

TRAX

Rural Public Transportation

Rider's Guide To Public Transit

4808 Elizabeth Street

Texarkana, Tx 75503

866.575.9014

903.255.3530

www.atcog.org/transportation-programs



Introduction:

The Ark-Tex of Governments' Rural Transit District (TRAX) provides low-cost transportation for residents of Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus Counties. It is the mission of the Rural Transit District to meet the transportation needs of the residents in the nine county ATCOG region, thereby enriching their quality of life and independence. Demand response service is provided by scheduling trips a minimum of 24 hours in advance. Trips can be to any destination, 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 Operator may help the passenger to their door at the operator's discretion. At no time can the Operator enter the passenger's home.** To make a service request, please contact our Reservation line at 903.255.3530.

This Rider's Guide covers topics including scheduling your trip, fares, policies and procedures, and more. Please feel free to contact our office if you have any questions, concerns, or would like more information on the services we provide.



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Contact Information:

903.255.3530

866.575.9014

Option 1: Reservations/Appointments

Option 2: Cancellations (Voice Mail only)

Option 3: Paris Metro

Office hours: Mon-Fri 8am-5pm

(Voicemails left for rides/reservations will be discarded)

**Please be aware that TRAX does not operate
on the following holidays:**

New Year's Day

Martin Luther King Jr. Day

Presidents Day

Good Friday

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving Day

Friday following Thanksgiving

Christmas Eve

Christmas Day

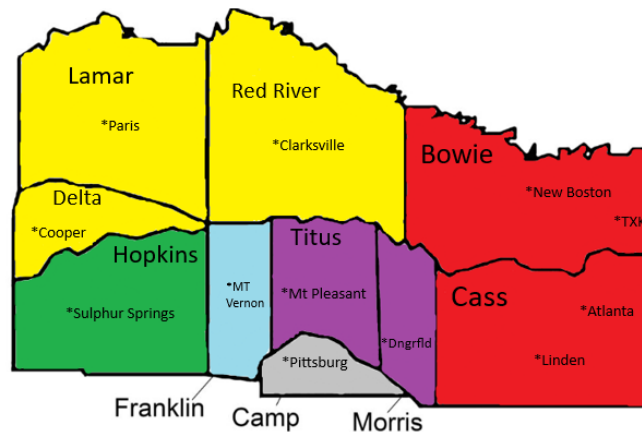
In addition to these days, TRAX may limit service on days before or after a major holiday, as well as days reserved for quarterly safety meetings. Notice is given in advance on busses, phone lines, and our IVR system.

Scheduling Your Trip:

Reservations are made Monday-Friday, 8:00am to 3:00pm, on a first come, first served basis. Reservations can be made up to two weeks in advance and must be made no later than 3:00pm the day before you plan to ride. Our reservation process is simple. When you call, please be prepared to give us your first and last name, address, the date and time of your trip, and your destination (please have the address ready for the destination). We will also need to know if you will be using a wheelchair (or other mobility devices), if you will be traveling with a personal care attendant, if you will have a child with you that requires a car seat, and if you will be accompanied by a service animal.

Your trip and return trip should be scheduled in the same call. If for any reason, we cannot offer you the exact date/time you requested, an alternate date/time may be offered. Please take into consideration any delays which may occur during your appointment. All reservations should be made on the reservationist line, voicemails will be disregarded unless it is a cancellation on the cancellation line.

TRAX can only transport to locations within the regions of service listed below:



Red: Region 1- Bowie and Cass Counties

Purple/Blue: Region 2- Titus, Morris, and Franklin Counties

Yellow: Region 3- Red River, Lamar, and Delta Counties

Green/Blue: Region 4- Hopkins and Franklin Counties

Grey: UT Hospital Only out of region 2

Transit Fares:

All fares must be paid to operator upon boarding the vehicle. Passengers are responsible for paying with correct change. Operators are not able to make change. We currently accept cash, check, or tickets only. There may be multiple operators carrying out the same trips, please be sure to give each operator the one-way fare.

- 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 aged 60 and over, ride free of charge after approval from AAA. An application will be offered when the client page is created or after the passenger has turned 60 years of age. Passengers may request an application if one is not offered to them.

Transit Fares

0-10 miles	\$1.00
11-20 miles	\$2.00
21-30 miles	\$3.00
31-40 miles	\$4.00
41-50 miles	\$5.00
51-60 miles	\$6.00
61-70 miles	\$7.00
71-80 miles	\$8.00
81-90 miles	\$9.00
91-100 miles	\$10.00

Policies and Procedures:

Riding:

- Seatbelts must be always worn.
- Remain seated until the operator comes to a complete stop.
- Do not disturb the operator and/or the other passengers. Speak in a quiet voice and avoid using foul language.
- Harassment of any kind is not tolerated.
- No food or drink allowed.
- No drug, alcohol, or tobacco/vape products allowed.
- Unlawful carrying of a weapon is prohibited.
- Defective passenger equipment will result in a denial.
- Passengers should expect to ride with other passengers while on the bus.
- Passengers must have appropriate dress and good hygiene on the bus.
- Any pet/animal should be in a standard pet carrier unless it's a service animal.
- No littering or vandalization.
- Do not place feet or dirty objects on the seats.
- No spitting in or out of vehicle.
- No hazardous or flammable materials allowed on the bus.
- If a child is under the age of 16, they must be accompanied by an adult.
- All passengers must wear a shirt, pants, and shoes to be permitted onto the bus.
- All children that are required to be in a car seat must be properly secured. The client is to provide their own car seat and must secure both the child in themselves. TRAX does not provide car seats.

TRAX may refuse service to any persons violating the provisions attained above. Incident reports may be filed.

Items on the bus:

- Passengers are only allowed 7 grocery bags, or 3 TRAX issued bags, each. First violation, warning. Second violation, supervisor comes and speaks to passenger and transports them home. Third/final warning,

passenger is informed that TRAX is no longer transporting them home as well as a suspension of 14 business days.

- Baggage that can be stored under the passenger's seat or on the passenger's lap that will not protrude onto another passenger's seat or otherwise interfere with other passengers is allowed. Baggage that will not be admitted on board includes excessive, bulky, dangerous, or offensive articles that may cause harm or discomfort to another passenger.
- Baggage may not be left on the bus unattended.

Mobility Devices:

- All passengers who board the vehicle in wheelchairs or other mobility devices that are similar may ride in the wheelchair securement location or elect to move unassisted to a passenger seat. Operators will utilize the available securement devices to ensure the wheelchair remains in place throughout the ride.
- Seats at the front of the buses are reserved for individuals with disabilities. You may be asked to move if you are seated in one of these seats when an individual with disabilities boards the bus.

Location/Destination Safety:

- Service may be refused if either the pickup location or the destination location does not provide safe passage for the vehicle or safe access to or from the vehicle by the passenger.
- When conditions at a passenger's home exist that may hinder safe transportation, service may be denied. (i.e., ice, snow, high water in walkway or driveway, thick mud etc....)
- Service may be denied if there are harmful or potentially harmful pests or insects which can be easily transferred to other passengers or operator s. (ants, bed bugs, roaches, fleas, etc.)

Cancellations/No-Shows:

- Cancellations need to be made at a minimum of 6 hours in advance, unless there is a circumstance beyond passenger control.
- The cancellation line is available 24/7.
- Same day cancellations may result in a no-show.

- A passenger that has 3 or more no-shows in a 30-day period will be suspended from all TRAX service for 14 business days as well as a \$2.00 (per no show) fee that is to be paid before ride can be resumed.
- A trip is considered a no show if a passenger fails to give notice of a cancellation six hours before the scheduled trip or if the passenger does not board within five minutes of bus arrival.
- Please be advised that if a client is recorded as a no-show all other trips for that day are to be cancelled.
- If TRAX transported a client to a location and the return trip results in a no show, TRAX will still attempt to transport the client home and only home. All other trips for the day will be cancelled.
- Clients are responsible for contacting TRAX to request an extension (based upon availability) on their trips if they are going to take longer than anticipated. Not doing so will result in a no-show.

Phone Incidents:

- Clients are asked to refrain from using foul language or yelling on phones with office personnel. If a client has done any of the above the reservationist will give a warning by informing if the behavior continues the call will be disconnected. At this point if the behavior is continued the reservationist will repeat the phrase “Due to this behavior I am now disconnecting the line”. The line is then disconnected, and a ‘Client Incident’ form is filled out and turned into the acting supervisor.
- **All threats to office personnel or operators will result in an immediate suspension of services pending investigation from supervisors.**
- All calls are monitored and recorded.

TRAX reserves the right to give suspensions for any violation of the policies and procedures above.

Personal Care Attendants (PCA), Companions, Children, and Service Animals:

A Personal Care Attendant (PCA) is someone who rides with passengers to assist them with their medical needs. TRAX allows PCAs 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 must reserve a trip for the same dates/times on a separate client profile. Companions and other passengers are no longer able to be added to a client's trips.

All children 15 years of age and under must be accompanied by an adult. Kids 15 and under ride for free and may be added onto an adult rider's trip. 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. Any child over the age of 15 must have their own trip and may ride without an adult.

It is the policy of TRAX to allow service animals to accompany their owner without restraint. According to the Americans with Disabilities Act (ADA) of 2020, a service animal is, "a dog that is individually trained to do work or perform tasks for an individual with disability, the tasks performed by the dog must be directly related to the persons 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. If a service animal is out of control, and the handler does not take effective action to control it, or if the dog is not house broken, that dog will be excluded from riding the bus. 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.

Complaints:

Have a Comment or Complaint?

We at TRAX strive to meet all our passenger's transportation needs, but we realize that there is always room for improvement. We welcome your input & feedback. You may call us or email us:

Lauren Cromer, Transportation Supervisor 903-255-3594 lcromer@atcog.org

Bobby Williams, Operations Manager 903-255-3549 bwilliams@atcog.org

For Title IV Complaints, we provide the following: Any person who believes he or she has been discriminated against on the basis of race, color or national origin by Ark-Tex Council of Governments (ATCOG) may file a Title VI complaint by completing and submitting the form linked below by mail or in person to 4808 Elizabeth Street Texarkana, TX 75503. ATCOG investigates complaints received no more than 180 days after an alleged incident. ATCOG will process complaints that are complete, in a reasonable amount of time.

Once a complaint is received, ATCOG will review it to determine if our office has jurisdiction in the matter. The complainant will receive an acknowledgement letter within 10 business days informing the complainant whether the complaint will be investigated by ATCOG. ATCOG will only notify its TxDOT Public Transportation Coordinator within 10 working days by email, of any Title VI complaints filed within it.

ATCOG has 30 days to investigate the complaint. If more information is needed to resolve the matter, ATCOG will contact the complainant. The complainant has 20 business days from the date of the letter to send requested information to ATCOG's Title VI investigator. If the investigator is not contacted by complainant or does not receive the request for additional information within the 20-business day requirement, ATCOG can administratively close the case. A case can also be closed if the complainant indicates they no longer wish to pursue their case.

Section 601 of Title VI of the Civil Rights Act of 1964 states the following: No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Other services provided by ATCOG:



9-1-1 EMERGENCY COMMUNICATIONS

Services: Regional 9-1-1 Emergency Communications, Rural Addressing Assistance, and Geographical Information Services (GIS) Mapping.

Contact: 9-1-1 Program Director | Phone: 903-832-8636

AREA AGENCY ON AGING (AAA)

Services for Seniors 60 and over: Information, Referral and Assistance, Benefits Counseling (Medicare, Medicaid, Low-Income Subsidy and Fraud), Long-Term Care Ombudsman (Nursing Home and Assisted Living Facility Advocate), Care Coordination/Caregiver Support, Home Delivered Meals, and Congregate Meals at Senior Centers.

Contact: ATCOG AAA Program Director | Phone: 1-800-372-4464

CRIMINAL JUSTICE

Services: Criminal Justice Planning, Regional Law Enforcement Training, and Juvenile Mental Health Services for County Juvenile Probation Departments.

Contact: ATCOG Criminal Justice Coordinator | Phone: 903-832-8636

ECONOMIC DEVELOPMENT

Services: Small Business Administration Loans and Small Business Revolving Loan Funds (RLF).

Contact: ATCOG Economic Development Director | Phone: 903-832-8636

ENVIRONMENTAL

Services: Solid Waste Management Planning, Water Quality Planning, and Land Reuse.

Contact: ATCOG Environmental Resources Coordinator | Phone: 903-832-8636

HOMELAND SECURITY

Services: Emergency Management Planning, Homeland Security Implementation Plan and State Preparedness, and Local Jurisdictions Grants.

Contact: ATCOG Homeland Security Coordinator | Phone: 903-832-8636

HOUSING

Services: U.S. Department of Housing and Urban Development (HUD) Housing Choice Voucher (HCV) Program (*Formerly Section 8*), HCV Assistance to Veterans. Emergency Solutions Grants for Homelessness Prevention (Temporary Rental Assistance), Family Self-Sufficiency Program.

Contact: ATCOG Housing Director | Phone: 1-800-988-3331

REGIONAL DEVELOPMENT

Services: Provides Comprehensive Economic Development Strategy (CEDS) and City and County Grant Writing/Administration, Weatherization Plans, and Hazard Mitigation Plans.

Contact: ATCOG Regional Development Director | Phone: 903-832-8636