



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 Council 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.

This Rider's Guide covers topics including scheduling your trip, fares, cancellation policies, passenger guidelines 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. We appreciate you choosing TRAX for your transportation needs.

Texarkana Office
866.575.9014

Paris Office
844.437.7497



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Rural Transit/Demand Response

Demand response service is provided by scheduling trips a minimum of 24 hours in advance. Trips 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 Operations Coordinator at 903.255.3549. **Passengers requesting modifications should describe what modifications should be made and determined in advance of the scheduled trip.** 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 served basis. Reservations can be made up to two weeks in advance, and must be made no later than 3:00 pm the day before you plan 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 after 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.

Passengers should expect to ride with other passengers. Scheduling will be done to ensure the maximum number of passengers are accommodated on each vehicle while meeting on-time performance and ride time expectations.

Things to Remember

- **When conditions at a passenger's home exist that may hinder safe transportation, service may be denied.** Examples include: An unsafe passenger accessible home; Ice, snow, high water in walkway or driveway; Defective passenger equipment (i.e., unsafe wheelchair or ramps); Unsafe vehicle access to enter and exit home; Unrestrained pets.
- **For our passengers' safety and security activities on and around TRAX vehicles and office facilities may be visually and audibly recorded.**
- **Passengers with a wheelchair or mobility device that cannot be secured will not be denied service.** Instead, if the passenger is physically able, they will be asked to transfer to a seat and utilize a seatbelt. Any passenger who does not want their wheelchair secured but is physically able to transfer to a seat will be asked to do so and wear a seatbelt. The mobility device will be secured and placed in a position as to not allow freedom of movement while the vehicle is in motion. TRAX will make every reasonable effort to accommodate various mobility devices available to passengers.

For Reservations In Your Service Area, Please Call:

Bowie and Cass County

866.575.9014

903.255.3530

Titus, Franklin, & 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

Veteran's Day

**Thanksgiving(day
after)**

Christmas Day

Martin Luther King Day

President Day

Christmas Eve

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

“TRAX has been providing transportation so that I can do my grocery shopping. This transportation has been provided weekly for the past six years. If this service was not provided by TRAX, I wouldn't be able to live independently. Without TRAX, I would have to move to an assisted living facility. TRAX is not a frivolous government program. Rather, it is an invaluable service to the community.”

Gene Griffin



Transit Fares

All fares must be paid to 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.



“I have very poor health, and it’s getting worse. I also live 11 miles from the nearest grocery store. It would cost me \$60 for a taxi to pick me up and return me home. TRAX is my lifeline. This is a great program to help the elderly and disabled.” Brenda McCoy

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 services for 14 days.

A \$2.00 “no show” fee will be charged to passengers for missed general public rides and must be paid prior to utilization of further service. A trip is considered “no show” if a passenger fails to give notice of cancellation or if the bus arrives, waits the required amount of time (5 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, & 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 a passenger’s control that make it impractical for him/her to cancel their scheduled trip (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.

“TRAX is of vital importance to me. I use the service on a consistent basis to go to the doctor, dentist, various therapy appointments and other medical appointments. I also use the service to go shopping for food, clothing, household items and other things that are necessary for everyday life.

I am elderly and have Parkinson’s disease and I am also handicapped and use a walker. TRAX buses provide lift service so it is much easier for me to get about. My friends and relatives are older than I am, and it is difficult for them (and me) to place the walker in their vehicles. Since there is no regular bus service in this city, I needed a good, inexpensive way to travel in the city and surrounding areas. TRAX was the answer to my needs.”

Rose Marie Shepard

Personal Care Attendants (PCA) Companions, & Children

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.

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 TRAX to allow service animals to accompany their owner without restraint. **According to the Americans with Disabilities Act (ADA) 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

For a detailed account of our Complaint Procedures, please visit our website at www.atcog.org/transportation-programs

“Upon my arrival here people were reluctant to help me, a disabled vet with a service dog. People constantly took advantage of me being on a set income, double-charging and more for rides, food, and other needs. I found out about TRAX by accident. What a blessing! The people have done more for me than I can imagine.”

Mr. Taylor



Passenger Guidelines

- **Seat belts must be worn at all times.**
- **Remain seated until vehicle comes to a complete stop.**
- **Do not disturb driver and/or other passengers. Speak in a quiet voice and avoid using foul language.**
- **No food or drinks allowed.**
- **No drugs, alcohol, or tobacco/vape products allowed.**
- **No weapons of any kind allowed.**
- **At the passenger's point of origin they are allowed no more than 7 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 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.**

“I find all of the drivers to be very nice and polite. They are also very respectful. All of the drivers have been very helpful when I need assistance.” Rose McCoy

