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PRESS RELEASE

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For Immediate Release:

Butte County Association of Governments Launches Innovative Ride Request Portal for Paratransit and Dial-A-Ride Users

April 7, 2025 - Chico, CA: In the latest step to “build a better B-Line,” the Butte County Association of Governments (BCAG), which operates the B-Line Transit service, today announced the launch of a new reservation request portal for paratransit and dial-a-ride users. This innovative platform empowers B-Line riders with smartphones or computers to conveniently book, manage, and track their transit trips without having to call in and wait on hold.

The new reservation portal allows passengers to easily make trip requests, view trip information, access recent locations and trip history, and even cancel rides - all from the comfort of their own device. When the request has been made, a B-Line customer service staff member will approve the trip or contact the user for more information. Riders can also add delegates, such as caregivers or family members, to assist with managing their transportation needs.

"At BCAG, we are committed to making public transportation more accessible and user-friendly for all members of our community," said Amy White, Transportation Analyst. "This new reservation portal is a game-changer for our paratransit and dial-a-ride riders, providing them with greater independence, flexibility, and control over their travel experience." White also points out, "Users can still call in to make ride requests, and with more people using the portal, call hold times will be shorter."

The launch of the reservation portal is part of BCAG's ongoing efforts to modernize and enhance its B-Line Transit service. By leveraging technology, the organization aims to improve the overall rider experience and increase the efficiency of its paratransit and dial-a-ride operations.

To access the new reservation portal, paratransit and dial-a-ride users should visit <https://passengerportal.blinetransit.com/>. The portal is available at any time, allowing riders to request and manage their trips at their convenience.

More information on the portal can be found on the B-Line website at <https://www.blinetransit.com/Paratransit/Passenger-Portal/>.

About Butte County Association of Governments (BCAG):

BCAG is a regional transportation planning agency that supports the development and maintenance of transportation systems in Butte County. BCAG focuses on improving mobility, reducing congestion, and enhancing the quality of life for the region's residents through efficient and sustainable transportation solutions.

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