



**City of Bowling Green
Transit Department**

RIDER GUIDE

February 8, 2022

304 E 11th Ave., Suite 1
Bowling Green, KY 42101
(270) 782-3163
www.bgky.org/transit

Dear GO bg Transit Customer:

Welcome to GO bg Transit! The GO bg Public Transportation Rider Guide will introduce you to the GO bg Transit services and provide the basic information you need to use the service. Upon request, this information is available in other formats.

GO bg Transit is a shared-ride public transit service that provides service based on coverage in the City limits of Bowling Green, Kentucky. In accordance with the Americans with Disabilities Act (ADA), travel times and the timeliness of service are comparable between GO bg Transit's fixed-route bus service and complementary paratransit service known as **GO, too!** Please read this rider guide carefully to familiarize yourself with the type and level of service that GO bg Transit provides in accordance with Federal, State, and Local policy.

Our goal is to provide safe, friendly, and reliable public transportation. If, after reading this rider guide, you have questions regarding GO bg Transit service, please call the GO bg Transit Customer Service at (270) 782-3163.

Once again, welcome aboard!

Respectfully,

Transit Administration

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“GO, too!” ADA Complementary Paratransit Service

The Americans with Disabilities Act of 1990 (the ADA) requires public transportation providers, such as GO bg transit, to provide nondiscriminatory access to transportation to persons with disabilities. One of the ways that we comply with this law is by operating wheelchair accessible lift-equipped buses. Our courteous and professional drivers are happy to assist anyone who needs help with riding the lift, securing a wheelchair, identifying stops, and exiting the bus. However, if your disability prevents you from riding on the GO bg transit bus system, you may be eligible for ADA Complementary Paratransit service (**GO, too!**).

What Is ADA Complementary Paratransit Service?

It is a component of public transportation that provides "origin to destination" service upon request to persons with disabilities. Service is curb to curb unless door to door is specifically requested at the time of reservation. Reservations must be made by 4:30 p.m. the day before. The starting point of the trip and the destination must be within three quarters of a mile from one of the GO bg Transit regular routes. The trip must take be made during the regular operating hours of the regular bus routes, which are 6:00 a.m. to 5:49 p.m.

GO bg Transit CHOICES

GO bg Transit's fixed-route and paratransit buses are 100% accessible! Customers should try one of our convenient routes and take control of their mobility. If customers are not familiar with riding fixed-route and paratransit buses and would like to learn, they are encouraged to call (270) 782-3163 to speak with Customer Service who will assist them; appointments are also available.

Accessible Bus Features Include:

- Ramps or lifts on all of our buses
- Standees on lifts are permitted under the ADA
- Priority-seating areas for the elderly and people with disabilities
- Special securement belts designed to secure the mobility devices of customers who use a wheelchair or scooter in one or more 30"x 48" wheelchair securement areas
- Bus pads, sidewalk links, and curb cuts at many of our bus stops

- Automatic audio announcements on most fixed-route buses at major stops, main intersections, and transfer points along the route
- Large, bright destination signs on the front and sides of some of the buses
- Lighted “Stop Request” signs inside some of the buses for customers with hearing impairments
- Transfer points connecting some bus routes to neighborhoods across the city for safe and easy transfers

Bus Passes, Tickets

GO bg Transit offers customers the option to purchase tickets and passes at the GO bg Downtown Transit Center or from bus drivers. The GO bg Transit Downtown Transit Center is located at 304 E 11th Ave, Suite 1, Bowling Green, Kentucky 42101. The use of tickets and passes alleviates the need for exact change. Additionally, customers can purchase bus passes/tickets on Token Transit located on the web at

<https://tokentransit.com/agency/bowlinggreen/send>

Fixed-Route Half Fare prices are for individuals who are Medicare or Medicaid recipients, Seniors (60 and older), and for Persons with Disabilities. To take advantage of the Fixed-Route Half Fare price, customers must bring documentation to the GO bg Transit Downtown Transit Center and apply for GO bg Transit Half Fare ID card to show to the driver every time he or she boards a Fixed-Route bus.

GO bg Transit Travel Training

Travel Training is a free program that shows customers how to ride GO bg Transit and get the most out of our bus services. Group training is also available. For information, call (270) 782-3163.

GO bg Transit

GO bg Transit fixed-route service offers **paratransit** customers more freedom and flexibility to ride on their own schedules by using GO bg Transit fixed-route service.

Required Securements

For persons using wheelchairs, passenger safety requires that a GO bg Transit driver secure the wheelchair with specially designed securement devices also known as “tie-downs.” In addition, a GO bg Transit seatbelt is provided:

- A seatbelt goes around the customer and attaches to the floor while the person rides the GO bg Transit vehicle
- For safety, all GO bg Transit paratransit passengers must remain in place until the vehicle has stopped, and if secured, the driver has removed the seatbelt and wheelchair securements. Under the ADA, standees are permitted on paratransit lifts.

Vehicle Seating

GO bg Transit has no assigned seating in its vehicles. Drivers may recommend a seat location to facilitate the loading and unloading of customers. On paratransit vehicles children under eight years of age, unless the child is taller than four feet, nine inches, must travel in an approved child seat furnished by the parent or person accompanying the child, regardless of the vehicle type. Subject to changes in legal requirements “on the books” or currently in effect of law.

Passenger Code of Conduct

GO bg Transit’s code of conduct forbids passengers from smoking, eating, or drinking in the vehicle. In addition, there are more passenger conduct rules which are posted onboard GO bg Transit vehicles or found on the GO bg Transit website at www.bgky.org/transit.

Service Animals

Service animal means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability and must be kept under the handler’s control. An emotional support animal does not qualify as a service animal. Customers shall inform the reservationist that they will be traveling with a service animal each time they schedule a trip reservation to ensure space is reserved. Non-service animals (pets) are allowed to travel only in an animal carrier transported by the customer and must not cause a safety or health risk or disturbance to others. Carriers are to be positioned on the floor in front of the seat or under the seat, clear of aisle, and in a manner to limit close contact with others.

Packages

Customers must be able to handle their own packages. Customers may carry only the number of packages that they can handle in one trip onto the vehicle safely while boarding a GO bg Transit vehicle. The customer must handle the packages beyond the curb or arrange for assistance as the system is a shared ride service and routes are on timed schedules.

Disruptive Behavior

GO bg Transit is not required to accommodate individuals, including those with disabilities, who engage in violent, seriously disruptive, or illegal conduct, or individuals who present a direct threat to the health or safety of others. GO bg Transit customers are responsible for the conduct of their personal care attendants and/or guests, including children. For such behavior, GO bg Transit service may be immediately suspended or the customer may be required to travel with a responsible companion or attendant. GO bg Transit’s Code of Conduct applies to all GO bg Transit customers and their attendants.

ADA/PARATRANSIT ELIGIBILITY INFORMATION**Who is Eligible?**

ADA Complementary Paratransit service is public transportation for persons with physical, cognitive or visual disabilities who cannot independently ride the regular bus system. Having a disability does not automatically qualify one for eligibility. The key principle is that the disability must prevent travel on regular buses, not just make it more difficult or less comfortable than origin to destination service.

Eligibility & Recertification

Step 1 – Call GO bg Transit at (270) 782-3163 to request an ADA Eligibility Application.

Step 2 – Complete the application form; then call GO bg Transit at (270) 782-3163 to request an in-person interview and to receive complementary transportation to and from the interview.

Step 3 – If at all possible submit your completed application in advance of the in-person interview with GO bg Transit staff. If not submitted in advance, please bring it with you. If you use a mobility aid (cane, wheelchair, etc.), be sure to bring it with you.

Other information on retrieving an ADA Eligibility Application

The **GO, too!** ADA Complementary Paratransit application can be obtained in the following ways:

- Online: www.bgky.org/transit
- * Email: GObgTransit@casoky.org
- * Call the GO bg Transit Customer Service at (270) 782-3163 between 8:00 a.m. and 4:30 p.m., Monday-Friday.
- In person:

GO bg Transit Downtown Transit Center

304 E 11th Ave., Suite 1
Bowling Green, Kentucky 42101

**Request that a GO bg Transit application for certification of eligibility be mailed to you.*

Every section of the application must be filled out and submitted to GO bg Transit's Downtown Transit Center for review preferably in advance to ensure no delays take place. The application for certification of eligibility can be hand delivered, faxed, or mailed. An interview will be scheduled to review the application with the applicant in person.

If submitting by mail, fax, or email, the applicant shall send the completed application to:

Community Action of Southern Kentucky

Attn: GO bg Transit
921 Beauty Avenue
Bowling Green, Kentucky 42101
Fax: (270) 782-3190

Email: GObgTransit@casoky.org

Eligibility Decisions

You will be notified of our decision regarding your eligibility within 21 days after the in-person interview is completed. If we are not able to make a decision within that timeframe, you will be granted temporary eligibility to ride until a final decision is reached.

Conditional

In some cases, “conditional” eligibility will be granted. This means that the individual would be able to use the regular bus system for some, but not all trips. Conditions may be based on very cold or hot weather, the absence of an accessible path of travel to and from bus stops, and many other variables specific to the applicant.

We offer personalized training to customers who are granted conditional eligibility and who wish to learn to use the GO bg Transit bus system.

Unconditional

Customers with unconditional eligibility may use ADA Complementary Paratransit for all of their trips.

Not Eligible

Customers who are found to be not eligible for ADA Complementary Paratransit service may be eligible for Fixed-Route Half Fares under a special program that is available to Seniors (60+), persons who have a Medicare or Medicaid card, and/or individuals with disabilities. If you are found to be not eligible for **GO, too!**, we will provide information regarding the half fare program with your notification letter.

Appeals

A written request for reconsideration of our eligibility determination may be filed within 60 days of our decision. An appeal must contain additional information that was not available to the interviewer during the original application process. A copy of our appeals process is provided with denial of eligibility letters or with letters conferring conditional eligibility.

TRANSIT FARES

Fixed-Route Fare Policy

Purchasing GO bg Transit and **GO, too!** tickets and passes is simple and convenient from one of the following avenues:

- Transit driver on a vehicle
- Electronically at Token Transit by using this link
<https://tokentransit.com/agency/bowlinggreen/send>
- Front lobby of the GO bg Transit Center located at 304 E 11th Ave., Suite 1, Bowling Green, Kentucky 42101

The customer must have fare tickets, passes, electronic payment, or exact change to board a transit vehicle.

- Transit drivers accept cash, tickets, passes, and electronic payment through Token Transit as fare payments.
- Drivers do not carry change; therefore, any overage tendered will not be returned.
- Transactions requiring change can be made at the Downtown Transit Center.
- Credit/debit cards are not accepted at this time.
- Customers without proper fare may not be transported.

Please contact GO bg Transit Customer Service at (270) 782-3163 with questions and concerns.

GO, too! ADA/Paratransit Fares

- All ages \$4.00 or Pass - One-way trip (*Available from Driver or Downtown Transit Center*)
- Personal Care Assistant - FREE

GO bg Transit Fixed-Route Fares

- Adults (12 & Older) \$2.00 or Pass - One-way trip
- Children (7-11 W/Adult) \$1.00 or Pass - One-way trip
- Children (6 & Under W/Adult) - FREE
- Seniors (60+) & Persons W/Disabilities \$1.00 - One-way trip*
- 4 Ride Pass \$5.00 - All ages, a total of 4 rides on day(s) of your choice
- 9 Ride Pass \$10.00 - All ages, a total of 9 rides on day(s) of your choice
- All Day Pass \$5.00 - All ages, unlimited rides on a given day**
- Monthly Pass \$40.00 - All ages, unlimited rides during month**
- Student Pass \$50.00/Semester - All fixed-routes, unlimited rides (full time enrolled in area school) ***If WKU Student, \$10.00 at WKU Parking and Transportation ***

**Fixed-Route Half Fare prices are for individuals who are Medicare or Medicaid recipients, Seniors (60 years of age or older), and for Persons with Disabilities. To take advantage of the Fixed-Route Half Fare price prospective customer must bring appropriate documentation to the Downtown Transit Center to apply for a Half Fare ID card to show to the driver every time he or she boards a Fixed-Route bus.*

***All Day and Monthly passes start the day that the pass is purchased.*

Drivers sell all Fixed-Route tickets and passes except for the Monthly and Student Pass which are only available at the Downtown Transit Center.

GO bg TRANSIT OPERATING HOURS

When Does GO bg Transit Service Operate?

Paratransit is designed to be “comparable to” and not “free of charge” to GO bg Transit’s fixed-route bus services. For this reason, ADA paratransit service is only required to transport customers to and from locations which are within three-quarters (3/4) of a mile of and during the same days and hours of GO bg Transit’s existing fixed-route bus services. *Note: As long as the customer’s origin and destination are within the city limits, the customer will have the opportunity to reach a pickup point on any route within ¾ of a mile from any point on the route. Just because the customer is not within ¾ of a mile from any point on the route they will have the opportunity to be picked up within ¾ from any point on the route. Points of origin and destinations not within this three-quarters (3/4) of a mile corridor are not required to be provided with ADA paratransit service or could require an additional fee as established by GO bg Transit. Again, customers will have the opportunity to reach any point on any fixed-route within ¾ of a mile and request an ADA pickup with certification and be returned.

The current GO bg Transit service area encompasses most areas of the City of Bowling Green city limits which provides access to medical, educational, grocery, entertainment and shopping on all routes.

Required ADA/Paratransit Service Area and Times

GO bg Transit’s service area encompasses areas within 3/4 mile of bus routes and includes the City limits of Bowling Green. Origins and destinations within this area have paratransit service that is comparable to bus times:

5 days a week M-F..... 6:00 a.m. with last drop off by 5:49 p.m.
Saturdays Closed
Sundays..... Closed

SCHEDULING ADA/PARATRANSIT TRIPS

How Do I Schedule a GO bg Transit Trip?

GO bg Transit trips shall be scheduled in advance no later than 6:00 a.m. to 4:30 p.m. the day before, by using the following options:

- The automated voice recording system, by dialing (270) 782-3163 following the prompts. (Leave complete detailed information: Name, Times, days, addresses, contact phone number). If a message is left on a weekend the voice mailbox will be checked and trips will be computed. Reservations will be accepted using this method during normal 6:00 a.m. to 4:30 pm business hours on weekends and holidays.
- Speaking to a live agent in the Reservations Office, (270) 782-3163, Monday-Friday, 6:00 a.m. – 4:30 p.m. except when closed for holidays.

Scheduling Tips

- The customer shall return trip at the same time they make a reservation, if the customer needs to schedule a pharmacy stop they must make sure they inform the reservation agent or include the information on the voice recording
- Have exact addresses ready at the time of reservation
- Verify any mobility aids to ensure proper space on the vehicle
- Include any additional passengers traveling with the customer (including service animals and special accommodations i.e., size of service animal)
- Provide a phone number at which the customer can be reached at time of pick-up
- Review trip details for accuracy at time of reservation

Scheduling Window vs. Scheduled Pick-Up Time

When booking a trip, the customer will be given a requested time with a plus or minus 30-minute scheduling window. All requested trips will be scheduled. When scheduling their trip, customers can eliminate confusion and unnecessary follow-up calls by having pen or pencil, and paper near the telephone so that they can write down the estimated scheduling window the agent provides.

Scheduling Reminders

If the customer needs to be at their destination by a certain time, GO bg Transit recommends requesting an appointment time for their trip. The customer may consider allowing a time cushion for unexpected service delays. *For example, the customer may consider requesting a GO bg Transit appointment time earlier than 10:00 a.m. if the customer has an 10:00 a.m. medical procedure.*

The customer should not schedule their trips too close together. This action could cause the customer to not be ready at the scheduled pick-up time, causing the trip to count as a no-show or having to put their trip(s) on hold resulting in a late cancellation. Both a no-show and a late cancellation are violations of the No-Show/Late Cancellation Policy and are subject to suspension. See No-Show/Late Cancellation Policy for more information.

If the customer is traveling with an attendant, companion, or service animal, they must not forget to include space for them.

An “**attendant**” is someone designated or employed specifically to help the eligible individual meet their personal needs and rides for free. Also, someone assisting the customer at the trip origin and/or destination also meet the definition of a personal care “attendant”. An “attendant” need not aid while on the transit vehicle.

A “**companion**” is someone who is accompanying the customer on their trip and must pay fare. Multiple companions (more than one) are scheduled on a space-available basis with a reservationist. Each companion must pay fare regardless of age.

On certain holidays, GO bg Transit closes the Operation, the Downtown Transit Center, Administrative Offices, Reservations, and Customer Service Offices. The holidays observed by GO bg Transit are:

- Martin Luther King, Jr. Day
- Presidents Day
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve (Service stops at 4pm)
- New Year's Day

Travel Time

GO bg Transit ADA Paratransit Service is a shared-ride program just as the fixed-route system. Our concern is to get customers to their appointments on time. Total travel time includes the time it takes other passengers to board, ride and alight the vehicle.

Paratransit travel time should be comparable to trips with the same origin and destination on the fixed-route bus system including transfers and wait times. This comparison exists except when circumstances are beyond our control, such as during inclement weather, traffic congestion, construction, etc.

Subscription Service

Subscription trip service may be available on a limited basis to those GO bg Transit customers traveling to and from the same location at the same time each week on a long-term basis. Once instituted, subscription users may no longer need to call the reservations line and schedule each and individual trip. Customers must contact reservations for any changes in service requests.

The maximum subscriptions allowed under the transportation provisions of the Americans with Disabilities Act (ADA) is 50% of daily customership. Therefore, availability of new subscriptions is limited. Subscription customers must cancel in advance any trips they will not be using. Failure to cancel will jeopardize their subscription service. Changes to existing subscription rides can be requested through the GO bg Transit Customer Service and Eligibility Department.

Note: Subscription service is not available on observed holidays where GO bg Transit will be closed. Customers are encouraged to contact the GO bg Transit office to ensure subscriptions are up-to-date at all times.

ADA/PARATRANSIT - CALLING DISPATCH**Timeliness of Service**

A pick-up is considered on-time if the vehicle arrives within 30 minutes of the customer's scheduled pick-up time and a drop-off is considered on-time if we meet the customer's appointment time. Our goal is 98% or better on-time performance. On-time service depends upon a partnership between our customers, drivers and GO bg Transit staff. For the driver to find the customer without delay, be sure that GO bg Transit has a record of all gate codes and other special instructions. Customers must make sure that they are ready when the driver arrives and proceed immediately to the vehicle.

If all parties responsible for on-time operation do their share, customers will get to their destination on-time. Being ready and waiting 15 to 30 minutes before the scheduled time can help prevent service delays. There are times the driver may arrive early. Customers are allowed 5 minutes from the time the driver arrives before the vehicle can be cleared to leave the location without the customer. Note: GO bg Transit will not operate outside it's designated service times.

On the day of service, customers can wait inside as long as they can see or hear the vehicle drive up as we will follow internal procedures to contact them; therefore, it is important that the customer is ready, and the customers contact information is up to date. If customers cannot, they must wait outside where they can see or hear the vehicle.

Not Going? Schedule Change?

If customers know they're not going to be ready or find out at the last minute that they cannot make their trip, customers must not hesitate to call (270) 782-3163 to cancel their trip as this allows for GO bg Transit to provide services to others in need.

In the event that we send a vehicle to the customer's location and the driver cannot locate the customer, steps will be taken to attempt contacting the customer with information on file. If GO bg Transit cannot locate the customer after the attempt, the driver will report the no-show to the dispatcher. The dispatcher will verify the customer's trip information, and no-show the customer's trip or to authorize the driver to do so. The customer is encouraged to call customer service at (270) 782-3163 before the driver wastes a trip to the customer's location as services can be sent to others in need.

Need to Cancel a Trip?

There are two-ways to cancel unneeded trips to avoid a no-show:

- Customers can Call (270) 782-3163 and speak to a customer service representative
- Or Leave a detailed message on the voice recording

GO bg TRANSIT ADA/PARATRANSIT POLICIES**No-Show/Late Cancellation and Suspension Policy**

The GO bg Transit No-Show and Late Cancellation Policy is intended to preserve service quality for all GO bg Transit customers. Excessive no-shows and late cancellations that are within a customer's control negatively impact on-time performance and service quality for other passengers. Customers with excessive no-shows/late cancellations may risk suspension of their access to GO bg Transit Paratransit services. Customers may call GO bg Transit at any time during the month (prior to the suspension process) to discuss or dispute a no-show/late cancellation.

Late Cancellations

Cancellations made less than one hour before the start of the customer's scheduled pick-up window are considered Late Cancellations and may result in penalties which could lead to suspension of service – See the Late Cancellation and No Show Policy for details.

No Show

A No Show will be recorded when an ADA eligible rider 1) refuses a scheduled ride "at the door"; 2) does not appear within the scheduled window of time to take the ride; or 3) cancels the trip within one hour of the scheduled pick up time. No shows for reasons beyond the rider's and/or guardian's control will not be counted for purposes of assigning consequences. For Example: An unexpected hospital stay.

The following guidelines will apply:

1 - 3 No Shows/Late Cancellations: (within a 3 month period)

- Verbal reminder from staff to call in advance

4 No Shows/Late Cancellations (within a 3 month period)

- Written reminder to call in advance to cancel trips
- Warning that continued No Shows/Late Cancellations will result in suspension of service

5 No Shows/Late Cancellations (within a 3 month period)

- Written notification that service will be **suspended for a two week period**
- If, after the two week suspension the rider continues to no show/late cancel trips (**6 or more**), a written notification of an **additional month suspension will be given.**
- Additional consequences for continued non-compliance with no shows will be determined on an individual basis with an emphasis on working with the rider to reach a positive outcome.

Appeals

To appeal the proposed suspension, customers may request an appeal hearing.

GO bg Transit has established an administrative appeals process in accordance with the American's with Disabilities Act, section 37.125(g) for individuals who are denied eligibility and for individuals who have been suspended from the provision of complementary paratransit service due to a pattern or practice of missed trips.

Customers will be sent information about how to appeal with his or her denial or suspension letter. The process includes:

- An opportunity to be heard and to present information and arguments to an appeals board consisting of persons not involved with the initial decision to deny eligibility or suspend service
- A written notification of the decision within 30 days of the completion of the appeals process including the reasons for the decision.

If a customer appeal is denied and the applicant thinks the ADA paratransit eligibility process was unfair, the applicant can file a complaint with the:

Federal Transit Administration Office of Civil Rights

1200 New Jersey Ave., SE,
Washington D.C. 20590
(202) 366-648 (Voice)
(202) 366-8538 (TTY)

Suspension of Service

Customers are given a 14-day notice prior to the start of suspension in order to appeal the decision. Customers who appeal suspension for violation of the Late Cancellation and No Show Policy will be allowed to continue to use Go bg Transit, pending the outcome of the appeal. Suspensions that are upheld following the appeal will begin immediately upon completion of the appeals process.

Have a Service Comment?

If anyone has a comment, positive or negative, about GO bg Transit service or a GO bg Transit employee, please note the time and date, vehicle number, vehicle location. Comments can be received by calling GO bg Transit's Customer Service office at (270) 782-3163, 6:00 a.m. - 4:30 p.m., Monday-Friday; or on GO bg Transit's website at www.bgky.org/transit. Comments help GO bg Transit staff improve service and are treated confidentially. On average, comments will be processed within seven to ten business days.

ADA/PARATRANSIT COMPLAINT PROCESS

How to File a Complaint for Potential ADA Non-compliance

GO bg Transit will investigate all complaints from individuals alleging discrimination in GO bg Transit's programs, services, or activities, under the American with Disabilities Act of 1990 (ADA). Disability complaints alleging discrimination in programs, services or activities may be filed pursuant to the following procedures.

How to File a Complaint

Any person who believes that GO bg Transit has discriminated against them based on their disability may file an ADA complaint, directly or through an authorized representative, by completing and submitting GO bg Transit's ADA Complaint Form.

The ADA Complaint Form may be accessed by visiting www.bgky.org/transit

The complaint should be filed with:

GO bg Transit Administration

304 E 11th Ave., Suite 2
Bowling Green, Kentucky 42101
Phone: (270) 393-3695

- If there is no resolution to the complaint at the transit agency, the Office of Transportation Delivery may be involved in the complaint resolution, and a formal complaint may be filed with either one of the entities listed below:

Kentucky Transportation Cabinet

Office of Transportation Delivery
200 Mero Street, 3rd Floor
Frankfort, KY 40622
Phone: (502) 564-7433
Fax: (502) 564-2058
Hours: 8:00 a.m. - 4:30 p.m. EST, M-F

HSTD Customer Service Hotline

1 (888) 941-7433

Kentucky Relay Service
TDD Users: 1 (800) 648-6056
Voice Users: 1 (800) 648-6057

- In the event there is no resolution, a formal complaint may be filed with either one of the entities listed below:

U.S. DOT/FTA

Mr. Michael Winter
Director of Civil Rights
400 7th Street SW, Room 9100
Washington, D.C. 20590

U.S. Department of Justice

Civil Rights Division
950 Pennsylvania Ave., NW
Disability Rights Section - NYAV
Washington, D.C. 20530

Investigations

GO bg Transit Administration will promptly investigate all valid complaints of alleged discrimination based on disability in its programs, services, and activities within 60 days of receiving a complete complaint. GO bg Transit Administration may contact the complainant if more information is needed to resolve the complaint.

The complainant will have ten (10) business days from the date of contact to send the requested information to GO bg Transit Administration. GO bg Transit Administration may choose to close the complaint if the requested information is not provided by the complainant within the ten (10) business days. Likewise, GO bg Transit Administration may close the complaint if a complainant no longer wishes to pursue the complaint, or if the complainant fails to cooperate in the investigation of the complaint.

Letters of Findings

After an investigation is completed, GO bg Transit Administration will make a final decision and issue one of the following letters to the complainant based on the investigation findings:

1. A Closure Letter, summarizing the allegations and indicating that GO bg Transit did not find a violation of ADA regulations. This letter closes the case.
2. A Letter of Finding, summarizing the allegations and interviews concerning the alleged incident and an explanation of any corrective actions, training of GO bg Transit staff or other actions will occur.

Federal Transit Administration

A person may also file a complaint directly with the Federal Transit Administration's Office of Civil Rights at:

Federal Transit Administration (FTA)

Office of Civil Rights
East Building
1200 New Jersey Ave., S.E.
Washington, DC 20590

TRAVEL INFORMATION**Traveling in Other Cities**

The customer's GO bg Transit ADA ID allows them to access paratransit services operated in other U.S. cities. Customers shall call the transportation service in the city they plan to visit in advance for more information about this opportunity.

Out-of-Town Visitors

GO bg Transit provides ADA Paratransit Service to visitors with disabilities who do not live in the GO bg Transit service area. Visitor certification is valid for 21 days of travel in a one-year period.

Lost & Found

If customers leave an item on a GO bg Transit vehicle, call GO bg Transit Lost & Found at (270) 782-3163. Items will be held for only thirty days; items of significant value will be collected by Bowling Green Police Department.

If a customer's GO bg Transit ADA ID Card is lost or stolen, they must go to the GO bg Transit Downtown Transit Center at 304 E 11th Ave., Bowling Green, Kentucky 42101 to receive a new one.

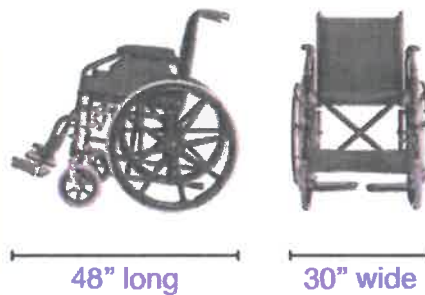
GO bg Transit Designated Stops at Major Locations

At frequently visited public places (i.e., schools, shopping centers and hospitals) with multiple entrances, GO bg Transit, together with the property management, has in some cases installed designated GO bg Transit stop signs where customers and drivers can meet. Customers must ensure they are at the GO bg Transit sign so the driver can see them, visibility is key. This practice helps our drivers to locate all customers at that stop, making sure that no one is left behind. GO bg Transit recommends customers to be on location at least 5-minutes prior to bus arrival.

How Big Can My Wheelchair or Scooter Be?



When purchasing a new wheelchair or scooter, we ask that you confirm the dimensions to ensure it will fit on all GO bg Transit vehicles.



Maximum Size:
48 inches long and 30 inches wide

Maximum Weight: 600 pounds
(including occupant)

Under ADA guidelines, all buses, paratransit vehicles and equipment are designed to carry any three- or four-wheeled mobility device, up to 48 inches long by 30 inches wide, and weighing no more than 600 pounds (including passenger). Any wheelchair larger than this is considered oversized.

When possible, try to select a mobility device that gives greater access to transit options – buses, vans, and minivans.



Americans with Disabilities Act

Paratransit Plan

**For
Complementary Paratransit Services**

City of Bowling Green KY - GO BG transit

Revised September 2017

A Service Of:



Community Action of Southern Kentucky

Building Stronger Families and Communities...

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Updates to ADA Plan:

Date:	Update	BY	Page #
5-4-15	Stop Announcement Procedures	CZ	13
4-21-17	Core Area Map	KM	14
7-21-17	GO too Guidelines Handout	KM	12
12-29-17	Address, phone numbers, removal of Transportation Coordinator and added Compliance Officer.	CZ	
		Throughout Document	

**Americans with Disabilities Act of 1990 and Americans with
Disabilities Act Amendments Act of 2008**

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. It provides the general framework and approach for ending discrimination for persons with disabilities. The stated national goals of the ADA are to guarantee that persons with disabilities have equality of opportunity, a chance to fully participate in society, ability to live independently and be economically self-sufficient.

Section 223 of the Americans with Disabilities Act of 1990 requires that public entities that operate non-commuter fixed-route transportation service also provide complementary Paratransit service for individuals unable to use the fixed-route system.

ADA complementary Paratransit standards are provided for in 49 CFR §37.123 of the Code of Federal Regulations.

In general, the law prohibits public transit systems from denying individuals with disabilities the opportunity to use public transportation services, if the individuals are capable of using the system. It also prohibits public entities from providing services that discriminate against persons with disabilities. The ADA is an opportunity to develop programs that will ensure the integration of all persons into not just the transportation system of America, but all of the opportunities transportation makes possible. The goal is to ensure non-discriminatory, equitable, accessible and safe public transportation, enhancing the social and economic quality of life for people with disabilities. Specific actions must be taken by public transit agencies to avoid discrimination. For example, the law requires that:

1. All newly purchased or leased vehicles used in fixed-route service must be accessible to persons with disabilities.
2. Public agencies which provide fixed-route public transportation service also must offer similar complementary Paratransit services to individuals with disabilities who are unable to use the fixed-route system.
3. New facilities must be accessible.
4. Alterations to facilities must include features to make them accessible.

GO BG transit complies with all requirements of the Americans with Disabilities Act.

**ADA Effect on Transportation Services Provided
By GO BG transit**

The ADA regulations require GO bg transit, as a public entity who operates a fixed route system, to provide complementary Paratransit service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route transit system per 49 CFR §37.131(a). ADA regulations require service area to be within $\frac{3}{4}$ mile of the fixed-route system. Per 49 CFR §37.131(g), public entities may provide complementary Paratransit service to ADA Paratransit individuals exceeding that required by Sec. 37.131. Accordingly, since at least 2003, GO BG transit complementary Paratransit service area has included the required areas, including any “core areas”.

Other Entities Providing Complementary Paratransit Services in GO BG transit Service Area

49 CFR §37.131(a) requires that this plan identify any person or entity (public or private) which provides a Para transit or other special transportation service for ADA Paratransit eligible individuals in the service area to which the plan applies. Other entities providing complementary Paratransit services in the GO BG transit Service Area include The Housing Authority of Bowling Green, GRITS, Western Kentucky University Transit, and various human service providers serving a limited customer base. GO BG transit shall work with all area providers of complementary Paratransit services to avoid duplication of services where possible.

Rules for ADA Eligibility for Complementary Paratransit Services

1. ADA complementary Paratransit service must be provided to all passengers described as being ADA eligible under 49 CFR §37.123. ADA eligibility includes the following:
2. Any individual with a disability who is unable, as a result of a physical or mental impairment (including a visual impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from an accessible vehicle in the system. Included in this category are individuals with mental or visual impairments who cannot navigate the system.
3. Persons who cannot use vehicles without lifts or accommodations. These persons are eligible for Paratransit service if accessible fixed-route vehicles are not available on the bus routes in which they need to travel, when they need to travel during operational hours of GO BG transit.
4. Persons with specific impairment related conditions that cannot travel to a boarding location or from a disembarking location to their final destination. The condition must prevent the person from using the fixed-route system. Conditions that make getting to the fixed-route bus stop “more difficult” do not grant eligibility. Second, architectural barriers (such as no curb cuts) not under the control of GO BG transit, and environmental barriers (such as distance, terrain, and weather) do not, when considered alone, confer eligibility. If, however, travel to or from a boarding location is impossible when these factors are combined with the person’s specific impairment-related condition, conditional Paratransit service will be provided to eligible passengers.

How to Become Certified as ADA eligible For Complementary Paratransit Service

Applications for certification as being ADA eligible for GO BG transit’s complementary Paratransit service are available at GO BG transit’s offices located at 304 E 11th Avenue, Bowling Green KY 42101, or a request for a copy to be mailed can be made by calling the GO bg transit’s office at (270) 782-3162 EXT 316. Applications are also available for download from GO bg transit’s website located at www.casoky.org/transportation .This site also includes hours of operation, holiday schedule, ticket information, bus route map, weekly fixed-route schedule, and Saturday GO Shopping schedules.

Once the application is received, GO BG transit will notify the applicant within twenty-one (21) days of his/her eligibility status. If a determination has not been made within 21 days of receiving the completed application, the applicant will be treated as eligible and will be provided service until or unless GO BG transit denies the application. The applicant will receive a letter verifying whether eligible for service or not. If denied, GO BG transit will state specifically the reason for the denial.

Certification applications are available to anyone who requests them and are made available electronically at www.casoky.org/transportation. Certifications are renewed every three (3) years.

Temporary Disability Eligibility For Complementary Paratransit Service

Any individual with a temporary disability, for the purpose of determining ADA eligibility will be subject to the same standards as those with permanent disabilities. Certification of eligibility in such cases will be subject to a specific expiration date.

Appeals Process for Denial of ADA Eligibility

The City of Bowling Green Administrative Appeal procedures are established in Bowling Green City Code. GO BG transit has established an administrative appeals process through which an individual who has been denied ADA complementary Paratransit eligibility can obtain review of the denial.

1. Appeal of the denial to certify an individual as ADA Paratransit eligible must be filed within 60 days of written notification of the determination.
2. Upon receipt of the denial, GO BG transit will provide the individual with the opportunity to be heard and to present information and arguments to an individual not involved with the initial decision to deny eligibility. GO BG transit will again provide written determination as to the decision made upon completion of the appeals process and the reasons for it.
3. Any person aggrieved by the decision of the initial decision maker may appeal to the Transportation Manager for GO BG transit.
4. Any person aggrieved by the decision of the Transportation Manager may appeal to the CEO. Any person aggrieved by the decision of the CEO may appeal to the City of Bowling Green Administrative Appeals Board. Such appeals shall be governed by City of Bowling Green City Code.
5. GO BG transit will provide complementary Paratransit service to the applicant pending the final determination of the appeal.
6. If a customer appeal is denied and the applicant thinks the ADA Paratransit eligibility process was unfair, the applicant can file a complaint with the Federal Transit Administration Office of Civil Rights 1200 New Jersey Ave., SE, Washington D.C. 20590 (202) 366-648 (Voice) (202) 366 8538 (TTY).

ADA Eligible Visitors Policy

In accordance with the federal regulations published by the United States Department of Transportation, GO bg transit will make complementary Paratransit service available to any individual with disabilities who does not reside in the jurisdiction served by GO bg transit.

GO bg transit will treat as eligible all visitors who present documentation that they are ADA eligible under the ADA Paratransit eligibility criteria in the jurisdiction in which they reside.

All visitors requesting complementary Paratransit service in the jurisdiction in which GO BG transit provides service, who do not present such documentation, will be required by GO BG transit to show documentation of the individual's place of residence and documentation of his or her disability, provided it is not apparent. GO BG transit shall accept certification from such an individual, that he or she is unable to utilize fixed-route transit service.

GO BG transit will provide complementary Paratransit service to said visitor, who does not have documentation that he/she is ADA eligible, for no more than 21 days from the first day of service to such an individual.

How GO BG transit's ADA Complementary Paratransit Service Meet The Requirements of the Americans with Disabilities Act Regulations

Under GO BG transit's Complementary Paratransit Service Plan, the level of service provided to persons determined to be ADA eligible is similar to GO BG transit's fixed-route bus service. Six service criteria are included in the regulations. The following is a description of how GO BG transit's complementary Paratransit service meets or exceeds the six service criteria:

SERVICE AREA:

ADA complementary Paratransit service is provided to all origins and destinations within the service area. For GO BG transit, the basic service is centered on each fixed-route bus route and extending $\frac{3}{4}$ of a mile from any point of the fixed-route. It includes all areas within the Core Area of Service. GO BG transit has provided such service to all areas within the City limits since at least 2003. (Please reference maps, and brochure in maps section)

RESPONSE TIME:

As stated in the regulations, pick up times will be negotiated with ADA eligible passengers to make scheduling more efficient. As a ride-sharing service, GO BG transit is allowed a one-hour window on either side of the requested pick up time. Any negotiation of time will be discussed with the passenger prior to pick up. The vehicle can show up 15 minutes before or after the agreed upon time.

FARE STRUCTURE:

Fares charged for an ADA eligible complementary service trip to ADA eligible users will be the same amount as the base cash fare paid by passengers of the GO BG transit fixed-route system. The current amount of fare for a one-way complementary Paratransit trip is \$4.00. Personal Care Attendants (PCA) traveling with the ADA eligible passengers will not be charged, as defined in the regulations. Passengers must be listed as having a PCA when filing the necessary application for ADA eligibility.

TRIP PURPOSES:

Requests for all types of ADA eligible trips will be accepted and provided within the service area.

HOURS AND DAYS OF SERVICE:

ADA complementary Paratransit service shall be offered during the same days and hours that GO BG transit offers fixed-route bus service. It is important to remember that a passenger must be certified as being ADA eligible before the passenger can make a reservation request.

Requests for GO BG transit complementary Paratransit service to certified ADA eligible users on a particular day will be accommodated as long as the reservation is made anytime during the previous day's business hours. GO BG transit does not provide same day scheduling. ADA complementary Paratransit trips may be requested during the following times:

A person may call by 4:30 pm to schedule a trip for the next day as early as 6:00 am.

GO BG transit office business hours are 8:00 a.m. – 5:00 p.m., Monday through Friday.

GO BG transit uses an answering system after hours for cancelling trips or on Saturday and Sunday to schedule trips for Monday. Appointments can be made up to two weeks in advance.

Service is on a first-come, first-served basis and is a ride-sharing arrangement. In order for staff to coordinate trips effectively, requests for a specific driver or vehicle are not accepted.

CAPACITY CONSTRAINTS:

GO BG transit does not limit the number of ADA eligible complementary Paratransit trips to ADA eligible passengers of the public transportation system.

Since Paratransit is a shared ride service, Paratransit rides between Point A and Point B will usually take longer, and involve more intermediate stops, than a taxi ride between the same two points with one passenger in the vehicle. However, GO BG transit does not intentionally schedule excessive trip lengths.

Attendant Policy

Personal care attendants (PCA) will be permitted to accompany ADA eligible riders on ADA eligible trips at no charge. GO BG transit will require that passengers state the need for a PCA when they request ADA eligibility certification. GO BG transit does not provide PCA's.

One guest will be allowed to accompany an ADA eligible complementary Paratransit passenger on their ADA eligible Paratransit trip. More than one guest will be allowed on a space available basis. The PCA is not considered to be a "guest". A guest is required to pay the applicable Paratransit fare.

Children under the age of 12 are required to be accompanied by a parent, guardian or another responsible adult.

GO BG transit's Driver Origin to Destination Assistance Policy

It is the policy of GO BG transit to provide complementary Paratransit services within the Service Area of GO BG transit. Transportation service is provided by ADA accessible buses or mini-vans. Drivers are trained to provide minimal assistance only. Drivers are not trained to provide medical assistance.

To ensure timely service, GO BG transit's complementary Paratransit services are considered origin to destination. On a case-by-case basis, GO BG transit drivers may provide door-to-door assistance, but in no case will they be expected to go beyond that level of service.

Shopping Trips

To ensure timely service, passengers are encouraged only to bring what they can carry on their own or with assistance of a personal care attendant (PCA). Passengers are welcome to bring a collapsible shopping cart on board the vehicle to assist them with their purchases.

Trip Cancellation Policy For a Scheduled Trip

There is no penalty for a cancellation as long as notice is given at least one (1) hour in advance of the scheduled pick up time. Passengers are encouraged to give as much notice as possible if unable to make the appointment. We ask that passengers be cooperative in reducing cancellations. Cancellations are disruptive to the overall operation and the time could have been scheduled by another passenger. If a passenger cancels a trip less than an hour before the scheduled pick up time, it will be a late cancellation and treated the same as a No Show.

Passengers should call GO BG transit at (270) 782-3162 EXT 316 as soon as known to cancel any trips. Cancellations can be made by leaving a message on the answering system 24 hours a day 7 days a week, but every effort should be made to call during business hours which are between 8:00 a.m. and 5:00 p.m., Monday through Friday.

No Show Definition and Policy

We request that passengers be ready to be transported a few minutes ahead of schedule. GO BG transit defines a No Show as occurring when all five of the following circumstances have occurred:

1. The customer (or the customer's representative) has scheduled ADA Paratransit service.
2. There has been no call by the customer or his/her representative to cancel the scheduled trip one or more hours before the start of the pick-up window.
3. The Paratransit vehicle has arrived at the scheduled pickup point by the scheduled pick up time.
4. The driver has waited at least 5 minutes beyond the scheduled pick up time, but the customer has failed to board the vehicle or refuses a trip.
5. The driver cannot reasonably see the customer approaching the vehicle.
6. It is important to note that if a No Show occurs, the return trip is automatically cancelled unless otherwise specified by the customer. This prevents the customer being charged two No Shows in one day.

The following is the No Show policy for complementary Paratransit service:

1. If a passenger is not ready at the scheduled pick up time or refuses a trip, the driver will be instructed by dispatch to continue with his/her regular schedule and the trip will be considered a No Show.
2. The drivers have been instructed to radio dispatch in the case of a No Show. When the driver notifies the office of the pending No Show, it must be verified by Dispatch or a supervisor. Dispatch or the supervisor will then enter the information on the Dispatch Screen in the transit dispatching system.
3. The driver must mark the Driver Manifest as a No Show with the correct time of pick up and mileage. The driver will select "No Show" on the Tablet and mark his/her manifest as "No Show". This will show up on the Tablet if one is installed on the vehicle. Information will also be displayed in verification for office staff to view.
4. When verification is done on the vehicle, No Shows are displayed in verification and then the person doing the verification can send out a No Show letter to the customer. No Show letters are sent out the same day the verification took place.

No Call No Show Pattern and Return Trip Procedures

There are many circumstances that may be beyond the rider's control, including but not limited to:

- Family Emergency
- Illness that precluded the rider from calling to cancel
- Personal attendant or another party who didn't arrive on time to assist the rider
- Rider was inside calling to check the rider status and was on hold for extended time
- Rider's appointment ran too long and did not provide opportunity to cancel in a timely way
- Another party cancelled rider's appointment
- Sudden turn for the worse in someone with a variable condition
- Adverse weather impacted rider's travel plans, precluding the rider from cancelling in a timely way

Transit agency error, which may not be counted as a rider no-show, includes but is not limited to:

- Vehicle arrived late, after the pickup window
- Vehicle arrive early, before the pickup window, and rider was not ready to go
- Vehicle never arrived
- Vehicle went to wrong location
- Driver didn't follow correct procedures to locate the rider
- Rider cancelled in a timely way but the cancellation was not recorded correctly or wasn't transmitted to the driver in time.

Policy Relating to Suspension of Riding Privileges Due to Excessive No Shows or Late Cancellations or Inappropriate Conduct

GO BG transit reserves the right to suspend service to an individual who, for reasons within his or her control, has a “pattern or practice” of missing scheduled trips. This provision does not apply to trips that are missed for reasons that are beyond the passenger’s control, (including trips which are missed due to GO BG transit error). GO BG transit also reserves the right to suspend service to an individual who engages in violent, seriously disruptive or illegal conduct on a Paratransit vehicle or to a Paratransit driver. Before suspending service, GO BG transit will take the following steps:

1. After an individual has missed three scheduled trips within 30 consecutive days for reasons within his/her control, GO BG transit will notify the individual in writing of the proposal to suspend service and the proposed sanction.
2. Upon receipt of the suspension, GO BG transit will provide the individual with the opportunity to be heard and to present information and arguments to an individual not involved with the initial decision to suspend service to the individual.
3. After giving the individual the opportunity to be heard and to provide information and arguments contrary to the proposal to suspend service, GO BG transit will provide notification of the decision and the reasons for it.

**Appeal Process for Suspension of Service Due To
No Shows or Inappropriate Conduct**

The City of Bowling Green Administrative Appeal procedures are established in Bowling Green City Code. GO BG transit has established an administrative appeals process through which an individual who has been denied ADA complementary Paratransit service due to No Shows or Inappropriate Conduct can obtain review of the denial.

All suspensions of service due to No Shows are subject to a formal appeal, in writing to the GO BG transit Compliance Officer at 901 Beauty Ave, Bowling Green KY 42101. Upon receipt of the denial, GO BG transit will provide the individual with the opportunity to be heard and to present information and arguments to an individual not involved with the initial decision to deny eligibility. GO BG transit will again provide written determination as to the decision made upon completion of the appeals process and the reasons for it.

1. Any person aggrieved by the decision of the initial decision maker may appeal to the Transportation Manager for GO BG transit.
2. Any person aggrieved by the decision of the Transportation Manager may appeal to the CEO. Any person aggrieved by the decision of the CEO may appeal to the City of Bowling Green Administrative Appeals Board. Such appeals shall be governed by City of Bowling Green City Code.
3. GO BG transit will provide complementary Paratransit service to the applicant pending the final determination of the appeal.
4. If a customer appeal is denied and the applicant thinks the ADA Paratransit eligibility process was unfair, the applicant can file a complaint with the Federal Transit Administration Office of Civil Rights 1200 New Jersey Ave., SE, Washington D.C. 20590 (202) 366-648 (Voice) (202) 366 8538 (TTY).

The City of Bowling Green Administrative Appeal procedures are established in Bowling Green City Code. GO BG transit has established an administrative appeals process through which an individual who has had service suspended due to excessive No Shows can obtain review of the suspension.



ADA Complementary Paratransit – GO, too Guidelines

Scheduling

- Appointments must be made by 4:30 the day before the trip
- NO same day trips will be scheduled.
 - If an appointment is to a doctor, consider scheduling a pharmacy trip same day. It can be canceled if not needed, but can't be added same day after appointment.
- Appointments can be scheduled up to two weeks in advance
- If an Attendant for you is also approved, there is no additional fee, but must be scheduled at for same time, same pick ups and drop off destinations as yourself.
 - Same for unapproved attendant rider, but that fee is \$4
- Rider(s) must be ready 1 hour before scheduled pick up.
- Be ready, be on time. Vehicle can wait only 5 minutes for loading, than they must move on to next appointment.
- For medical appointments only, the return trip time does not have to be set, you may call when ready. Driver will fit you in for pick up.
- If other appointments are done earlier than scheduled, please call us and we will try to fit you in earlier.
- Assist animals are permitted, any others must be in an approved carrier and cannot be threatening.
 - Driver can ask what the service an assist animal provided.
 - The animal must be control of individual at all times.
- The night before (usually around 5 p.m to 6 p.m.) someone will call you to confirm pick up time. (even if you called at 4:30 p.m. that day to schedule).

Canceling

- If you need to cancel a ride, please notify us ASAP, but at least one hour before scheduled time.

Fee/rates

- The fee for paratransit services is \$4.
 - Must be in cash, exact fare. No checks, no credit cards.
 1. NO change; driver does not make change
 - Or purchased Pink ADA pass
 1. Purchase from GObg office
 2. Driver
 3. Recommend to keep couple extra in wallet in case of the unexpected no worries about exact fare.

Rider ID Card

- In about one week, you will receive a "Rider ID Card" to show approved ADA rider and letter. However, you can begin service before the card arrives.
 - Back of ID card is half fare card for fixed route. (\$1), show fixed route driver.
 - Even though approved ADA Paratransit, you can still ride the fixed routes.

Signature: _____ Date: _____

I am signing that I received a copy of these ADA Complementary Paratransit – GO, too guidelines to keep for my reference.



Stop Announcements

GO bg transit includes training on stop announcements in new hire training along with passenger sensitivity training among other subjects. Drivers are given a list of stop announcements and trained to use them.

GO bg transit conducts annual driver evaluations using the Driver Annual Evaluation Form (attached) to check off each area being evaluated. This form has an element included for addressing Announcing Stops as part of the evaluation. There is a comment area beside each element that is used to note how the driver performs in addition to the check off areas. There is an additional area for comments at the bottom of the form. Each driver and evaluator must sign the form at the conclusion of the evaluation.

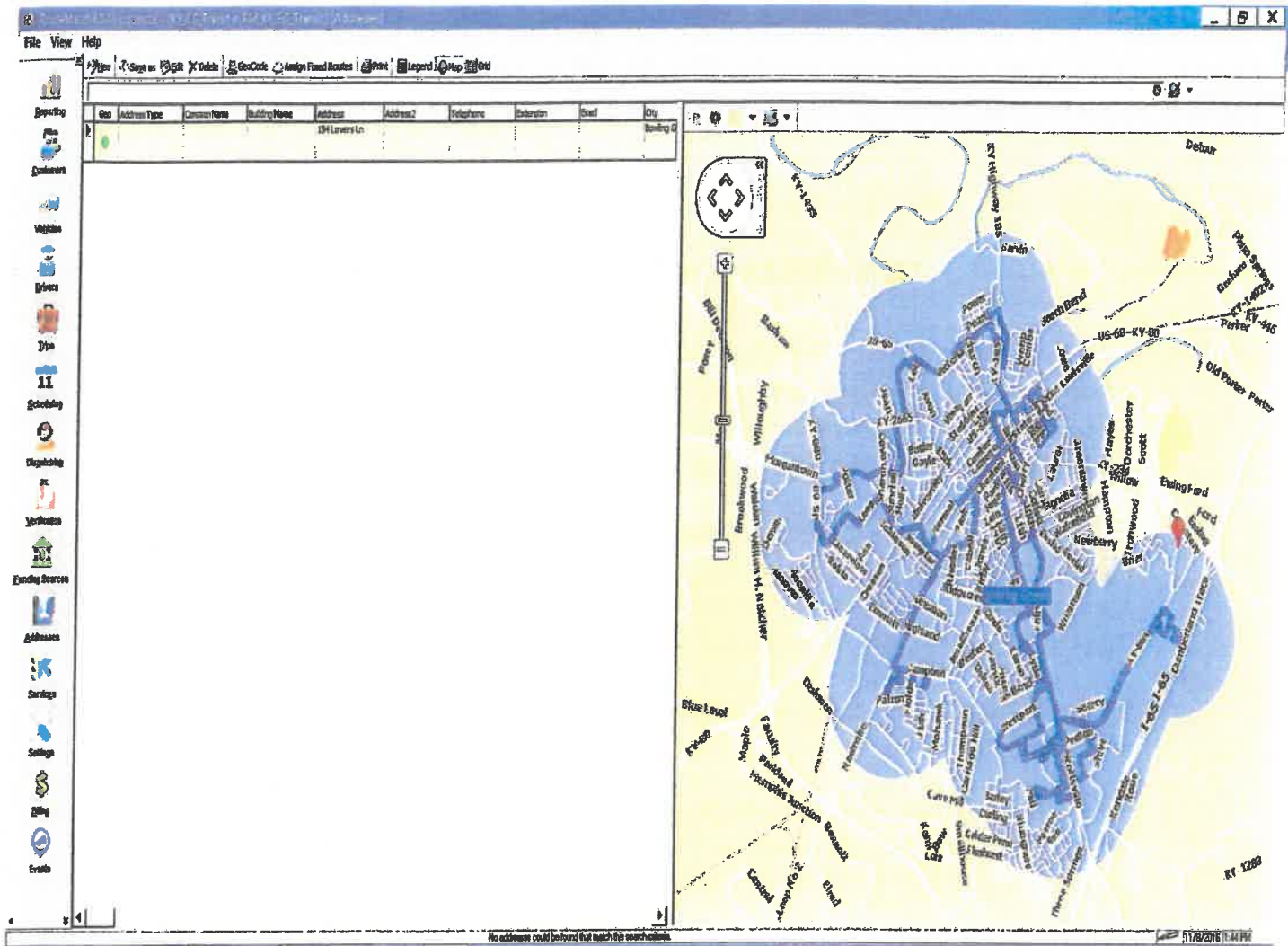
Stop announcements and the requirements for them are addressed periodically at employee trainings, information is handed out to the drivers and they sign that they have received the information.

Spot checks of drivers are conducted on a random basis from inside and outside of the bus at stops that are served by more than one route.

Video Cameras and the random monitoring of drivers on the recording is another tool that monitors Stop Announcements. DVR's on all GO buses are scheduled for replacement including upgrading this year.

GO bg transit also requires ADA Paratransit drivers to use announcements of major intersections and locations to help keep riders aware of their location and make their trip less stressful.

CORE AREA MAP





GO bg transit

Wheelchair and Power Scooter Procedures

GO bg transit fixed route buses are all Americans with Disabilities Act (ADA) accessible either by an access ramp, or wheelchair lift. All lifts and ramps are cycled as part of the Pre-trip performed on a vehicle before that vehicle is placed in service each day.

Riders needing to use the lift to access the bus need to tell the driver that they would like to board by the lift. A rider does not have to be in a wheelchair or scooter to use the lift. The rider should follow the driver's instructions and hold on to the handles provided on the lift. Wheelchair and Scooter riders should turn off their assist device while on the lift.

GO bg transit does not have a maximum size or weight limit stated for wheelchairs and scooters with their riders.

Drivers will attempt to load a rider using the lift and will load the rider if the lift can provide the lift. Riders whose combined weight of the rider and their assist device exceed the mechanical capabilities of the lift on the bus in service on that route at that time will not be able to be transported.