

**Bucks County Transport, Inc.  
Quick Reference Guide**

**To Schedule a Ride:**

PLEASE CALL THE RESERVATIONS  
DEPARTMENT AT:

Central Bucks Area      215-794-8360

Toll Free Number      1-888-795-0740

**To Cancel a Ride:**

7 Days a Week-24 Hours a Day  
215-794-5556 Voice Mailbox

**Information & Administration:**

Monday thru Friday  
215-794-5554  
9:00 a.m. to 4:30 p.m.

**Funding for the Persons with Disabilities  
Program is provided by the  
Pennsylvania Department of  
Transportation.**

**BTC**

**PERSONS  
With  
DISABILITIES  
(PwD)  
PROGRAM**

**A SHARED RIDE PROGRAM  
for RESIDENTS of  
BUCKS COUNTY with  
PHYSICAL and/or  
MENTAL HEALTH  
DISABILITIES**

Bucks County Transport, Inc.  
P.O. BOX 510  
HOLICONG, PA 18928  
1-888-795-0740

**BTC**

**What is the PwD Program?**

BCT provides shared ride transportation services to Persons with Disabilities (PwD) at a discounted rate. A reduced fare transportation service is available if you are:

- **Between the ages of 18 and 64 with a disability. (Written verification of the disability is required).**

**What is the Verification Process?**

Written verification of a disability by a health organization or qualified individual is required to participate in the PwD Program.

If you do not have a written verification, you will need to complete a Certification of Disability Form that is attached to the Eligibility & Application Form.

**What is Bucks County Transport, Inc.?**

Bucks County Transport, Inc. (BCT) is a private, non-profit corporation organized to provide shared ride transportation services to all Bucks County residents. Our services are provided either directly or through contract with private carriers on a pre-arranged basis. Riders must adhere to all policies and procedures. BCT is unable to provide emergency medical transportation and cannot provide transportation on demand. Service is provided on a first come, first serve basis, and is a curb-to-curb service.

BCT also provides transportation for the Senior Citizen Shared Ride Program, Medical Assistance Transportation Program, Bucks County Department of Mental Health/ Mental Retardation, Welfare-to-Work Program, and various shuttle transportation services.

**When is Transportation Available?**

**6:00 a.m. to 6:00 p.m.  
Monday thru Friday**

**Scheduling Your Ride**

BCT operates this shared-ride program. All rides must be scheduled a minimum of forty-eight (48) hours in advance. If you are calling to schedule a ride two (2) business days before the date of your trip, call between 8:30 a.m. and 2:30 p.m. If you call more than two (2) business days before the date of your trip, you may call between 8:30 a.m. and 5:00 p.m.

- The scheduling office is available Monday thru Friday.
- Standing Order trips are repeat trips for the same day, time and destination each week. These trips are automatically added to the schedule.
- Service is provided on a first come, first served basis. Please schedule your transportation as far in advance as possible.

**Information You Will Need to Provide When Scheduling your Ride:**

- Your complete name and address, including building name, number, street name and house or apartment number.
- Your telephone number.
- Pick-up and return time.
- Your pick-up time will be scheduled at least one (1) hour before your actual appointment time.
- Our vehicles are considered “on-time” if they arrive within thirty (30) minutes before or after scheduled pick-up times.
- Our vehicles are considered on time if they arrive within thirty (30) minutes after a scheduled return time.
- The complete address of your destination (including location of any specific entrance) and telephone number.
- The reservationists must be made aware of any special needs, such as:
  - A wheelchair accessible vehicle.
  - An escort will be accompanying you on your trip.

- A service animal will be accompanying you on your trip.
- Any additional special needs you may require.

**Cancellation Policy**

To cancel a ride, passenger must call the Reservation Department or the Cancellation Hotline at **least two (2) hours in advance of the scheduled pick-up time.** If a passenger cancels two (2) consecutive weeks of “Standing Order” trips, the “Standing Order” will be made inactive, and the passenger must reschedule any future trips at least two (2) business days in advance.

**No-Show Policy**

A no-show occurs when a passenger fails to cancel a trip at least two (2) hours before the scheduled pick-up/return time. Passengers with **three (3) consecutive or five (5) total no-shows in a month** may be suspended from transportation for a period of one (1) month. If a passenger no-shows after being reinstated following a suspension, he or she may be permanently removed from the shared-ride program.

**Unacceptable Behavior**

Passengers who have a pattern of unacceptable behavior may be permanently removed from the shared-ride program.

**Passenger Assistance**

Basic service is curb-to-curb. Drivers will assist passengers on and off the vehicle if so noted upon registration, or if requested at the time of scheduling. If door-to-door service is

required, you may need the assistance of an escort.

**Escorts**

Escorts are permitted to ride free of charge when a letter from a health organization or qualified individual is on file with BCT. The letter must state that the passenger requires assistance.

**Inclement Weather**

In case of inclement weather, check your local radio stations, or call BCT for information regarding transportation.

**BCT Holiday Closures**

New Year’s Day	Labor Day
Memorial Day	Thanksgiving
Fourth of July	Christmas

**How Much Will Your Ride Cost?**

The cost of any one-way PwD trip for a Bucks County resident within Bucks County:

	<b>PwD</b>
<b>Per Person</b>	<b>\$4.00</b>

The cost of any one-way PwD trip for a Bucks County resident, to/from a destination in Philadelphia, Montgomery, Lehigh and Northampton Counties:

	<b>PwD</b>
<b>Per Person</b>	<b>\$5.00</b>

**Tokens**

Tokens are available in lieu of cash fares. Contact BCT at: 1-888-795-0740 for more information.

***Bucks County Transport, Inc.  
P.O. Box 510  
Holicong, PA 18928***

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**NOTES:**