

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 (888) 795-0740

To Cancel a Ride:

7 Days a Week – 24 Hours a Day
(215) 794-5556 Voice mailbox

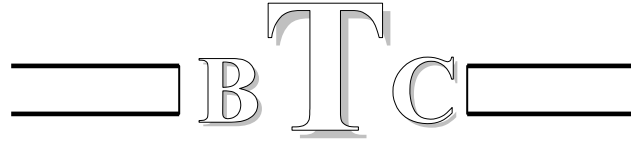
**Information and
Administration:**

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

Funding for the Shared Ride Program is
provided in part by the following:

Pennsylvania State Lottery, Pennsylvania
Dept. of Aging, Pennsylvania Dept. of Public
Welfare and Bucks County Area Agency on
Aging

Rev. 4/08



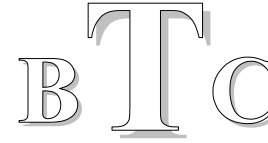
**Bucks County
Shared Ride
Program**

**Bucks County
Transport, Inc.**

General Information Guide

**A Shared Ride Program
for the Residents of
Bucks County**

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



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 service and cannot provide transportation on demand. Service is provided on a first come, first serve basis, and is a curb-to-curb service.

What Services Does BCT Provide?

BCT provides services to Senior Citizens (SC) at a discount on the total fare. To qualify for Senior Citizen transportation, a rider must be a minimum of 65 years of age. This program is funded by the Pennsylvania State Lottery. BCT also provides medical transportation at no charge to Bucks County residents who are eligible for the Medical Assistance Transportation Program.

Shared-ride transportation is also available to any Bucks County resident, considered General Public (GP), who is not covered by the above services.

BCT also provides workshop transportation for the Bucks County Department of Mental Health/Mental Retardation, the Welfare-to-Work Program, and various Shuttle transportation services.

When is Transportation Available?

Service Areas within Bucks County:
(Upper, Central, and Lower Bucks)
8:00 a.m. to 5:00 p.m.
Monday thru Friday
Other hours by special arrangement

Transportation between service areas and to adjacent Pennsylvania counties may be limited to certain times and days. For more information, call the BCT Reservation Department at the numbers listed below.

State regulations require that BCT have an original registration application on file for each rider before providing services. To receive an appropriate application, you may either call the Reservations Department at one of the numbers listed below or write to BCT:

***Bucks County Transport, Inc.
P.O. Box 510
Holicong, PA 18928
ATTN: Reservation Department***

PLEASE CALL:

Central Bucks Area (215) 794-8360
Toll Free Number (888) 795-0740
Once your application has been processed, you may call BCT Reservations Department to schedule your ride.

When Scheduling Your Ride

Since BCT is a shared ride program, trips are scheduled on a first-come, first-served basis. All rides must be scheduled a minimum of 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 and 2:30. If you call more than two (2) business days before the date of your trip, you may call between 8:30 and 5:00.

Information You Will Need to Provide When Scheduling Your Ride:

- Your complete name, address including building name/number, street name, house/apartment number.
- Your telephone number.
- The date of your trip.
- Pick-up/Return time.

*Remember to schedule your pick-up time for at least one (1) hour before your actual appointment time. Our vehicles are considered “on time” if arriving within thirty (30) minutes before or after scheduled pick-up times, as well as arriving within thirty (30) minutes after a scheduled return time. Please plan your trips accordingly.

- The complete address of your destination (including location of any specific entrance) and telephone number.
- The reservationists must be made aware of special needs (i.e. a

vehicle with a wheelchair lift, if an escort will be accompanying the passenger, etc.) during scheduling.

Cancellation Policy

To cancel a ride, rider must call the Reservations Department or the Cancellations Hotline *at least two (2) hours in advance of the scheduled pick-up time*. If a rider cancels two (2) consecutive weeks of “Standing Order” trips, the “Standing Order” will be made inactive, and the rider must reschedule any trips at least two (2) days in advance. **Note: “Standing Order” trips are repeat trips that are automatically added to the schedule for the same day, time and destination each week.**

No-Show Policy

A no-show occurs when a rider fails to cancel a trip at least two (2) hours before the scheduled pick-up. Riders 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 rider no-shows after a suspension, he or she will be permanently removed from the shared ride program.

Unacceptable Behavior

Riders who have a pattern of unacceptable behavior may be permanently removed from the program.

Is Passenger Assistance Available?

Basic service is curb-to-curb, and drivers will assist passengers on and off the vehicle if so noted upon registration, or if requested at 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 document from your medical provider is on file with BCT stating that the rider requires assistance to travel.

How Much Will Your Ride Cost?

For Seniors and General Public:

Senior Citizens (SC*), riders aged 65 years or over, pay 15% of the General Public fare. The General Public (GP**) fare is for riders aged 64 years or under.

The cost of any one-way trip in Bucks County, with a destination in Bucks County:

	SC*	GP**
One (1) Person	\$2.85	\$19.00

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

One (1) Person	\$4.95	\$33.00
Two (2) or more persons	\$4.20	\$28.00

Tokens are also available for Senior Citizens. Call for more information.

Members of Bucks County Area Agency on Aging (AAA)

Transportation is subsidized for these members for certain trips. For more information, call the AAA at (215) 348-0510, or call one of the following numbers listed by area:

- Upper Bucks:** (215) 536-4680
- Central Bucks:** (215) 348-6000
- Or** (215) 343-9100
- Lower Bucks:** (215) 946-8900

For Medical Assistance Rides

As part of the Medical Assistance Transportation Program (MATP), eligible clients receive free transportation for the purpose of medical evaluation, receiving treatment, and purchasing prescription drugs and/or medical equipment. BCT can also reimburse riders using privately owned vehicles or public transportation.

Inclement Weather

In case of inclement weather, check your local radio stations, or call BCT on the toll free number for information for transportation. Every effort will be made to transport passengers for medically related trips.

BCT Holiday Closures

- New Years Day Labor Day
- Memorial Day Thanksgiving
- Fourth of July Christmas