

## **Polk County Transportation Service Policy**

- Seat belts MUST be worn at all times.
- Guns and weapons are prohibited.
- Food, drinks, loud or disruptive behavior and the use of tobacco products are prohibited.
- Passengers may not interfere with the safety or privacy of other riders.
- Children 13 and under cannot ride alone.
- Fares must be paid with the exact change. Drivers do not carry cash.
- On Foothills Express, the number of bags is limited to the number you can carry in one trip without driver assistance.

### **Priority for Ridership for Demand Response Service**

Polk County Transportation has a number of 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 PCT office and another vehicle is dispatched to that location, therefore no client will be denied transportation within the guidelines of PCT's policy.

### **Companions and Aides:**

Passengers with a disability may request that an aide ride along for support in getting on and off the vehicle and with their appointments. Under these circumstances, there is no charge for companions. However, arrangements must be made when the appointment is scheduled so that the appropriate number of seats may be reserved.