

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 Shared Ride Program is
provided in part by the following:

Pennsylvania Lottery Program, Pennsylvania
Dept. of Aging, Pennsylvania Dept. of
Transportation and Bucks County Area
Agency on Aging.



General Information Guide

***A Shared Ride
Program for
Senior Citizens
And
Persons with
Disabilities
(PwD)***

2019

Bucks County Transport, Inc.
P.O. BOX 510
Holicong, PA 18928
www.bctransport.org

Bucks County Transport, Inc.

Bucks County Transport, Inc. (BCT) is a private, non-profit corporation organized to provide Shared Ride transportation services for all Bucks County residents.

Shared Ride Transportation Services

BCT provides services to Senior Citizens (SC) and Persons with Disabilities (PwD) at a discounted fare if you are:

- A Bucks County resident 65 year of age or older or between the ages of 18 and 64 with written verification of a disability.

General Public (GP) Shared Ride transportation is also available for any Bucks County resident at the GP fare who is not eligible for the discounted fare program.

Shared Ride services are provided either directly by BCT or through contract with private carriers on a pre-scheduled basis. BCT is unable to provide emergency medical service and cannot provide transportation on demand. Transportation is provided on a first-come, first-served basis and is curb-to-curb service. Riders must adhere to all policies and procedures regarding Shared Ride transportation.

Transportation Availability

Service within Bucks County is available 6:00 a.m. to 6:00 p.m. Monday through Friday with other hours by special arrangement.

PLEASE NOTE: Transportation between service areas (Upper, Central and Lower Bucks County) and service to adjacent Pennsylvania counties may be limited to certain times and days.

Shared Ride Registration

BCT requires an original registration application on file for each rider before providing Shared Ride service.

Applications may be obtained either by calling the Reservations Department, by writing to BCT to the attention of the Reservations Department or by downloading an application from our website.

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Holicong, PA 18928
ATTN: Reservations Department
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PLEASE CALL:

Central Bucks area 215-794-8360

Toll Free Number 888-795-0740

Once your application has been processed, you may call the BCT Reservation Department to schedule your ride.

Scheduling Your Ride

Scheduling hours are 8:30 a.m. – 4:30 p.m.

Since BCT provides Shared Ride transportation, all requests for service is scheduled on a first-come, first-served basis. All rides must be scheduled a minimum of two (2) business days in advance of your planned trip.

Information You Will Need to Provide When Scheduling Your Ride:

- Your complete name and address including building name/number, street name, house/apartment number.
- Your telephone number and cell phone number if you have one.
- The date of your trip.
- The complete address of your destination (including location of any specific entrance) and telephone number.
- You may schedule a single, multiple or ‘subscription’ trip. (Subscription trips are repeat trips that are automatically added to the schedule for the same day, time and destination each week).
- Your drop off/appointment time and the time you will be ready to return.
- After scheduling your ride, you will be given an estimated time of vehicle arrival for your pick-up and your return.

- Our vehicles are considered “on-time” if they arrive within fifteen (15) minutes of the estimated time given.
- The reservationists must be made aware of any special needs, (i.e. a vehicle with a wheelchair lift; if an escort will be accompanying you on your trip; if you have a service animal; or any additional special needs you may require).

Cancellation Policy

To cancel a ride, the rider must call the Reservations Dept. 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 Subscription trips, the subscription will be made inactive, and they must reschedule any trips at least two (2) business days in advance.

No-Show Policy

A ‘no-show’ is defined as any scheduled trip that is not taken. 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-show 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 document from your medical provider is on file with BCT stating that the passenger requires assistance to travel.

Cost of a One-Way Trip

For Seniors and General Public:

Senior Citizens (Seniors*), riders aged 65 years or over, pay 15% of the General Public fare.

The General Public (GP**) fare is for riders aged 64 or under.

The following rate schedule shows the fare for a one-way trip:

Number of miles	Seniors*	GP*
0-4	\$3.00	\$20.00
4.1 – 10	\$3.90	\$26.00
10.1- 15*	\$4.50	\$30.00
15.1 Plus*	\$6.75	\$45.00

*Trips at these distances are subject to Shared Ride vehicle and driver availability.

Please see: Transportation Availability

You will be told the cost of your trip when you make your reservation.

Fares may be subject to change.

NOTE: We are unable to guarantee specific vehicles, unless a lift vehicle is required.

All wheelchairs must be in functioning order and must meet certification requirements of BCT in advance of transportation. If a wheelchair becomes non-functioning while in transit, BCT will request assistance from the rider’s emergency contact or BCT will dial 911 for emergency professional assistance at the rider’s expense.

Members of Bucks County Area Agency on Aging (AAA)

Transportation is subsidized for these members for certain trips. For more information, call the Bucks County AAA at 267-880-5700

Cost Of A One-Way Trip for PwD:

Number of Miles	Cost
0-4	\$4.25
4.1-10	\$4.25
10.1-15	\$4.50
15.1 Plus	\$6.75

You will be told the cost of your trip when you make your reservation.

Fares may be subject to change.

Inclement Weather

In case of inclement weather, check your local radio stations, or call BCT on the toll-free number for information regarding transportation. You may also visit our website.

BCT Holiday Closures

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