Demand Response Service Info

Fare
2.50 per destination

Scheduling Hours
Call 1-800-865-5901 and select option 2 between 8 AM and 3 PM Monday through Friday

Service Hours
6:00 AM to 7:30 PM Monday through Friday

Mission Statement
Ozark Regional Transit, Inc. is dedicated to providing safe, reliable and affordable public transportation to both the rural and urban residents of the four county area within our jurisdiction.
ORT’s Demand Response Service is available in Washington, Benton, and Madison counties to those that do not qualify for an ADA paratransit ride and live more than 3/4 mile from any ORT fixed or commuter route.

**Scheduling a Ride**

Calls to schedule trips must be made at least one day prior to but no more than seven days in advance of a trip. When calling to schedule trips, be ready to provide the following passenger information:

- Your name, address, and phone number
- Date of the trip(s)
- Requested pickup time(s)
- Any specific appointment or work times
- Approximate duration of appointment
- The exact street address and building entrance of each location, pickup, and drop off
- If you use a mobility device, such as a wheel chair, cane, or walker
- If a companion, personal care attendant, or service animal will be traveling with you, and if the companion uses a mobility device
- If you need assistance to and from the vehicle or with packages

**Punctuality**

Passengers are asked to be ready at the beginning of their 30 minute ride time window given to them by the dispatcher. Passengers are requested to wait at the exact doorway and address indicated when the trip was scheduled.

Drivers will not come to the door unless special assistance is requested at the time you call to make your reservation, and then only once the passenger has come outside. Drivers can only assist in reaching the door of your destination.

Once a driver arrives within the given 30 minute ride time window, they will wait no longer than 5 minutes, and then proceed on to their next passenger.

**Frequently Asked Questions**

Q: Can I schedule a ride or make changes to an already scheduled ride for the current day?
A: Call the ORT dispatch office at least 2 hours in advance, and these requests will be accommodated if at all possible.

Q: What if there is a problem with my ride, or I have a compliment or suggestion?
A: Please call the ORT dispatch office if you have any feedback on your ride experience. We appreciate your compliments, will follow up on complaints, and consider your suggestions.

Q: Can my service animal ride along with me?
A: Your service animal may ride with you on any ORT vehicle. Training documentation is not required, but keeping the animal under control is.

Q: What items may I bring along?
A: Acceptable items include shopping bags and other packages, provided that they do not block an exit or interfere with the operation of the vehicle. Weapons of any kind are not permitted. See the Rider’s Guide for full information on permitted items.

All demand response trips are on a space availability basis, and are still considered pending until 5 PM the night before the ride is to take place. If space is needed for an ADA qualified ride, a demand response ride may need to be moved or cancelled.