
OUTS
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 OUTS service area



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

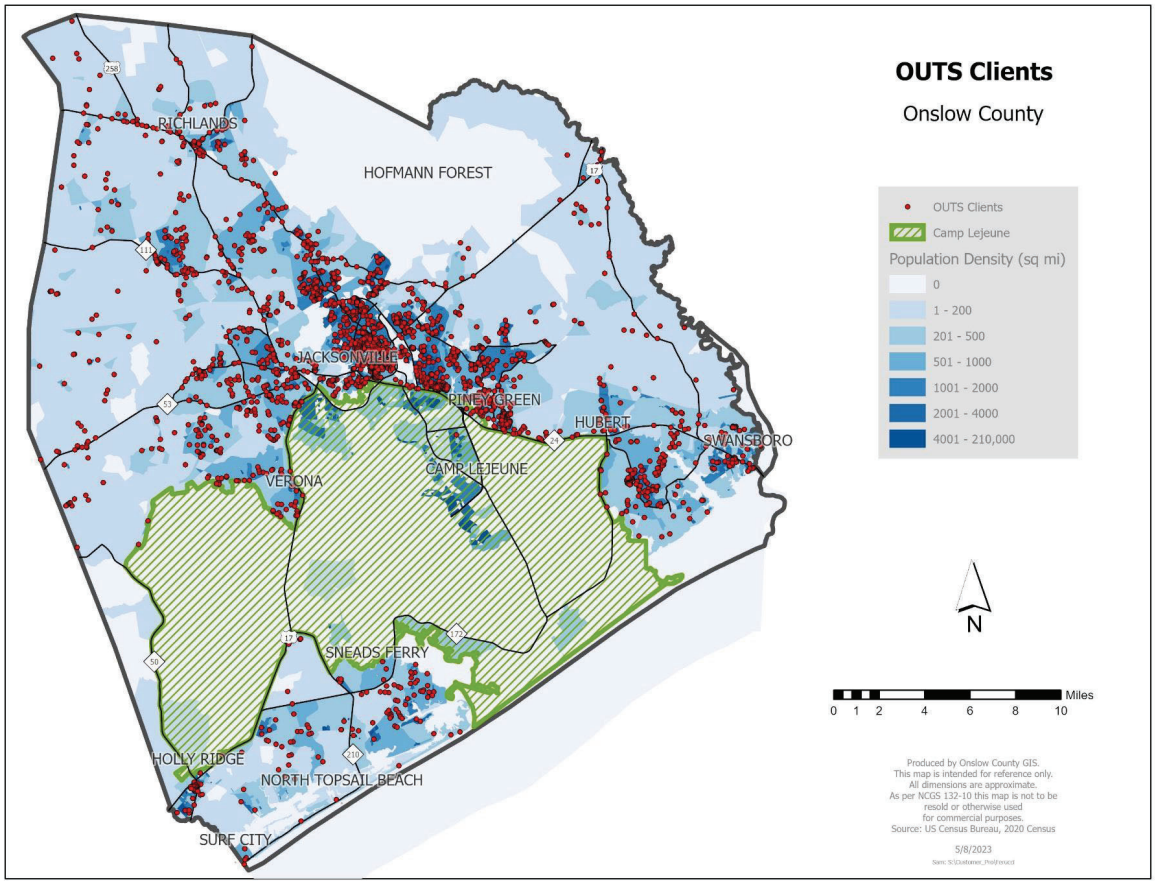


To assist in the maintenance, development, improvement, and use of public transportation in rural areas.



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

Service Area
(763 Land Square miles, Population 207,298)



Corporate Background

Located in Jacksonville, NC

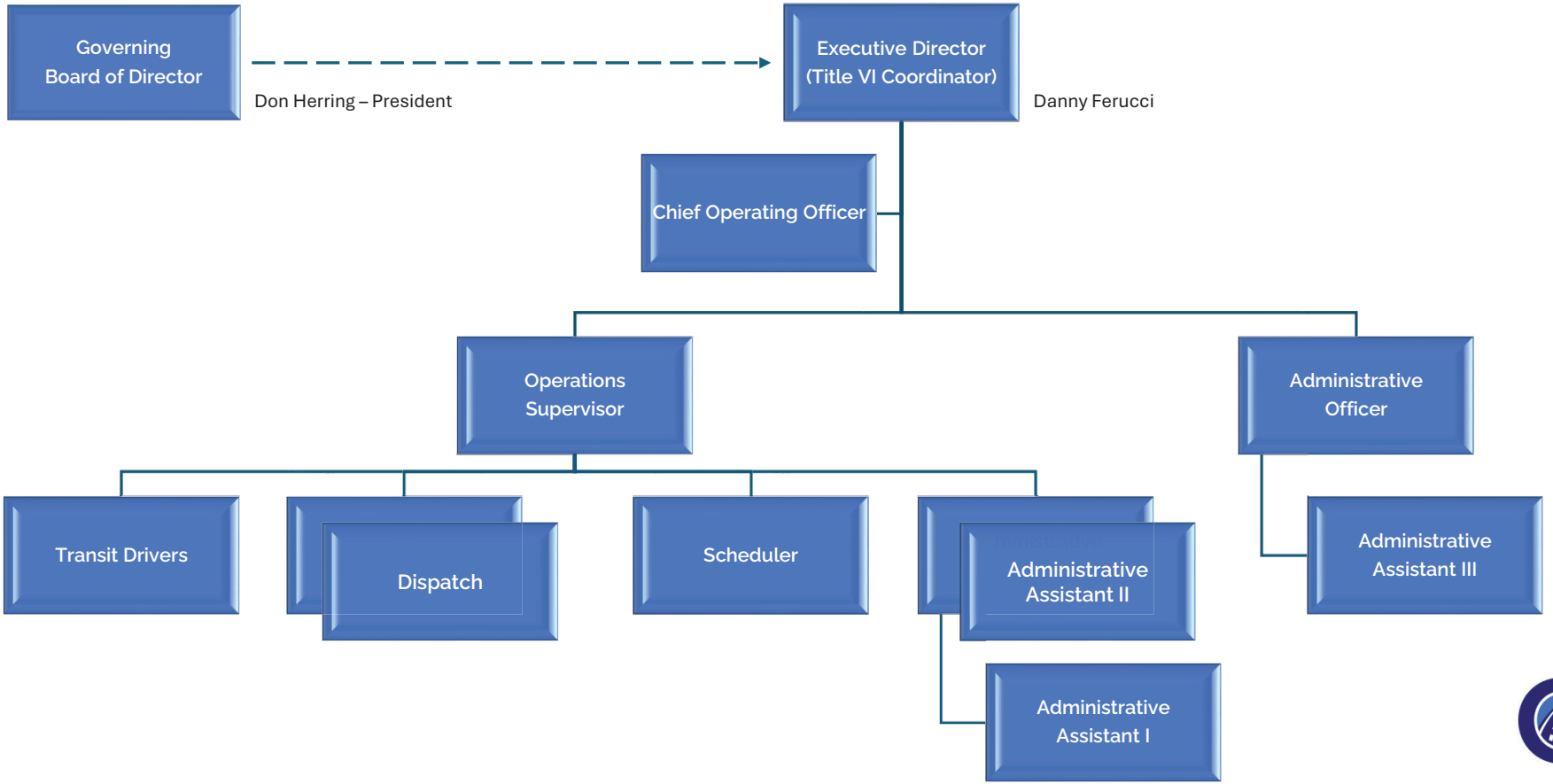
Incorporated in 1979 formed by Onslow County Government

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 – FY26



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.

New Passenger Request Form Link:
https://www.onslowunitedtransit.org/new-passenger-form/

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.

Transit Van Identification





Please visit www.rideOUTS.org for current transit information

Eligible Transportation Programs

ADA Paratransit

($3 fare)

Provides ADA complimentary paratransit services for the City of Jacksonville.

5310 Grant

($2 fare)

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

($2 fare)

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

Rural General Public (RGP)

($5 fare)

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

($4 fare inside UZA)

($5 fare outside UZA)

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

Please visit www.rideOUTS.org for current transit information

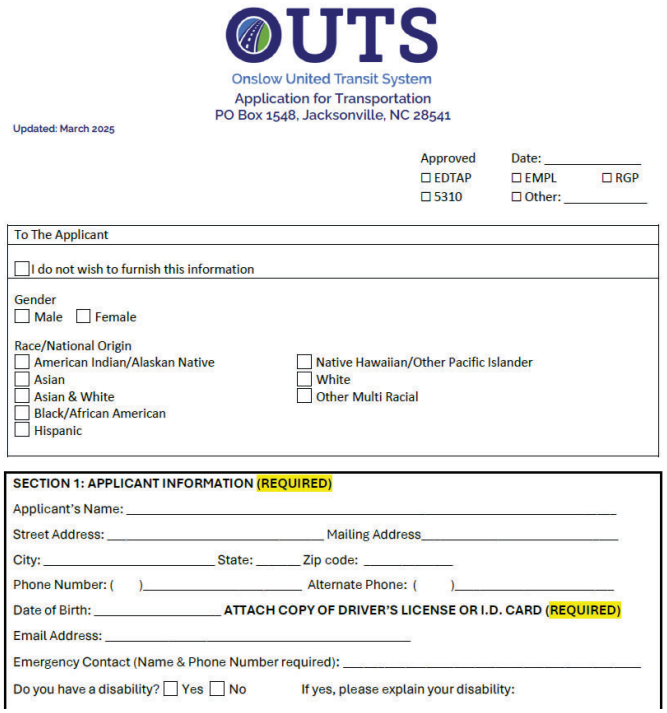
Applying for Services

Pre-Application: Initial Screening

- ❑ Contact the agency by phone, online, or in person.
- ❑ Discuss transportation needs, home address, and requested destinations.
- ❑ Screen for service-area coverage and potential eligibility based on age, disability, or other program criteria.
- ❑ Explain available programs, fares, required documents, and next steps.

Application: Eligibility & Program Determination

- ❑ Complete the application, with staff assistance available.
- ❑ Submit required documentation for the applicable program(s).
- ❑ Determine eligibility for transit services and identify qualifying program(s).
- ❑ Notify the applicant of the decision, approved services, fares, and any appeal options.
- ❑ Provide eligible riders with instructions for scheduling, cancellations, and rider assistance.



OUTS

Onslow United Transit System

Application for Transportation

PO Box 1548, Jacksonville, NC 28541

Updated: March 2025

Approved ☐ EDTAP ☐ 5310 Date: _____ ☐ EMPL ☐ RGP ☐ Other: _____

To The Applicant

☐ I do not wish to furnish this information

Gender

☐ Male ☐ Female

Race/National Origin

☐ American Indian/Alaskan Native
☐ Asian
☐ Asian & White
☐ Black/African American
☐ Hispanic
☐ Native Hawaiian/Other Pacific Islander
☐ White
☐ Other Multi Racial

SECTION 1: APPLICANT INFORMATION (REQUIRED)

Applicant's Name: _____

Street Address: _____ Mailing Address_____

City: _____ State: _____ Zip code: _____

Phone Number: ( ) _____ Alternate Phone: ( ) _____

Date of Birth: _____ **ATTACH COPY OF DRIVER'S LICENSE OR I.D. CARD (REQUIRED)**

Email Address: _____

Emergency Contact (Name & Phone Number required): _____

Do you have a disability? ☐ Yes ☐ No If yes, please explain your disability:

Please visit www.rideOUTS.org for current transit information

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	1st Tue	1st Thur	2nd Tue	2nd Thur	3rd Tue	3rd Thur	4th Tue	4th Thur	P/U Window	Trip Fare $$
Hampstead Wilmington Leland	X					X			P/U time 2-3 hours prior to scheduled appt.	$15.00
Kinston			X						P/U time 2-3 hours prior to scheduled appt.	$15.00
Pollocksville Newbern	X	X	X	X	X	X	X	X	P/U time 1-2 hours prior to scheduled appt.	$10.00
Cedar Point Carteret Morehead City								X	P/U time 1-2 hours prior to scheduled appt.	$10.00
DownEast Express	**Every Tuesday and Thursday**								P/U time 2-3 hours prior to scheduled appt.	$25.00
Greenville Express										

Please visit www.rideOUTS.org for current transit information

Ride Data Report

Total Trip Count:

- FY22 62,642
- FY23 64,969
- FY24 65,572
- FY25 54,262
- **FY26 54,064**

