

Schedule a Ride

To schedule a ride, call **(800) 579-4299** at least one hour in advance of the time you want to be picked up. When you call you will hear a recording. Please hold for the dispatcher to answer. Calls are answered in the order that they are received. Allow at least 25 minutes from your scheduled pickup time till the time you arrive at your destination.

Please be aware.....drivers may arrive 15 minutes before or after a scheduled pick-up time. Please be ready and watching 15 minutes in advance of your scheduled pick-up time. When the vehicle arrives you will have five (5) minutes to board.

A rider may place advanced orders for recurring trips, such as for work or medical appointments, several weeks in advance. There are several responsibilities attached to these rides:

- The rider will be required to notify B.G. Transit in advance of any change in their schedule or if the ride is not needed at all.
- If a rider misses the initial trip (no-show) the rider must contact B.G. Transit and let them know whether or not they will still need the return trip.
- No shows or late cancellations are tracked each month within the calendar year. The allowable number of maximum no show/late cancellations per month is based upon the number of rides the passenger takes within that given month. A first violation will result in a verbal warning. A second violation will result in a letter of warning. A third violation will result in a one-day suspension of service. Fourth and subsequent violations will result in a 7-day suspension of service. For further details contact 419-354-6203, bggrants@bgohio.org or refer to the policy at www.bgohio.org.

If you want to change your destination after making a reservation, you must cancel the original order one hour in advance and make a new one. Destinations cannot be changed upon entering the vehicle.

Rider's Guide

1. Eating, drinking, and smoking are not permitted in the vehicles.
2. The use of seatbelts in B.G. Transit vehicles is required.
3. Only service animals may accompany their owners in the transit vehicle.
4. Fares are paid upon entering the transit vehicle.
5. To receive the Senior/Disabled/Children 4-13 fare, a customer **must** present his/her **B.G. Transit ID Card** to the driver upon entering the vehicle.
6. No child under 5 years old may ride unaccompanied by an adult.
7. The Ohio Child Safety Seat Law requires children to be secured in the provided child restraint seat if they are: 1) less than 4 years of age, 2) weigh less than 40 pounds, 3) or are aged 4 to 7 years old and are less than 4'9" tall. The driver will determine if the child is correctly secured.
8. Wheelchairs weighing up to 600 lbs. and other assistive mobility devices (scooters, etc.) able to fit onto a ramp or lift 51 x 33 1/2" will be transported if the mobility device can be safely loaded onto the vehicle and properly secured. Larger wheelchairs will be accommodated if possible.
9. B.G. Transit provides demand response, origin-to-destination service. Passengers who need assistance to or from the vehicle may have a personal care attendant accompany them at no charge.
10. Packages/bags (groceries, etc.) that take up seat space shall be charged a "package" fare of \$2.00 per seat occupied; \$2.00 for rides originating or ending outside of city limits. Drivers may not enter any building but may assist in the loading or unloading of items at the curb.

Rider's Guide Continued

11. Drivers may not transport passengers through drive-up windows of banks or restaurants, or wait for passengers who leave the vehicle for any reason.
12. Deadly weapons or dangerous ordnances are not allowed on B.G. Transit vehicles.

Helpful Hints:

1. Remember to call for your ride at least one hour in advance.
2. If you want to travel during the transit systems busiest times of 6:00 a.m. to 9:00 a.m. and 2:00 p.m. and 5:00 p.m., you should call **the day before to reserve your ride.**
3. **Be ready and watching for the vehicle 15 minutes before your pickup time.**
4. **If possible, try to schedule your appointments and shopping trips for the slower times of day. Ask the dispatcher for more information on the best time of day to travel.**

B.G. Transit Mission Statement

The mission of B.G. Transit is to provide safe, affordable, quality public transportation within the city limits of and area immediately surrounding Bowling Green, Ohio.

(Adopted August 2014)

B.G. Transit is financed in part through funding from the City of Bowling Green, Community Development Block Grant dollars, and an operating grant from the Ohio Department of Transportation and the FTA.

Please check out our website at:

www.bgohio.org

Fares

For persons 4 to 64 years of age:
\$4.00 Fare; \$4.00 rides
originating or ending outside of
Bowling Green city limits.

For Seniors (65+), Disabled
persons & Children ages 4-13:
\$2.00 Fare; \$2.00 rides
originating or ending outside of
Bowling Green city limits.
(*Transit ID required****)

Package fare per seat. (When
packages/bags take up seat
space.) **\$2.00 Fare; \$2.00** rides
originating or ending outside of
Bowling Green city limits.

**Children under the age of 4, personal care
attendants and language interpreters ride
free.**

***Applications for B.G. Transit ID cards are
available at the Grants Administration Office,
304 N. Church St., Bowling Green. Please call (419)
354-6203 to schedule an appointment.

**B.G. Transit operates within the
city limits and one mile outside the
corporation limits of Bowling Green.
It's hours of operation are:**

Monday through Friday
6:00 a.m. – 8:00 p.m.

Saturday
10:00 a.m. – 4:00 p.m.

No service on Sunday or Holidays

Questions? Comments? Complaints (including Title VI or Title II complaints)?

**Please call the City of Bowling Green
Grants Administrator at:
(419) 354-6203
304 N. Church St., Bowling Green**

The City of Bowling Green operates its programs and
services without regard to race, color, and national
origin in accordance with Title VI of the Civil Rights Act.
Any person who believes she or he has been aggrieved
by any unlawful discriminatory practice under Title VI
may file a complaint with the City of Bowling Green.

For transportation-related Title VI matters, a complain-
ant may also file a complaint directly with the Ohio De-
partment of Transportation by filing a complaint with
the Office of Equal Opportunity, Attention: Title VI Co-
ordinator, 1980 West Broad St., Columbus, OH 43223.

For transportation-related Title VI matters, a complain-
ant may also file a complaint directly with the Federal
Transit Administration by filing a complaint with the
Office of Civil Rights, Attention: Title VI Program Coor-
dinator, East Building, 5th Floor-TCR, 1200 New Jersey
Ave., SE, Washington, DC 20590.

In accordance with the requirements of Title II of the
Americans with Disabilities Act of 1990 (“ADA”), the
City of Bowling Green will not discriminate against
qualified individuals with disabilities on the basis of
disability in its services, programs, or activities. A
complaint should be submitted by the complainant and/
or his designee as soon as possible but no later than 60
calendar days after the alleged violation to: Mr. Joe
Fawcett, Assistant Municipal Administrator, City of
Bowling Green, 304 N. Church Street, Bowling Green,
Ohio 43402-2399. The complaint should be in writing
and contain information about the alleged discrimina-
tion such as name, address, phone number of complain-
ant and location, date, transit van number (if known),
and description of the problem. Alternative means of
filing complaints, such as personal interviews or a tape
recording of the complaint will be made available for
persons with disabilities, upon request.

Copies of this brochure are
available in alternative formats.

Revised 5/15/18

B.G. Transit

“Public transportation for everyone!”



To schedule a ride, please call

1-800-579-4299

*Please inform call taker of any
assistive devices such as oxygen*

For persons with speech and/or hear-
ing impairments, contact us through
the Ohio Relay Network at:

1-800-750-0750 (hearing)

1-877-750-9097 (speech)

***Please Call One Hour
Before Service is Needed***



**All B.G. Transit vehicles are
accessible to persons with
disabilities.**

