WHERE DOES BEST TRANSIT GO?

BEST TRANSIT services are available throughout Bradford, Sullivan and Tioga counties, Monday through Thursday. However, travels from Bradford/Sullivan to Tioga and Tioga to Bradford/Sullivan only operate Tuesday through Thursday. In addition, BEST TRANSIT also travels outside its three-county coverage certain days of the week.

TRANSIT PASSENGER POLICIES and RESPONSIBILITIES

It is BEST TRANSIT’s goal to provide reliable, safe and affordable transportation to ALL residents of Bradford, Sullivan and Tioga counties. In order to do so, it is important that our riders understand some basic policies for using the BEST TRANSIT bus.

On-time policy

It is the goal of BEST TRANSIT to pick up passengers within an hour before or one hour after the scheduled time. It is the rider’s responsibility to be ready for the BEST TRANSIT bus during this time frame.

Wait policy

When the BEST TRANSIT bus arrives to pick you up at your residence, the bus driver will wait a maximum of 5 minutes for the rider. If you are going to be late or need to change your trip time, please call BEST TRANSIT at 570.888.7330 or 1.800.242.3484 so we can notify the driver.

Cancellation policy

Any passenger who needs to cancel their scheduled trip must notify BEST TRANSIT at least two hours before the trip. Failure to cancel your trip could result in the rider being charged the full fare for that trip. Please call BEST TRANSIT at 570.888.7330 or 1.800.242.3484 between 7:00 AM - 5:00 PM to cancel your trip.

Door to Door service

BEST TRANSIT bus drivers can, and will, assist any rider who needs help entering or exiting the BEST TRANSIT bus.

Entering homes or buildings

The BEST TRANSIT bus driver is not permitted to enter any person’s home or place of residence. It is the responsibility of the rider to enter and exit their home or place of residence without assistance of the BEST TRANSIT bus driver.

Riding with an Escort

Any person who uses the BEST TRANSIT bus service can have an escort ride with them for free. All escorts must get on and off the bus at the same time as the rider. You must tell BEST TRANSIT when you schedule your trip if you want to travel with an escort.

Package Policy

All riders are permitted to carry packages and bags on the BEST TRANSIT bus. Bus drivers shall assist with putting bags on or off the bus only if the rider requests assistance.

There is a limit of 5 bags that a rider can bring on the bus.

Accessible Access

All riders that use mobility aid devices such as wheelchairs, scooters, walkers, etc. must have an accessible path from the door of your residence to the entrance of the bus while parked in your driveway. Wheelchair ramps must be clear of snow and other debris, driveways must be plowed and or salted to prevent ice and no driver is authorized to lift a manual wheelchair over more than 1 step. Under no circumstances will a driver push or lift an electric scooter. Drivers will not push wheelchairs through snow or through yards.

Medical Assistance Transportation Program No-Show Policy

If you are a NO SHOW you will receive a NO-SHOW sanction. First sanction is a warning letter. If you do not have another with next 90-days you will be in good standing. Second sanction within 90-day period will result in removal from the MATP for 30 calendar days.

27824 Route 220
Athena, Pa., 18810
570-888-7330
FAX: 570-888-8713

978 S. Main Street
Route 10
Mansfield, Pa., 16933
570-859-5530
FAX: 570-859-5530

Effective July 1, 2015

SHARED RIDE SERVICES

BEST TRANSIT operates a Door-to-Door transportation program for Bradford, Sullivan and Tioga counties.

“Shared Ride” means that the service is open to the public but is not a taxi service. The Shared Ride service will pick you up at your door and transport you to your destination. Since the service is “Shared Ride”, there may be other persons on the vehicle besides you or the driver may need to pick up other passengers prior to dropping you off at your destination.

Shared Ride services are funded in Part by the PA Lottery and grants from the respective county commissioners.

HOW IT WORKS:

All persons using Shared Ride must be registered with BEST TRANSIT.

Once registered, you must call BEST TRANSIT by 11 a.m. the previous business day in advance of your trip request. Same day trip requests are charged the full, unsubsidized fare.

BEST TRANSIT requires you to be ready by 1 hour before or after your scheduled pick up time, remember it’s a Shared Ride service so we cannot guarantee an exact pick up time, but we’ll do our best.

When you board the bus, you will pay your fare then sit back and enjoy the ride.

When you’re ready to go home, you simply call BEST TRANSIT and we will dispatch a vehicle to your location.

HOW MUCH DOES IT COST?

Senior Shared Rides: .75-cents per one-way trip.

Medical Assistance Transportation Program: No charge to consumer.

Persons with Disabilities: Mileage-based copay ranging from $3.00 to $7.50 per one way destination.

Mileage zone co-pays

- Zone 1: .1 to 4.5 miles, $3.00
- Zone 2: 4.6 to 9 miles, $3.50
- Zone 3: 9.1 to 13.5 miles, $4.50
- Zone 4: 13.6 miles and more (within county), $6.25
- Zone 5: County-to-county, $7.50
- Zone 6: Out-of-county, $7.50

HOW DO YOU KNOW IF YOU QUALIFY?

If you’re age 65 or older, you’re qualified thanks to the PA Lottery! If you’re under 65, BEST TRANSIT has a variety of programs that may assist you in riding the bus at a reduced fare, ask us for more information. Unsubsidized fares for the general public range from $20.00 - $50.00 per one way trip.

What if I have a mobility aid device or have difficulty boarding the bus?

BEST TRANSIT maintains a fleet of fully ADA Compliant vehicles ranging from minivans to transit buses and drivers will assist passengers boarding and exiting the bus upon request.

NEW INFORMATION EFFECTIVE JULY 1, 2015

Serving the Endless Mountains

Seniors, Medical Assistance & Persons with Disabilities

Service in Bradford, Sullivan and Tioga Counties

800.242.3484 www.goBeSTtransit.com

Bradford • Sullivan • Tioga

Serving the Endless Mountains