

GoBus Rider's Guide

Hocking Athens Perry Community Action

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ABOUT GOBUS

Mission

GoBus is a rural intercity bus service that is funded by the State and Federal government. The Ohio Rural Intercity Bus Program (Section 5311(f)) is designed to address the intercity bus transportation needs of the entire state by supporting projects that provide transportation between non-urbanized areas and urbanized areas that result in connections of greater regional, statewide, and national significance. Hocking Athens Perry Community Action (HAPCAP) is the administrator of the grant with Barons Bus Lines handling the bus operations.

Structure

Federal Transit Authority > Ohio Department of Transportation > City of Athens > HAPCAP > Barons Bus

Hours of Operation

GoBus runs 7 days a week, 365 days a year, including all holidays*

GoBus Call Center:

Monday - Friday 8:00AM-4:00PM

After-Hours Call Center: Monday-Sunday 4:00AM-8:00AM, 4:00PM-12:00AM

HAPCAP Office:

Monday - Friday 8:00AM-4:00PM

*Unless inclement weather has occurred causing a cancellation, see the Ticketing section for more information on cancellations and delays

RIDER'S GUIDE:

Ticket Information

Ticket Purchase Options

Buy Online:

Tickets may be purchased any time online at webstore.ridegobus.com then print the tickets directly from the printer. Tickets can be purchased up to 30 minutes prior to the scheduled departure time.

If ticket is purchased online, please print it out ahead of time. Stop locations will NOT be able to print tickets. If there is trouble printing the ticket, please call our toll free number 888- 95-GOBUS (888-954-6287) M-F 8am to 4pm.

Traveling beyond the GoBus route on Greyhound? Purchase tickets through Greyhound (including the GoBus ticket) at Greyhound.com

Buy at Ticketing Locations:

Stop by any of our ticketing locations to purchase tickets with cash or by credit card. Go to our website at ridegobus.com for a complete list of ticketing locations.

Buy over the Phone:

Tickets may be purchased over the phone at the GoBus call center between the hours of 9:00-5:00 Monday-Friday, with the exception of holidays, ONLY if you have a credit card. A valid e-mail address must be provided to send you the ticket and you MUST have access to a printer if you wish to purchase the ticket 24 hours before the travel time. Otherwise, if you need to receive the ticket by mail, you'll need to purchase your ticket 10 days before the travel date.

Buy from the Bus Driver:

For an additional charge, tickets can be purchased with cash from the bus driver when boarding the bus, provided there are seats available. These are referred to as "non-reservation tickets".

Important Information:

- Cash is accepted ONLY if seats are available
- Passengers with advance purchase tickets board first.
- Please pay the driver as you board the bus.
- The driver can only accept cash. The exact fare amount is required – Drivers do not carry change.
- Passengers must purchase a ticket from each driver for trips that require a bus transfer.

Ticket Prices

Prices are contingent upon the distance that is being traveled. All next stop trips are only \$5 (ex. Athens to Nelsonville). Tickets are either \$5, \$10, \$15, \$20, \$25, or \$30. In addition, there is tax and a \$2.50 service charge per purchase. To find the price for a specific trip, use our Fare Calculator on ridegobus.com or go to the ticketing webstore and act like you are going to purchase the ticket. Non-reservation fares are also available on Google Transit to view.

Children 5 years old and younger ride for free. They do not need a ticket to board the bus. (See “Children Traveling” section for more information about traveling with a child.)

Continuing Service Tickets

GoBus makes traveling by bus even easier by offering continuing service tickets on Greyhound Lines when tickets are purchased online or at one of our ticketing locations.

Traveling beyond the GoBus route on Greyhound? Purchase your tickets through Greyhound (including your GoBus ticket) at Greyhound.com but please note that our refund policy does not apply when our tickets are purchased on Greyhound.com.

Advance Tickets vs. Cash Tickets

Passengers who have purchased tickets in advance online, from one of our ticketing locations, or over the phone will be boarded first. Passengers with cash will be able to purchase a ticket from the driver if seats are available.

We recommend purchasing your ticket in advance – especially if you are traveling on a Friday, Sunday, or in conjunction with a holiday. We make every effort to have a seat available for passengers holding a pre-purchased ticket. While purchasing a ticket in advance helps to ensure a seat is available, it is not a guarantee.

Cancellation or Delays of Service

GoBus operates 7 days a week, 365 days a year. We will only cancel service due to adverse weather conditions or other safety related concerns. GoBus reserves the right to delay or cancel service.

Please note, buses that arrive within 15 minutes of the scheduled arrival time are considered to be on-time. Wait at least 15 minutes before calling GoBus for an update on a delayed bus.

We do our best to stay on schedule; however, occasionally we do encounter delays due to weather, construction, traffic, mechanical issues, etc. When the buses get behind schedule, we notify passengers via the website and social media. We are working on implementing new technologies not only to help us stay on schedule but to also notify our passengers when a delay does occur.

Call 888-95-GOBUS (888-954-6287) or visit ridegobus.com for up to date weather information.

Greyhound Tickets

GoBus partners with Greyhound to provide seamless ticketing between GoBus routes and Greyhound routes. You can purchase tickets for GoBus and Greyhound to anywhere across the country on the Greyhound ticketing website or at any Greyhound ticketing agent.

Please note that rules and regulations vary between GoBus and Greyhound. We recommend reviewing Greyhound's website for more information on their policies.

Ticket Refunds

GoBus tickets purchased through the GoBus website are refundable under certain circumstances. No refunds will be approved after the scheduled departure date and time. Exceptions will be granted for route delays, cancellations and inclement weather. Call 1-888-954-6287 or e-mail info@ridegobus.com to request a refund.

Refunds can be issued in the following ways:

- **Online Credit.** An online credit will only be issued if you have created an online account which can be done at webstore.ridegobus.com. This credit will be applied to your next online ticket purchase. Please note: Online credit is the only form of getting a refund that is not subject to a cancellation fee. Service fees are not refundable.
- **Refund to Your Credit Card.** We will refund the credit card used to purchase your ticket. Please note: Customers who wish to have their credit card refunded may be subject to a 10% cancellation fee. Service fees are not refundable.
- **Refund by Check.** A refund will be issued in the form of a check and mailed to the address provided. Please note: Customers who wish to receive a refund by check may be subject to a 20% cancellation fee. Service fees and sales tax are not refundable.

To request a check refund, customers can mail the original unused ticket along with their name, mailing address, and the reason you are requesting a refund to:

GoBus Ticket Refund
PO Box 220
Glouster, OH 45732

GoBus tickets purchased through Greyhound's website, Greyhound ticketing counter, or GoBus ticketing location are refundable through Greyhound. Visit www.greyhound.com for information on receiving a refund.

Ticket Exchanges

Tickets can only be reissued prior to date of travel. The reissue must be made at least 24 hours prior to the scheduled departure time and only during regular business hours of 8:00AM-4:00PM Monday through Friday. While a reissue does not require a reason, a reservation will only be reissued one time. A reservation can be cancelled within 60 days prior to the scheduled departure date and the passenger will be refunded the full ticket amount minus a cancellation fee and non-refundable service fees. No

reissues will be approved after the scheduled departure date and time. Exceptions will be granted for route delays, cancellations and inclement weather.

GoBus tickets are good ONLY for the date and time printed on the ticket. We can only reissue tickets purchased through ridegobus.com. Greyhound tickets can only be reissued by Greyhound.

For more information call our toll free number Monday through Friday 8am to 4pm at 888-95-GoBus (888-954-6287) or send e-mail to info@ridegobus.com.

Information on Riding GoBus

Getting on the Bus

Before your travel date arrives, please check the website for up-to-date travel information. We occasionally adjust schedules or relocate stop locations. While we do our best to notify passengers when these changes occur, it is the passengers responsibility to verify departure and arrival times and pick up and drop off locations. Keep in mind, inclement weather can cause the service delays.

Please arrive at least 15 minutes prior to the scheduled departure time to ensure you have enough time to locate the correct location to wait for the bus. If you suspect the bus may be late, wait until the bus is 15 minutes past due and call 1-888-954-6287 for an update.

Passengers with tickets will board first. Passengers who have purchased tickets in advance online, from one of our ticketing locations, or over the phone will be boarded first. Passengers with cash will be able to purchase a ticket from the driver only if seats are available.

Passengers must have their printed ticket and photo ID ready as they board the bus. Be careful to have your ticket and not just the receipt. Tickets have a bar code on them, receipts do not. At this time we cannot accept tickets on smart phones or other mobile devices.

Passengers paying the driver with cash should have the exact fare amount out and ready to hand to the driver as they board.

Bus Amenities

Our buses are equipped with air conditioning, an on-board restroom, reclining seats with headrests, footrests, and tinted windows. Feel free to bring reading material, radio headsets, and a small pillow for your comfort. Food and non-alcoholic beverages may be carried on board for personal consumption.

Most of our buses feature free wireless internet connection and electrical outlets at every seat. Outlets are available at most seats. (Seats that adjust to accommodate wheel chair passengers may not have an outlet available.) Please be respectful to your fellow passengers when using the outlets.

Radios, laptops, and other electronic items may be carried on board, provided they do not disturb fellow passengers and that headphones are used.

Occasionally the outlets stop working. If you notice the outlets are not working, please notify the driver at the next stop. In many cases the driver can reset them. If the outlets are unavailable, no refund will be issued.

Wi-Fi

GoBus Wi-Fi lets you connect to the internet to check your email, surf the web, play games and connect to your corporate network. This service is completely FREE!

By connecting to our network, you agree to the Acceptable Use Policy (AUP) below. If you cannot agree to this policy, you must not connect to the GoBus wireless network.

Acceptable Use Policy (AUP)

GoBus will do their utmost to provide a reliable, stable service. However, users of this service accept that:

- The service may become unavailable at any time, and without notice. If this happens, we will endeavor to restore the service as soon as we can.
- GoBus cannot take any responsibility for any user data traversing the hotspot. We cannot guarantee that your data will not become lost, corrupted, or intercepted in transit. We cannot take responsibility if you lose an email or a download or any other kind of transmission, or if someone gains access to your passwords, or for any other like circumstances.
- Security of the user's equipment and data is not the responsibility of GoBus. It is the user's responsibility to safeguard against the risks of hacking, viruses, eavesdropping, and all other such hazards. GoBus is not liable for any kind of loss or damage whatsoever.
- Parental controls are active to block Internet content, which might be found offensive to other passengers or deemed "inappropriate" for children, however, GoBus cannot guarantee that such controls will filter all "inappropriate" content.

GoBus Wi-Fi is provided for our riders. As such, it is necessary to use the hotspot in a "community-minded" manner. In order to provide a "fair" service for everyone, GoBus reserves the right to:

- Bar access to the hotspot to anyone who is deemed to be in breach of this AUP, or is behaving in an unsociable manner (for example by consuming all available bandwidth for themselves), or for any other reason.
- Block access to any network protocols that are deemed inappropriate or may violate this AUP. Such network protocols include but are not limited to those used by file sharing applications such as KaZaA, eDonkey, FTP, and Napster.
- Apply any such traffic shaping as is deemed necessary to provide the service in a fair and stable manner.
- Users of the GoBus Wi-Fi agree to keep their activities legal and in good taste. Users are forbidden to use the hotspot for the transfer of copyrighted, offensive, "inappropriate" materials, spam, or any other such articles.
- Alter the terms and conditions stated in this document at any time and for any reason.

Availability of Wi-Fi

GoBus will make a reasonable effort to make free Wi-Fi available to every passenger. If the Wi-Fi service is unavailable, no refund will be issued.

Children

Any passenger under the age of 12 years old must be accompanied by another passenger at least 17 years of age or older at all times.

Passengers that are 12 to 16 years of age may travel unaccompanied at full adult fare when certain conditions are met in their entirety.

If any of the below conditions are not met, then the passenger must be accompanied by a passenger at least 17 years of age or older in order to travel.

- The passenger's trip will begin and end on the same schedule (no transfers).
- The passenger's trip will be no longer than eight (8) hours in duration, and must occur between the hours of 7:00 a.m. and 8:00 p.m.
- The person named on the GoBus Unaccompanied Child Form (located below) who is providing the child transport to the departure bus stop must stay with the child until the bus arrives.
- The child must have and carry with them a copy of the GoBus Unaccompanied Child Form, signed by the child's parent, legal guardian, or custodian, giving them permission to travel.
- The person named on the GoBus Unaccompanied Child Form who is meeting the child at the destination bus stop must be at the destination bus stop prior to the bus's scheduled arrival.
- The person named on the GoBus Unaccompanied Child Form who is meeting the child at the destination stop must have positive photo identification, such as a driver's license or state-issued ID card. Without such identification, the child will be released into the custody of Child Protective Services or to local law enforcement.
- The child's parent or legal guardian must contact GoBus at 888-95-GoBus (888-954-6287) at least 24 hours in advance of the travel date. The Administrator and/or Vendor may grant exceptions under extenuating or unusual circumstances.
- The parent, guardian or legal custodian of the child must complete and sign the GoBus Unaccompanied Child Form authorizing the child to make the trip. This form lists the departure and destination locations of the child's trip, as well as the name, contact details, and signature of the person who is authorizing the trip (the child's parent, guardian, or legal custodian), and the name and contact details of the person meeting the child at the destination bus stop. It also provides an emergency contact name and telephone number in the event it is needed.

Child Tickets:

- Children 5 years of age and younger ride for free with a full-priced adult ticket (one free 5 years and younger passenger per adult ticket). They do not need a ticket to board the bus. Children 6 years and older must have a ticket to board the bus. Young children must be accompanied by an adult at all times. If you are traveling on with Greyhound or another carrier, you may want to check their children traveling policies.
- Children and young adults should be prepared to produce a photo ID with proof of age to avoid being refused from traveling on GoBus.
- One child under the age of 2 can sit on your lap instead of using a seat, and in this case they travel for free.

Child Safety Seats:

Customers are welcome to use child safety seats on GoBus. However, if the bus is full the seat space may need to be purchased. You should ensure that your child seat has been approved for use in a motor vehicle, and is used in accordance with the manufacturer’s instructions.

You are responsible for providing the strapping or the webbing by an approved child seat manufacturer. An “Appropriate Booster Seat” is a secured insert seat designed to raise a child to the correct height for safe securement using a standard adult shoulder belt. A description of appropriate booster seats is available from the National Highway Traffic Safety Administration at <http://www.nhtsa.gov/Safety/CPS>. You are also responsible for securing your child in the child seat.

If you need travel assistance, call 888-95-GOBUS (888-954-6287) as far in advance as possible. GoBus will be better able to help you during your trip if we know in advance that you are coming and what your needs are.

Onboard Restrictions

All passengers should remain seated while the bus is in motion. For everyone’s safety and comfort, we ask passengers to follow certain restrictions while on board.

- No smoking or chewing tobacco.
- No alcohol.
- No illegal drugs.
- No objects defined as or intended to be used as a weapon (Ohio’s Concealed Carry Law will be enforced).
- No physical or sexual contact with drivers or other passengers.
- No unruly behavior.
- No use of obscene, profane, or indecent language.
- No hazardous materials. (see restricted items)
- No passenger is allowed to solicit for any contributions.
- Do not open windows.
- Shirt and shoes must be worn at all times.

Photography, video, or audio recording of GoBus and Lakefront Lines personnel, equipment, or procedures is prohibited.

No dogs, cats, birds, or other animals will be transported. However, a service animal, trained for the purpose of accompanying a person with disabilities and will be permitted to travel at no additional charge.

Passenger Expectations

Disruptive passengers will not be tolerated on GoBus. Unruly behavior is unfair to other passengers and a distraction to the driver. In the event that a passenger is disruptive the driver will request that the problem passenger cease the behavior immediately. Passengers who continue objectionable behavior will be reported to the dispatcher (who may contact law enforcement officials) and be taken to the nearest public place and asked to leave the bus. Disruptive behavior may result in denial of future service.

Baggage Information

Permitted Baggage

Each passenger is allowed two (2) pieces of checked baggage. Additional pieces of baggage will be accepted if space is available.

In general, acceptable baggage includes suitcases, duffel bags, toolboxes, trunks, and securely tied cardboard boxes. A plastic and/or a paper bag is not acceptable as checked baggage. Baggage must not exceed 62 inches when adding the total exterior dimensions of the piece (length + width + height).

One (1) carry-on bag plus one (1) small personal item can be taken on board for each adult or child. All carry-on bags must fit in the overhead compartment or under your seat.

Personal-type items include purses, briefcases, cameras, food containers, or laptops (case included). Pet carriers are considered either a personal item or a carryon item.

Carry-on bag must be 25 pounds or less and are limited to the dimensions of 10 x 16 x 24 inches.

All Customers and Employees and their items are subject to a thorough, physical search.

The following items are not considered carry-on bags or personal-type items and are not counted against the “one-bag plus one personal-type item” limit:

- A child restraint device for a ticketed child with a reserved seat or when complimentary, available space exists.
- Assistive/mobility devices for individuals with a disability.
- Outer garments or other wearable articles of clothing.
- Food for consumption during your trip.
- Walking canes or umbrellas.

Passengers are responsible for transferring their own bags if they are changing buses. Baggage assistance is available upon request.

All baggage must have a claim check and identification tag. This will be given to passengers at the terminal or will be provided by the bus driver.

The bus driver will open the luggage and storage compartment, assist passengers in loading and unloading baggage in appropriate luggage storage compartment, and close luggage compartment after all handling of baggage is completed.

GoBus is able to transport bicycles. Many of our buses are equipped with a bicycle rack. If a bicycle rack is not available or is full, bicycles will be checked and will be placed in the luggage compartment.

Note: If you are traveling on with Greyhound or another carrier, you may want to check their baggage policies.

Prohibited Items

These items are prohibited on checked or carried baggage:

- Ammunition
- Animals (other than service animals)
- Combustible liquids or materials (e.g. gasoline)
- Compressed gases
- Corpses
- Cremated remains
- Explosives or explosive materials (e.g. dynamite)
- Firearms of all types (Ohio's Concealed Carry Law will be enforced)
- Fireworks
- Flammable liquids
- Hazardous or toxic materials (e.g. volatile chemicals, poisons, radioactive materials, etc.)
- Large bulky items (e.g. Furniture or extremely large boxes)
- Materials with a disagreeable odor
- Matches
- Merchandise for resale
- Protruding articles, or any unsecured articles including those in plastic or paper bags are prohibited
- Vaporous materials (e.g. pesticides)

Prohibited checked items (they CAN only be carried on board):

- electronic equipment (televisions, stereos, gaming devices, laptop computers, computers, etc.)
- film (flammable)
- perishable items (food)
- money

- prescription medication

These items may be sent using Greyhound Package Xpress with appropriate packing.

If you have any questions about what specific items are allowed on board GoBus or Greyhound (as carry-on or checked), please check Greyhound's Prohibited Items List. Some items we allow on the list may be considered illegal on board public transportation in certain states. GoBus and Greyhound will follow local law in these cases.

Lost Luggage

GoBus is not responsible for any lost luggage. Be sure to clearly identify your bags with luggage tags.

If the driver recovers lost property from the bus it is stowed away in a locked room at either the Cincinnati, Athens, Cleveland, or Columbus bus garages. Call 1-888-954-6287 to check if your lost item was recovered and to arrange a pick up or a shipment.

Passengers with Disabilities

Customers with disabilities who need travel assistance should call 888-95-GOBUS (888-954-6287) as far in advance as possible. GoBus will be better able to help you during your trip if we know in advance that you are coming and what your needs are.

Our goal is to make your travel on GoBus a safe, pleasant and convenient experience. Our drivers, customer service personnel and contractors are available to meet the needs of customers with disabilities. We are available to provide any requested assistance which is reasonable. The types of assistance that we are more frequently asked to provide involve boarding and de-boarding, luggage, transfers, and stowage and retrieval of wheeled mobility devices. This service is provided during transfers and rest stops and other times as reasonably requested. We are happy to assist you whether you are traveling alone, using various wheeled mobility devices, or being accompanied by a service animal.

Keys to a Successful Trip

Assistance is available to customers with disabilities when they travel on GoBus and connecting carriers. There are four important steps that will help us serve you better:

Contact GoBus at 888-95-GOBUS (888-954-6287) as far in advance as possible. GoBus will be better able to help you during your trip if we know in advance that you are coming and what your needs are.

If you are traveling with Greyhound in addition to your GoBus trip contact the Greyhound Customers with Disabilities Travel Assistance Line at 1-800-752-4841 as far in advance as possible.

When booking your trip in a terminal or ticketing agent, please let us know you need assistance and if you will be traveling in a wheeled mobility device. When booking your trip online, please contact us by calling 888-95-GOBUS (888-954-6287) or make sure to self-select as a passenger traveling in a wheeled

mobility device if that is the case. If you purchase your ticket over the phone or through any other means, let us know that you are traveling with a wheeled mobility device.

Arrive on time for your selected schedule to inform the driver of your needs during your trip.

Assistance in Boarding and De-Boarding

GoBus and Greyhound personnel can assist with getting on and off the bus, including help with luggage and storage and retrieval of wheeled mobility devices. Please ask your driver or a customer service representative at the terminal or stop for assistance and remind the driver during your trip if you require assistance. GoBus will grant all requests which are reasonable and safe.

Traveling in a Wheeled Mobility Device

The combined weight of the customer and wheeled mobility device cannot exceed 600 pounds and the wheeled mobility device can be no more than 30 inches wide and 48 inches in height per manufacturer specifications for most buses operated by GoBus and Greyhound. GoBus strongly recommends that you contact us at 888-95-GOBUS (888-954-6287) as far in advance as possible if you will be traveling in your wheeled mobility device. Each bus has limited seating capacity for all customers and can only accommodate two passengers traveling in wheeled mobility devices.

Storing and Handling Your Wheeled Mobility Device

If a customer decides not to travel in his/her wheeled mobility device, it may be stored inside the bus if it fits and can be safely stowed. Wheeled mobility devices that cannot be safely stowed inside the bus will be placed in the baggage compartment, if possible. You must ask a customer service agent for a claim check if your wheeled mobility device is stowed in the baggage compartment.

The maximum dimension of the baggage compartment is 33" x 33" x 48". The maximum weight limit for wheeled mobility devices is 200 pounds. Wheeled mobility devices that exceed these dimensions and/or weight limit will not be accepted. Please allow sufficient time for stowing any wheeled mobility devices. This will assist in preventing delays in the departure of the bus.

Traveling Alone and Assistance at Stops

You may travel alone on GoBus only if you are able to travel independently and do not require assistance of a personal nature such as help using the restroom, dispensing medication or constant care during travel. GoBus is not required to provide this type of assistance. If you require assistance, you may wish to include a personal care attendant (PCA) in your travel plans.

GoBus will assist you with any reasonable request during a stop. You should remind the driver or customer service personnel (if present) that you need assistance and the type of assistance you require.

Oxygen/Respirators/Medication

Portable oxygen and respirators may accompany you on GoBus. A maximum of four (4) canisters may travel with the customer – two (2) aboard the bus and two (2) in the baggage compartment. The maximum dimension for each container may not exceed 4.5" H x 26" L. Customers are responsible for ensuring that they have enough oxygen to complete their travel and are responsible for making

arrangements for refills while en route. Oxygen canisters stored in the baggage compartment must be in protective cases with safety caps on the valves.

Always keep your medicine with you on the bus. Do not put it in your checked baggage. GoBus is not responsible for lost medication.

Traveling with a Personal Care Attendant

Personal Care Attendant (PCA) – Persons eligible under Americans with Disabilities Act (ADA) regulations must be allowed a personal care attendant. A PCA is someone designated or employed specifically to help the eligible individual meet his or her personal needs.

A disabled passenger may have one (1) personal care attendant (PCA) ride with them at no charge.

To ensure sufficient seating capacity, the passenger should inform the Scheduler when making a reservation 24 hours in advance that a personal care attendant is required and will be accompanying the passenger.

The PCA is expected to care for the passenger while en route to the destination. The PCA must furnish any care over and above routine passenger assistance provided by the Driver. Use of the PCA is the discretion of the passenger.

Traveling with your Service Animal

Customers with disabilities accompanied by a service animal are welcome. The service animal is the responsibility of its owner and must be under the control of its owner at all times whether by leash, harness or carrier. The service animal must ride in the bus within the customer's space. The service animal may not travel in the aisle or occupy a seat. GoBus reserves the right to refuse passage to any service animal that poses a direct threat to the health and safety of other customers, GoBus personnel or contractors.

Frequently Asked Questions for Passengers with Disabilities

Why should I call GoBus in advance of my trip?

With advance notification, GoBus can better meet the service needs of all customers with disabilities, including people who travel in wheeled mobility devices. Advanced notice is not required, including for a lift-equipped bus for those who wish to travel in a wheeled mobility device; however, each bus can only accommodate two passengers traveling in a wheeled mobility device and there are capacity limitations on every bus for all passengers. Advanced notice will help us serve you better.

What is done with the information I provide?

GoBus will use the information about your travel needs and schedule to arrange assistance by Company personnel and contractors at your point of departure and rest stops and your final destination. Other transportation carriers involved in your trip will receive this information as well.

What if I need assistance during my trip?

You should notify GoBus and its contractors of your need for assistance at each location during your trip. Even if you contacted us, you must make GoBus and its contractors aware of your need for assistance throughout your entire trip.

Do I have to provide proof of my disability?

GoBus does not require proof of disability.

Can I request priority seating?

Priority seating is available for the elderly and customers with disabilities. However, you may sit where your needs are best accommodated. The seats located in the first row directly behind and across from the driver are designated as priority seating. GoBus will make its best effort to accommodate elderly and customers with disabilities in priority seating.

Your Rights as a Customer

GoBus is committed to protecting your rights. If you would like to speak to someone about your needs or rights as a GoBus customer, please call us at 888-95-GOBUS (888-954-6287). If you feel that your rights as a person with a disability under the law have been violated and would like to file a formal complaint, please send a written statement to:

Attn: Title VI Coordinator
GoBus Rural Intercity Bus Service
3 Cardaras Drive
PO Box 220
Glouster, OH 45732

Please include your ticket showing your travel itinerary, a detailed description of the incident, including the bus schedule number, date, time and location, as well as the names(s) and/or description(s) of any GoBus personnel or contractors you believe did not provide you appropriate assistance.

Deaf/hard of hearing/TTY/TDD
1-800-345-3109

Spanish/Español
1-800-531-5332

ADA Compliance Corporate Office
1-800-755-2357

Americans with Disabilities Act Compliance

The Americans with Disabilities Act (ADA) was passed by Congress in 1990. It mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications

and public accommodations. Under the Act, most transportation providers are obliged to purchase lift or ramp-equipped vehicles for their services.

No person shall be denied access to participate in transit service, programs, or activities simply because a person has a disability.

- GoBus will provide programs and services in the most integrated setting possible.
- GoBus will establish eligibility standards or rules that ensure individuals with disabilities an equal opportunity to enjoy their services, programs, or activities.
- GoBus will establish policies, practices, and procedures that ensure equal access to individuals with disabilities.
- GoBus will furnish auxiliary aids and services when necessary to ensure effective communications.
- GoBus may provide special benefits, beyond those required by the regulations, to individuals with disabilities.
- GoBus will not require an individual with a disability to accept a special accommodation or benefit if the individual chooses not to accept it.
- GoBus will not place special charges on individuals with disabilities to cover the costs of measures necessary to ensure nondiscriminatory treatment, such as making modifications required for program accessibility.
- GoBus will operate so that, when viewed in its entirety, the system is accessible to and usable by individuals with disabilities.

