

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. A rider may place advanced orders for recurring trips (e.g. work or medical appointments) several weeks in advance.

Pick-Up Window

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.

How to Ride 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.

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)

Cancellations & No Shows

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. 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.

Remediation efforts occur when a passenger's percentage of no shows/late cancellations exceed specific levels. A first violation results in a verbal warning. Second and third violations result in a letter of warning. Fourth and subsequent violations will result in a 1-day suspension of service.

If the no-show is due to circumstances beyond the rider's control, the passenger must notify the B.G. Transit within seven days of the disputed no-show date(s). Each case will be dealt with on a case-by-case basis. For further details contact 419-354-6203, bggrants@bgohio.org or refer to the policy at www.bgohio.org.

Rider's Guide

1. Fares are paid upon entering the transit vehicle.
2. Eating, drinking, and smoking are not permitted in the vehicles.
3. Only service animals may accompany their owners in the transit vehicle.
4. The use of seatbelts in B.G. Transit vehicles is required.
5. No child under 5 years old may ride unaccompanied by an adult.
6. 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.
7. Passengers who need assistance to or from the vehicle may have a personal care attendant accompany them at no charge.
8. A wheelchair is any three or more wheeled device designed for use by persons with a mobility impairment, operated manually or powered. B.G. Transit will attempt to transport all wheelchairs. B.G. Transit will attempt to lift all wheelchairs. If the wheelchair cannot fit on the lift or in the designated space, alternative methods of transportation will be pursued.
9. B.G. Transit reasonable modification requests may be made by calling 419-354-6203 or 1-800-579-4299.
10. Drivers may not enter any building but may assist in the loading or unloading of packages and bags at the curb.
11. Deadly weapons or dangerous ordnances are not allowed on B.G. Transit vehicles.
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.

Fares

Passengers	Within B.G. City Limits	Begin or End Outside B.G. City Limits
Age 4-64	\$4.00	\$4.50
Children 4-13 Seniors (65+) & Persons w/ Disabilities*	\$2.00	\$2.25
Packages & Bags**	\$2.00	\$2.25

Children under age 4, personal care attendants (PCAs), and language interpreters ride free.

***B.G. Transit ID Card** is required to receive reduced fare rates and must be presented to the driver upon entering the vehicle. Please call (419) 354-6203 to request a B.G. Transit ID card application or to discuss reduced fare eligibility.

**When packages or bags (groceries, etc.) take up seat space, the fares above will apply.

Hours & Days of Operation

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

B.G. Transit operates demand response origin-to-destination service within the city limits and one mile outside the corporation limits of Bowling Green.

Contact Us

***Questions? Comments? Complaints
(including Title VI or ADA complaints)?***

**Please call the City of Bowling Green
Grants Administrator at:
(419) 354-6203
304 N. Church Street, 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 they have 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 and the Federal Transit Administration. Call the number above for more information.

**Please check out
our website at:**
www.bgohio.org



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.

Copies of this brochure are available in alternative formats.

Revised 12/21/20

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 tanks

For persons with speech and/or hearing impairments, contact us through the Ohio Relay Service 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.**