OATS Transit is helping make the transition from workshops to community employment possible. See story on Competitive Employment.
A Note From the Director

In December, Nolan McNeill of Cassville, MO retired from the OATS Transit Board of Directors after serving more than 33 years. “Nolan has been an instrumental part of the Board of Directors for more than three decades,” said Dorothy Yeager, Executive Director. McNeill was elected to the Board in 1985. In 1993, he was elected President, which was a role he held for many years until his retirement in 2018. “Our company has seen a lot of growth during his tenure on the Board and we are certainly going to miss him,” Yeager said.

McNeill said that serving on the Board of Directors has been one of the highlights of his life. He noted all of the changes with the company in his years served; the growth of assets being one. “It has been my pleasure being a part of this success story,” McNeill said. “I am so proud of all we have accomplished in the past three decades, and I have no doubt the board will continue these successes in the future.”

McNeill is one of twelve individuals who volunteer their time to serve on the statewide Board of Directors. The Board will host a reception for him in March.

The Wheel has been the cornerstone of OATS Transit marketing and outreach efforts from the very beginning, with the first issue coming out in July 1973 as a 2-page document printed in the office. A year later, in 1974, we went to the multi-page newspaper style. After 44 years, we felt it was time for a change. Our bus schedules can now be found on www.oatstransit.org/schedules, by contacting your local OATS Transit office or from your OATS Transit driver. We hope you’ll find this new format more enjoyable to read. “Remember – you are the Wheels. Ride with pride and go with OATS.” (From the first issue of The Wheel 1973)

Happy New Year,
Dorothy Yeager, Executive Director

McNeill Retires from Board of Directors After 33 years

2018 was a year of change – we updated the OATS Transit logo, added a new tagline, revised our mission-vision-values statements; and redesigned the website. We’re not stopping there! With the new year, we’re saying “so-long” to the newsprint version of The Wheel and making way for a new, more dynamic publication filled with meaningful content about OATS Transit and the impact of transit in your community.

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Employee Anniversaries

The following employees celebrated an anniversary Oct-Dec 2018. Thank you to each employee for your hard work and dedication to OATS Transit!

35 years:
Barbara Bergthold-Northeast Region Driver

20 years:
Karen Botts-Northwest Region Operations Coordinator

15 years:
Norris Polley-Northwest Region Driver
Ron Kanatzar-Northeast Region Driver

10 years:
Randy Beem-Mid-MO Region Driver
Phil Leatherman-Northeast Region Driver
Rod McBreairty-Mid-MO Region Driver
Roy Miller-Northeast Region Driver
Sue Swanigan-Southwest Region Driver

Congratulations to our newly elected officers for 2019! Pictured left to right: President Mel Sundermeyer of Holt Summit; Vice-President Krissy Sinor of Walnut Grove; and Secretary/Treasurer Donna Turnbough of Paris. They will begin their new roles in January 2019.

New Legislators Bring Advocacy Needs

With fall elections over, there are several new faces headed to Jefferson City and Washington DC in 2019. In the local elections alone, there are more than 50 new Representatives headed to the state Capitol to represent you. For OATS Transit, that means more outreach and education about the services we provide. Each year the legislature keeps chipping away at state transportation funding, which means a cut to public transportation. Many don’t think of OATS Transit as being public transportation, but we are, and these cuts affect the services we are able to provide you. That’s where you can help!

Your voice in your community is very important. We rely on our riders and volunteers for advocacy and outreach efforts. Your State Representatives and Senators need to know why OATS Transit is important and what their funding support for public transit means to you. Here are some actions you can take:

- Write letters, emails or call your local Representative(s).
- Ask your driver or our office staff for an “OATS Transit is important to me because…” postcard that you can use to write your legislator.
- Visit your Representative when they are in your community.
- If you have a county volunteer committee, invite them to a meeting.
- If you are having a local fundraiser for bus match, invite them to attend.
- Invite them to stop by a local OATS Transit office or visit the home office in Columbia.
- Invite them to ride the bus with you.

If you don’t know who your local Representatives are, ask us and we can provide you with contact information. It’s important that all legislators understand how important local transportation like OATS Transit is to help you and your neighbors get to the doctor, work, the grocery store and remain independent.

Pictured: Donna Coleman, a West Region rider.
When our agency surveyed sheltered workshop employees, we discovered approximately 60% of the employees were interested in seeking competitive integrated employment,” Thomas said.

In 2016, OATS Transit began working with Thomas’ agency to enhance the public transit system. “As a result of this collaboration, approximately 20% of our agency’s working-age clients now have jobs in the community, and this number will continue to grow,” Thomas said. “Without OATS Transit, this could not have been possible.”

In 2017, public transit expanded to include deviated routes running through Camdenton, Osage Beach, Lake Ozark, Eldon, Laurie, Versailles, Sunrise Beach and other communities in 3 counties. These new systems run Monday through Friday, with one route having extended service to include evenings and weekends.

Senate Bill 40 agencies, overseen by a county-appointed Board of Directors, have been in Missouri since the early 1970’s. There are currently 87 Missouri counties that have SB40 tax levies. SB40 provides funding support by enabling local counties to create tax levies for housing, work, day programs and other needs for the (I/DD) community.

The Christian County Links Board identified that transportation was the main barrier to competitive employment for many of the individuals they serve. “The board had a 10-year goal to acquire transportation opportunities in Christian county, and after one meeting with Jeff Robinson, OATS Transit Regional Manager, that goal became a reality,” said Andrea Swope, Executive Director of Christian County SB40. “CC Links has enjoyed working with OATS Transit to meet the transportation needs of our community.”

In less than two years, the partnership has allowed over 80 individuals to meet their employment goals in the community. “By breaking down the barriers to employment through community transportation options, and partnering with OATS Transit, we have been able to live out our mission to see people first and help our individuals to live the highest quality of life,” Swope said. We are grateful for this partnership to help meet the transportation needs in Christian County.”

Great strides have been made in the 39 years these tax levies have been in existence. Similar such tax levies are the Senate Bill 351, which provides resources to seniors over age 60. Missouri has 52 out of its 114 Counties that have passed a senior services levy.

Missouri Senate Bill 40 may mean little to most, but to those with developmental disabilities, it means a better way of life.

**Competitive Employment Is Becoming First Choice**

by: Jill Stedem

Extended Employment Sheltered Workshops began in Missouri in the early 1960’s. A national movement called Employment First is underway to help people integrate from workshops into community employment. This framework for change is based on the premise that all citizens, including people with disabilities, should have opportunities for full participation in competitive integrated employment and community life.

OATS Transit is seeing rapid growth for the need of community employment transportation, extended operating hours and more buses to accommodate the influx of riders. We are embracing the change to ensure thousands of Missourians with Intellectual and Developmental Disabilities (I/DD) get to work - whether they choose a workshop, or want to explore competitive employment.

OATS Transit has been providing transportation to work since the early 1980’s. In fact, it has been our most requested service for many years. In 2001, 25% of the trips we provided were for work transportation. Today, more than 45% of the trips we provide are for work transportation. Our vehicles are now driving five million more miles as people shift from workshops to community employment. “As an organization, we have always maintained a dedication to practices that ensure the integrity of our company and reflect on our mission statement - ‘Enhancing quality of life by providing safe, caring & reliable transportation services,’” said Dorothy Yeager, OATS Executive Director. “We want to ensure everyone has access to their community and I’m glad we are able to partner with many agencies to make sure this happens.”

To make the transition from workshop to community employment possible, OATS Transit is working with several Senate Bill 40 agencies in the state. According to Ed Thomas, Camden County SB40 Executive Director, approximately 70% of their agency’s working-age clients do not drive or have personal transportation. “When our agency surveyed sheltered workshop employees, we discovered approximately 60% of the employees were interested in seeking competitive integrated employment,” Thomas said.
What began in 1971 as transportation for seniors grew rapidly in 1980 when OATS Transit took on more general public service thanks to available federal grants. Fastforward 48 years and OATS Transit now operates many city/municipality transportation services in addition to its other special projects. It takes several agencies and partnerships to make these routes successful. OATS Transit provides the drivers and buses, while the cities and other agencies provide much of the funding.

The number of agency/city partnerships has been on the rise in recent years, which is good for local residents and OATS Transit. Thanks to partners, cities such as Kirksville, Moberly, Lee’s Summit, Sedalia and Troy (to name a few) now have deviated-fixed and/or demand-response routes which operate daily. Deviated-fixed routes mean they travel along a set route, but will deviate off that route (up to a set mileage depending on the city) to pick up passengers with advanced reservations who are unable to get to the designated stop.

The first city project OATS Transit took on was The Bus in Sedalia, MO, which began in May 1999. In September 2000, the Magic City Express in Moberly, MO was up and running. Kirk-Tran in Kirksville, MO then followed in December 2001, and several more have since started. In the last year alone, OATS Transit has taken on two new operations—RideKC in Lee’s Summit and the Bagnell Dam Strip Express at Lake Ozark.

More routes like these are expected in coming years as cities struggle to find ways to trim their budget without losing services for their residents. “It only takes one person to come up with a great idea, but it takes partnerships to make those ideas successful,” said Dorothy Yeager, OATS Transit Executive Director. “We are here to help any city/county municipalities who are looking for alternatives to public transit for their residents.” OATS Transit schedules can be found online at www.oatstransit.org/schedules.
Awards & Recognition
- Recognized in National Rural Transit Assistance Program Best Practice Spotlight for Social Media Coverage
- Received an award from National Rural Transit Assistance Program for best transit brochure
- Agency Spotlight in Masonic Home of Missouri Outreach Magazine.

Facilities
- OATS Transit has a total of 8 regional offices - 5 OATS Transit owned buildings and 3 rented spaces, plus 4 satellite offices in rented spaces.

Operations
- Safety is a top priority for OATS Transit. Last year OATS Transit had one preventable vehicular accident for every 166,495 miles of exposure.
- Safe Driver Awards were earned by 351 drivers for a combined total of 2,634 years of safe driving, including 10 employees who earned a pin for 25 or more years, which is very impressive. A listing of the recipients of these awards is published annually in The Wheel.
- OATS Transit provided a total of 1,551,313 trips - or 821,368 operating hours.
- Our vehicles traveled 15,650,547 miles.
- OATS Transit sponsored The National Transit Institute workshop for advanced Mobility Device Securement.

Volunteers & In-Kind Support
- The OATS Transit volunteer committees continue to work hard advocating for transportation and hold fundraising events. More than 560 volunteers serve on our county committees.
- All volunteer hours are used toward in-kind support dollars, which totaled 57,072 volunteer hours - a $1,086,845 value.
- Many Missouri newspapers support OATS Transit by printing our bus schedules free of charge. 1,065 bus schedules were printed in local newspapers for an in-kind value of $76,895.

Board of Directors
- OATS Transit Board of Directors held 6 meetings this past fiscal year at the company headquarters in Columbia. All board meetings are open to the public. They adopt policies, annual Affirmative Action Plan, annual Budget, financial reports and advise staff on various matters. Officers are: President- Nolan McNell; Vice President- Mel Sundermeyer and Secretary/Treasurer- Donna Tumbough.

Funding
Where it comes from...
Federal Transit Admin. Grants....35%
Special Service Contracts.........26%
Medicaid ..................................15%
Area Agencies on Aging .......5%
Rider/Local Contributions .......6%
State Funding .........................8%
Other ....................................5%

Where it goes...
Driver/Dispatcher wages/Benefits........52%
Gasoline ...................................11%
Direct Operating Support ...........10%
Indirect Administration Expense ....6%
Repairs & Maintenance .............6%
Vehicle Insurance .....................4%
Driver's Expenses & Operating Supplies...4%
Capital Investment ....................7%

The firm of Graves and Associates, CPA’s, LLC of Jefferson City, MO, audits the financial statements of OATS, Inc. annually. The Audit Report is reviewed and adopted by the OATS, Inc. Board of Directors. Copies of these financial statements are available upon request by contacting OATS at 2501 Maguire Blvd., Ste. 101, Columbia, MO 65201; telephone (573) 443-4516.

Employees
- At the end of the fiscal year, OATS Transit had 762 employees.
- Numerous employees participated in OATS Transit Wellness for Life program with a variety of wellness activities & challenges held throughout the year.
- A total of 105 employees celebrated milestone anniversaries.
OATS Transit Receives Donation from Tyson Foods

OATS Transit received a $5,000 donation from Tyson Foods, Inc. in Sedalia. In an effort to ensure Sedalia residents are provided reliable transportation to get to work and other basic needs, Tyson Foods presented OATS Transit with the donation in November 2018.

OATS Transit has been providing transportation to work in Sedalia since the 1980’s. Federal funding in the 1990’s through the Job Access and Reverse Commute grant provided partial funding to begin the route that currently runs to Tyson Foods in the early morning and afternoon. “We are grateful that companies like Tyson Foods are dedicated to giving back to the communities where they have facilities,” said Tracy Walkup, Regional Director for OATS Transit in Sedalia. “Partnerships like this allow us to continue our mission of providing safe, caring and reliable transportation.”

Tyson Foods is one of the largest employers in Sedalia. Last year OATS Transit provided more than 5,200 trips to Tyson to get employees to work, which operates Monday-Friday. “OATS Transit provides a user-friendly way for folks to get to and from their job- people that would almost certainly struggle to get to work otherwise due to the lack of flexible public transit in the area,” said Alan Johnston, Tyson Foods Complex Manager. “They are a great organization that we’re proud to sponsor! On behalf of the Tyson Foods, Inc. Sedalia Complex and the many team members that take advantage of the service, we thank OATS Transit, and particularly their drivers, for the service they provide.”

Pictured: Dustin Tippin & Alan Johnston from Tyson Foods and Tracy Walkup & Brian Woolery from OATS Transit.

Boone Electric Provides Bus Match for Two New Buses

OATS Transit received a grant from Boone Electric Community Trust totaling $20,000. In an effort to ensure Boone County residents are provided reliable transportation to allow them to live independently in their own communities, Boone Electric Community Trust presented OATS Transit with the check in September 2018.

Boone Electric Cooperative- who administers the Community Trust- is headquartered in Columbia, MO, but serves several other counties, like OATS Transit. “This donation from the Boone Electric Community Trust is possible because of the generosity of Boone Electric’s membership,” said Rhonda Proctor, Boone Electric Community Trust Coordinator. “Cooperative members can round up their utility bills each month as a way to give back to their community through our Operation Round Up program.”

OATS Transit will be using these funds as the local match toward the purchase of two new mini-buses for Boone County residents. These buses are used by seniors, people with disabilities seeking rides to work, medical transportation and other daily living needs. 44% of the service provided in Boone County alone is for transportation to work, 38% for medical and the remaining for other needs such as nutrition, essential shopping and business errands.

“We are grateful that organizations like the Boone Electric Community Trust are dedicated to giving back to the communities they serve,” said Dorothy Yeager, Executive Director of OATS Transit. We are continually searching for local match funds that allow us to maintain in our fleet of over 800 vehicles. If you are interested in contributing for local bus match, contact the OATS Transit Development Office at 888-875-6287.

Pictured: A group of Boone County Riders.
Our first concern at OATS Transit is for the safety of our riders and employees. While every effort is made to operate according to published schedules, weather conditions may cause traveling to be hazardous. As a general guide, OATS Transit service will be canceled in a county when school bus service is canceled in that county due to inclement weather. In the event localized weather exists during which school bus operations continue, the OATS Transit driver may still recommend to the Regional Director that service be canceled. Any service cancellation will be closely coordinated with the local contacts to assure all who were scheduled to go that day are notified of the cancellation. Keep in mind cancellations may be localized and not affect the entire region.

OATS Transit will be closed and regular routes will not be running on January 1 for New Years Day, January 21 for Martin Luther King Jr. Day & February 18 for President’s Day.
For 48 years, our volunteers and riders have been the cornerstone of our business. While we are using more and more technology in our daily scheduling and dispatching, there is one thing that remains the most important to us—your voice in the communities we serve! Can you help us with one of the following tasks?

1) Write letters/postcards or visit your elected city/county/state/US officials. Tell them why YOU need OATS Transit and ask them to support YOUR cause.

2) We need local bus match funding! We have 800 vehicles statewide that run cumulatively 15.6 million miles per year, which means continuous vehicle replacement. Can you tell us about local churches, civic clubs or college groups in your town that we can talk to? We will do the work; we just need contact information to reach out to them about doing a fundraiser or donating funds to buy you a new bus.

If you know of individuals or organizations that OATS Transit staff can reach out to, or need help writing to your elected officials, please call or write us. Share your local knowledge with us and we will do the rest.

Call Jill or Brittany in the OATS Transit Development Office at 888-875-6287 or email us at jstedem@oatstransit.org. Your knowledge is power!

Above; Adair County Commission presenting OATS Transit Adair County Committee volunteers with a donation, (left to right) back row; Mark Thompson (2nd District Commissioner), Mark Shahan (Presiding Commissioner), Kim Kriegel, Gloria Knox, Stella Patinio (NE Region Driver), Bill King (1st District Commissioner), front row; Dixie Daffron and Ruby Dunbar. Cover photo; OATS Transit visits their legislators in Jefferson City. (left to right) Missouri State Senator Jeanie Riddle, Elise Mallory, (back) Sally White, Donna Turnbough (Board of Directors), Shirley Ensor (NE Region Driver).
Dale Smith has been an OATS Transit rider for the past 7 years. He began riding when his deteriorating vision kept him from driving on his own. Not only does Smith rely on our services to get around, he also offers up his time. When asked about his relationship with OATS Transit, Smith described himself as both a volunteer and a grateful rider. “[OATS Transit] is a wonderful service,” Smith said. “It’s good to pay back and help out in any way possible.”

Many of the counties that OATS Transit serves, hold their own county volunteer committees. Smith is the Chairperson for the Webster county committee. He has had a hand at helping out in several events in the past including raffles, senior resource fairs and organizing trips. Dale is pictured above with fellow Webster County volunteer, Darlene Japhet, at a past senior expo. Though the events are fun, Smith said his favorite part of volunteering is the people. “We have a fairly cheerful group, so we have fun every time we are out together,” Smith said.

Smith encourages others to get involved in supporting OATS Transit. “It’s really easy to help out,” Smith said. “And you never know when you may need the help of their services!” To learn more, visit www.oatstransit.org/volunteer.

OATS Transit participated at the Farm Night event held in Kahoka, MO to ensure local residents knew about our transportation services. Thank you to Clark County volunteers (left to right) Willa Doty, Louise Wood, Mary Nichols & Sue Harvey for working the event. The event was hosted by the University of Missouri Extension Council.
It’s 5:00 a.m. on a cold, February morning. OATS Transit driver Dan Langendoerfer is preparing his bus for the day. He starts with his pre-trip checklist to ensure the vehicle is safe and everything is in working order. He then starts up the bus to get it warmed up for his first rider of the day. A rider whose life depends on OATS Transit to take him to his dialysis treatment three times a week, for the rest of his life. That rider is 76 year old Richard McDonald. Richard first started using our services over four years ago when he began receiving dialysis treatments.

For more than 40 years, Dialysis transportation has been a big part of the services that OATS Transit provides. Last year alone, our company provided 59,549 one-way trips for dialysis.

Dialysis is a treatment that is needed when your kidneys do not work well enough to keep you healthy. The treatment does some of the things normally done by healthy kidneys. According to the latest U.S. Renal Data System Annual Data Report, over 400,000 Americans are on dialysis. There are two different types of dialysis -hemodialysis and peritoneal dialysis. It is important for each patient to get treatment when scheduled. After your kidneys have failed, you must receive treatment your whole life, unless you get a kidney transplant. If treatments are missed, the outcome could be fatal.

Richard takes the bus to receive his dialysis treatment three days a week. On this February morning, like most other mornings, he is talkative. Dan has come to appreciate his riders, like Richard, in the eight months he’s worked for OATS Transit. Despite what they’re going through with treatments, Dan describes his riders as friendly; something he said he doesn’t know if he could maintain in their situations.

Most likely, Richard will feel weak and exhausted after sitting through his four hour treatment. He might have a hard time staying awake on his bus ride home. OATS Transit drivers are trained to be familiar with how dialysis patients may feel afterward, and they try their best to make sure riders are comfortable. Richard doesn’t have one complaint about any of his drivers after four years. He notes that he’s consistently had drivers who go above and beyond, always walking to the door to get him, and making sure he gets inside his house okay. “They’re very professional, and they help so much,” Richard said. “They do things for me to accommodate my situation, even when they don’t have to.”

Because patients cannot miss their treatment, some of our drivers have to work on holidays, weekends and during inclement weather. It doesn’t matter if there is rain, snow or ice, patients receiving dialysis must make their appointments. Drivers all over the state, like Randy Hillyard, see this as just part of the job. This goes along with OATS Transit’s mission of providing safe, caring & reliable transportation. Our drivers care about the well-being of their riders and know the importance of safely getting them to their treatment.

Randy has worked for OATS Transit for the past 6 years. At least three days a week he starts his day, like Dan, at 5:00 a.m. and takes riders to their treatments. When transporting them to and from the dialysis clinic, Randy tries to make conversation with his riders.
OATS Transit serves many dialysis clinics throughout the state of Missouri, including Dialysis Clinic Inc. in Columbia.

He says a lot of his riders depend on him because they don’t have anyone else who can help them. “Some take their treatments well, but others do not,” Randy said. “It takes a lot out of them, so I try to talk to them and offer up support.”

Patients sometimes experience complications from dialysis. Drivers are trained to remain calm in these situations. They need to know how to react quickly if a rider experiences sickness or bleeding after treatment. They must be able to work efficiently in this high stress situation in order to keep the rider safe and get them back to the clinic or alert a medic.

While it can be both difficult and tiring for him, Randy has gotten used to the job and really likes what he does. “I enjoy my job,” Randy said. “And without OATS Transit, I don’t know what some of these riders would do to get their treatment.”

Bev Grimes, a Facility Administrator at DaVita Cameron Dialysis in Northwest Missouri, has depended on our services to transport her patients for years. We work closely with dialysis clinics across the state to ensure patients have transportation to and from dialysis. “I can’t say enough good things about OATS [Transit] and the many ways they help our patients,” Bev said.

“The driver at times knows what’s going on with a patient when we don’t and will let us know if they think the patient isn’t acting ‘quite right’ or is ill,” added Bev.

Rural communities, like the one where Bev works, don’t have a lot of other transportation options available for residents. “Without OATS [Transit] being able to transport half of my patients to and from dialysis, they would have no way to get to the clinic to receive their life-saving treatments,” Bev said.
OATS Transit Welcomes Two New Board Members

Two new board members were added to the roster in 2019. Scott Kosky (middle) and Rex Scott (right) were sworn into office at the January 22, 2019 Board of Directors meeting by President Mel Sundermeyer (left).

Scott Kosky of Springfield, MO was the former regional director for OATS Transit Southwest operations for 27 years until he retired in June 2013. Scott also volunteers his time on the Springfield Department of Mental Health Human Rights Committee. He was a Certified Community Transit Manager (CCTM), which is a national certification program for transit professionals, and has been actively involved in speaking at conferences on the importance of public transportation. Scott said that he joined the OATS Transit Board of Directors as a way of giving back to his community in a meaningful way.

Rex Scott of Columbia, MO is a Database Programmer/Analyst at the University of Missouri-Columbia, and co-owner of the Jamaican Jerk Hut restaurant. Prior to joining the University in 2012, he worked for the City of Columbia’s IT department. He holds degrees from Columbia College and Lincoln University, and is involved with many soccer organizations. Rex said he joined the Board of Directors to help guide the policies of a company that impacts thousands of Missourians.

Scott and Rex join ten other board members on the statewide Board of Directors. The Board is responsible for overseeing the development and adoption of company policies, the long-term strategic plan, and assisting with community outreach.

New Scheduling Software Coming Soon

OATS Transit is in the process of rolling out new transportation software designed to make scheduling trips and dispatching buses more efficient. We are spreading the word to those we serve to help you better understand the changes you may experience. OATS Transit has contracted with the company Ecolane for our new software needs, and staff are busy preparing for the changes ahead.

The goal of the new software is to increase productivity, improve efficiencies in service, handle more riders with better routing of buses, and provide better reporting mechanisms.

As a company with more than 800 vehicles running 15.6 million miles per year in Missouri, OATS Transit Executive Director, Dorothy Yeager says the time has come to change our scheduling/dispatching model. “This new software allows more efficient use of staff and buses, is cheaper to maintain than our previous scheduling software, and is better designed for Missouri’s rural geography,” added Yeager.

Scheduling trips will be done in-house with riders calling their local OATS Transit office to schedule their transportation needs. Many riders may not see any change at all, while others will notice a difference in that they will no longer be scheduling transportation through a volunteer or directly with their driver. Instead, riders will be provided a local number or 800 number to call for service. When you call to schedule a ride, you will be asked to provide very specific information, including:

- Your name and pick-up address;
- The name and address of your destination;
- Your appointment time, or time you would like to arrive at your location;
- If you travel with a mobility aid (cane, walker, wheelchair, etc.)
- Name of any additional riders, and if the additional rider travels with a mobility aid.

Scheduling rides will be more efficient with the new software and GPS doing the routing-- we will be able to expand ridership with a more efficient use of our buses. Staff are working with Ecolane representatives over the next few months to have the software fully implemented by this summer.
OATS Transit was saddened to learn of the passing of Nolan McNeill, a former Board member who played a key role in the growth of OATS Transit the past 30 years. Nolan passed away on January 22nd at the age of 84.

For 32 years, Nolan served on the OATS Transit Board of Directors, 25 years as the Board’s President until his retirement from the Board in December 2018. A resident of Cassville, Nolan was a farmer and public servant, having served as the Presiding Judge of Barry Co. for two terms and a State Representative for 10 years. “Nolan’s leadership was instrumental in the growth of OATS Transit and he was a true friend and mentor to myself and other staff,” said Dorothy Yeager, Executive Director. “We are forever grateful for his volunteer efforts. His passing is truly the end of an era for our organization.”

How much is Too Much?

We are often asked by riders, “How many bags can I bring on-board after shopping?” The answer depends on how many riders are on the vehicle. Your driver will let you know when purchases must be limited due to space constraints.

On most routes, drivers provide assistance by carrying purchases from the bus to rider’s doorstep. The exception to this is on deviated-fixed routes where the driver is unable to leave the bus. Riders who are able to carry their own purchases, should help out. For the safety of our drivers, we do not allow them to lift more than they are normally used to carrying.

Please be mindful of your fellow riders and know that everyone deserves space for their belongings on the bus. For safety reasons, packages cannot be put in the bus aisles, as they can be a tripping hazard. They must be in placed securely in your lap or secured in the back of the bus.

We try to accommodate the needs of every rider, and we realize that many would be unable to do their essential shopping without OATS Transit’s services.

The following Missouri Electric Cooperatives donated to help us buy buses. Many Electric Cooperatives grant money to non-profit agencies with funds received through their Operation Round-Up Program.

**Webster Electric Foundation**
$10,000 for Webster County Bus Match
Area Manager Eddie Delp pictured above accepting the donation from Denise Holdman.

**White River Valley Electric Cooperative**
$3,000 for Ozark, Taney & Stone county bus match

**Co-Mo Electric Cooperative**
$500 for Camden County bus match

**Intercounty Charitable & Educational Foundation**
$500 for Wright County bus match

Thank You to Our Electric Cooperative Partners!

Boone County driver, David Jeffries pictured above loading a rider’s groceries onto the bus.
Employee Anniversaries

The following employees celebrated an anniversary January-March 2019. Thank you to each employee for your hard work and dedication to OATS Transit!

40 years:
Diane Floyd-SW Region Operations Coordinator

30 years:
Richard Slonim-East Region Driver

25 years:
John Osborn-ME Region Driver

20 years:
Judy O’Dell-NW Region Operations Coordinator

15 years:
Don Farley-ME Region Driver

10 years:
Tarina Ashford-East Region Driver
Samantha Ratliff-NE Region Area Manager
Debra Kelly-MW Region Operations Coordinator
Larry Erfling-MM Region Driver
Chuck Lear-NE Region Driver
Bill Price-SW Region Driver

Congratulations!
The Wheel is published quarterly & mailed free of charge to every active OATS Transit rider, legislators, current funding sources & other interested people in the 87 county service area. It is mailed third class bulk postage paid at Columbia. If your name is misspelled or address has changed, please call your local OATS Transit office or email the Wheel editor.

Brittany Bussey, Editor  
Phone: 573-443-4516 or 888-875-6287  
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OATS, Inc. (dba OATS Transit) is a private, not-for-profit transportation provider serving 87 Missouri counties. Transportation is available to the general public in rural areas. In urban areas (Columbia, St. Louis, St. Joseph, Springfield, Kansas City) service is limited & not available to the general public. Contact your local OATS Transit office for service available to you, or to enter into an agreement to pay for services. Individuals and agencies may contract with OATS Transit for transportation.

OATS Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. We are an equal opportunity employer M/F/H/V.

Relay Missouri is available to individuals who are deaf, hard of hearing, deaf-blind, and/or speech impaired. Use the Relay Missouri service by calling 711 to talk with an OATS representative or to schedule your trip.

OATS Transit Board of Directors
President: Mel Sundermeyer  
Vice President: Krissy Sinor  
Secretary/Treasurer: Donna Turnbough

Members: Edna Foster, John Griesheimer, Darleen Rapp, Dottie Littlejohn, Patricia Mefford, Elle Wasson Duggan, Rachel Baskerville, Scott Kosky and Rex Scott.

Board Meetings are held at the Home Office in Columbia and are open to the public. Contact the Home Office for meeting dates.

Bus Schedules and fare information can be found at: www.oatstransit.org/schedules

Development Office: 888-875-6287

Follow us on social media: @oatstransit

Our Bus Match Needs

Your knowledge and connections are important in our continued success!

OATS Transit receives capital grants that cover a portion of the money needed to purchase new buses and vans. What many do not know is that we have a requirement to raise local funds (called local bus match) before we can buy new buses. The grants do not cover 100 percent of the purchase. Each bus we buy means we have to raise at least $10,000 or more locally.

Since the start of our company in the early 70’s, volunteers have always played an active role to raise money for buses that you- our riders- rely upon. As our fleet grows, our volunteers cannot keep up with the demand. Fundraising becomes more challenging so we have to look at other resources to get the local match needed. That is where you come in!

Everyone has local connections- whether it be local businesses you frequent, businesses that you/family/friends work at, or other resources we can tap into. Do you know of companies or individuals in your community our staff can reach out to? Do you have family or friends who work in businesses that support non-profit charities? Do you know of individuals who would be willing to support OATS Transit? If so, please call our Development Staff at the Columbia office at 888-875-6287, email Jill at jstedem@oatstransit.org, or send a note to: 2501 Maguire Blvd, Suite 101, Columbia, MO 65201. Write down the names and contact info, and we will do the rest.

Remember, OATS Transit is a 501c3 organization, so donations may be tax deductible. You can also donate securely online by clicking on the donor page on our website: www.oatstransit.org.

Pictured: New OATS Transit buses in a line-up outside of the Home Office in Columbia, MO. (photo by: David J.)
Improving Operational Efficiencies

We are happy to share OATS Transit’s progress of our new Ecolane scheduling and dispatching software with you since the Spring Wheel edition. Three of our eight offices around the state are now using the new software, with plans to roll out to the rest throughout the summer, and finish by fall.

One immediate benefit from the new all-electronic scheduling/dispatching system that we were not able to see previously, is our on-time performance rate. For hospitals and doctors who expect their patients to arrive on time, this is very important. It’s also important for you, our riders, who depend on timely service. We can now say with confidence that our on-time percentage rate in St. Louis and Charles Counties (our East Region) is 94%, which speaks volumes when you consider the amount of trips and the fact that it is all urban with lots of traffic. People need to know they can count on OATS Transit to be there in a timely fashion!

The new software is designed to manage trips in the most efficient and economical way, saving you time on the bus and saving us money on fuel, driver hours and other operating costs. One thing that will not change throughout this whole process is our friendly, helpful drivers who are there to make your travel experience the best possible! Our drivers are our greatest asset and the face of our company in your community.

Coming in 2020, we will see some additional features added such as an app that will help riders see where their bus is and when it will arrive. It is our goal to continue communicating progress on Ecolane so that you stay up to date on any upcoming changes. We hope to offer more efficient service, and thus ultimately increase the amount of service and trips we are able to offer our customers.

Help Wanted

Volunteers to Serve as Rider Companions

This unique position is an excellent opportunity for those who have been serving as local contacts and wish to stay involved to ensure the OATS Transit buses are full and your fellow riders are aware of how to schedule a trip.

- Help fellow riders schedule trips in advance.
- Call local riders routinely to remind them how the advanced scheduling works.
- Serve as a local advocate in your community to ensure everyone knows how to schedule a ride.

If you would like to volunteer as a rider companion, call Brittany at the Home Office at 888-875-6287 and we will mail or email you a volunteer application. We are able to use volunteer hours toward our in-kind operating support so your hours of service do matter. Thank you to all our local volunteers for your continued support.

Pictured: Top; Ecolane trainer Charles, works with East Region Dispatchers Latisha and Shanda to teach them about the new software. Bottom; Several riders enjoy a day trip to Lead Mine grocery store and other shops in the area. (photo by: Brittany B.)
Transportation is often cited as a barrier to proper health care, leading to missed medical appointments and poor illness management.

More than 30% of Missouri’s 6 million population live in rural areas with limited access to health care and other necessities.

Without reliable transportation, getting to medical appointments consistently can be a challenge. Nationwide, about 3.6 million patients miss medical appointments because they lack transportation.

OATS Transit, one of Missouri’s leading non-emergency medical transportation providers, strives to be part of the solution to remove such barriers that lead to prolonged health risks. “The key to any successful transportation program is frequency, safety and reliability,” said Dorothy Yeager, OATS Transit Executive Director. “Our company partners with many healthcare facilities statewide, both urban and rural, to meet the needs of their patients.”

For many years, OATS Transit has collaborated with Mercy Hospital in St. Louis to get patients to the Head Injury Resource Center. These patients have suffered from a stroke, accident or other traumatic brain injury and are in need of occupational, physical and speech therapies. The therapies help patients enhance their quality of life, and regain their health. Once the Hospital determines who is eligible for transportation, they arrange with OATS Transit to provide the service. There are more than 50 patients at any given time utilizing our services to get to three St. Louis head injury clinics operated by Mercy Hospital. “The ability to have transportation taken care of by OATS Transit has been a huge relief to our patients,” said Trisha Nance, Supervisor of Therapy Services at Mercy Hospital St. Louis. “It takes the burden off the patient and their families knowing they can get to their appointments.”

In 1988, Congressman Pete Stark introduced legislation to prohibit physician “self-referral.”
This severely impacted many low income and elderly clients who relied upon hospitals, clinics and kidney foundations to assist in paying for their transportation for necessary services. In 2017, federal statutes under the Safe Harbor Act brought about changes affecting hospitals and clinics, allowing them to provide free or reduced cost transportation to established patients within 25 miles of the health care facility which the individual is being transported, or within 50 miles if the individual resides in a rural area. Contracting for service with providers like OATS Transit helps hospitals comply with these regulations while providing a superior level of service for their clients.

In rural areas, OATS Transit partners with hospitals such as Nevada Regional Medical Center, Fitzgibbon Hospital, Golden Valley Memorial Hospital and Bates County Memorial Hospital to assure patients get to and from their facilities. The hospitals have pre-approved locations that patients go to, and then it is up to the individual to call OATS Transit to schedule their ride. This means less time for hospital staff coordinating and scheduling transportation so they can spend more time caring for their patients. For us, it means more efficient routing of buses and less unproductive wait time for our drivers. With reliable, consistent transportation, there are less hospital re-admits and better overall health.

According to Tracy Walkup, OATS Transit Midwest Regional Director, there is an overall cost savings of about 25-30% for both the hospitals and our company with our staff taking over the scheduling and routing trips.

“When hospitals contract with OATS Transit, the riders have free or reduced cost transportation to their appointments,” Walkup said. “They also miss fewer scheduled appointments; making their health outcomes more positive so it’s a win-win for all.”

OATS Transit may be able to help your healthcare facility save time, resources, and money, while giving patients peace of mind that their transportation issues have been resolved. Give us a call at 888-875-6287 to find out more.
Honoring Our Dialysis Riders

On Saturday, April 27th, several OATS Transit employees and family members participated in the annual Kidney Walk hosted by the National Kidney Foundation at Stephens Lake Park in Columbia, MO. The National Kidney Foundation is the leading organization in the U.S. dedicated to the awareness, prevention and treatment of kidney disease for hundreds of thousands of healthcare professionals, millions of patients and their families, and tens of millions of Americans at risk.

OATS Transit was proud to honor our dialysis riders through this walk!
For 48+ years, OATS Transit has had local residents and drivers dedicate hundreds of hours answering phones and taking reservations for trips. We will forever be grateful to all of the individuals who took the time to ensure local residents had a ride and our buses were full. I wish there was a way we could thank every one of you individually! You took time to answers calls and questions from riders and correspond with your driver to ensure everyone’s needs were met. As we move forward with our new dispatching and scheduling system, the needs of our volunteer program are changing too. While we won’t be using local contacts to receive calls for rides, we hope that many of you will continue, in some capacity, to ensure your local community members know about OATS Transit and how to schedule a ride.

We are humbled by your dedication and believing in our mission. Please know we still need your help, just in a different way. The efforts of volunteers like you are a vital part of our agency. Thank you for your time and commitment to our agency. At the time of this writing, we are updating our phone system to make it easier for everyone to call us without a long directory- you will reach a live person in your local office! You will be notified of changes when ecolane arrives in your region.

**Pictured:** OATS Transit driver Driver Jack Stumbaugh at a Pike County Committee meeting. Many of the members have served as volunteer contacts for several years.

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**OATS TRANSIT**

**IS PARTICIPATING IN THE 2019 CHIEFS TICKET FUNDRAISER!**

VISIT WWW.CHIEFS.COM/TICKETS/TICKETFUNDRAISER

AND USE PROMO CODE OATSTRANSIT TO BUY TICKETS

$10 OF EVERY TICKET PURCHASED WILL HELP US TRANSPORT MORE RIDERS!

FOR MORE INFO, CALL BRITTANY AT THE HOME OFFICE 888-875-6287
Employee Anniversaries

The following employees celebrated an anniversary April-June 2019. Thank you to each employee for your hard work and dedication to OATS Transit!

20 years:
- Gene Craft - Cass County Driver

15 years:
- Chester Jones - St. Louis County Driver
- Lisa Moore - Shelby County Driver
- Brenda Higdon - Marion County Driver
- Yolanda Tomlin - Taylor-St. Louis County Driver

10 years:
- Dean Kiesling - Moniteau County Driver
- Bill Cannell - Callaway County Driver
- Teri Jones - NW Region Operations Manager

Congratulations!

Holiday Reminder: OATS Transit will be closed and most regular routes will not be running on Thursday, July 4th for Independence Day and Monday, September 2nd for Labor Day.
Honoring our Veterans

At OATS Transit, we feel it is an honor to not only have so many Veterans working for us, but to be able to provide transportation to our Veteran riders. We transport hundreds of Veterans to Veterans Hospitals & Clinics and provide service to many Veterans Homes in Missouri.

OATS Transit has a great Veteran recruitment program. We are happy to say more than 18% of our staff are Veterans. Additionally, many of our riders are Veterans. Several of our drivers and riders have been honored by Honor Flight- a non-profit network that transports our heroes to Washington D.C. several times each year in honor of all the sacrifices they have made.

Drivers from Columbia participate in a special Veterans project each Spring. We ensure transportation to the Entrepreneurship Bootcamp for Veterans hosted by The University of Missouri’s College of Business. The aim of the program is to open the door to economic opportunity for Veterans by developing their competencies in creating and sustaining an entrepreneurial venture. Our drivers are happy to help out dedicating extra hours during nights and weekends!

It is truly an honor to work with, and assist, so many of you who are willing to sacrifice your lives to give us freedom. So, not only on Veterans Day November 11th, but every day, we salute you!

Pictured: Top; Drivers Rod McBreairty-Laclede Co. & Bill Bess-Moniteau Co. at Honor Flight in D.C. August 2019. Left; Veterans attending EBV in Columbia.
Planning Ahead is Key

OATS Transit is more than half-way through the statewide implementation of our new scheduling and dispatching system. We understand that change, big or small, can be difficult. Many frustrations reported by some riders stem from the fact that you now must plan out your trip before the OATS Transit vehicle shows up at your door.

This new software is affecting the way that rides must be scheduled and our vehicles are dispatched. The outcome will be greater efficiencies in our entire system and better use of available funding resources. Most riders have been used to free/reduced cost rides compared to other public transportation providers, but that is only because we have funders paying part of the cost of the trip. What you may not know is that those agencies also need to reduce their expenses so they can continue to operate in the future-just like us. Unfortunately that means we have less funding to cover the full cost of your trip. Our goal is to continue providing the same level of routes, schedules and trips that we have been without having to significantly reduce our service.

Below are some things you can do that will help you, our office staff and our drivers:

- Plan your trip in advance. Planning includes any en-route stops such as the bank or other errands you will need to do while out. All stops must be scheduled before you get on the vehicle. You will need to provide the scheduler with detailed information when you call. Our vehicles must run on schedule so they stay on time.

- Call your local OATS Transit office to schedule your trip. In the past, you may have scheduled with a volunteer, driver or third party. We know this is a big change for many but is necessary in order to create efficiencies as mentioned above. If you need assistance making a call, or reminders from someone, let us know. We will try to connect you with someone who can assist you. We are upgrading our phone capacity to better handle calls so if you currently experience difficulty getting through to dispatch, know that this issue will soon be resolved.

- If hearing or talking on the phone is difficult for you, Missouri has an excellent free resource to anyone who is hearing or speech impaired. Simply dial 711, or go online to www.relaymissouri.com to sign up for the service. They will assist you with your communication needs.

- Know your local schedule. You can find these online at www.oatstransit.org, or by requesting one from your local OATS Transit office or a driver.

- Plan ahead for fares. Our drivers cannot make change, so you will need the exact fare when boarding the bus. We have fare cards available in many areas, or you can pay in advance for trips by calling your local office.

- Please be patient with us. We know that is hard to hear, but if you give this new process time to work, you will see the benefits for everyone involved!

The goal with the new system is to increase productivity and improve efficiency in service. We also want to be able to handle more riders with better routing of vehicles as well as operate with less funding resources and less backtracking with our vehicles. This means there will be less paperwork for our drivers so they can spend more time focused on driving and taking care of your needs.

“We appreciate everyone’s patience as we work our way through the learning curve with the new system,” said Dorothy Yeager, OATS Transit Executive Director. “I know in some areas it’s been a painful transition and I’m truly sorry for any inconvenience this may have caused. But, I cannot stress enough how this is the first step towards our vision of less paperwork, reduced costs and, ultimately, a more robust and efficient transit service.”

Pictured: Northeast Region Area Manager Samantha Ratliff.
Partnering with **Food Pantries** Increases Access to Healthy Food

By: Brittany Bussey

Limited access to healthy food affects people’s ability to have a complete and balanced diet. This places more children and adults at risk of obesity and many other diet-related health conditions.

It’s a known fact that lack of transportation creates a barrier for many people to reach Missouri’s food banks and pantries. In fact, Missouri ranks among the top ten states with the highest percentage of food-insecure households according to the Missouri Hunger Atlas. Over 800,000 individuals and about 400,000 households in Missouri struggle with food insecurity.

One of the many important services OATS Transit provides is transportation for essential shopping. This can be as simple as a trip to a local food pantry. Food pantries, also known as commodity sites, are where hungry families can receive food and other daily living essentials. OATS Transit provides a way for people all over the state to access food pantries in their area.

OATS Transit Regional Director, Dion Knipp, oversees OATS Transit service to food pantries throughout Central Missouri. He expressed the importance of these services for many Missourians. “Food pantries provide vital assistance to residents who suffer from hunger and food insecurity,” said Knipp.

Crosslines, a Laclede county food pantry, is a USDA commodity site where qualified individuals and families can get food, clothing, household items and sometimes financial assistance. According to the 2018 Director’s Report, they served over eighteen thousand individuals last year. Crosslines Executive Director, Viola Blankenship, has worked at the Pantry for the past 29 years. She interacts with a lot of people who say they don’t have a way to get themselves to the Pantry. Blankenship suggests OATS Transit’s services to those who need help. “I’m glad [OATS Transit] is in this community because we need it,” Blankenship said. “There’s some elderly and individuals with disabilities who may starve if they didn’t have OATS to transport them back and forth.”

For close to two decades, Kathy Mudloff has ridden OATS Transit. The bus takes her many places including the doctor’s office and other places in her community. She also rides the OATS Transit bus to do her essential shopping. Mudloff receives assistance from Crosslines and a few other local pantries to supply her with the food that she needs to live. Because she doesn’t have any other transportation options available to her, she relies on OATS Transit a few times a month to get food. “I like to cook,” Mudloff said.
“OATS Transit is my only way to get to the food pantry so I can cook for myself,” Mudloff added. She is very thankful for the services and praises her drivers. Robin Ballhagen is one of those drivers.

Ballhagen drives in Laclede County and takes many of her riders to local pantries several times a month. She has come to understand the importance of these trips over the past seven years she’s been at OATS Transit. She knows that the pantries are a primary source of food for some. “Most of my riders don’t have family, so they rely on us to get to the food pantry,” Ballhagen said.

For more information on transportation to a food pantry in your area, visit www.oatstransit.org and click on the schedules tab, or give us a call at 888-875-6287. If your local food pantry isn’t on our schedule, let them know why our services are important to you, and why they should partner with OATS Transit, to get you and your friends or family to their facilities.

_Pictured: Cover; Laclede County Driver, Robin Ballhagen picks rider Kathy Mudloff up after a trip to the L-Life Food Pantry in Lebanon. L-Life Food Pantry in Laclede County is operated by Shannon Reynolds. Reynolds says she is thankful for OATS Transit’s service that can bring riders to receive assistance from the pantry as it is their only way to get food. Top; Kathy Mudloff goes through the assembly line at L-Life Food Pantry and is able to choose what food she needs for the month. Bottom; An OATS Transit vehicle at The Food Bank for Central and Northeast Missouri in Columbia._
Donations are a **Lifeline** to Someone in Your Community

The Missouri Commission for the Deaf and Hard of Hearing is excited to announce the inception of a new Hearing Aid Distribution Program for low-income Missourians. The program is accepting applications from individuals interested in obtaining hearing aids.

The Hearing Aid Distribution Program application is available at http://mcdhh.mo.gov/hadp. Interested applicants may direct questions to Kristin Funk, Hearing Healthcare Program Manager, at Kristin.Funk@mcdhh.mo.gov or by calling (573) 526-5205 / Toll Free 855-783-3177.

**VISIT WWW.OATSTRANSIT.ORG/DONATE**

For the past 48 years, OATS Transit has been providing safe, caring & reliable transportation services to Missourians. Our drivers take residents to medical appointments, to work, day habilitation centers, shopping for essential goods, to senior centers, and to the places they need to go that allow them to continue to live independently in their own homes.

Siobhan Moray, pictured above with driver Larry Thomas, has been riding OATS Transit to work for the past two years. She describes herself as more mobile and more available with OATS Transit. “My boss says I’ve done so much better the last two years,” Moray said. “I’m not constantly worrying how I’m going to get to work, and I’m more confident.”

*Your contribution may be deductible as a charitable donation on your income taxes.*

**Missouri Launches Hearing Aid Distribution Program**

The Missouri Commission for the Deaf and Hard of Hearing is excited to announce the inception of a new Hearing Aid Distribution Program for low-income Missourians. The program is accepting applications from individuals interested in obtaining hearing aids.
OATS Transit Staff Receive Honors

Congratulations to three OATS Transit staff members who received certifications this summer from the Community Transportation Association of America (CTAA) at their annual conference in Palm Springs, CA. OATS Transit was one of the founding members of this national membership organization based in Washington D.C. CTAA members share innovations in public transportation, receive training and certifications specific to their needs, advance policy and legislative priorities and improve mobility options in their communities.

Finance Director Debbie Pilkington received the Certified Community Transit Manager (CCTM) honors. The CCTM designation marks the standard of excellence in the community transportation industry; as it is proof of the ability to manage a comprehensive and dynamic community transportation system.

Mid-MO Regional Director Dion Knipp became a Certified Transit Program Administrator (CTPA). The CTPA is designed for state agency personnel responsible for public and community transportation programs and was developed under the guidance of a select group of state agency employees, and is a cooperative venture of CTAA and the American Association of State Highway and Transportation Officials.

Southwest Area Manager Rene Frazier became a Passenger Assistance Safety and Sensitivity (PASS) Trainer. The Passenger Assistance Safety and Sensitivity (PASS) Trainer and Driver Certification program ensures that community transportation drivers have current expertise in passenger assistance techniques and sensitivity skills appropriate for serving persons with disabilities.

These individuals join 15 other members of OATS Transit’s management team who are certified in a particular field. Each member must attend ongoing training classes to maintain certification in their field of expertise.

Pictured: (from left to right) Dion Knipp, Jack Heusted, Jill Stedem, Debbie Pilkington and Rene Frazier, at the CTAA Expo. Both Jack and Jill also hold CCTM certifications.

Sheree Webb Celebrates 40 Years with OATS Transit

Sheree Webb was honored by OATS Transit for 40 years of service in August. She started with the company in August 1979 and worked her way up to head the company’s Northeast MO Region as Regional Director in 1991. She oversees operations in 16 counties, including Kirk-Tran in Kirksville, The Linc in Troy and the Magic City Express in Moberly.

When asked about her 40 years at the company, Webb replied “OATS Transit is a great company to work for. Everyone pulls together to provide a valuable service to residents throughout Missouri, including the rural areas. I love being able to make a difference in the lives of others by providing them with the transportation they need to remain independent and living in their own communities,” Webb said.

Pictured: Dorothy Yeager, Executive Director (left) and Sheree Webb, NE Regional Director (right) at a recent meeting in Columbia, MO where Sheree was honored.
OATS Transit Service Area

Employee Anniversaries

The employees listed below celebrated an anniversary July-September 2019. Thank you to each of these employees for your hard work and dedication to OATS Transit!

40 years:
Sheree Webb-Northeast Regional Director

20 years:
Bonnie Allain-Midwest Op. Coordinator
Patty Robinson-Marion County Driver
Maggie Meltabarger-Cole County Driver

10 years:
Martin Schroeder-Franklin County Driver
Karl Osborn-Cass County Driver
Bill Green-Saline County Driver
Kathy Ervin-Warren County Driver

Congratulations!

Holiday Reminder: OATS Transit will be closed & most regular routes will not be running on November 28th or 29th for Thanksgiving as well as on December 25th for Christmas Day.