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. Fares are paid upon entering the transit vehicle.
2. 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.
3. Eating, drinking, and smoking are not permitted in the vehicles.
4. Only service animals may accompany their owners in the transit vehicle.
5. The use of seatbelts in B.G. Transit vehicles is required.
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. 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.
9. 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.
10. B.G. Transit reasonable modification requests may be made by calling 419-354-6203 or 1-800-579-4299.
11. Packages/bags (groceries, etc.) that take up seat space shall be charged a “package” fare of $2.00 per seat occupied; $2.25 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.
12. Drivers may not transport passengers through drive-up windows of banks or restaurants, or wait for passengers who leave the vehicle for any reason.
13. 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; $4.50 rides originating or ending outside of Bowling Green city limits.

For Seniors (65+), Disabled persons & Children ages 4-13: $2.00 Fare; $2.25 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; $2.25 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 complainant may also file a complaint directly with the Ohio Department of Transportation by filing a complaint with the Office of Equal Opportunity, Attention: Title VI Coordinator, 1980 West Broad St., Columbus, OH 43223.

For transportation-related Title VI matters, a complainant 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 Coordinator, 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 calendars 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 made using the B.G. Transit ADA Complaint Form available at bggrants@bgohio.org or at the phone number and address above. 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 1/2/19

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 hearing impairments, contact us through the Ohio Relay Network at:

1-800-750-0750 (hearing)
1-877-750-9097 (speech)

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