st Thursday	2 nd Tuesday	3 rd Wednesday	4 th Thursday	P/U Window	\$\$ Trip Fare One Way
Hampstead Wilmington Leland	X		X		P/U time 2-3 hours prior to scheduled appointment	\$15.00
Kinston** Greenville DownEast Express		X			P/U time 2-3 hours prior to scheduled appointment	\$15.00
Pollocksville Newbern** DownEast Express				X	P/U time 1-3 hours prior to scheduled appointment	\$10.00
Cedar Point Carteret Morehead City				X	P/U time 2-3 hours prior to scheduled appointment	\$10.00
DownEast Express		X		X	P/U time 4-5 hours prior to scheduled appointment	\$25.00

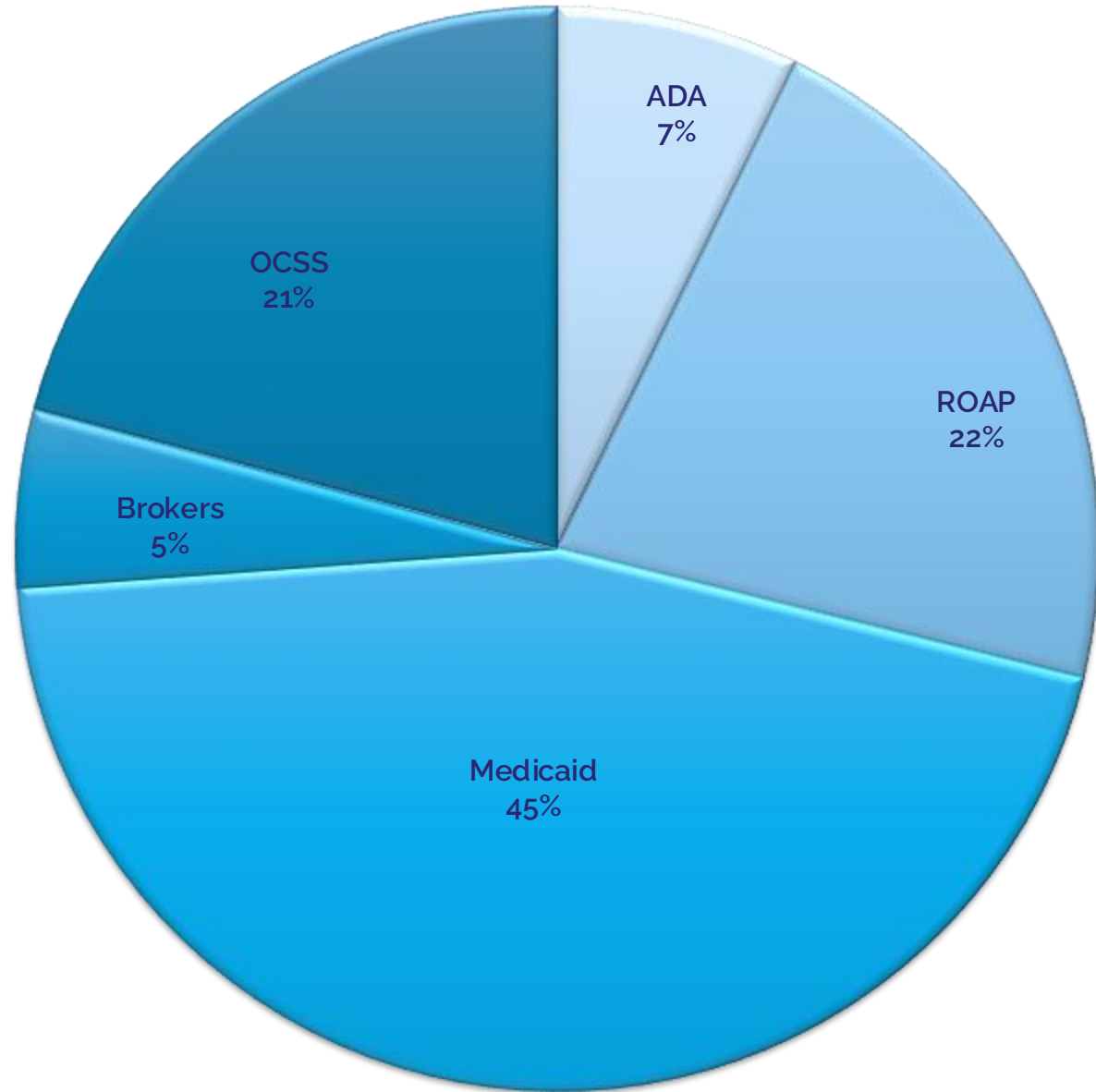


OUTS FY24

Ride Data Report

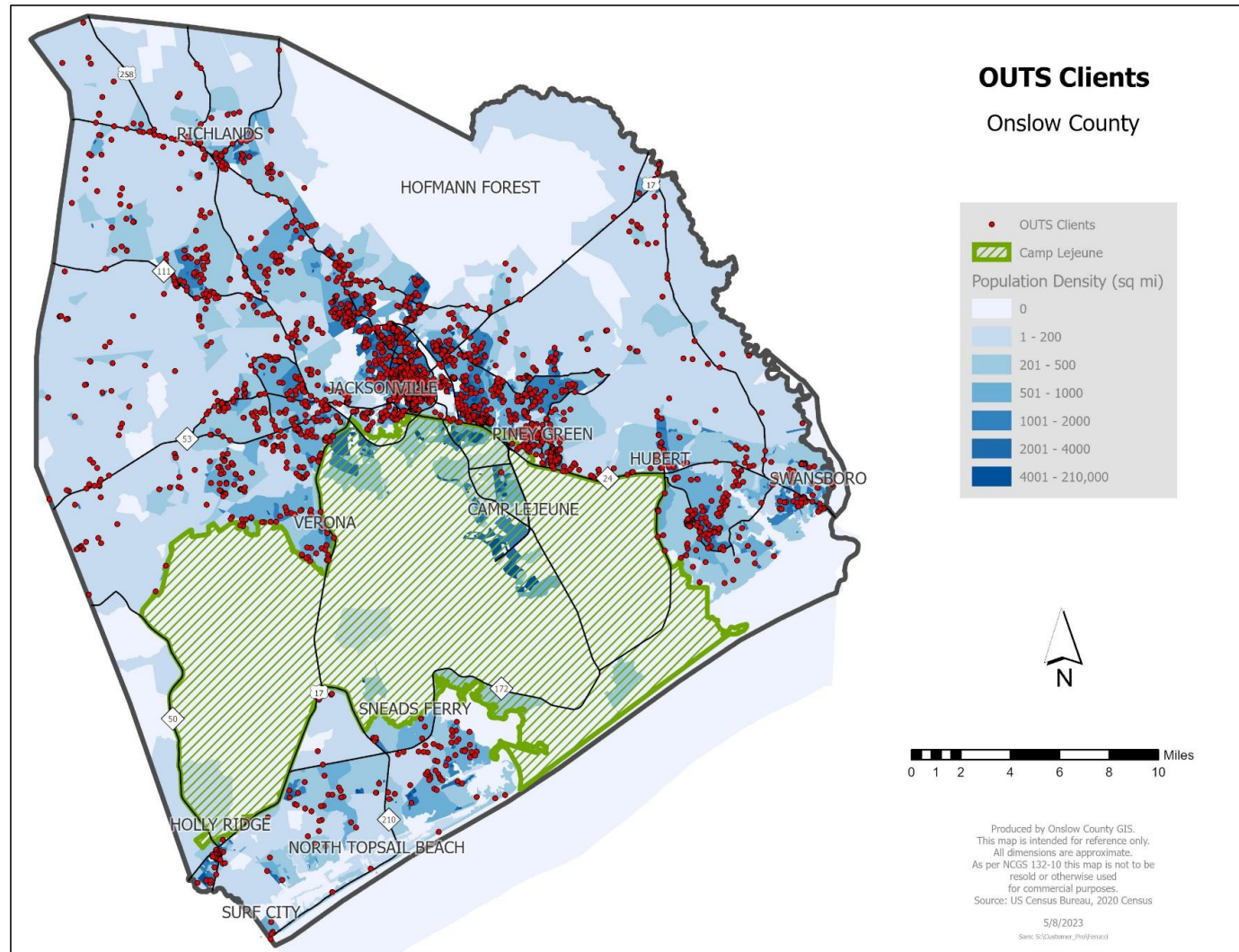
Total Trip Count:

- FY18 90,230
- FY19 85,898
- FY20 70,094
- FY21 47,187
- FY22 62,642
- FY23 64,969
- **FY24 65,572**



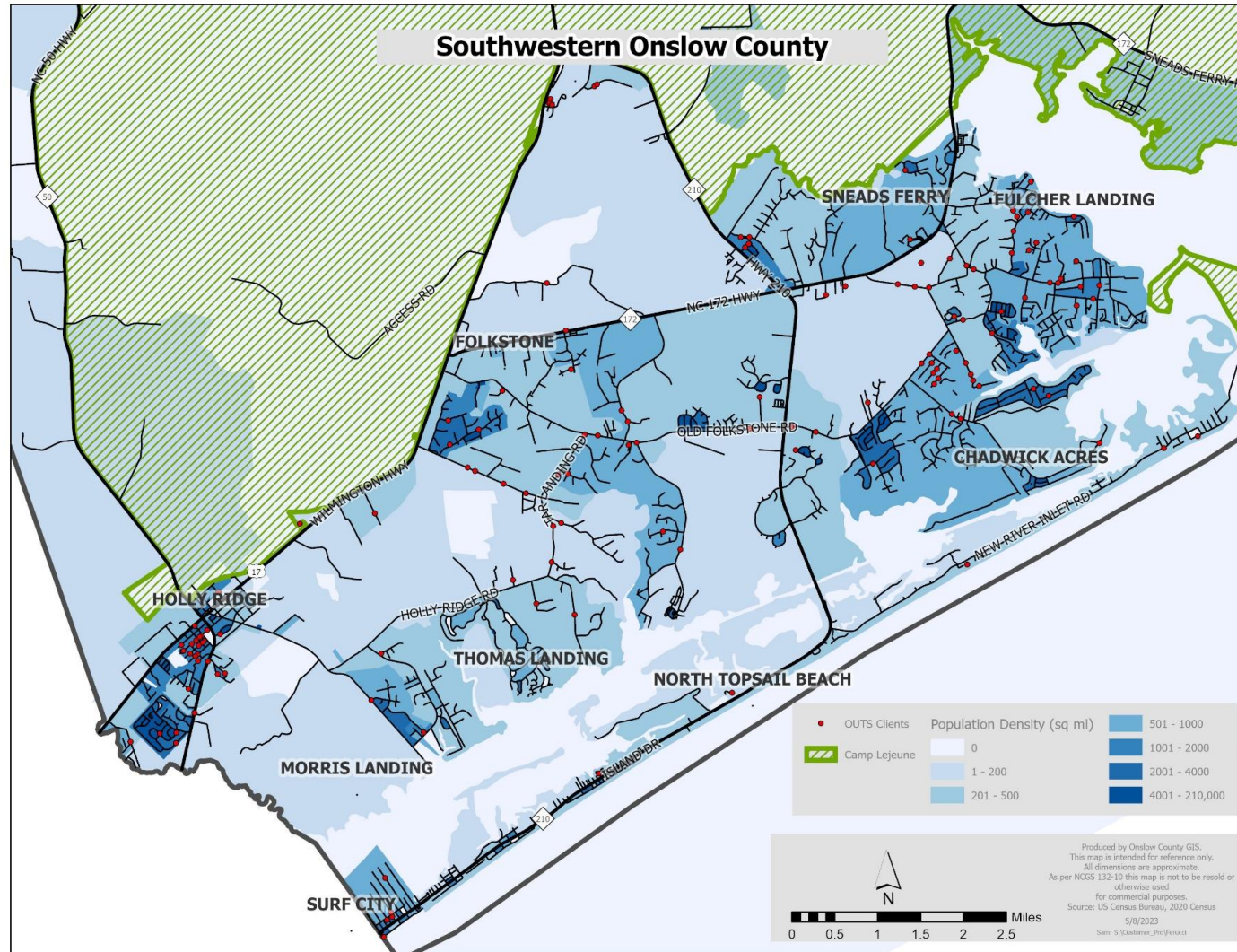
Service Area

(763 Land Square miles, Population 207,298)



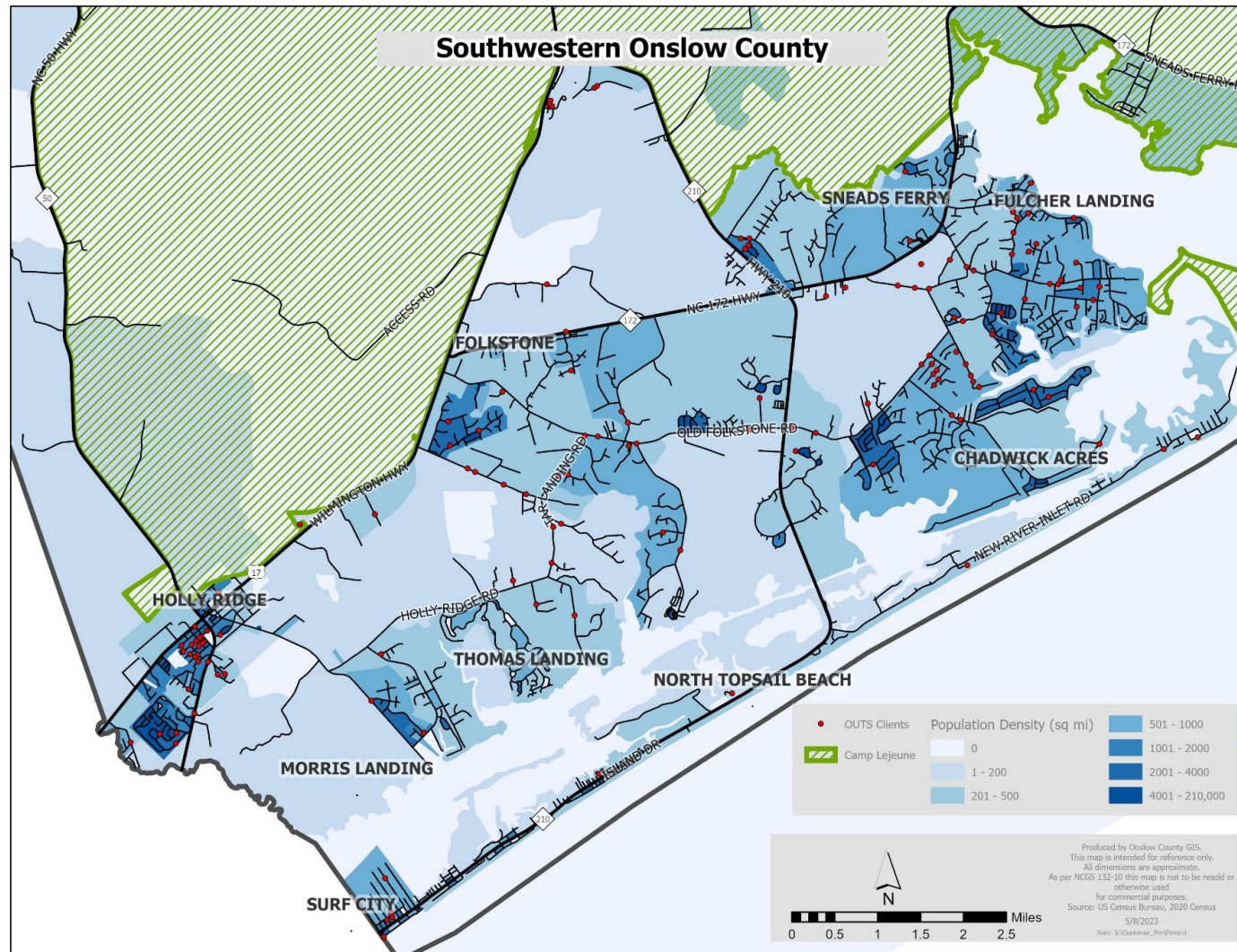
Greater Holly Ridge Area

(67 Clients – Holly Ridge / 236 Clients – Surrounding Area)



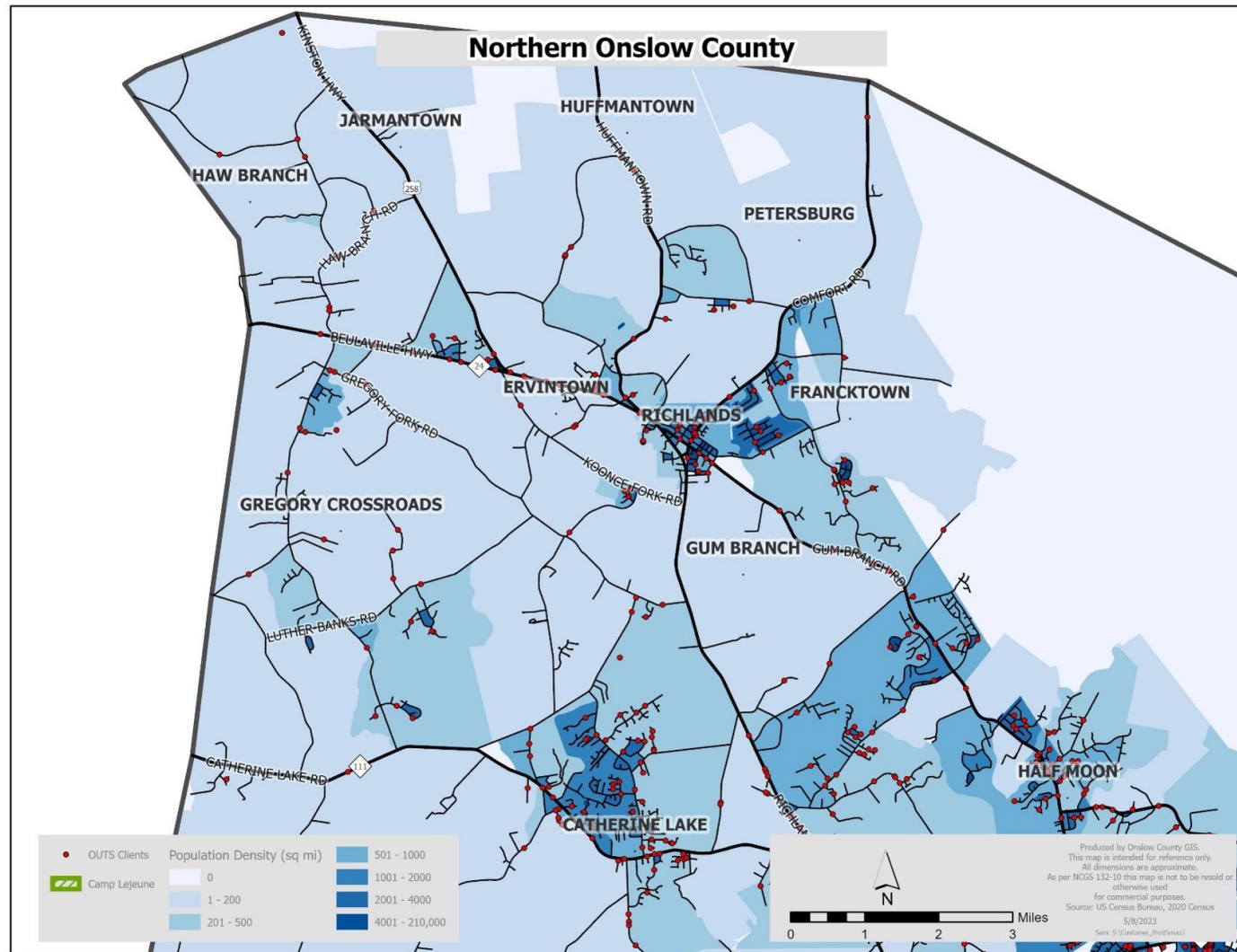
Greater N. Topsail Beach Area

(5 Clients – N. Topsail Beach / 142 Clients – Surrounding Area)



Greater Richlands Area

(96 Clients – Richlands / 383 Clients – Surrounding Area)



Greater Swansboro Area

(118 Clients – Swansboro / 495 Clients – Surrounding Area)

