

Requirements of Passengers

1. Seat belts will be worn at all times when vehicle is in motion. Wheel-chair passengers; chairs will be strapped down and the passenger is required to be restrained with a seatbelt as well.
2. No eating or drinking on vehicle.
3. No smoking on vehicle at any time.
4. No arguing or loud talking.
5. (For Subscription Riders) The bus will be by your house approximately the same time each day. The driver will honk the horn twice, wait one (1) minute and drive on.
6. If you find you will be unable to ride the bus the next day, tell your driver and they will not come by.
7. All personal items will be removed from the vehicle when you get off. PCTA will not be responsible for lost items.

The above rules will be honored or you will not be picked-up the next day.

Priority for Rider ship

Polk County Transportation Authority has a number of fixed routes to Nutrition Sites, Vocational Services, Daycare Centers, Mental Health, and Demand Response. If at any time the van is filled beyond capacity the driver radios the PCTA office and another vehicle is dispatched to that location, therefore no client will be denied transportation within the guidelines of PCTA's policy.

If a client is not able to reschedule an appointment to match the vehicle availability a part-time driver may be called in to meet this need.

Passenger Assistance:

Passengers that are handicapped may be required to provide an aide to assist them on and off the vehicle, also accompany them during the trip.

There will be no charge for the aide since they are providing assistance for the passenger.

Waiting Time:

Waiting for passengers who are not ready for their scheduled pick-up time, can cause the entire route to be late. Therefore, passengers will be required to be ready when the bus arrives at their pick-up point. The bus will honk the horn and wait one (1) minute and honk horn again and leave.