



May 29, 2015

RE: *Notification of Change to Cancellation Policy*

Dear TRAX Passenger,

TRAX cancellation policy has been changed. If a passenger has 3 or more missed trips either from cancellations without 24 hour notice and/or no shows will be suspended from service for 30 days.

TRAX Transportation has established an administrative process to suspend service to passengers who establish a pattern or practice of missing scheduled trips. This policy applies to all passengers. A **late cancellation** occurs when a passenger cancels a trip less than 24 hours before the scheduled trip. A **no-show** trip occurs when the vehicle arrives at a pick-up location and the passenger does not board the vehicle within 10 minutes. If you cancel a trip either by phone or upon arrival of the driver at destination with less than 24 hour notice, you will be charged \$2.00 and no-shows will be charged \$2.00. Passengers are responsible for cancelling trips they no longer need. Trips can be cancelled by calling your local dispatch office:

Bowie, Cass & Morris Counties - 903-255-3530 or 1-866-575-9014

Franklin & Titus Counties – 903-572-3670

Lamar, Delta & Red River Counties – 903-739-2444 or 903-739-2445

This policy is in place out of respect for our drivers and passengers. Cancellations with less than 24 hour notice are difficult to fill. By giving last minute notice or no notice at all, you prevent someone else from being able to schedule a trip into that time slot.

TRAX is a Rural Public Transit System that provides services on a first come, first serviced basis. Passengers who cancel without a 24 notice or no show 3 times in a 30 day period will be suspended from service for 30 days. This policy applies to all passengers and priority will not be given to any passenger due to age or disability. There will be no exceptions to the policy.

The \$2.00 no-show fee will be charged to all passengers for missed general public rides and must be paid prior to utilization of further service(s). Whenever a passenger is a no-show and/or a cancellation, the driver will notify the dispatcher and the computer dispatching software will track all cancellations and no-shows.

Sincerely,

Owetta Walton-Bost
Transportation Manager
Ark-Tex Council of Governments