

TRAX TRANSPORTATION

RIDER'S GUIDE

RURAL TRANSIT/DEMAND RESPONSE

Demand Response service is provided by scheduling trips in advance. These can be to any destination within the service area including but not limited to medical appointments, work, grocery stores, banks, meal centers, beauty salons, etc. **This service operates curb to curb, but upon request the driver may help the passenger to their door. At no time can the driver enter the passenger's home.** In order to make any reasonable modification requests, please call our Transportation Manager at 903.255.3553. Passengers requesting modifications should describe what modifications they need in order to use the service. Whenever feasible, requests for modifications should be made and determined in advance of the scheduled trip (i.e., during the paratransit eligibility process, through customer service inquiries or through TRAX's Complaint Process. If modifications cannot be made in advance, TRAX staff will make a determination of whether the modification should be provided at the time of the request.

Scheduling your trip

Reservations are taken Monday through Friday, 8:00 am to 3:00 pm, on a first come, first serve basis. Reservations can be made up to two weeks in advance, and no later than 3:00 pm the day before you wish to ride. Our reservation process is simple. When you call, please be prepared to give us your name, address, the date and time of your trip, and your destination. We will also need to know if you will be using a wheelchair (or other mobility device), if you will be traveling with a personal care giver, and if you will be accompanied by a service animal.

Please schedule your trip and return trip during the same call, if possible. If, for any reason, we cannot offer you the exact time you requested, an alternate time may be offered. Please take into consideration any delays which may occur during your appointment.

Be advised, the scheduled pick-up time is actually a pick-up window. TRAX drivers are considered to be on time if they arrive within 30 minutes before the scheduled time or 10 minutes prior to the scheduled pick up time. Whenever possible, please be ready to go one hour before the scheduled pick-up time. Also, please note that the return trip is a "will-call" and may occasionally take up to one hour from the time the passenger calls until the driver arrives.

For Reservations In Your Service Area, Please Call:

- **Bowie and Cass County**
866.575.9014
903.255.3530
- **Titus, Franklin, and Morris County**
866.575.9014
903.572.3670
- **Lamar, Red River County**
844.437.7497
903.739.2444 or 903.739.2445
- **Hopkins and Delta County**
903.885.2769

Please be aware TRAX does not provide service on the following days:

New Year's Day	Memorial Day	July 4th	Labor Day
Veteran's Day	Thanksgiving (& day after)	Christmas Day	

In addition to these days, TRAX may limit service on days before or after a major holiday.

Transit Fares

All fares must be paid to the driver upon boarding the vehicle. Passengers are responsible for paying with correct change. We currently accept cash or check only.

- Rural Transit Passengers are charged \$1.00 for the first ten miles and an additional \$1.00 for each ten miles (or a portion thereof) after.
- Passengers age 60 and over ride free of charge.

Cancellation & No Show Policy

If, for any reason, you need to cancel a ride please give us (minimum) 24 hour notice. Same day cancellations will be charged a \$2.00 penalty fee. This policy was established out of respect for our passengers and drivers. Same day cancellations are difficult to schedule and can prevent someone else from being able to schedule a trip in that time slot. Passengers with 3 cancellations within a 30 day period will be suspended from all TRAX transportation services for 30 days.

A \$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). A trip is considered a “no show” if a passenger fails to give notice of cancellation or if the bus arrives, waits the required amount of time (10 minutes), and leaves without the passenger, after having tried to contact him/her. Please be advised, if a passenger is recorded as “no show” the remainder of his/her trips will be cancelled for the day, and the cancellation fee will apply. No-shows due to an error caused by a TRAX employee do not count against the passenger. There may be other circumstances beyond the passenger’s control that make it impractical for him/her to cancel their scheduled appointment (i.e., family emergency, sudden change in medical condition, etc.). Such circumstances will be taken into consideration and will not count against the passenger.

The TRAX Cancellation and No Show policy applies to all passengers, regardless of age or disability. There will be no exceptions to this policy. Any passenger whose services are suspended or terminated because of cancellations and/or no shows has the right to request a hearing through an appeals process.

Personal Care Attendants (PCA) & Companions

A Personal Care Attendant (PCA) is someone who rides with passengers to assist them with their medical needs. TRAX allows PCA’s to accompany a passenger at no additional charge when such an attendant is required to utilize our services. PCA’s are required to specifically assist the passenger. If they do not perform some type of assistance for the passenger, they are considered a guest or companion and will be charged the standard fare.

Children

All children under 15 years of age must be accompanied by an adult. Kids 12 and under ride free, but still require a reservation. Children 5 years of age and under must ride in an appropriate car seat or infant carrier which must be provided by the accompanying adult.

Service Animals

It is the policy of ATCOG to allow service animals to accompany their owner without restraint. According to the Americans with Disabilities Act of 1990, a service animal is, “a guide dog, signal dog or other animal individually trained to work or perform tasks for an individual with a disability”. Comfort or therapy animals which are used solely to provide emotional support are generally not considered service animals under the ADA. Passengers must maintain control of his/her service animal. Please inform TRAX if a service animal will be traveling with you when you make your reservation.

In addition to Service Animals, please note that pets are allowed on the bus, but only if they are properly secured in an enclosed carrier.

Complaint Procedures

Please visit our website, www.atcog.org/transportation for more information on our Complaint Procedures.

PASSENGER GUIDELINES

- Seat belts must be worn at all times.
- Remain seated until vehicle comes to a complete stop.
- Do not disturb the driver and/or other passengers. Speak in a quiet voice and avoid using foul language.
- No food or drink allowed
- No drugs, alcohol or tobacco products allowed on the bus.
- No weapons of any kind allowed on the bus.
- At the passenger’s point of origin they are allowed no more than 5 grocery bags or 2 TRAX reusable bags. Bags are not allowed to occupy a seat on the bus.
- All passengers who board the vehicle in wheelchairs or other mobility devices are required to ride in the wheelchair securement location. Drivers will utilize the available securement devices to ensure THE wheelchair remains in place throughout the ride.
- Service may be refused if either the pick-up location or the destination location does not provide safe passage for the vehicle or safe access to or from the vehicle by the passenger.

PARATRANSIT SERVICES

The ADA Complimentary Paratransit Service was developed to provide safe and efficient transportation comparable to that provided by the fixed route system to persons with disabilities who are ADA Paratransit Eligible. Our mission is to provide **demand-response, door-to-door** transportation on specially equipped vehicles designed to accommodate persons with disabilities. For information on our Paratransit service, eligibility and the application process please visit our website at www.atcog.org/transportation. Information is available under the Paris Metro section of our website. For questions or concerns please contact our Transportation Manager at 903.255.3553.

GREYHOUND CONNECT

TRAX Transportation provides the Greyhound Connect service seven days a week with routes scheduled from Paris to Mt. Pleasant, Texarkana to Linden, and Texarkana to DeKalb. This affordable transportation service gives passengers access to other communities and Greyhound Stations, and **does not require reservations**. The fare rate for Greyhound Connect is \$3.00 per trip. To view the Greyhound Connect schedules, please visit our website at www.atcog.org/transportation.